

Annual Report and Accounts 2023-24

April 2024



Wetherby in Support of the Elderly Annual Report 2023/24

WiSE is a Charity Commission Registered Charitable Incorporated Organisation (CIO Foundation) No. 1163698.

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Chair's Introduction:

I am proud to introduce the WiSE Annual Report for 2023/24.

The last 12 months have been challenging both for charities and the people they exist to serve.

Yet WiSE continues to thrive.

From a sound financial footing, the charity has continued to extend the range and reach of the services it offers. Whilst annual reports such as this one are important for governance and scrutiny, some of the case studies listed illustrate the real, human impact of what the charity does.

These are the stories which make my fellow trustees and I incredibly proud of all that the charity and its fantastic team of volunteers deliver for local people.

Mark Storey
Chair of Trustees.



Trustee's Report:

The trustees present their Annual Report together with the Financial Statement of the charity for the year 1 April 2023 to 31 March 2024.

The trustees confirm these documents comply with the current statutory requirements, the statutory requirements of the charity's governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) as amended for accounting periods commencing from 1 January 2016.



A message from our Chief Operating Officer:

Our twentieth year has been a big one for the charity- as the narrative in this report illustrates.

We've delivered thousands of interventions- all designed to enhance the lives of older people living in Wetherby and its surrounding villages.

We've also marked our anniversary year in style, including a major celebration event and a time capsule burial.

But we have not stood still.

As well as looking back, we've made huge progress as a charity too- from opening a new memory café and extending the reach of our core services, to responding to a big consultation about the future of our work.

All of the accomplishments listed in these pages during the last 12 months are down to our small staff team and many volunteers. I thank all of them for what they have helped to us achieve.

Mark Dobson
Chief Operating Officer



Strategic Report

Our strategy for 2024/25

Introduction

In the context of an ageing population, the challenges and needs of older people become increasingly prominent. Our charity, dedicated to supporting older and vulnerable individuals in our communities, aims to address these needs comprehensively and compassionately. This strategy document outlines our vision, mission, values, partnerships, sustainability plans, and communication strategies to ensure we effectively support our communities.

Vision



To create a compassionate community where older individuals are respected, supported, and integrated, living independent lives with dignity, health, and happiness.

Mission



To empower and support older and vulnerable people through innovative services, advocacy and engagement, ensuring they and their carers have access to the resources and opportunities needed to lead healthy and fulfilling lives.

Objectives



We exist to support older and vulnerable people and their carers in Wetherby and its surrounding villages.

We also aim to help people who are socially isolated or living with chronic and degenerative conditions - enabling them to stay independent and live active, fulfilling lives in the community for longer.

Values



Caring: showing empathy and understanding to the experiences of older people, acting with dignity, kindness and compassion.

Collaborative: working with communities to achieve our objectives, through teamwork, cooperation and consultation.

Committed: making a difference to the communities we serve, whilst acting with loyalty, diligence and dedication.

Reliable: we do what we say we're going to do and can be trusted to deliver on our objectives efficiently.

Inclusive: we ensure our services are accessible to all older people, regardless of their background or situation.



Strategic Report

Strategic priorities for 2024 to 2027

Partnerships

To achieve our vision and mission, we know we must identify and work with partners who add value to the delivery of our core services. Therefore:

- By September 2024, we will reach out to all GP practices in our district to increase appropriate social prescribing referrals by 100%.
- By March 2025, we will complete a stakeholder mapping exercise across our core areas, identifying changes to demographics, community assets and partners.
- By March 2026, we will identify appropriate opportunities to lead collaborative partnerships we will evidence where this has been achieved.

Sustainability

To continue delivering on our objectives, it's important for the charity to remain fit for the future and responsive to change. Therefore:

- By September 2024, we will have reviewed our ICT system and made recommendations for improvement, taking into account the requirements of our funding strategy.
- By October 2024, we will have developed a three year funding strategy, comprising a range of funding sources to support our work.
- By March 2025, we will have reviewed staffing, evaluated staff rewards and made recommendations for future growth.
- By September 2025, we will have recruited two new trustees based upon insight gathered from a robust skills audit and gap analysis.

Communication

We will raise our profile using a range of communication channels. This will include:

- Growing our audiences to ensure more people know about our work and services- we aim to increase our social media followers by 25% on all platforms by the end of the 2025 fiscal year.
- Engaging our audiences through original, entertaining and educational content tailored to their interests and the values of the charity- we aim to do this by reaching at least 60,000 people through social media alone.

- Developing successful two-way communication channels, using our digital and non-digital platforms to 'listen' as well as 'speak'- we aim to continue to respond to every comment and message received within 24 hours.
- Working with non-digital media to further raise the profile of our work- we aim to distribute 40 press releases and achieve 100 pieces of traditional print media coverage, and 175 articles coverage in total by the end of the 2025 fiscal year.
- We will continue to develop our website as an information hub for our 'Friends' and volunteers - we aim to have 2,000 monthly page views to the website by the end of the 2025 fiscal year.

Development

We will develop our charity by carefully considering the needs of the people we serve and employ. This will include:

- Person centred care - we will place people at the centre of our care, using focus groups, surveys and other consultation methods to ensure our services are co-designed with the needs of our communities prioritised.
- Developing our people - we will enable our staff and volunteers to reach their full potential, through improved learning and development opportunities, a volunteer role description and a review of trustee skills.

Conclusion

Our strategy aims to build a sustainable, impactful charity that makes a significant difference in the lives of older people in the communities we serve. By achieving our vision, mission, and values, and by strategically engaging with partners, managing our resources and communicating effectively, we will foster a community that fully supports its people to live long and fulfilling lives.

Our 20th anniversary



In October 2023 we celebrated our 20th year supporting older people across Wetherby.

To mark the occasion we planted a time capsule containing artefacts, photographic memories, marketing materials and a letter from the Chief Operating Officer to offer future generations a window into the charity's past.

The capsule was planted in the centre of Wetherby at a location agreed by Wetherby Town Council and Leeds City Council. It includes charity marketing material, photographic memories and other artefacts.



