

Impact Report

2023 - 2024



The past year has been difficult for some older people as they continue to struggle with an ongoing cost of living crisis. The increase in necessities' such as fuel and food have an impact on people on fixed incomes and we have seen this in the increase in demand on our services.

At Age UK Bromley & Greenwich, we are proud to be the leading specialist organisation supporting older people across both boroughs. Over the past year, our dedicated team has worked tirelessly to provide a wide range of essential services tailored to the needs of older people, from health and wellbeing support to practical assistance like befriending and information and advice.

This impact report highlights the positive outcomes achieved through our various programs, through these services we have reached thousands of individuals, providing over 35,000 contacts and supporting 9,025 individual clients.

We have also collaborated with key partners such as Bromley Well, ensuring that our services remain accessible and comprehensive, even in times of increased demand.

Our commitment to improving the lives of older people is reflected in the achievements outlined in this report. Whether it's offering companionship, ensuring safe hospital discharges, we remain dedicated to empowering the older members of our community.

None of this would have been possible without the support of our volunteers, funders, and partners, whose contributions are invaluable. We would particularly like to thank our trustees who are dedicated to providing good governance and oversight to the organisation.



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

78

MEMBERS OF STAFF

9,789

**REFERRALS MADE TO
OUR SERVICE**

210

VOLUNTEERS

9,025

**CLIENTS ACCESSING
SERVICES**

35,220

**CONTACTS WITH
CLIENTS**

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ADULT CARERS

Our Adult Carers Support Service assists carers aged 19+ with various needs, including caring for individuals with dementia, Parkinson's, disabilities, or children with life-limiting conditions. Carers often face challenges such as financial worries, mental health issues, physical health problems, and isolation.

We provided ongoing, regular support by:

- One to one contact in person, over the phone and online
- Organising regular in person and virtual peer to peer support groups and one off events
- Delivering opportunities where carers come together with services to highlight theirs and their cared for's needs

285

NEW REFERRALS RECEIVED BY
THE ADULT CARERS SERVICE

933

RECIPIENTS OF THE ADULT
CARERS E-BULLETIN



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BROMLEY BEFRIENDING

We received 221 referrals requesting client support. We offered 224 separate sessions in our hubs and had 1,363 attendances. The walking group offered 12 monthly opportunities and 126 clients attended. The exercise classes continue to be well attended with 48 sessions during the year with 639 client attendances.

Clients who are housebound and living alone with limited support are matched with an individual volunteer who will visit the client weekly for face-to-face companionship in the client's home or via their telephone. Our volunteers offered 58 clients 2,812 hours of companionship. One of our volunteers was honoured for the support they provide and received the top award in the category of supporting an individual from community links Bromley, The award was presented by the Mayor of Bromley.

2,182

HOURS OF COMPANIONSHIP
GIVEN BY VOLUNTEERS

224

HUB SESSIONS PROVIDED

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"Had it not been for this event I would have been sat indoors on my own, lonely, and cold. Instead, I came here had lovely food, made new friends, and found out about services that can help me. Thank you!"



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BEFRIENDING GREENWICH

With new funding streams secured for our Greenwich Befriending Service we were able to broaden our offer to Greenwich residents 50 years +.

Activities and services these clients engaged with included:

- one to one befriending
- friendship groups
- community choir
- art classes
- workshops
- yoga
- walking netball
- dance for wellness
- trips out

132

UNIQUE CLIENTS

3

LARGE BOROUGH WIDE
SOCIAL EVENTS PROVIDED

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BROMLEY DEMENTIA SUPPORT HUB

As part of the Bromley Dementia Support Hub, Age UK Bromley & Greenwich has successfully provided a range of services, including young onset dementia support, dementia befriending, the Memory Lane Café, and the Memory Singers Choir.

This year's achievements include:

- 48 young onset weekly groups
- 589 befriending sessions
- 113 Memory Lane Café sessions
- 48 choir sessions



87

CARE CLIENTS
SUPPORTED BY
DEMENTIA
BEFRIENDER
VOLUNTEERS

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CARE NAVIGATION

This year, our Care Navigation Services supported over 1,289 clients across all hospital and community pathways. Working closely with multidisciplinary teams, we provided personalised support for older and vulnerable patients, addressing their needs during hospital discharge, emergency referrals, and community resource connections.

Key services included help with fall alarms, benefits, social isolation, and safe discharges. Notably, we collaborated on the development of an Age UK EMIS template, enhancing care coordination across services, and successfully managed staffing challenges to maintain service delivery.

5

CARE NAVIGATION
PATHWAYS

1,289

CLIENTS SUPPORTED

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FORMS COMPLETION

The Forms Completion Service achieved significant outcomes in benefit claims, providing valuable assistance to individuals in need. A total of 836 referrals were processed, and the service successfully secured new awards or increased benefits through revisions or appeals.

The service also benefited from a strong volunteer base, with 22 active volunteers contributing 1,463 hours of support throughout the year. Six new volunteers were recruited, and the service maintained a high retention rate among existing volunteers. Collaboration with volunteers and various agencies was key to helping clients navigate complex benefit processes and access essential support.

**The total value of
successful benefits,
council tax, and
pension credit
claims reached an
impressive
£2,147,824!**



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HANDYPERSON

The Handy Person Service helps individuals maintain their independence by ensuring their homes are safe and accessible, reducing the need for statutory services. The service is free for eligible Bromley residents, with referrals coming from clinical staff, social care practitioners, and local authorities. Non-eligible residents can access the service at an hourly rate.

1,275

**JOBS CARRIED OUT BY
THE SERVICE**

"The work carried out has increased our confidence when getting around the less safe parts of our house. We found both gentlemen good humoured, patient and helpful."

