



Impact Report 2019/20



Age UK Bromley & Greenwich is the leading voluntary sector provider for older people, working across both boroughs. We aim to provide innovative services of the highest standard, which contribute to our vision and mission.

Vision

Age UK Bromley & Greenwich will contribute positively to a world where everyone can love later life.

Mission

Age UK Bromley & Greenwich will continue to be the voice of older people across both boroughs, enabling choice, independence and quality of life.

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Age UK Bromley & Greenwich is the trading name of Age Concern Bromley Charity registration No. 1060861

Company Limited by Guarantee registration No. 3304510



WELCOME

Whilst 2019-20 started like a typical year, it most certainly ended in a very different way.

Age UK Bromley & Greenwich throughout the year has continued to work with its partners in Bromley Third Sector Enterprise, in successfully delivering services under the Bromley Well Contract. We have continued to grow services in Greenwich, with Take Home and Settle now established, and the organisation continues to support the reduction in isolation through our befriending teams in both Bromley & Greenwich. The Trustees agreed to continue funding our Men and Women in Sheds project via our voluntary income.

In March 2020 Age UK Bromley & Greenwich, with the rest of the country was forced to change the way in which we worked in order to comply with the first national lockdown. This meant that, where possible, our services were delivered either on line or by phone. Some services which were not able to be delivered in an alternate way closed. These included our Clip It nail cutting services our Help At Home service and our Sheds. We were unable to operate our day centres and these too closed due to the pandemic. We continued to support clients throughout this time with emergency shopping, delivery services and emotional support. Our hospital discharge services remained available to those older people who needed help returning home from hospital, and our Handy Person Service was able to work in a Covid Secure manner fitting key safe and rails to ensure older people were able to remain safely in their homes.

At the time of writing we are in a second period of lock down. We have been able to keep more of our services open during this period, however, we have not been able to open our day services and reluctantly the organisation has decided to permanently close our day centres.

We hope that 2020/21 will see us being able to fully engage in face to face activities again, and that with the hope of new vaccinations the ability of older people to increase their social interactions will reduce the very real issues of social isolation and loneliness.

I would like to thank the staff for coping and adapting so well to the new working arrangements and their continued passion for helping our beneficiaries. Our volunteers continue to give their time freely and without them we would not be able to provide the amazing services we do. Finally I would like to thank our trustees for their work in ensuring that the organisation remains strong and secure.

IMPACT

“You are a life saver, a breath of fresh air, dedicated, kind, top notch. I wish every organisation was like yours” – THAS GREENWICH

“Thank you. I can't express how your call helped. For the first time in god knows how many years I actually felt listened to and supported. Thank you.” – ADULT CARERS

“My volunteer makes me feel better than any medication I take.” - BEFRIENDING

“I can't tell you or thank you enough for what you have done for me, a fantastic job and if you can keep me in my own home that is also great. Just a great service thank you so much” - HANDYPERSON

“I found my advisor was conscientious, very professional and knowledgeable and extremely helpful” – INFORMATION & ADVICE

INFORMATION, ADVICE & GUIDANCE

This year the information and advice team and form completion service has made contact with 14,705 clients. The I&A service has helped people obtain £15,388,41 worth claimed benefits in this period, mainly from Attendance Allowance, Housing Benefit, Pension Credit and Disability Living Allowance (DLA) .



Our Information & Advice Service offers free, impartial and confidential specialist advice on a wide range of issues that affect people in later life, their families and carers across the Bromley & Greenwich Boroughs. Our team advisors and volunteers are committed to making sure that older people in both Boroughs have easy access to quality information and advice and provide this via the telephone and face-to-face channels.

CASE STUDY

A couple were referred to the I&A department. The woman was 88 and her partner was 68, they were both in poor health. The man was particularly poorly with a number of life threatening illnesses. They were a devoted couple and were for carers for each other.

The landlord was contacted and joint meetings were held at the flat with the housing officer and our team. Discussions with social services also took place and they were concerned. Sadly just at this time the gentleman passed away at home which divested his partner who continues to live there.

We had discussions with the housing officer and asked a surveyor to come and look at the flat as the couple should never have been housed in it due to its condition. The surveyor found multiple problems in the property including the breaking up of all the drains at the back of the property and multiple leaks causing damp. A programme of works has been put in place to remedy the problem.