We also welcomed a major West End star to our biggest musical bash to date. Michael Watson, aka Franki Valli performed songs from 'Jersey Boys' alongside fellow members of his The Four Seasons tribute act. The event was a sell out and not only celebrated the last 20 years of WiSE, but also raised funds to enhance our core services.

The WiSE feedback survey

In August, we conducted a survey for local people to have their say on services for people in Wetherby and surrounding villages.

We're proud of the part we play in supporting older people, however we always want to learn more about the area and its needs, to help us make plans for how we are going to support local people in the future.

The first half of the survey aimed to find out more about what services existing WiSE friends use and the areas we could improve on. The second half of the survey was to determine the needs of the community outside of WiSE services.

The results of this survey found that those who responded, access a wide range of our services and that these are well valued- despite respondents accessing support from other organisations in our area as well.

It is also apparent that people would like us to continue to expand upon the range of events and services we offer, based upon suggestions people put forward.

The stand out finding though was that people would like to see an expansion to the level of dementia support on offer- with a large majority of survey respondents commenting to this effect.

We have put plans to address this in next financial year – 2024-5.



Other matters of significance during the reporting period

We have had a strong year, delivering our goals across all our core services.

During the reporting period (1 April 2023 to 31 March 2024):

- We received over 230 new referrals to WiSE from friends, family members, retirement life wardens, health services / GP surgeries etc.
- Scheduled 11 different social events, hosting over **200** timetabled activities/groups, including our regular favourites, Line Dancing, Knit, Natter, Craft and Chatter and Elderberries. We also launched some 'new' favourites too, with our Silver Social.
- We held these groups in **8** different venues, across Wetherby, and surrounding villages. At these events, we welcomed over **4,500** people through our doors, and not just older people – 1,800 friends of all ages visited our Welcome Café this year.
- We also held some additional one-off special events; **170** friends danced along with The Jersey Boys, **140** joined in with Johnny Dee (Neil Diamond) at the Engine Shed, and **42** enjoyed a coach trip to Whitby.
- We arranged for **74** people to have their grass cut each month.
- We made **754** transport journeys, whereby our volunteers drive older people to activities or social engagements and local health appointments that otherwise they may not have been able to attend.
- We ensured **10** people received a weekly contact from a friendly caller or visitor.
- We handled **771** contacts via the Information & Advice service, completing 21 blue badge and 33 attendance allowance applications.
- **486** friends attended the WiSE Memory Café, which supports those living with dementia and their carers, by providing an appropriate setting to focus on clients' wellbeing.

- At the end of the reporting period, we had **126** volunteers across our programmes providing us with an invaluable amount of volunteering hours – more than **5,000** volunteering hours in fact!
- We posted more than **1,000** Send a Smile cards helping to ease feelings of isolation and loneliness across Wetherby and surrounding villages. We also sent an additional **636** birthday cards to friends and volunteers of WiSE.
- And finally we served more than **9,600** visitors to the WiSE Owl Café. That's a lot of cups of tea and pieces of cake!

In the winter months, we coordinated efforts to provide winter warmer packs to older people at a time when heating bills remained astronomically high.

The packs were funded by WiSE and Leeds Community Foundation and contained thermal mugs, clothing, blankets, hot drinks and other winter essentials. We distributed 116 packs to people in need, identified with the help of other community outreach organisations.

Our Household Support Funding from the government was renewed. This meant we have been able to continue running our donation based Welcome Café, which has been an enormous success working in partnership with our friends at Wetherby Town Hall. This is now part of our events timetable indefinitely.

We continue to use this grant to become micro commissioners- giving start-up grants to other community groups, such as churches and local parish councils. This has helped us support more local people and forge excellent community partnerships which we always endeavour to be at the heart of.

Our Activities – An overview

We carry out a wide range of services and activities in line with our charitable objectives. The trustees consider that these services and activities provide benefit to older people and their carers in our area.

Our activities and services are promoted in a variety of ways, including actively engaging with local parish councils and community groups. We produce a quarterly newsletter which is issued via e-mail, post or hand. We also produce a monthly activities sheet and What's On guide, which is distributed to hundreds of our friends.

Our in-house communication officer provides publicity material to the media in Wetherby and Leeds and we continue to advertise in parish magazines. We display information about our services at GP surgeries, local churches, Wetherby Town Hall, and the One Stop Centre. We also promote our events and activities on our website and social media platforms.

WiSE Owl Café

The café is based in Boston Spa Village Hall. It is still a popular event, acting as a regular meet up for many of our customers, be it for coffee and a chat, or lunch. The café has two part-time staff members supported by a dedicated band of volunteer servers and bakers. It sources its food from local suppliers and volunteer bakers make the delicious cakes and scones. At the end of the year, we wished a happy retirement to Christine, who started up the WiSE Owl Café 11 years ago. In 2024-5, we aim to expand the services of this café.

Line Dancing

Line dancing promotes balance, coordination and is an excellent cognitive exercise which is relevant for our target age. The session leader is very popular with our clients. They provide weekly online dances to keep our regulars in practise.

Elderberries

Elderberries is a monthly social gathering which takes place at St Joseph's Church Hall. All friends and carers are welcome to attend Elderberries, where professional musicians or local entertainers entertain them.

Knit, Natter, Craft & Chatter

Knit, Natter, Craft & Chatter is held every Thursday at Deepdale Community Centre. Every week there is a new craft theme. People are also invited to bring their own project.

Bingo

Bingo is a monthly event which involves bingo, games and quizzes along with prizes for the winners at Wetherby Town Hall.

WiSE Memory Café

Our Memory Café is hosted twice a month at St James' Church in Wetherby to support those living with dementia and their carers. More detailed information can be found later in this report.

Welcome Café

Formally Pay-As-You-Feel Café, Welcome Cafe was launched to support people of all ages with the cost of living crisis. It was made permanent from July 2023 as inflation and interest rates bring new hardship to all sections of the community. It takes place weekly at Wetherby Town Hall and serves soup, sandwiches and cakes, plus hot and cold drinks.

