



Impact Report

2025/26

Vision and achievements



Loneliness can affect any of us, even those who appear to be busy and sociable. Omega's focus is on people experiencing profound and ongoing loneliness and social isolation. Often, this is due to serious physical or mental health issues, coupled with a lack of social support and access to practical resources which could help them break the cycle themselves. Over 4 million people feel lonely 'often or always' in the UK, according to latest research from the Office of National Statistics.

Targeted interventions such as the services Omega provides are proven to address loneliness and improve health and wellbeing. The numbers and stories in this report offer a reflection of our impact and how we respond to the needs and voices of the vulnerable people we help. Over the year, Omega provided support and social connection to 885 vulnerable people, for a minimum of six months each. Our small team was supported by 527 committed volunteers, plus hundreds more primary-aged school children who created wonderful cards and artwork for our older clients.

Alongside our network of referrers, supporters, funders and our amazing volunteers, we have delivered our core remote befriending services, as well as face-to-face peer support sessions and our Motor Neurone Disease (MND) Family Support service. Our simple but powerful interventions improve the everyday lives, wellbeing, resilience and confidence of the people we support. We have transitioned to a new database, improved our governance and refined our evaluation approaches. We have recruited new staff, and new trustees.

We look forward to continuing to evolve, responding to the needs of vulnerable people experiencing profound loneliness across the UK.

Thank you for your continued support.

David Crosby (Director) and Linton Waters (Chair of Trustees)

Our vision

To build a compassionate community where adults of all ages can access emotional and social support through periods of loneliness and isolation.

Our mission

To work collaboratively with stakeholders to identify and support lonely and socially isolated individuals, helping them feel more connected and happier.

Our values

- Always offer support or signpost those in need.
- Act with compassion, empathy, and patience.
- Remain inclusive, never discriminatory.

Impact at a Glance

885

Clients supported

Across all services

97% Overall client satisfaction

527

Volunteers involved

Across all services

94

Simplified Net Promoter Score
(% of clients who would
recommend our service minus
% who wouldn't recommend)

5,720

Befriending calls made

Through our Chatterbox programme

98% Look forward to their calls
or letters

5,976

Pen pal letters sent

Through our Letterbox programme

74% Feel less isolated

1,440

Cards and artwork sent

Through our Pupil Pals programme

70% Report improved
mental wellbeing

52% of clients live in
the West Midlands

With a strong presence in the West Midlands and clients across the UK, Omega combines local connections with nationwide reach.



Chatterbox



*“Talking with John
has helped me enormously.”*

Our Chatterbox telephone befriending is a straightforward but powerful service that offers weekly phone calls from matched volunteers to older and vulnerable people experiencing profound loneliness, for a period of at least six months. Our staff offer additional support, picking up issues identified by befrienders and signposting clients to other services. Proven to increase wellbeing, the service provides regular, trusted social connection, essential support and encouragement to those excluded from typical ways of connecting.

98% Look forward to the calls
from their befriender

78% Feel less isolated

72% Report improved mental
wellbeing

70% Report improved
confidence

276 Chatterbox clients
supported

208 Chatterbox volunteers

5,720 Chatterbox calls made

93 Simplified
Net Promoter Score

Letterbox



"I look forward to the letters so much. It gives me purpose in reading and writing to Julie."

Our Letterbox pen pal befriending programme matches volunteers who commit to writing regularly to isolated clients, sharing stories of their lives, activities, families and memories. Receiving a friendly letter and exchanging news, memories and views through the gentle and unobtrusive medium of letters can help our clients form friendships, feel better connected with the outside world, and feel that someone is thinking of them. Many of our clients enjoy the creative aspect of letter writing, and report that it gives them a greater sense of purpose.

97% Look forward to the letters from their befriender

70% Feel less isolated

72% Have an increased sense of purpose

97% Enjoy the creative side of letter writing

383 Letterbox clients supported

319 Letterbox volunteers

5,976 Letters exchanged

94 Simplified Net Promoter Score

Pupil Pals



*"It brightens my day,
when I receive a Pupil Pals envelope! "*

Two years ago we launched our intergenerational programme, Pupil Pals, an offshoot of Letterbox. It has proved very successful. Born of the desire to bring new and joyful connections to our lonely older clients, we work with primary schools, raising awareness of loneliness in local communities and encouraging children to create positive and colourful cards and artwork for our clients. Clients love receiving the cards, and children learn to talk about mental health, as well as experiencing the rewards of volunteering.

100% Look forward to receiving artwork

158 Pupil Pals clients supported

90% Feel less alone

900 Primary school children involved

88% Report improved wellbeing

1,440 Cards and pieces of artwork sent to clients

92% Agree Pupil Pals has had a positive impact on them

100% Overall client satisfaction

Josh's story – Omega client

Josh was an isolated young man who had experienced abuse and struggled with self-harm and suicidal thoughts. He was referred to Omega by the rehabilitation centre where he had been admitted. His low self-esteem affected every aspect of his life, to the point that he found it extremely difficult to speak to those around him.