The repairs and improvements that should have been carried out before the property was let to the couple are now underway. The social worker allocated to them has said that they will arrange for a clearance of the clutter once the remedial work has been carried out. We asked the lady client if she would like a move to more suitable accommodation possibly sheltered housing. She reacted positively to this and we will keep in contact.



FORMS COMPLETION SERVICE

The Form Completion Services works with trained volunteers to provide assistance to people to enable them to complete a range of benefit claim forms. Referrals to the service are made from organisations all over the Borough of Bromley, including the Bromley Dementia Support Hub, the Integrated Care Navigators Team, Hospital Link workers, Social services, Community Mental Health teams and Bromley Well Single Point of Access. Clients may also self-refer to the service.

During the year, there were 23 active volunteers in the service – 4 carrying out administrative work in the office, and the others visiting clients in their own homes or meeting with them in the office. The number of volunteer hours spent working on the service amounted to 3,233 hours during the year.

The Form completion service has helped people to make 433 successful benefit claims during the year, including 235 successful AA claims and 149 PIP claims. The funds brought into Bromley Borough by these claims amounts to £31K per week, plus lump sums received totalled £272K, which equates to a total of £1.88 million during the year.

The service also helps people with applications for Blue badges and 25 people were helped during the year.



VOLUNTEERING

Age UK Bromley and Greenwich's volunteers share our ethos to make a significant difference and a positive contribution to the lives of older people.

220
Volunteers
active monthly
across our
services

12,461 Support
hours given
over the year

7592
Hats knitted
and crocheted
raising a total
of £1,898

Thoughts from a volunteer on why they like volunteering and what it means to them:

"I am the sort of person who best enjoys meeting people on a one-to-one basis. However with the hospital aftercare service the client is in a position of vulnerability and often lonesome. This situation highlights for me, the helper, how fortunate I am to enjoy good health, mobility and total freedom of movement that makes me self-sufficient. In my own social circle I am drawn to paying more attention to friends who live by themselves and who cannot count on close relatives to readily provide support if needed.

I enjoy the role of being a little problem solver for a person in temporary difficulty, by helping with shopping and offering company. Even little things can lift off big worries for anyone housebound. I am a good listener and by giving my wholehearted attention I aim at helping the client feel in pleasurable company with a reliable support at hand; I look forward to my next visit and am always rewarded by seeing a reciprocity of feelings."

Francoise R, Hospital Aftercare Volunteer



HANDYPERSON

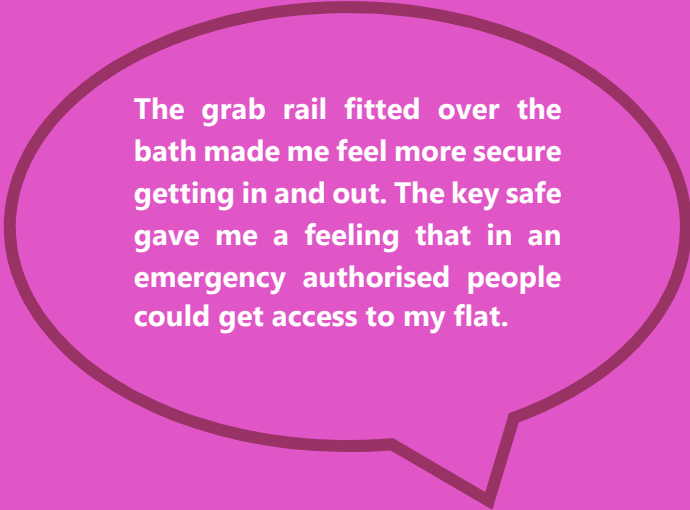
The service continues to support older people with mild frailty and other vulnerable adult residents of Bromley who live in the community or are being discharged from hospital. The service aims to prevent slips, trips and falls as well as supporting people to remain safe at home.

Over the last 12 months the handy person service has completed 1023 jobs these include but are not limited to; fitting key safes, grab rails, hand rails, moving furniture, completing minor repairs such as changing lightbulbs and many other requests.