Walton Coffee Morning

At the start of the financial year, this event was held on a monthly basis at Walton Village Hall. This has now reduced to seasonal events, including Christmas and Easter. Everyone of all ages is welcome- not just the over 60s.

WiSE Goes to the Movies - NEW

WiSE teamed up with Wetherby Cinema to offer a monthly film screening for 25 friends. This costs £5 which includes a hot drink and a cake.

Silver Social – NEW

In November we launched Silver Social – a social event held bi-monthly. This is similar to Elderberries, with a local musician or entertainer, but at The Engine Shed.

WiSE Goes to the Races - NEW

From time to time, we take our friends for an afternoon at Wetherby Racecourse at a subsidised rate of £5 per ticket. This is a popular event which always sells out. Last year we also invited our friends to the 'WiSE Garden Gang', which was an opportunity for people to plant containers in the racecourse gardens. It was free to attend with no equipment needed, and lunch provided.

Move & Groove - CEASED

Move & Groove is a fun, informal dance class with an instructor from Funky Jives, who teaches everything from Salsa to Bollywood, Disco to Freestyle and anything in-between. Participants are invited stay for a drink and a chat afterwards. This event ceased in December 2023.

Tea Dance - CEASED

In April 2023 we launched a monthly tea dance which was a chance for our friends to dress up, socialise and dance to vintage music. This event was not as popular as anticipated, so ceased in October, with Silver Social replacing the time slot at The Engine Shed.

Ad hoc events and celebrations

From time-to-time, we host events to acknowledge national celebrations and to raise additional funds to enhance our key services. In this reporting period we celebrated the King's Coronation with a party, plus hosted fundraising events with tribute act The Glam n Glitz band plus a sell-out Christmas Party with Johnny Dee – the voice of Neil Diamond, both at The Engine Shed. As you've already read, we celebrated our 20th anniversary with The Jersey Rollers, and in September, and for the first time ever, we took our friends on a coach trip from Wetherby to Whitby. In addition, in March 2024, we hosted an Information and Wellbeing fair at Wetherby Town Hall, offering help and support with mental, physical and financial wellbeing to those who needed it.

Partnerships

The trustees are particularly grateful to our community partners for all their support. All have helped us to meet our objectives and benefit older people and their carers in our area.

We are especially grateful for the support of Boston Spa Village Hall, which is home to our much-loved Wise Owl Café.

Other local partnerships include:

- St Joseph's Church
- The Methodist Church in Wetherby
- St James' Church, Wetherby
- The Engine Shed, Wetherby
- Bramham Village Hall
- Walton Village Hall
- Thorner Over 55's Club
- Churches Together
- Wetherby District Lions Club
- Wetherby Racecourse & Conference Centre
- Voluntary Action Leeds and Doing Good Leeds
- Local primary care team
- The local NHS
- Outer North East Community Committee
- Wetherby Co-operative
- Morrison's Wetherby
- Sainsbury's Wetherby
- Wetherby Sports Association
- Handpicked Wetherby
- The Wetherby Clinic
- LCAN Leeds Community Anchor Network
- The Oven Door
- Wetherby Cinema
- Wetherby Town Hall
- Howard Civil Engineering
- Eden Wealth
- Warners Solicitors
- Councillor Harrington and Councillor Lamb.

We welcome local groups, whether small and informal or larger in size, to contact us through our Activities Coordinator via email on activities@w-ise.org.uk.



Memory Cafe

The WiSE Memory Café launched in January 2023 thanks to funding from multiple sources, including the National Lottery Awards For All and McCarthy Stone Foundation. Since then, it has gained popularity and is considered a lifeline for those living with dementia and their carers.

The café supports attendees by providing an appropriate setting to focus on clients' wellbeing, with sessions facilitated by a trained staff member, alongside WiSE's volunteers. Support and advice is also offered to family carers to assist them in their day-to-day continuing and challenging caring role.

The session costs £4 for both carer and person living with dementia inclusive and meets twice a month on Wednesdays, 1.30pm to 3.30pm at The Church Rooms, Church Centre St James' in Wetherby.

The café is open for referrals only – both agency and personal. Local GPs and agencies in the area have learnt about our café and often refer. As such, the demand for sessions has outweighed what current funding can allow. In the next financial year, we plan to put the money raised through fundraising into dementia services. We already plan to employ a new part-time member of staff and add another monthly session to reduce our waiting lists.

This year, 486 friends attended the WiSE Memory Café.

“

A HUGE thank you for allowing mum and dad to attend the Memory Café. They both absolutely loved it (as did I!). It had a huge effect on mum in the days following. Mum is pretty much non-verbal nowadays, but she was singing along to some of the songs and dad said she was still singing the next morning and she was so much more engaged with what was going on around her. The whole afternoon gave them a massive lift. We saw mum's sister on Thursday and despite mum's short-term memory being poor, I asked her to tell her where she had been the previous week. She said Wetherby and that there was a beautiful singer (mum was very taken with the dress). She also said she was going to the Christmas party! I was quite shocked that she remembered but clearly the emotional uplift and how it made her feel on the day has really stayed with her. It was joyous to see everyone having such a good time.

”



Information and Advice

This service provides information and advice to over 60s on a range of issues, including how to apply for allowances and benefits, help for those struggling with form filling, how to find trusted tradespeople or carers and signposting to appropriate support organisations and services such as Adult Social Care and Carers Leeds.

The Information & Advice officer works from our Wetherby office, and attends additional planned events throughout the year, for example the WiSE Memory Café at St James' Church Rooms.

From April 2023 to March 2024 there were 771 Information & Advice contacts between the I&A service and WiSE friends, family members, carers, and support organisations such as Linking Leeds.

These contacts resulted in more than 150 signposts and over 25 referrals to appropriate organisations and sources of support, including Department for Work & Pensions, Leeds City Council, Care and Repair, Carers Leeds and Leeds Directory.

More than 80 contacts included intensive one-to-one support, which included completion of over 80 forms, from bus passes to Council Tax discount applications.

The Information & Advice service assisted with the completion of 21 blue parking badge applications and filled in 33 attendance allowance claim forms, using a telephone appointment service.