"Growing up in care, I didn't have any friends and didn't feel I was good enough to talk to."

An advocate recommended that Josh should join the Chatterbox programme and he reluctantly signed up. Gradually, he opened up to his first befriender and began to flourish. Josh's befriender became the first consistent friend he had ever had. This positive experience encouraged him to join the Letterbox programme, where he was matched with several befrienders who shared similar interests.

"My experience with Omega has brightened up my world."

With every phone call and letter he received, Josh's confidence, social skills and self-esteem continued to grow. He has shared that he keeps the letters from his pen pals and uses them as grounding tools whenever he feels overwhelmed, angry or distressed. Over the two years that Josh has been an active participant in both programmes, the charge nurses at his rehabilitation centre have reported that he has made a remarkable improvement in both his self-confidence and his mental health.



Both the nurses and Josh believe that the consistent correspondence from Omega volunteers has played a vital role in supporting his rehabilitation, helping him feel less alone and more connected.

"I would recommend Omega to anyone."

Josh recently shared that his confidence has grown to the point where he wants to pursue further education and learn at a local college, something he felt was impossible before he received support from Omega.

Name and photo changed to protect identity

Our volunteers



“Volunteering has been amazing for me – it gives me a real sense of wellbeing.”

We couldn't do our work without the amazing contribution of hundreds of committed volunteers, who are drawn to Omega from all demographics and walks of life. As well as being crucial to delivering our befriending services, our volunteers work in our office and help behind the scenes with programme delivery, evaluation, fundraising and communications. Our partnerships with a number of UK universities mean we regularly benefit from the skills of undergraduate student interns who volunteer their time to Omega. We are very grateful to every one of our volunteers and would like to say a heartfelt thank you.

100%

Of Chatterbox befrienders find volunteering with Omega rewarding and worthwhile

100%

Enjoy building new relationships through volunteering

97%

Feel a greater sense of community through volunteering

98%

Feel sufficiently prepared to support their client

“Lifting someone up, knowing they look forward to your call.”

“You are creating a connection with someone.”

Alfie's story – Omega volunteer

I'm a 21-year-old with very typical interests for someone my age, and had never thought of myself as someone who could take on the role of a "listening ear." That wasn't because I didn't care about other people, I simply underestimated how meaningful listening could be.

"I found speaking on the phone daunting."

Even an ordinary call to book a dentist appointment was something I would put off and overthink beforehand. In January 2026, I decided to step outside my comfort zone and began volunteering with Omega's Chatterbox telephone befriending service. I was nervous before my first call and worried about awkward silences, not knowing what to say or whether the conversation would flow well. However, the initial nerves soon disappeared.

"I realised that a meaningful conversation does not need you to be endlessly interesting or to always have the perfect response. It simply requires you to be present, take a genuine interest, and give someone the time to speak."

More recently, I helped conduct feedback surveys with people who use the service. What was intended to be a ten-minute call to go through a questionnaire would often develop into a much longer conversation. People welcomed the opportunity to talk about their day, share their experiences and sometimes simply have a laugh. Those conversations genuinely moved me. They showed me how much a seemingly annoying phone call can mean to someone experiencing loneliness, who is waiting for an opportunity to connect. Since starting to volunteer with Chatterbox, my confidence on the phone has grown enormously.

"Volunteering has given me a sense of purpose and fulfilment that I had been searching for."

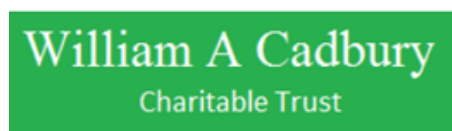
It's difficult to describe the feeling of knowing that something so small in your own week may have made somebody else's day a little less lonely.

"It has become one of the most personally rewarding things I have done."



Funding

Thank you to all our funders this year, including...



How to support Omega

Donate

Please consider supporting our work today by making a regular or one-off gift to Omega. Your support helps us change the lives of lonely and isolated people through providing regular social connection and support.



Partner with us

We have a range of options for corporate partners and would welcome a conversation about how we can work together.

Other ways to give

Support doesn't always mean money. You can also contribute through volunteering, in-kind support, playing our lottery, taking part in events or donating your unwanted tech, foreign currency or stamps.

We'd love for you to join us — in whatever way feels right for you.

Please contact: info@omega.uk.net | 01743 245088 | London House, Town Walls, Shrewsbury, SY1 1TX



Together we can end loneliness

Registered Charity No. 1120322 | Registered Company No. 6196052