

Impact Report

2022 - 2023



Impact Report

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An introduction from our CEO Mark Ellison and Chair of Trustees Lorna Blackwood

The last year has been particularly difficult for lots of older people across both Bromley and Greenwich. The cost-of-living crisis is felt keenly by those on fixed pension income, and we have adapted our service to address some of the issues faced by our clients.



Throughout the last year Age UK Bromley & Greenwich has worked with colleagues in local government, health, and the voluntary sector to support older people through post pandemic issues. We are grateful for the support of London Borough of Bromley, the Royal Borough of Greenwich and Southeast London ICB, who contribute to our funding.

Our successful work under the Bromley Well contract was recommissioned for a further 5 years. This collaboration with BTSE, Bromley Lewisham and Greenwich Mind, Bromley Mencap and Citizens Advice Bromley continues to provide support for the most vulnerable in the borough. We are delighted to be able to provide services for older people, carers, people with long term health conditions and hospital discharge services under this contract.

Loneliness and isolation continue to be major issue for older people, and we are pleased to be able to provide specific befriending services in both boroughs, Our new Greenwich offer includes friendship hubs, exercise class and a singing group in partnership with the National Youth Jazz Orchestra.

We were pleased to be awarded with the Age UK Charity Quality Mark in January this year as well as the Information and Advice quality mark from both Age UK National and the Advice Services Alliance. We estimate that our advice services have obtained over £1.7 million for clients over the year in new and backdated benefit claims. The amount of unclaimed benefits for older people remains high, and as an organisation it is a priority to promote this so people can claim the resources they are entitled to.

We would like to thank:

- We would like to pay particular thanks to our volunteers, without whom we would be unable to continue to provide so many of our services.
- The staff for their continued dedication to the production of high-quality services for the residents of Bromley & Greenwich.
- The Trustees, who as volunteers continue to give generously of their time and expertise to ensure that that organisation is governed to the highest of standards.

Impact Report

2022/ 2023

8,902

CLIENTS ACCESSING
SERVICES

7,960

REFERRALS MADE

34,690

CONTACTS WITH
CLIENTS

74

MEMBERS OF STAFF

227

VOLUNTEERS

Age UK Bromley & Greenwich is the only specialist agency working across both boroughs with and for older people. We can provide a variety of services to assist you as follows:

- Bromley Dementia Support Hub (working with BLG Mind)
- Care Navigation
- Clip It Nail Cutting
- Health Wellbeing & Befriending Development Greenwich
- Information & Advice Greenwich
- Memory Singers Choir (working with the U3A Bromley)
- Men & Women in Sheds
- Nepalese Gurkha Veterans Project
- Shopping Bromley
- 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 as follows:

Bromley Well

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

Health & Wellbeing

Clip It Nail Cutting
Bromley Dementia Support Hub
Shopping

**"Over the years the service
has been invaluable to me"
- Shopping Client**

2,429

NAIL CUTTING APPOINTMENTS

In the autumn of 2022 the Clip it Service had to take the difficult decision to stop home visit appointments in Bromley and Greenwich. We now have six clinics operating around both boroughs which are very well attended by regular clients, and we continue to register new clients all the time.

95

MEMORY LANE CAFES HELD

In the last year there have been 1029 new referrals to the Bromley Dementia Support Hub Service averaging 85 per month.

The Dementia Befriending service currently has 22 active volunteers giving regular time to call or visit clients with dementia. This year volunteers have given a total of 1,138 hours to offer social engagement to people who are isolated and have little opportunity for social interaction.

728

SHOPS COMPLETED

Many of our Shopping clients have remained regular service users for several years enjoying the experience and flexibility yet being able to feel in control of their diet through making independent choices.

The added benefit of having a regular, familiar shopper enables the clients to build up a rapport, have a welfare check and all their shopping put away safely and securely.