During the reporting period, there were 232 new contacts/ referrals to WiSE, which came from NHS health services, friends, family and carers, Retirement Life wardens and Linking Leeds amongst others.

Information and Advice a case study – Mrs R

Mrs R, aged 96, first accessed help from WiSE November 2011 when she was helped to apply for her Blue Parking Badge. Mrs R has been in touch with WiSE over the years receiving Send a Smile cards and also receiving 11 Coronavirus wellbeing calls in 2020 during the lockdown. Mrs R contacted us again for help with a Blue Badge renewal on the same day as the WiSE Wellbeing Event was being held at Wetherby Town Hall. Mrs R was advised of the event and went along with the help of her regular carer who accompanied her, providing assistance to get to us using her wheelchair.

The Wellbeing event was running alongside our weekly Welcome Café upstairs in a specially hired room. Stands were manned by organisations including Wetherby PCSOs Wetherby Library, Milner's Law Group, the local Building Society and Linking Leeds. The WiSE Dementia Lead, Befriending Coordinator and the I&A officer also chatted to those at the café in the event room but also downstairs at the café tables. Although Mrs R was unable to climb the stairs, she was happy to have her photo taken and documents copied in the Welcome Space cafe downstairs so her request for help to renew her blue badge could be completed.

Mrs R later called us to thank us and confirm her new badge had arrived.

Transport Scheme

The Transport Scheme provides a low cost door-to-door pick up and drop off service for people over 60 who are less mobile, don't drive, or struggle with public transport. The scheme has been running for seven and a half years and is greatly valued by our friends.

The service – which operates in Wetherby and surrounding areas – has a number of trusted volunteer drivers who will collect a service user and drive them to GP and local healthcare appointments, WiSE activities, or to meet up with friends.

Journeys are offered Monday to Friday 8am to 6pm and all bookings are made through our transport booking line. The service is more cost effective than taxis. It costs £2 per journey, plus 60 pence for every mile travelled, which is paid for when the passenger arrives home. Drivers are able to accommodate fold-up rollators or walking sticks, but unfortunately can't take wheelchairs.

During the reporting period, 754 transport journeys have been completed, whereby the charity's volunteers drive older people to activities or social engagements they would otherwise not have been able to attend.

Grass Cutting

We deliver the Grass Cutting scheme in collaboration with the HM Wetherby Young Offenders Prison Service, using funds provided by BBC Children In Need.

This unique collaborative project has meant many local people have had access to cheap and affordable grass cutting. Once we identify older people in need of help, WYOl provide a trained horticulturist to supervise young offenders who have expressed an interest in developing horticultural skills. It has been fantastic for so many under privileged young people from the prison to be working in the community and learning new skills.

In the reporting period, 74 people have had their grass cut each month.

The gardeners have all been risk assessed for suitability to earn Release on Temporary License before they take part in the project. The aim is for them to use this work experience to go towards a relevant qualification, giving them a greater chance of future employment.

The scheme helps to improve relationships between young and older people and is greatly valued by those who use it. The scheme was only one of its kind in the country. It was granted a 'Connecting Communities Award' for the impact it has made so far.



‘Send a Smile’ Scheme

The ‘Send a Smile’ scheme is now an established service and still remains popular with the older community. The scheme was launched as a way of further extending the charity’s work to reduce isolation and loneliness in older people.

It is also designed to build new and lasting two-way community relationships, including between organisations like care homes, craft groups and schools. It complements the existing Befriending Scheme for people who live alone and promotes positive intergenerational interactions by establishing partnerships with schools and colleges.

‘Send a Smile’ encourages people of all ages, from across the region and afar, to submit postcards, pictures or hand drawn cards to make an isolated, older person smile. Cards are sent to the WiSE offices where they are then distributed to our friends.

In this reporting period we have received more than 1,000 handmade cards – a high percentage of which were made by children. This year we appealed for Easter cards, Christmas cards and poppy cards to commemorate Remembrance Day. We also launched a one-off children’s competition to design a King’s Coronation card.



“

Hope you had a lovely Christmas.
Will you please pass on my thanks to
Cerys and Poppy-May, Wetherby High
School, for my beautifully decorated
Christmas card, so kind of them and
much appreciated. Many thanks and
wishing you a Very Happy New Year

Best wishes Maureen

”



Befriending

Our befriending service matches an isolated older or vulnerable person living alone with a volunteer who gives up their time to regularly provide friendly conversation and companionship.

Where possible, matches are made based on shared interests and both parties living in the same area. Once a befriending match has been made, each person is introduced in the company of one of our co-ordinators.

We have a team of 10 befriending volunteers who come from all walks-of-life and are asked to commit to a minimum of one hour per week. This involves dropping in for a cup of tea and a chat.

In the last year, our volunteers made, on average, more than 360 befriending visits and 150 calls to our older friends.

For an older person, regular social interaction helps to break their feeling of isolation and helps to make them feel a part of the community.

For the volunteer, the visits are often satisfying, enjoyable and an opportunity to meet someone new to hear about their stories and experiences.

Befriending – a case study

Peter, aged 87, missed the company of his wife Christine when she sadly passed away several years ago. That prompted his granddaughter to contact WiSE about befriending.

Peter was then matched with WiSE volunteer Mike, aged 75.

Peter said:

“

When my wife of 57 years passed away, I wanted a bit more company. In my younger years I was very active but now I have limited mobility. Although I have lots of entertainment at home with the TV and I get a lot of enjoyment from my garden, it can get lonely sometimes, so I always look forward to seeing Mike. He's a good friend, a good pal – and thankfully he doesn't eat too many biscuits!

”

Mike said:

“

It's always a pleasure to see Peter – I consider him one of my good friends. We talk easily about our careers, families and holidays in the past. We always have something to talk about and we always have something to say. I find Peter very interesting. I've lived in Wetherby for a very long time and have seen it change over the years. He's really opened my eyes to the history of our town.

