



IMPACT REPORT
2017/18



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 and company limited by guarantee, Registration No. 3304510

WELCOME

Age UK Bromley & Greenwich continues to grow and adapt to the ever changing external environment. This year has seen the introduction of new and exciting services, as we have worked to meet the challenge of implementing the Bromley Well project.

Bromley Well is an innovative project offering a new approach to help support local residents to maintain their health, wellbeing and independence.

The service is delivered by a partnership of local voluntary sector organisations called Bromley Third Sector Enterprise CIC (BTSE) which is made up of Age UK Bromley & Greenwich, Bromley Lewisham and Greenwich Mind, Bromley Mencap, Citizens Advice Bromley, Community Links Bromley and a growing number of associate member organisations.

We aim to expand our services in both boroughs during the next year. Our

successful Information and Advice service continues to enhance the wellbeing of older people in both Bromley & Greenwich, and this year our input has resulted in our clients receiving over £2 million in benefits which were due to them.

Our work on reducing social isolation is a high priority for the organisation. The Men in Sheds project in both Bromley & Greenwich supports men by bringing them together in a familiar environment. We continue to look for sustainable funding for this project allowing us to progress with this important work.

We have also introduced other befriending models to both boroughs as we acknowledge the importance social isolation can have on the health and wellbeing of us all.

We are working closely with the Integrated Care Systems. Our Care Navigators, Dementia Advisors and our Community

Engagement Workers are supporting people to remain as independent as possible, for as long as possible.

We would like to thank 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. The staff for their continued dedication to the production of high quality services for the residents of Bromley & Greenwich. 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.



Lynda Stimson
Chair



Mark Ellison
Chief Executive

Throughout the year we have monitored our impact against our strategic aims:



AIM 1: To increase access to high quality services.

We have introduced the following new services:

- Adult carers services
- Long term health condition services
- Handy person services
- Sitting service post hospital discharge and carers respite
- Hospital link worker



AIM 2: To maximise and diversify income.

We have held a Trustee and staff workshop looking at the issues of funding. As a direct result of this we are in the process of employing a Fundraising and Marketing manager to further progress this strategic aim.



AIM 3: To be embedded as a charity of choice for individuals and corporate donors.

We are reviewing our marketing strategy which will include legacy and corporate fundraising.



AIM 4: To be the employer of choice for professionals involved in the support of older people.

We review annually the terms and conditions of our staff's employment as well as the needs of our volunteers.



AIM 5: To increase awareness of the organisation. Making it the first choice for older people and their families and carers.

We have implemented a new social media policy to ensure the visibility of the organisation is maintained.

In the last 12 months the organisation has taken referrals for 13,256 clients.

We check regularly with our clients to ensure that services we provide meet their needs. In the last 12 months over 90 % of clients were happy with the service they received.

Over 80% of clients rated the services received as excellent in terms of how they were treated by staff and volunteers.

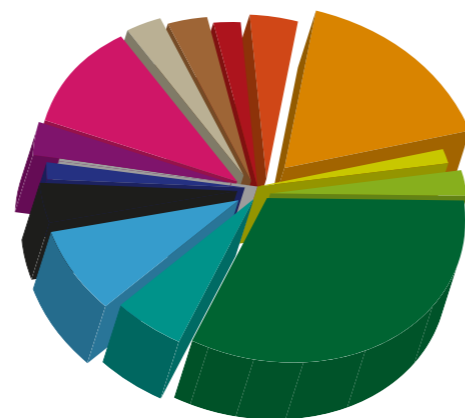


Our Information & Advice Team continues to deliver a high quality and accessible service across the Bromley & Greenwich Boroughs on a wide range of issues facing older people and their families. We are committed to providing a holistic service and were successful in obtaining the AQS Advice Quality Standard accreditation for Older People Casework in August 2017.

During the year 2017-18, we had contact with 11,381 clients; and opposite is a breakdown of the casework we undertook:

Information & Advice by topic

Health Conditions	133
Health Services	219
Community Care	942
Non Residential Care	63
Residential Care	148
Benefits	1859
Other Money	308
Housing	452
Legal	212
Family and Personal	104
Employment & Voluntary Work	11
Nationality and Immigration	6
Education	0
Leisure and Social Activities	185
Travel	624
Consumer	167
Age UK Services	187
Local Facilities	9
GRAND TOTAL	5629



Unclaimed Benefits

Our Information and Advice Team along with the Universal Form Completion Service helped clients obtain a total of **£2,104,523.19** in unclaimed benefits across the Bromley & Greenwich boroughs.

The benefits included: Attendance Allowance, Disability Living Allowance, Personal Independence Payment, Employment Support Allowance, Pension Credit, Carers Allowance, Housing Benefits and Council Tax Support.

CASE STUDY

Jenny is 74, her close friend contacted the Information & Advice helpline regarding benefits as she was concerned about Jenny's financial situation. Consent was obtained from Jenny to discuss the matter with her friend.

The Triage Receptionist established through questioning that Jenny was

unable to walk far and used morphine patches for pain control. Jenny suffered with Scoliosis and Osteoporosis and has had these condition for a number of years. Jenny's husband is her carer and has looked after her for years.