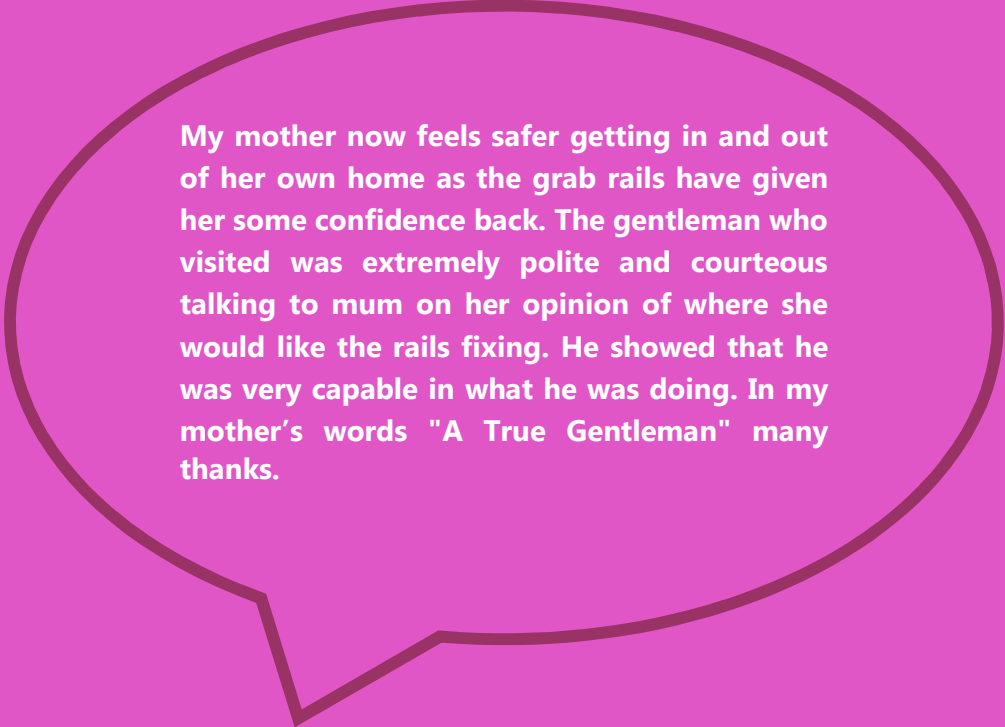
We continue to receive a large volume of referrals from the Princess Royal University Hospital, Orpington Hospital and numerous referrals from Bromley Local Authority in particular the Occupational Therapists.

People are able to self- refer as well and we continue to offer a paid for service for those that aren't referred for the free service.

The service strives to deliver a good quality service and has maintained an excellent reputation and because of this it is highly valued by both the professionals that refer to the service and also the clients that receive the work.



The grab rail fitted over the bath made me feel more secure getting in and out. The key safe gave me a feeling that in an emergency authorised people could get access to my flat.



My mother now feels safer getting in and out of her own home as the grab rails have given her some confidence back. The gentleman who visited was extremely polite and courteous talking to mum on her opinion of where she would like the rails fixing. He showed that he was very capable in what he was doing. In my mother's words "A True Gentleman" many thanks.



ADULT CARERS

Adult carers service reached 433 new clients in the 19/20 year, with over half (249) coming directly to us through either word of mouth or our Newsletter. We provided 738 emotional support sessions to clients with 458 at an in depth level; i.e. more than 4 client contacts. Overall we had 5639 contacts with clients and professionals throughout the year 19/20, this includes practical support and advocacy for clients with LBB, statutory and other agencies.

We provided 10 Carers Awareness Training sessions for professionals with 93 people attending, these included delivery to LBB, Direct Payments, Adult Early Intervention and Adult Education to name a few.

In collaboration with partners we hosted 107 courses and workshops for carers with 672 attendances.

We published 3411 Newsletters (in house) with a total circulation, including electronic access, of 6484 to both carers and professionals. We believe this has been an extremely effective information and marketing tool for both clients and professionals.



The service played an instrumental part in LBB review of their Carers Assessment form. The service canvassed carers and had full input to the development and review of Carers Assessments.

We took part in a “Pilot” scheme with LBB to test the new form, completing 22 Carers Assessments for LBB.

We are working closely with St Christopher’s to enable our “Former Carers” to access bereavement services. This is working really well as a transition stage.

BEFRIENDING

The befriending team worked with the Beckenham Quilters group who supplied handmade lap quilts to be distributed to older clients. Via links to a local health shop the befriending team were given a donation of 12 hand knitted blankets knitted by an older lady who lives in Devon. They were knitted to be donated to our older clients living at home on their own. All the quilts and blankets were wrapped and delivered to clients by volunteers and the befriending team prior to the 2019 Christmas break. All clients received a personalised hand written Christmas card. The delivery of the Christmas cards is now an integral part of the service provided from the befriending staff to our clients. It was introduced as a one off project but the feedback from clients was so positive and encouraging that we decided to include it as a yearly occurrence.