”



Volunteering

We actively recruit volunteers over the age of 16 to assist in the delivery of our services. We work with Voluntary Action Leeds and Doing Good Leeds to advertise our volunteering roles, plus on our own social media channels and at times, in local businesses.

Volunteering is a worthwhile and enjoyable activity and there are a wide range of opportunities available with us. Our Volunteer Co-ordinator is based at our Wetherby offices and welcomes enquiries from people who want to support those in the local community. All volunteers undertake an induction and receive training appropriate to their role.

Volunteers are vital to our success. Without them, we could not continue to develop our services and

programme of events. Their help in delivering our services, through roles such as activity helpers, befrienders, dementia supporters, drivers, fundraising and trusteeship means we can continue our vital work.

At the end of the reporting period, we had 126 volunteers across our programmes. The volunteers range from younger people to very senior adults. Our volunteer coordinator is working hard to improve our support through training, recognition and communication. We are also continuing to develop additional volunteering opportunities.

Volunteering – a case study

Beryl has volunteered for WiSE for more than 18 years.

She said: “I started my volunteering journey with WiSE around 18 years ago. Since the beginning, I have seen WiSE grow exponentially – there is a bigger variety of activities and the wider spread of geographical areas has given people more opportunities to get involved.

“Choosing my favourite activity is difficult as they are all varied, but I must admit that although the most physically demanding, the teamwork needed at the Welcome Café as we prepare and serve the food and drink is very rewarding.

“For me, volunteering is not all about giving. I have gained so much myself over the years, having made many friends with the volunteers and clients. Since being widowed, WiSE has also become a lifeline for me helping to fill an enormous gap in my life.

“

WiSE has changed the lives of so many people, giving them the opportunity to meet and talk to others in comfortable and safe surroundings. I am proud to be part of that ethos.

”



Fundraising

The majority of our voluntary income in the last financial year was raised through charitable trusts and foundations which supported our projects and services. A small amount of income came from local benefactors.

Under the Winter Warmth Programme, our Welcome Café received £36,805. Within that figure was a substantial grant of £25,250 from Leeds Community Anchor Network (LCAN), which included monies for distribution to other local agencies. Leeds Community Foundation awarded £3,000 for Winter Warmth packs for distribution locally, which helped 116 people to keep warm this winter.

Letters sent to Charitable Trusts have generated £2,000 for our activities programme.

Letters focusing on loneliness sent out to Charitable Trusts have generated £4,700.

A total of £20,930 from 11 separate funders was received for the WiSE Memory Café. One of these donations was from McCarthy Stone for the Memory Café Christmas Party and another donation from Marshall & Viggars, was specifically to pay for two Memory Café sessions.

Unsolicited donations totalled £3,200. Two were donations from Bardsey Parish Council, another was proceeds from a coffee and cake sale in Little Ribston and two other donations were from a local business and charity.

Internally, we raised £2,120.70 from our own fundraising events, raffles, charity buckets and the sale of merchandise. A total of £1,854.44 was raised by community fundraisers via JustGiving.

Fundraising – a case study

Isabelle, aged 24 completed a tandem skydive in April, raising a total of £815!

Isabelle said: “I started volunteering at the WiSE Owl Café as I wanted to do something positive with my spare time. I really connected with the idea of supporting WiSE as I had recently lost my grandparents who meant so much to me.

“

“I saw the effects that COVID had on their isolation and it broke my heart to know that later in their life they had to feel alone and isolated. I would never want any older person to feel that way within their community. I know they would have loved spending time at such lovely places like the WiSE Owl Café if they’d known about it when they were alive. I hope they would be proud of me supporting WiSE.

”

“I decided to fundraise to try to do something special. I’d always wondered about a skydive, but never found the willpower to force myself to do it. What better thing than raising money for WiSE.”



Governance Structure and Management

Our constitution

WiSE is a Charitable Incorporated Organisation (CIO). It is governed according to a Charity Commission Foundation Model Constitution (dated 22 September 2015) and is therefore detailed and fit for purpose and protects the continuation of the charity.

Our objective

The objectives of the CIO are all for the public benefit.

Chiefly, our aim is to support older people, and those who care for them, who live in the Wetherby area (Wetherby, Linton, Boston Spa, Thorp Arch, Walton, Clifford, Bramham, East Keswick, Harewood, Collingham, Bardsey, Scarcroft and Thorner) and who are socially isolated, or living with chronic or degenerative conditions. This is so that they can retain their independence and continue to live active lives within their community.

Public benefit

In planning our activities, the trustees consider the specific objectives of the charity, along with our vision, mission and values. We review our aims, objectives and activities annually. As part of that process, we consider the outputs of our activities, assess the benefit of those outputs on the lives of older people and develop future activities to make sure our work continues to deliver the most benefit against our charitable objects.

This report contains more information on the way our work has benefited older people over the last 12 months, measured against objectives set at the beginning of the year.

The trustees confirm they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit.

Activities

Every year, we see our organisation grow, both in terms of services we provide and the requests for help we receive. It is well-known that older people are living longer and need more support to enable them to live a comfortable and independent lifestyle and through our range of activities and services we aim to make this happen.

We want to place WiSE at the heart of its community. To do this effectively we continually monitor and evaluate the services and activities we provide to ensure they meet the needs of our friends and their carers. Our current provision includes:

- Befriending
- Information and Advice
- Transport Scheme
- Grass Cutting
- Send a Smile Scheme
- The WiSE Owl Café
- Welcome Café
- Memory Café
- Line Dancing
- Elderberries
- Silver Social
- WiSE Goes to the Movies
- WiSE Goes to the Races
- Knit, Natter, Craft & Chatter
- Bingo
- Walton Coffee Morning

The schemes are co-ordinated by a team of staff, with a large amount of work carried out by our 126 volunteers. These volunteers work in many different roles in the community, support roles or directly with friends - not only making many of our schemes possible by giving their time freely, but also bringing a true community perspective to our work.

All our work supports the wellbeing of older people in Wetherby and surrounding area. This means we help people to stay safe, well and live independently in their community for as long as possible.

