

Impact Report

2024 - 2025



The past year has reminded us just how vital Age UK Bromley & Greenwich is to our local communities. Every day, our staff and volunteers have been there for older people, offering advice, friendship, practical help and reassurance when it's needed most.

In 2024–25 we've seen the importance of connection more than ever. Whether through our Care Navigation services supporting people home from hospital, our befriending volunteers tackling loneliness, or our community projects helping older people stay active and well, the impact has been both measurable and deeply human.

Despite economic pressures and ongoing challenges within health and social care, we've strengthened our partnerships, diversified our funding and continued to innovate. The launch of new wellbeing initiatives, the expansion of our dementia support work and our continued collaboration through Bromley Well all demonstrate our commitment to delivering high-quality, person-centred support.

None of this would be possible without the dedication of our volunteers, the professionalism of our staff and the generosity of our supporters and funders. Your contribution ensures that older people in Bromley and Greenwich continue to feel valued, connected and supported.

As we move into 2025–26, we remain focused on our two strategic priorities: Service Provision and Financial Stability. We'll continue to deliver vital frontline services, develop new partnerships and seek sustainable funding to secure our future impact. Together, we're changing the way we age, and we thank you for being part of that journey.



Mark Ellison Chief Executive



Lorna Blackwood Chair of Trustees

Age UK Bromley & Greenwich is the only specialist agency working across both boroughs with and for older people. Our services include:

- Bromley Dementia Support Hub (working with SEL Mind)
- Care Navigation
- Health Wellbeing & Befriending Development Greenwich
- Information & Advice Greenwich
- Memory Singers Choir (working with the U3A Bromley)
- Nepalese Gurkha Veterans Community Project
- Shopping Greenwich
- Take Home & Settle Greenwich
- Take Home & Settle Lewisham
- Volunteering

We also work in partnership with Bromley Well to offer a further range of services in Bromley.

Bromley Well

- Adult Carers Support
- Befriending
- Care Navigation
- Forms Completion
- Handyperson
- Hospital Aftercare
- Information & Advice Bromley
- Long Term Health Conditions
- Post Discharge Settling Service
- Take Home & Settle Bromley
- Volunteering

6,000

PLUS OLDER PEOPLE
ASSISTED

20,000

HOURS OF VOLUNTEER
SUPPORT GIVEN

£2.8mil

OF BENEFITS AND
GRANTS FOR OLDER
PEOPLE

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ADULT CARERS

Our Adult Carers Service offers dedicated support to unpaid adult carers aged 19 and over.

Over the past year, we've expanded our peer support groups and activities to include a group in Beckenham and Hayes Library, creating meaningful spaces where carers can connect. These groups have had an incredible impact, helping people build friendships, share advice and simply enjoy time with others who understand their experiences.

"I enjoy meeting other carers. Sometimes we talk about the issues with looking after our relatives and sometimes we have general chats and a chance to escape our situations"

7

SUPPORT GROUPS RUN
EACH MONTH

1,212

NEWSLETTER RECIPIENTS



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BROMLEY BEFRIENDING

The befriending service has had another strong year, supporting older people through visits, phone calls and friendship hubs across the borough.

Our walking group, exercise classes and hub sessions have kept people active and connected, with attendance growing steadily throughout the year.

Highlights included a summer trip to Kensington Gardens, a coach outing to Herne Bay and a dog walk with Care Dogs UK at Beckenham Place Park.

At Christmas, each hub planned its own celebration, while our partnership with Beckenham Quilters saw over 40 handmade quilts delivered to vulnerable clients during the colder months.

55

EXERCISE SESSIONS OFFERED
TO OLDER PEOPLE

3,526

HOURS OF SUPPORT OFFERED
TO OLDER PEOPLE

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“Coming to the hub helps me structure my week properly. I look forward to meeting my friends and having a really good chat.”

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BEFRIENDING GREENWICH

The Greenwich Befriending Service creates spaces where friendships flourish, loneliness fades and confidence grows. For many, these weekly groups and activities are the highlight of their week offering companionship, laughter and a renewed sense of belonging.

Our clients tell us that joining the service helps them to keep active, stay positive and feel part of a caring community. The benefits extend well beyond physical activity, improving emotional wellbeing and self-esteem.

"It's great to stop feeling isolated, a reason to get up and out, keeping the mind active."

192

GREENWICH RESIDENTS
SUPPORTED

6

LARGE DAY TRIPS ORGANISED
TO LONDON AND THE COAST

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BROMLEY DEMENTIA SUPPORT HUB

The Bromley Dementia Support Hub, delivered in partnership with South East London Mind, provides vital support for people living with dementia and their carers.

The Dementia Advice service continues to provide fast, personalised and responsive support with 100% of new cases assessed within 10 days. Our Young Onset Dementia group offers a supportive, inclusive environment where members can socialise, express themselves creatively and enjoy activities that build confidence.