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HOSPITAL AFTERCARE

We provide up to six weeks of support following a stay in the hospital. We can help with shopping, befriending, welfare calls, Information, picking up medications, and running small errands. The service relies on a small band of caring, dedicated volunteers whose service is truly valued. Referrals are generally received via our Care Navigators within the hospital, although we accept self-referrals and referrals from external agencies.

125

CLIENTS SUPPORTED
BY VOLUNTEERS

SK, an 84-year-old lady referred for shopping support due to confusion and self-neglect, showed improvement once back in her home environment. Despite her vibrant personality, it became clear that she struggled with meal preparation and managing her shopping lists, leading to the accumulation of expired items. After several weeks of fluctuating moods and discussions about her needs, we contacted her GP and learned of her dementia diagnosis. Recognising that a six-week service was insufficient, we facilitated a referral to Social Services, resulting in a comprehensive care package for ongoing support. Ultimately, we assisted SK for 13 weeks, ensuring she received the help necessary to maintain her independence.

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**418 individuals
received support
with benefit claims,
securing vital
financial
assistance.**

INFORMATION & ADVICE

The Information and Advice (I&A) service continued to provide personalised assistance, guidance, and support to individuals, addressing their unique needs and improving their overall quality of life. The team made a total of 3,080 contacts and processed 876 referrals. Areas of support included benefits, community care, consumer issues, education, employment, family matters, and legal concerns such as housing succession, power of attorney, and will-making.

Key Achievement: Successfully obtained the Age UK Quality of Advice Standard (IAQP) and the Advice Quality Standard (AQS) certification (July 2023 – Nov 2025)



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LONG TERM HEALTH CONDITIONS

The Long Term Health Conditions service provides an eight-week Health & Wellbeing Programme covering topics like healthy eating, physical activity, stress management, and future planning. LTHC also offers support groups for those with Fibromyalgia, Chronic Pain, and other long-term conditions.

A client with ME and anxiety, referred by their GP, initially chose 1:1 support over group sessions. Through regular calls, the client gained confidence in managing fatigue and accessing mental health services. Eventually, they felt ready to join peer support groups, reassured by the welcoming environment.

The service's tailored approach helps clients build confidence and better manage their conditions.

104

PEER SUPPORT
GROUPS DELIVERED

20

HEALTH AND
WELLBEING
PROGRAMMES
OFFERED

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NEPALESE GURKHA VETERANS COMMUNITY PROJECT

We offer many events across the year for the Gurkhas and one highlight was the Silver Sunday Tea Dance. The clients enjoyed music and refreshments with members of our other groups. Despite the language barrier, people joined in singing and dancing together. The event was so popular and had a positive impact that our members have asked for more opportunities like this where people from different backgrounds can come together, enjoy an activity that is inclusive without language being an issue.

134

CLIENTS SUPPORTED



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POST DISCHARGE SETTling SERVICE

The Post Discharge Settling Service supports patients once they are home from hospital. The service is also a vital link to the community aiming to prevent readmission. The Post Discharge Settling service has evolved and improved significantly over the last year. Now, PDSS better suits patient needs and the discharge process. The improvement of the service is reflected in the increase in referrals of around 400%

SHOPPING GREENWICH

We delivered this service every week including over the Christmas holidays. Our shopping team makes sure they allow time to talk to our clients when they are in their homes, to ensure all is well. We also include our shopping clients with our festive offer. In December 2023, we delivered 'goodie bags' and lap quilts to clients who wanted them.

176

CLIENTS SUPPORTED
BY PDSS

313

CONTACTS WITH
GREENWICH
SHOPPING CLIENTS

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"The shopping is wonderfully helpful for me. It has changed everything for the better. I am able to eat whatever food I want. Before I ate what I was given by carers. I now have shopping no one would buy for me before. I am so very grateful, thank you"



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TAKE HOME AND SETTLE BROMLEY

The service is very well utilised and highly respected by hospital staff.

This year, we have supported:

- Delivered 648 of medication
- Delivered and installed 145 pieces of equipment
- Bought and delivered 166 emergency shops and
- Took home and settled 321 clients

1,352

CLIENTS SUPPORTED
BY THAS BROMLEY



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TAKE HOME AND SETTLE LEWISHAM

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.

TAKE HOME AND SETTLE GREENWICH

This year Take Home & Settle Greenwich have supported 1424 clients, delivered and installed 765 pieces of equipment, and, on average, collected 91% of all clients from the hospital within 30 minutes of receiving a referral.

314

REFERRALS TO THAS
LEWISHAM

100%

POSITIVE FEEDBACK
FROM THAS GREENWICH
CLIENTS

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VOLUNTEERING

The impact made by all of our 210 volunteers is immeasurable and through their continued support to the work that we do, our services are able to develop and reach more older people across Bromley and Greenwich.

Our volunteers were involved with the sorting, packing, and delivering of Christmas hampers to our clients. 44 food hamper bags were delivered to some of our most vulnerable clients.

"Volunteering has given me a new lease of life. The clients help me as much as I help them."

15,375

HOURS OF SUPPORT GIVEN
BY VOLUNTEERS



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FINANCIAL IMPACT

Income

	£1,998,909
Donations, Grants & Legacies 19%	£379,914
Charitable Activities 76.5%	£1,529,263
Other Trading Activities 1.5%	£27,100
Investments 3%	£62,632

Expenditure

	£2,161,213
Information, Advice & Guidance 6.5%	£139,638
Day Opportunities 5%	£105,132
Raising Funds 1.5%	£35,655
Home Support 2%	£42,778
Health & Wellbeing 85%	£1,838,010

FUNDERS

Funders and donors during 2023-24

Age UK
Age UK London
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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