We are committed to collaborative working and this continued in 2023/24 with renewed partnerships with voluntary, statutory and private sector organisations, all of which were focused on promoting and supporting the welfare of older people living locally. Adopting a joint approach means we can keep our friends and their families as the focus of our attention when designing and delivering new services.

Governance and management

The overall management and control of the charity rests with the individual members of the board of trustees who give their time freely and receive no remuneration or other financial benefits. The charity's trustees meet in accordance with the constitution which requires the presence of at least two or, if greater, a third of its members to be quorate. The Board may appoint a chairperson and revoke such appointment at any time. All business is decided by a simple majority, each trustee having one vote. In the event of an equality of votes, the chairperson of the meeting has a second or casting vote. The trustees are responsible for decisions taken in relation to the strategic running of the charity, but the day-to-day running of the charity is delegated to staff.

Trustee committees

The trustees delegate responsibility for more detailed consideration of the charity's affairs to four sub groups, each including at least two places for trustee members, chaired by a trustee and reporting to the board of trustees. These subgroups are:

- Finance
- HR and Policies
- Strategy and Service Development
- Fundraising and Marketing

Recruitment and appointment of new trustees

The existing trustees are responsible for the recruitment of new trustees. The trustees undertake a skills audit, which identifies specific skills needed to enhance the existing board. In selecting individuals for appointment as appointed charity trustees, the charity trustees must have regard to the skills, knowledge and experience needed for the effective administration of the CIO. In addition, individuals who apply to become trustees must demonstrate a personal or professional interest in the care and well-being of older people.

Every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of trustees. Trustees retiring at the end of their term are eligible for reappointment. A trustee who has served for three consecutive terms of three years may not be reappointed for a fourth consecutive term, but may be reappointed after an interval of at least one year.

There shall be a minimum of four trustees and a maximum of 10. At the end of the reporting period there were five trustees.

Following appointment, new trustees are introduced to their new roles and given a Trustee's Handbook, which covers all aspects of the role. This includes a copy of the Charity Commission's guide 'The Essential Trustee' and copies of the Charity's Governing Document, financial

statements and a guide to the policies and procedures adopted by the charity. An induction checklist is included to ensure everything is covered and signed off. All Trustees are Disclosure & Barring Service (DBS) checked and references obtained.

Voluntary support

Whilst voluntary help is not assigned a value for the purposes of the financial statements, we benefit immensely from the services provided by our incredible volunteers.

During the reporting period, 126 volunteers completed more than 5,000 volunteer hours between them. This volunteer contribution supports all of our schemes as well as supporting functions and fundraising.

The trustees thank all our volunteers for their continued support. Without their time and skills, our impact would not be as significant as it is.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. Strategic risk management is regularly overseen by the board of trustees. There is an overarching risk management policy which involves a regular review of key risks faced by the charity. It also sets up systems and procedures to address those potential risks and to minimise any impact on the charity if the risks materialise. The risk register is reviewed annually.

The trustees also have policies in place addressing the main operational risk areas. The trustees consider the following to be the key risks facing the organisation:

- Similar to many charities, the main risks facing WiSE are financial, relating to the loss of contracts, a reduction in grant income or a reduction in public donations, thus impacting on income targets. Due to the reliance identified above, we need to take account of changing economic, policy and social conditions which may affect individual supporters, corporate donors and statutory and trust funders. These risks are managed proactively through the assessment of new opportunities and existing contracts, planned appeals and the continuous review of organisational costs. An appropriate level of funds will be maintained to help mitigate the main financial risks. Additionally, trustees monitor results quarterly and consider the long term impact of emerging trends. They also oversee compliance with fundraising regulation and ensure fundraising is carried out to high ethical standards. We are continuing to invest in income diversification projects to mitigate the risk where possible.

- We recognise the importance of safeguarding vulnerable people in all areas of our work. The charity has a safeguarding policy which applies to all staff and volunteers who have regular contact with older people. This policy is supported by safer recruitment practice and training programmes for staff and volunteers. Although we believe the operational procedures have strong safeguards embedded in them, it remains a key risk on our risk register.
- We recognise the risks associated with information security and the importance of protecting our IT systems from malicious attack and unauthorised access and misuse. Security measures are in place to protect from unauthorised access to IT systems and to test vulnerabilities in the network. We hold a limited amount of personal information about our service users. We have a Data Protection policy in place which ensures only authorised access to personal details and continues to enhance the security of the data in line with best practice.
- We deliver services where they are needed. In all situations the health and safety of our staff, service users and others working with us is a prime concern. A significant proportion of staff and volunteers are lone workers, making visits to a range of locations. The charity has appropriate policies, guidance and training, and any health and safety concerns are reported to the trustees at regular board meetings.

Fundraising

All our fundraising activities deliver on our fundraising promise. We proactively comply with all fundraising related legislation and marketing regulation. All of our fundraising activity has been led by staff and volunteers.

As part of our approach, policies and standards, we make sure we protect vulnerable people and other members of the public from inappropriate behaviour. We proactively train everyone involved in fundraising, with clear processes in place to monitor and manage every interaction. In the past year, we have not uncovered any failure by staff or volunteers to comply with these schemes and standards and we received no fundraising complaints in 2023/24.



Independent Examiners Report

WISE – WETHERBY IN SUPPORT OF THE ELDERLY

Independent Examiner's Report to the Trustees

I report on the accounts of the Trust for the year ended 31 March 2024, which are set out on pages 6 to 10.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. [The Charity is preparing accrued accounts and I am qualified to undertake the examination by being a qualified member of The Association of Chartered Certified Accountants]

It is my responsibility to:

- Examine the accounts under section 145 of the 2011 Act;
- To follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5) of the 2011 Act; and
- To state whether particular matters have come to my attention.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and, consequently, no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with s. 130 of the Charities Act 2011; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Graeme Peter Greenfield
G L Barker & Co LLP
Chartered Certified Accountants
49 Austhorpe Road
Cross Gates
Leeds
LS15 8BA