Our Volunteer Befriending programme reduces loneliness for both clients and carers, while our Memory Lane Cafés and Choirs create safe, joyful spaces where people can connect through music and shared experience.

686

**BEFRIENDING
SESSIONS COMPLETED
BY VOLUNTEERS**

120

**MEMORY LANE CAFE
SESSIONS HELD**

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CARE NAVIGATION

Our Care Navigators work across hospital and community settings to help older people access the right support at the right time. Based within the Princess Royal University Hospital, Memorial Hospital in Shooters Hill and Bromley's three Integrated Care Networks, they collaborate with NHS and social care professionals to ensure safe hospital discharges, prevent readmissions and support independent living.

In 2024–25, our teams handled over 1,100 referrals on behalf of the PRUH Transfer of Care Team, made 320 ward visits and completed more than 4,000 signposts and referrals to community services.

At the Memorial Hospital, our Oxleas Care Navigators continue to play a crucial role in supporting patients on discharge and connecting them to local services.

3,110

**SIGNPOSTS MADE TO
COMMUNITY
SERVICES**

15

**CARE NAVIGATORS
ACROSS 4 PATHWAYS**



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FORMS COMPLETION

Our Forms Completion Service provides essential support to residents navigating complex benefit systems. We help older people claim the benefits they're entitled to, improving financial security and reducing stress. The service combines expert advice with practical help, ensuring that forms are completed accurately and on time.

The service directly improves the quality of life for vulnerable residents, helping them access the support they deserve. For many, this funding means being able to heat their homes, buy food, and maintain independence.

In 2025–26, we aim to recruit more volunteers, enhance training, and develop online tools to make benefits access even easier for older residents.

775

REFERRALS MADE TO
THE SERVICE

477

FORMS COMPLETED

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A client returning from abroad after a family bereavement faced eviction, ill health, and financial crisis. Our volunteer completed her PIP form, leading to enhanced rate awards for both daily living and mobility components. We also referred her to energy and food support, ensuring stability and dignity during a difficult period.



£305,637

IN LUMP-SUM PAYMENTS ACHIEVED

£1,806,79

SECURED IN ANNUAL BENEFITS

£2,112,429

TOTAL FINANCIAL GAINS FOR CLIENTS

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HANDYPERSON

Our Handyperson Service helps older people maintain safe, comfortable, and independent living environments. From installing grab rails to repairing minor hazards, our team provides practical support that prevents accidents and promotes wellbeing. The service is free for eligible residents referred by clinical and social care staff, and available at a low hourly rate for others across Bromley.

The Handyperson Service plays an essential role in fall prevention and hospital admission avoidance. By addressing small but critical home safety issues, we enable older residents to stay independent and confident in their own homes.

1,398

JOBS CARRIED OUT BY
THE SERVICE



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HOSPITAL AFTERCARE

The HAS team offers more than practical help — it provides companionship, emotional reassurance and practical problem-solving. Our support often bridges the gap between hospital discharge and longer-term care, helping to reduce readmissions and restore independence. Each success story is a testament to our team's compassion and dedication.

Our amazing volunteers are at the heart of this service, giving up their time to help people when they need it most. They offer empathy, patience and encouragement, ensuring that every client feels listened to and supported.

"You helped me regain my confidence after I fell. Without your help, I wouldn't have left the house again."

128

REFERRALS IN THE
LAST YEAR



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INFORMATION & ADVICE

Our Over 65s (Bromley) and over 50s (Greenwich) Information & Advice service provides essential guidance and advocacy for older residents in Bromley and Greenwich. We support people to access benefits, housing, legal help, and community care, empowering them to make informed choices and live with dignity and independence.

The service improves financial stability, reduces stress, and helps clients understand their rights. Many older residents find it difficult to navigate complex systems – our advisors provide patient, expert support that makes a tangible difference.



"I spoke to Tracey, she was the most helpful person I've dealt with in a long time. She explained everything clearly and made me feel understood."

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LONG TERM HEALTH CONDITIONS

Through workshops, one-to-one sessions and peer groups, we have supported hundreds of people to better understand and manage their long-term conditions. Many participants report increased confidence, improved wellbeing and reduced isolation. Our outreach work continues to build strong relationships with local partners, ensuring that more people can access tailored support.

The LTHC team has also been proactive in reaching out to new community partners. We have collaborated with the Mottingham Big Local Refocussed initiative, the Bromley Parkinson's Group, Hayes Wick Connected Living Café, and sheltered housing schemes. We have also continued to work closely with Primary Care Network (PCN) Health & Wellbeing Cafés in Orpington and St Mark's Church.