Health & Wellbeing

Adult Carers Long Term Health Conditions

The Adult Carers Support Service is continuing its work to support Bromley's Adult unpaid carers.

Adult Carers continues to provide regular e-bulletins consisting of suitable events and services for unpaid carers and partners in the Borough.

47 Clubs and Clinics were facilitated consisting of Peer Support Groups, Workshops and Forums, with 473 attendees in total.



Since April 2022 the Long Term Health Conditions (LTHC) team have given ongoing support to 528 participants and 7381 clients have received support via information only.

More recently we have formed a partnership with the University of the Third Age (U3A) so far running two health & wellbeing programmes in Bromley and Orpington with more planned to their many members.

249

NEW REFERRALS RECEIVED BY
THE ADULT CARERS SERVICE

3,511

TELEPHONE CONTACTS MADE
BY THE ADULT CARERS SERVICE
WITH CLIENTS

528

HEALTH & SOCIAL CARE
PROFESSIONALS RECEIVED
TRAINING FROM LTHC

7

SHELTERED HOUSING
SCHEMES RECEIVING
HEALTH & WELLBEING
WORKSHOPS

Hospital Discharge

Take Home & Settle Bromley
Take Home & Settle Greenwich
Take Home & Settle Lewisham
Hospital Aftercare Service

"I was very grateful for the kindness of the driver" -THAS patient

575

CLIENTS SUPPORTED BY
THAS BROMLEY

"A fantastic service that helped me get home from hospital. The lady was very kind and stayed with me until I was comfortable. She also gave me a leaflet on Age UK Bromley & Greenwich with information on different activities." - **THAS BROMLEY CLIENT**

123

CLIENTS SUPPORTED BY
THE HOSPITAL AFTERCARE
SERVICE

During the year, the Hospital Aftercare Service has seen an increase in younger older people with complex needs. Agencies referring these clients have included drug and alcohol services, homeless services and mental health and complex social work teams.

1,450

CLIENTS SUPPORTED BY
THAS GREENWICH

Take Home & Settle Greenwich have surpassed their targets every month and we are proud to constantly receive 100% positive feedback from clients and their families.

418

CLIENTS SUPPORTED BY
THAS LEWISHAM

It took hard work for the Take Home & Settle Lewisham service to become 'embedded' in the hospital, but we never gave up, and we are delighted to say the service is now flourishing.

Hospital Discharge

Care Navigation
Sitting Service
Handyperson

"It really is a service and has helped me and my husband so very much." Sitting Service Client

1,608

REFERRALS MADE BY
CARE NAVIGATORS

Care Navigation "You fill in the last part of the jigsaw puzzle, to provide the patient holistic, wrap around. person centred interventions, as part of the integrated care Multi Disciplinary Teams – we are so fortunate to have you as part of the team!"

Physiotherapist MDT colleague Churchill Ward

2

PERMANENT SITTERS
COVERING BROMLEY

The new sitting service provides short interventions focused on settling the client back into their home after discharge from hospital and aiming to prevent readmission. This is done by providing companionship, conversation, reassurance, and confidence building to help patients adjust. Sitters also help the patient identify and access further support that they might benefit from, and then signposting or referring them onwards to appropriate voluntary, statutory or private service providers.

933

SUPPORTED BY
THE HANDYPERSON SERVICE

"Handrails were installed to enable me to negotiate the stairs and in the shower unit. Additionally, a handrail was provided externally near the front door. This gave me greater confidence to move on my own with less risk and supervision from my husband. The Handymen were very helpful, friendly and carried out the work in an efficient and tidy way. I was very pleased with the final result."

- HANDYPERSON CLIENT

Reducing Social Isolation

Befriending Bromley
Befriending Greenwich
Men & Women in Sheds
Nepalese Gurkha Veterans Community Project

The Bromley Befriending service offers a holistic wrap around approach across our various support pathways. We tailor (where possible) to the individual needs of each client dependent upon their circumstances. Clients are encouraged to attend at all locations offering community support to enable them to form their own support networks.