All the friendship groups have had professional talks delivered from a variety of outside organisations including Bromley Trading Standards and the Co Op Estate planning service who delivered a very informative talk entitled Tax Care and toy boys. The hub members have participated in 13 separate hub outings including the Houses of Parliament, sites of historical interest and Hub in the pub" sessions.

The intergenerational writing project continues. Pupils considered vulnerable or in need of extra educational support, as identified by teaching staff, have been matched to befriending clients for the exchange of written letters. Both clients and pupils continue to value the opportunity this has given.

The befriending support staff have supported health awareness campaigns such as mental health awareness and world Men's health day. Participation included manning information stands to leading exercise workshops.

228
CLIENTS
REACHED

148
WEEKLY HUB
SESSIONS

9500+
BEFRIENDING
CALLS MADE

LONG TERM HEALTH CONDITIONS



Between April 2019 & March 2020, the service had a positive impact on 171 participants out of 15 separate groups which were delivered across the Bromley Borough and more recently from May 2020 virtually via the zoom video conferencing interface. The programme covers subjects such as physical activity, postural stability and falls prevention, Stress Busting, sleep & mindfulness, ensuring good medical care & communicating with health care professionals, eating healthily & drinking sensibly and pain management. The appropriately named 'health & wellbeing' workshops were delivered to a large number of sheltered housing schemes with individuals living with a varied mix of long-term health conditions as well as a an open group in both Orpington & Penge.

Along-side the health & wellbeing workshops, the long term health condition service have also provided a number of condition specific support groups for people living with fibromyalgia syndrome which are facilitated by volunteers who are themselves living with this debilitating disease.

Between April 2019 & March 2020 the service has also helped 804 individuals with lifestyle support advice surrounding their particular long term health condition as well as signposting to other services when appropriate. Additionally the service has had 587 referrals and provided 118 1-2-1's via outreach work and 251 clients via 1-2-1 phone calls as well as 75 face to face meetings within Community House.

'It has been beneficial for me to have a weekly commitment and I have enjoyed sharing experiences with the facilitator and the group alike'

TAKE HOME AND SETTLE SERVICE

Bromley- the service has completed 362 jobs in the last year. This is not only made up of patients that we have taken home from hospital but in addition as of October we have also started piloting an equipment delivery service, alike to the one in Greenwich. This means we can further support the hospital and in particular the Occupational Therapy Department in taking vital pieces of equipment home to patients that require it for their discharge.

The service is very highly regarded as it offers patients the chance to undertake small shop on their way home from hospital if required and they are also settled back in by the take home and settle assistant which may involve the staff making them a cup of tea or just simply ensuring they safely enter their property after what might have been a long stay in hospital or even a few days.

This is also an opportunity for our staff to talk to the client about the range of services that we offer across the borough, they can express an interest there and then or we leave them with a brochure to look at in the future.

Greenwich - The service supports patients being discharged from hospital, enabling early discharge and offering a short term hospital aftercare service to minimise readmission rates. Within the THAS service, we also offer an equipment delivery service, this too supports patients being discharged home from hospital early.

During April-March 2019/2020 we have supported 550 THAS clients, including 253 equipment deliveries, totalling 803 clients supported.

The THAS service offers support with the following: Escorting the client home from hospital, Settling the client back into their home, making a cup of tea for example, putting the heating on or phoning a next of kin, Ensuring the client has enough food in the house, offering a one off shop if required, Purchasing gas and electric if needs be, Calling the client the following day to ensure they are safe and well, Delivering adaptive/medical equipment, medication and personal property, Referring to offer services and organisations for example social services, befriending and benefits support, Liaising with hospital staff, NOK, GP's and care services and Offering Information and advice.