Signed

Date: 11/01/24

Statement of Financial Activities

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2024

| | Note | Unrestricted Funds | Restricted Funds | Total 2024 | Total 2023 |
|------------------------------------|------|-----------------------|---------------------|----------------|----------------|
| | | £ | £ | £ | £ |
| Turnover | | | | | |
| Core funding | | 132,396 | - | 132,396 | 132,396 |
| WISE Café | | 54,751 | - | 54,751 | 44,082 |
| Hubs activities | | 13,584 | - | 13,584 | 12,740 |
| CIN Gardening scheme grants | | 40,000 | - | 40,000 | - |
| Dementia Café (was Meet up Monday) | | - | 20,480 | 20,480 | 46,500 |
| Donations and grants | | 15,987 | - | 15,987 | 28,677 |
| Household Support Fund | | <u>32,100</u> | <u>-</u> | <u>32,100</u> | <u>20,250</u> |
| | | <u>288,818</u> | <u>20,480</u> | <u>309,298</u> | <u>284,645</u> |
| Other income | | | | | |
| Employment allowance | | 5,000 | - | 5,000 | 5,000 |
| Interest income | | <u>4,647</u> | <u>-</u> | <u>4,647</u> | <u>1,953</u> |
| | | <u>9,647</u> | <u>-</u> | <u>9,647</u> | <u>6,953</u> |
| Total Income | | 298,465 | 20,480 | 318,945 | 291,598 |
| Expenditure | | | | | |
| Rent | | 4,850 | - | 4,850 | 3,233 |
| Insurance | | 1,195 | - | 1,195 | 1,093 |
| Café expenditure | | 21,419 | 3,837 | 25,256 | 19,284 |
| Salaries | | 169,861 | 7,568 | 177,429 | 160,241 |
| Social security | | 12,034 | - | 12,034 | 11,142 |
| Pensions | | 3,304 | - | 3,304 | 2,946 |
| Telephone and internet | | 2,414 | - | 2,414 | 1,553 |
| Post printing and stationery | | 6,654 | - | 6,654 | 4,755 |
| Advertising and marketing | | 2,787 | - | 2,787 | 2,994 |
| Travelling | | 3,058 | - | 3,058 | 1,966 |
| Hub activities expenditure | | 27,876 | - | 27,876 | 25,572 |
| CIN gardening expenditure | | 40,120 | - | 40,120 | 21,862 |
| Computer equipment and consumables | | 9,234 | - | 9,234 | 6,721 |
| Covid expenditure | | - | - | - | 120 |
| Subscriptions | | 451 | - | 451 | 206 |
| Sundry expenses | | 2,443 | - | 2,443 | 5,400 |
| Training | | 969 | - | 969 | 4,441 |
| Accountancy fees | | 2,760 | - | 2,760 | 2,580 |
| Bookkeeping | | 2,622 | - | 2,622 | 2,573 |
| Legal & professional fees | | 2,701 | - | 2,701 | 2,615 |
| Donations | | <u>4,050</u> | <u>-</u> | <u>4,050</u> | <u>2,700</u> |
| | | <u>320,802</u> | <u>11,405</u> | <u>332,207</u> | <u>283,997</u> |
| | | (22,337) | 9,075 | (13,262) | 7,601 |

Balance Sheet

| | | | | |
|----------------------|------------|----------|------------|------------|
| Finance costs | | | | |
| Bank charges | <u>659</u> | <u>-</u> | <u>659</u> | <u>635</u> |
| | 659 | - | 659 | 635 |
| Net Profit | (22,996) | 9,075 | (13,921) | 6.966 |

The notes on pages 4 to 6 form part of these accounts.



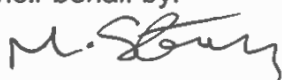
Notes to the Accounts

BALANCE SHEET AS AT 31 MARCH 2024

| | Notes | £ | 2024 £ | £ | 2023 £ |
|------------------------------|-------|----------------|----------------|----------------|----------------|
| FIXED ASSETS | | | | | |
| Tangible fixed assets | | | | - | - |
| Current Assets | | | | | |
| Debtors and prepayments | 5 | 2,487 | | 2,587 | |
| Cash at bank and in hand | | <u>355,476</u> | | <u>356,885</u> | |
| | | 357,963 | | 359,472 | |
| Current Liabilities | | | | | |
| Creditors | 6 | <u>16,980</u> | | <u>4,568</u> | |
| NET CURRENT ASSETS | | | <u>340,983</u> | | <u>354,904</u> |
| NET ASSETS | | | <u>340,983</u> | | <u>354,904</u> |
| FUNDS | | | | | |
| Restricted funds | | | 94,878 | | 174,850 |
| Unrestricted funds | | | <u>246,105</u> | | <u>180,054</u> |
| | | | <u>340,983</u> | | <u>354,904</u> |

Approved by the trustees on

and signed on their behalf by:



Mark Storey
Chair of the Trustees

(DATE)

11/10/24

The notes on pages 4 to 6 form part of these accounts.

Notes to the Accounts

WISE – WETHERBY IN SUPPORT OF THE ELDERLY

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

1. ACCOUNTING POLICIES

a. **Basis of preparation of accounts**

The accounts have been prepared under the historic cost convention and in accordance with applicable accounting standards and follow the recommendations in 'Accounting and Reporting by Charities' (SORP).

b. **Income**

Grants receivable are accounted for on receipt, unless the period to which they relate is specified by the funder, in which case they are applied to the appropriate accounting period and that part of the grant relating to a future accounting period is included in deferred income. Voluntary income and donations are accounted for as received by the charity.

c. **Resources expended**

Resources expended are recognised in the period in which they are incurred. Resources expended include attributable VAT which cannot be recovered.

d. **Unrestricted funds**

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

e. **Restricted funds**

Restricted funds are those funds which are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Notes to the Accounts

WiSE – WETHERBY IN SUPPORT OF THE ELDERLY

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

2. NET OUTGOING RESOURCES FOR THE YEAR

The net outgoing resources for the year are stated after charging:

| | 2024 | 2023 |
|----------------------------|-------|-------|
| | £ | £ |
| Accountancy | 2,070 | 1,935 |
| Independent Examiner's fee | 690 | 645 |

3. STAFF COSTS AND NUMBERS

Staff costs were as follows:-

| | 2024 | 2023 |
|-----------------------|----------------|----------------|
| | £ | £ |
| Wages and salaries | 177,429 | 160,241 |
| Social security costs | 12,034 | 11,142 |
| Pension contributions | 3,304 | 2,946 |
| | <u>192,767</u> | <u>174,329</u> |

The average weekly number of employees during the year, was as follows:-

| | 2024 | 2023 |
|--|-----------|-----------|
| Charitable work – activities for the elderly | 11 | 10 |
| Administration | <u>-</u> | <u>-</u> |
| | <u>11</u> | <u>10</u> |

All staff members do their own administration.