3,031

HOURS OF BEFREINDING
VOLUNTEER SUPPORT GIVEN

The Greenwich Befriending Service continued to offer support to elderly and isolated residents via our one-to-one telephone and home visiting service and through our social peer support groups. We had 18 clients receiving weekly home visits, 22 clients receiving weekly telephone calls from our Volunteer Befrienders, and 42 clients taking part in our weekly social peer support groups.

82

BEFREINDING GREENWICH
CLIENTS

The Men and Women in Sheds programme is an innovative, award winning, activity for everyone 50 years +.

2

SHEDS IN OPERATION
1 IN PENGESLEY 1 IN ELTHAM

"The sheds are extremely well run by skilled people. I have met many people who would not have ventured out of their homes to attend, if they had not been made so welcome."

Nepalese Gurkha Veterans Community Project "This unique developmental project with its inclusive style and deep understanding of the clients ages and needs has caused traditional Nepalese tribal relationship barriers to be demolished and created many friendships." **Gerry Armstrong, Chair of the Greenwich Team, Soldiers, Sailors & Airman's Families Association (SSAFA)**

125

CLIENTS ACCESSING THE
NEPALESE GURKHA VETERANS
COMMUNITY PROJECT

Information & Advice

Information & Advice Bromley
Information & Advice Greenwich
Forms Completion Service Bromley

4,535

CONTACTS MADE WITH
INFORMATION & ADVICE
CLIENTS

1,883

RECIEVED BY THE
INFORMATION & ADVICE
SERVICE

£27,000

OBTAINED IN WEEKLY BENEFITS

£1,737,000

OBTAINED IN ANUAL BENEFITS

Information & Advice - We have been successful in recommissioning to provide an Information & Advice services for over 50's in Greenwich and over 65's in Bromley until 2027.

The team was also successful in assisting the London Borough of Bromley allocate and distribute 650 food shopping vouchers to individual households in response to the Cost of Living Crisis.



The Forms Completion Service operates with the help of around 12 Volunteer form fillers who will offer clients a home visit, support on the telephone/video facility or in a mutually agreed venue such as Community House.

We are supporting with a range of forms including Attendance Allowance, Personal Independence Payments, Disability Living Allowance and Work Capability forms for Universal Credit.

In the last year we have seen almost 500 clients and have achieved successful outcomes.

Volunteering

This year 227 volunteers have generously donated their time, skills, and expertise to support our work. As our services have grown, volunteers continue to play an integral part in all that we do. We are incredibly proud and grateful for the amazing contribution our volunteers have made over the last year. There are many ways to get involved and support older people in your local community and our volunteers continue to enable us to support more older people across both boroughs.

£1,276

RAISED BY VOLUNTEERS
KNITTING HATS FOR INNOCENT
SMOOTHIES

Our Annual Hamper Campaign was a great success this year, with our volunteers delivering 47 hampers in total, to some of our most vulnerable clients. All the hamper donations came from our community connection with the Rotary Club, Langley Park in Bromley.

13,179

VOLUNTEER SUPPORT
HOURS GIVEN



Our befriending volunteers were nominated for the Supporting an Individual Award at the Community Links Bromley Volunteer Awards in June 2022. Our Information and Advice Volunteer Team were also nominees for the team award.

Financial Impact

INCOME
£2,013,664

Donations, Grants & Legacies 15%	£309,408
Charitable Activities 82%	£1,644,279
Other Trading Activities 2%	£33,278
Investments 1%	£26,699

EXPENDITURE
£2,171,767

Information, Advice & Guidance 8%	£176,113
Day Opportunities 5%	£111,035
Raising Funds 1%	£31,765
Home Support 1%	£20,443
Health & Wellbeing 85%	£1,832,411

Funders and donors during 2022-23

Age UK

Armed Forces Covenant Fund

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.