HEALTH & WELLBEING

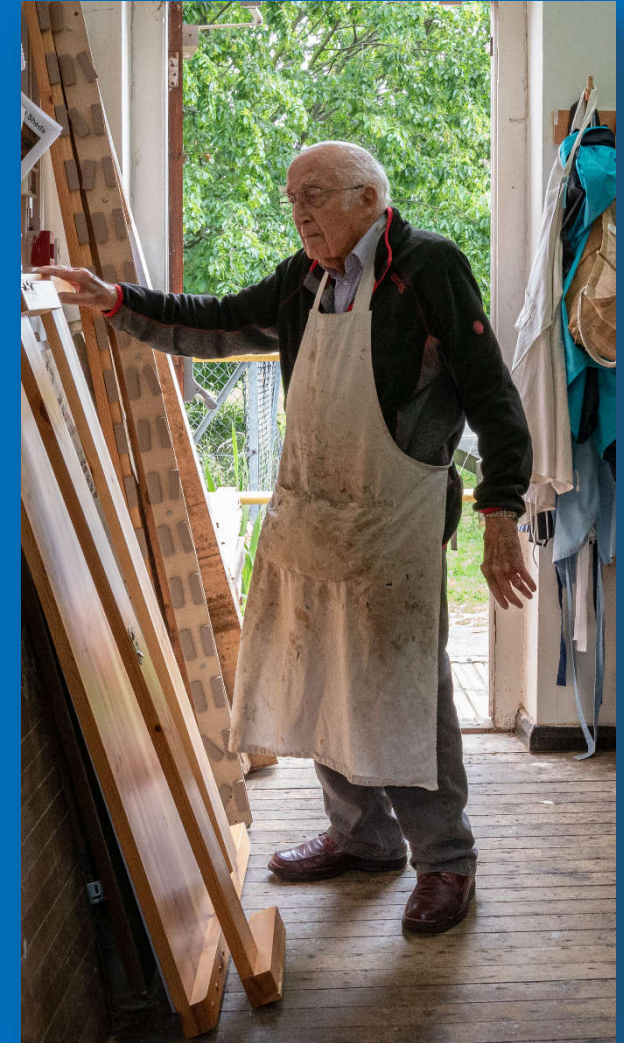
Over 1500 people regularly had their toe nails cut by our Clip It service, Our service is focused on improving the foot care of people unable to cut their own nails.

The Care Navigation Service as a part of the proactive and frailty pathway is working closely with the CCG and Community Health providers. Our care navigators have helped and supported over 1,300 clients to receive the support they need. Based within the new primary care networks and the frailty unity, the care navigators are best placed to provide timely advice and support.

Our Men in Sheds projects has over 300 members who attend our 3 Sheds. We continue to offer this service whilst looking for alternative funding. The Biggin Hill Shed became independent in 2018, and woman in sheds was established in Penge and Woolwich.

We have helped over 280 people from the Nepalese community in our Gurkha project in Eltham. We have provided formal English classes, art and technology classes and social and cooking classes.

Sitting Service- this CQC regulated service has enabled 86 people to received up to 24 hour support from our post discharge sitting service over the last 12 months. This is an essential service to provide reassurance, supervision and support to those that require it following discharge. The service has supported vulnerable adults and mildly frail older people who live alone in the community and do not have anyone to go to for help on their discharge from hospital. The staff support the client to regain confidence and independence in their own home as well as offering companionship.



HOSPITAL AFTERCARE SERVICE (HAS)

HAS aims to support clients to work towards self-selected goals, supporting them to regain their confidence and independence following a stay in hospital. We do this by matching the client with a volunteer for up to 6 weeks. Together, they work on the clients identified goal which is monitored regularly.

HAS has recently changed management and is now being coordinated under the Health and Wellbeing team. We have been looking at ways to promote the service and make it a more accessible service to all concerned. A flexible, individual approach is essential to ensure we can reach and support the clients who really need it.

Clients have been supported with the following:

- Escorted shopping
- Personal shopping
- Emotional support
- Confidence building
- Face to face befriending
- Telephone befriending
- Escorted walks
- Referrals to other organisations, for example social services, ongoing befriending, benefits supports and help at home services
- Information and advice



FURTHER SUPPORT

HOUSING - The charity owns a freehold property in Chislehurst in the London Borough of Bromley. The ground floor of the building is used as a Day Opportunities Centre for older people who are physically frail and/or living with dementia. Above the centre are six, self-contained one bedroom flats that are suitable for single occupancy. The rent charged for the flats is below market value for the benefit of older people on low income.

DAY OPPORTUNITIES - 120 people each week attended our centres in Chislehurst and Charlton. We provided a safe and welcoming environment for our clients who are physically frail, and an increasing number who are also living with dementia.

30 plus people living with dementia and their carers met weekly and experienced the power of music through singing songs together from old favourites, musicals to light opera. Our Singing for Fun group is in partnership with Bromley U3A and led by a volunteer professional musician.