4. TRUSTEES

No remuneration or expenses were paid to trustees in the year.

Notes to the Accounts

WISE – WETHERBY IN SUPPORT OF THE ELDERLY

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

5. DEBTORS AND PREPAYMENTS

| | 2024 | 2023 |
|---------------|--------------|--------------|
| | £ | £ |
| Prepayments | 2,474 | 2,571 |
| Other Debtors | 13 | 16 |
| | <u>2,487</u> | <u>2,587</u> |

6. CREDITORS

| | 2024 | 2023 |
|-------------------------------|---------------|--------------|
| | £ | £ |
| Trade Creditors | 9,844 | 1,891 |
| Accruals | 2,842 | 2,677 |
| Social Security & Other Taxes | 3,191 | - |
| Pensions | 1,103 | - |
| | <u>16,980</u> | <u>4,568</u> |

7. ANALYSIS OF NET ASSETS BY FUND

| | Unrestricted Funds | Restricted Funds | Total |
|---------------------|--------------------|------------------|----------------|
| | £ | £ | £ |
| Current assets | 263,085 | 94,878 | 357,963 |
| Current liabilities | (16,980) | - | (16,980) |
| | <u>246,105</u> | <u>94,878</u> | <u>340,983</u> |

8. MOVEMENTS IN FUNDS

| | Balance 1 April 2023 | Movement in Incoming | Resources Outgoing | Transferred (out) / in | Balance 31 March 2024 |
|-----------------------------------|----------------------------|-------------------------|-----------------------|---------------------------|-----------------------------|
| | £ | £ | £ | £ | £ |
| Children in Need Gardening Scheme | - | - | - | - | - |
| Dementia Café | 85,803 | 20,480 | 11,405 | - | 94,878 |
| Household Support Fund | 14,950 | - | - | (14,950) | - |
| Covid | 74,097 | - | - | (74,097) | - |
| Restricted Funds | <u>174,850</u> | <u>20,480</u> | <u>11,405</u> | <u>(89,047)</u> | <u>94,878</u> |
| Unrestricted Funds | <u>180,054</u> | <u>298,465</u> | <u>321,461</u> | <u>89,047</u> | <u>246,105</u> |
| | <u>354,904</u> | <u>318,945</u> | <u>332,866</u> | <u>0</u> | <u>340,983</u> |

9. INDEMNITY INSURANCE

Indemnity insurance has been purchased to protect the charity, trustees and officers from loss arising from the neglect or default of the trustees or officers.

Financial Review

FINANCIAL REVIEW – 1 APRIL 2023 – 31 MARCH 2024

During the period covered by this set of accounts, WiSE continues to operate both strongly and efficiently, from a financial prospective which is reflected in the 2022-2023 Financial Statements.

BANK ACCOUNTS:

The Charity operated with two bank accounts.

CURRENT ACCOUNT:

This account is used for the daily income and expenditure of the organisation.

Within this account are also restricted funding, which is ring-fenced for specific projects and funding was obtained.

All the funds within this account are used to deliver services and activities, primarily for older residents, but also for the broader community based on the particular funding stream.

Each element of funding that sits within this account is carefully monitored, and records are retained and updated on a monthly basis. This enables us to present a clear audit trail at any time and produce a correct set of accounts at our year end.

RESERVE ACCOUNT:

Funds in the Reserve Account are maintained in a savings account held with the Yorkshire Building Society. These reserves fulfil the Trustees responsibilities in ensuring that:

- * Monies received are used to further the purpose and work of the Charity;
- * The Charity can meet its long-term debts and obligations; and
- * The Charity has reserves to enable it to fulfil its legal and statutory obligations if wound up.

The trustees review the reserve account on an annual basis to ensure that sufficient reserves are held in this account.

FUNDING RECEIVED:

The Charity's principal source of funding is from Leeds City Council Adult Care, BBC Children in Need, Government obtained Household Support Fund, and smaller one-off grants and donations.

Again, each funding stream is individually monitored and income and expenditure recorded for presentation and inclusion in the year end accounts.

FUNDRAISING:

Fundraising is a extremely important to our charity. We therefore thank every organisation and individual who has contributed to our funds during this financial year.

Without that generosity, we would not be able to successfully achieve our objectives around supporting the elderly and vulnerable in our area.

Corporate information

Wetherby in Support of the Elderly (WiSE)
(A charitable incorporated organisation).

Principal address:

24 Westgate
Wetherby
LS22 6NL

Telephone 01937 588994

Website www.w-ise.org.uk

Registered charity number - 1163698

Trustees

The charity trustees are appointed as and when appropriate by the body of trustees in office. The trustees who served during the period and those currently in office are:

Mark Storey (Chair)

Caren Rowe (Treasurer)

John Wardley

Norma Harrington

Michelle Atkinson

Manjit Curtis

Jacquie Clarke (to January 2024)

Chief Operating Officer

Mark Dobson

Independent Examiner

GL Barker & Associates,
47-49 Austhorpe Road,
Leeds,
LS15 8BA

Bankers

Barclays Bank Yorkshire Building Society - online

Thank You

The trustees would like to offer their thanks, again, to everybody who has supported the organisation either through volunteering, offering their valuable time and skills or through invaluable financial support.

We remain as committed as ever to supporting older people in Wetherby and our surrounding communities.

Thank you!



WiSE

Wetherby in Support of the Elderly

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CIO Registration No. 1163698