2,258

CLIENTS RECEIVED
INFORMATION SUPPORT

318

121 TELEPHONE
SUPPORT SESSIONS

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NEPALESE GURKHA VETERANS COMMUNITY PROJECT

Based in the Royal Borough of Greenwich, this project supports Gurkha veterans and their families who have taken up UK residency, helping them adjust to life in the UK and reduce feelings of isolation that can follow relocation.

Over the past year, the project delivered 53 sessions, reaching 127 service users through the weekly Okey Cokey Club. Activities included cooking, healthy eating and nutrition advice, crafts, floristry, and health awareness sessions, alongside signposting to local food banks and food clubs for additional support.

The group also took part in 8 community social events and enjoyed 4 trips, helping members build friendships, confidence, and stronger connections within their local community.



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POST DISCHARGE SETTLING SERVICE

The Post Discharge Settling Service (PDSS) bridges the gap between hospital discharge and longer-term community support. By providing compassionate follow-up visits, practical help, and reassurance, the service ensures that no one is left alone or overwhelmed during recovery.

PDSS is unique in its depth and personal approach. Each visit provides practical and emotional support, such as arranging GP appointments, checking home safety, or simply sharing a cup of tea. The service reduces anxiety, prevents unnecessary readmissions, and gives patients confidence as they recover.

In 2025–26, we plan to strengthen integration between PDSS and hospital discharge teams, increase volunteer involvement, and explore digital tools for improved tracking and follow-up.

383

CLIENTS SUPPORTED
BY PDSS

2,237

CONTACTS WITH
PDSS CLIENTS

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SHOPPING SERVICE GREENWICH

The Greenwich Shopping Service is much more than a delivery service, it's a lifeline for people who might otherwise struggle to remain independent at home. Our team goes above and beyond to provide reassurance, practical help and human connection. We not only deliver groceries but also ensure clients have enough supplies during holidays, and we check in regularly to make sure they are safe and well.

This year, our staff worked closely with social workers, care teams and GPs to identify and act on concerns about clients' wellbeing. In one instance, our alertness helped ensure a client received urgent medical attention for an undiagnosed infection, preventing further deterioration.

"Things are a thousand times better. I'm relieved that I know the shopper comes every week and gets everything I need."

463

SHOPS COMPLETED



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TAKE HOME AND SETTLE

Take Home & Settle Lewisham supported an anxious patient recovering from a hospital stay after a fall, by assessing his home for damage and space for a toilet frame. Our Assistant provided consistent care, delivered the toilet frame, and settle them in after discharge, including a basic shop. Follow-up visits ensured the client had what he needed, provided community service information, and secured his home, leading to positive feedback and rapport.

THAS makes a measurable difference to both patients and hospital systems. Our rapid response helps ease pressure on hospitals while ensuring older people return home with confidence and comfort. Clients regularly tell us how much they value the kindness and professionalism of our staff.

Beyond the numbers, our service prevents readmissions, reduces isolation, and provides emotional reassurance at one of the most stressful moments in a patient's life.

“Without your service, I would have returned home upset and vulnerable without any family to go home to, you were the only one to show compassion.”

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1,740

CLIENTS SUPPORTED

987

PIECES OF EQUIPMENT
DELIVERED

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VOLUNTEERING

Our volunteers are the heart of Age UK Bromley & Greenwich. Their time, energy and commitment make a tremendous difference to the lives of older people across our boroughs. Whether behind the scenes or on the frontline, their kindness and dedication ensure we can reach more people, offer more support and create stronger, more connected communities.

In 2025–26, we will continue to invest in our volunteering programme, developing new training opportunities and celebrating the achievements of our amazing volunteers. We aim to grow our volunteer community even further, ensuring that more people across Bromley and Greenwich can experience the joy and fulfilment of volunteering with Age UK B&G.



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FINANCIAL IMPACT

Income **£2,204,397**

Donations, Grants & Legacies 13.5%	£296,725
Charitable Activities 83%	£1,824,617
Other Trading Activities 0.5%	£14,699
Investments 3%	£68,356

Expenditure **£2,404,522**

Information, Advice & Guidance 5%	£115,459
Day Opportunities 4.5%	£112,940
Raising Funds 1.5%	£35,812
Home Support 2%	£47,904
Health & Wellbeing 87%	£2,092,407

FUNDERS

Funders and donors during 2024-25

Age UK
Bromley Healthcare
Emanuel Hospital Foundation
London Borough of Bromley
King's College Hospital NHS Foundation Trust
National Lottery Community Fund
NHS South East London ICB
Oxleas NHS Foundation Trust
Penge Congregational Church
Plum Care
Royal Borough of Greenwich

This is in addition to the huge support we receive by way of regular donations, support of our projects, those that fundraise for us and the generosity we receive through legacies.

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Age UK Bromley & Greenwich is a trading name of Age Concern Bromley, registered charity
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