HOME SUPPORT - From 1st April 2019 - 31st March 2020, our team of 30 Support Givers supported 120 clients on a weekly, fortnightly, or monthly basis. Client's next of kin often praise the service for giving them "precious time back" as they no longer need to spend their own visits cleaning and shopping for their family member or friend. Instead they can spend quality time chatting and catching up without the extra stresses of providing care on a short visit. Our HAH clients continually say they look forward to the regular visits from their Support Giver who in turn has become a "friend and confidant".





OUR RESOURCES

The financial statements cover the activities of the charity for the period 1st April 2019 to 31st March 2020. The value of the generous donation of the volunteers' hours is not incorporated into the financial statements. The cost of 12,461 hours would be a considerable sum if translated into a monetary value.

The balance sheet demonstrates that the financial position of the charity is overall satisfactory to meet future needs and challenges. The Trustees are satisfied with the performance of the charity for the year.

A full copy of the Annual Report and Financial statements can be obtained from our office, the address is on the back cover of the impact report. They can also be viewed on our website: www.ageukbromleyandgreenwich.org.uk

Funders for 2019-20:

Age UK London Trading

Age UK

Armed Forces Covenant Fund

Bromley Clinical Commissioning Group

Greater London Authority

Greenwich Clinical Commissioning Group

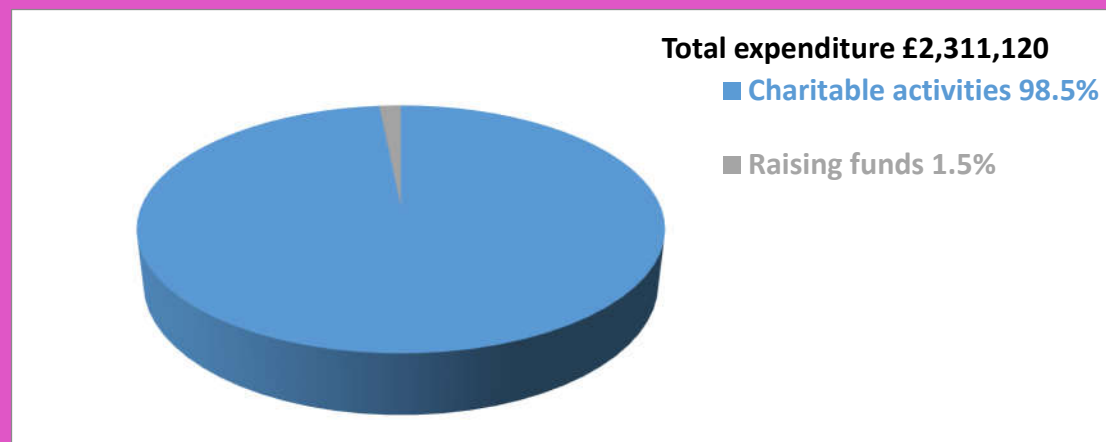
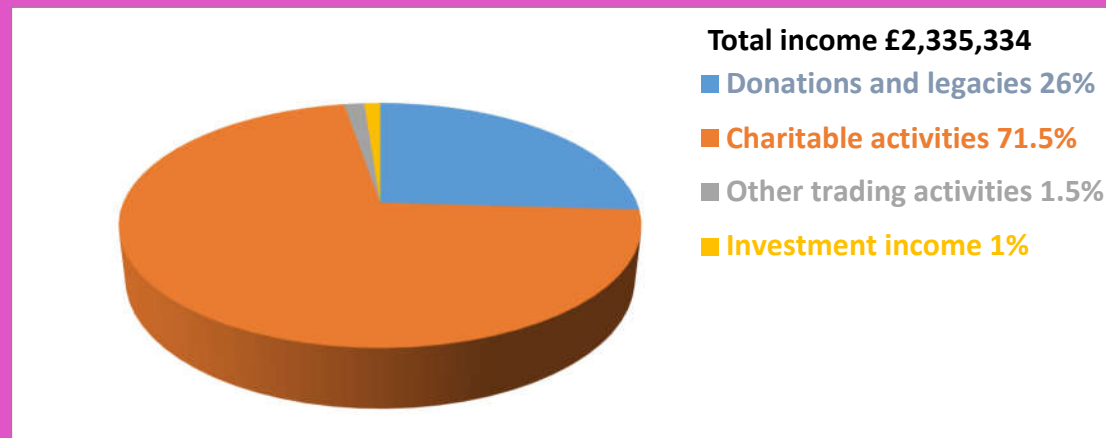
London Borough of Bromley

Mayor's Office for Policing and Crime

Plum Care

Royal Borough of Greenwich

The Royal British Legion





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