The Triage Receptionist discussed the eligibility criteria for Attendance Allowance and based on what Jenny said, it was felt they may be eligible to receive the higher rate of Attendance Allowance. Jenny had not worked during her life due to ill health therefore has not paid enough National Insurance to receive a state pension. She is financially supported by her husband. Jenny's husband received State Retirement Pension. They had no savings.

Jenny was referred to the Universal Form Completion Service for assistance in applying for a Blue Badge and also Attendance Allowance. In light of their financial situation, a benefits check was

also recommended to establish if there are any other benefits they should be claiming.

As a result of the benefits check being carried out, it was established Jenny and her husband had eligibility for Pension Credit and also Council Tax Support. They were advised how they could claim this and who they should contact.

“I cannot thank her enough for the sensitive and diplomatic way in which she dealt with the couple. We are now on the way to making some progress, and have at least started the claiming procedure. It has taken 6 months to get to this stage and I would have continued to struggle without her help. Huge thanks”

COMMUNITY VOLUNTEERS TIME BANK

At Age UK Bromley & Greenwich, our Community Time Bank Volunteers are at the heart of all we do. Together, we share a common goal to make a significant difference and a positive contribution to the lives of older people.



Our 244 active volunteers have completed 14,064.25 hours across all our services and projects in Bromley and Greenwich.

- 142 Wealth of Experience Services were completed by 30 volunteers
- 184 Hospital Aftercare Service were completed by 43 volunteers

Our volunteer knitters have successfully knitted 8,544 little hats for the Big Knit campaign to keep older people warm over the winter period. Raising a total of £2,136 and these were sold over the winter period with Innocent smoothies.

“When the opportunity to volunteer for the Information and Advice Team in Age UK Bromley and Greenwich became a possibility, I saw it as an opportunity to give help and advice not only to people that were in my position but also to elderly people who need help on a variety of subjects”

An Extract from a Volunteer Form Filler

“I always thought you were first class and the lady was a genius”.

Parent and Son's Comments

CASE STUDY

R is an 87 year old woman who resides alone, she has one daughter who lives some distance away. She has visual and hearing impairment R had just been discharged from the PRUH following severe back pain. She had recently moved to a new flat. Client's new flat was cluttered as she had been unable to unpack her clothes and other belongings properly on her own. The Bromley Well Hospital Link Worker referred Client R for Take Home and Settle, Sitting service and 6 week Hospital Aftercare package.

- Take Home and Settle escorted the client home safely and then handed over to staff from the Sitting service to support R
- Sitting service staff supported Client to clear some of the clutter from her recent house move and remove slip and trip hazards in the home

A volunteer was supplied via the 6 week Hospital Aftercare service to purchase weekly shopping for R for 6 weeks post discharge

OUTCOMES WERE ACHIEVED?

- R was enabled to tidy her immediate living environment making it safer and more conducive for mobility
- R was able to obtain shopping support via her HAS volunteer until she was physically mobile enough to leave the house
- R who often has difficulty communicating was able to interact with our service via email, this enabled and empowered her to have oversight and interact with the 6 week Hospital Aftercare Service- her HAS volunteer assisted with this empowerment as the client is visually impaired

R stated her HAS volunteer had been “invaluable”



BEFRIEND SERVICE (A BROMLEY WELL SERVICE)

The Befriending Service enables, socially isolated and/or lonely, to connect with their local community

The support is provided via a variety of different ways dependent on each individual situation. Support can be offered in the client's home, it can be via the telephone or attendance at one of the friendship or walking groups or by assistance to other events in the community. We offer a holistic wrap around support system tailored individually to the needs of each client.

During this last year 168 people have been in touch with the befriending service.

85 clients are currently being supported either directly in their own home or community. The recipients and their carers value these visits very highly. Volunteers have proved themselves to be flexible in the way they support their clients including postcards sent from holidays, visits to hospitals and letters sent to clients away visiting families or in respite care.

“Thank you for sending Benji and his owner Ken. They both make my day when they visit.”

“I haven't played scrabble in years; we had such a good laugh at some of the words.”

“Making friends at my time of life is so hard. Who would have thought they were on my doorstep all along.”



“A cup of tea with my friend is the best medicine you can have.”

The befriending service offers two weekly and two monthly opportunities for people to attend friendship groups.

During the last year hub members have visited places of local and historical interest, as well as the Kent coast. We visited Battersea Dogs and Cats home with 70 hand knitted blankets which were knitted by recipients of the service and donated to the rescue center. Each new rescue dog is given a blanket which is then taken with them to their forever home.

“It rained all day but who cares when we are all together.”

We collected 100 second hand towels which were donated to a local animal rescue charity. Clients were invited to Orpington Fire Station for a traditional home cooked Christmas lunch served by the firefighters. The day included games, presents and a party bag to take home. Father Christmas made a surprise visit at one of our Christmas parties to deliver the secret Santa presents during the celebrations and the walking group donned reindeer ears to participate in the monthly park walk before enjoying a cup of hot chocolate together. Six clients are working with six pupils from a local secondary school on a project to boost self-esteem and confidence in writing. Pen pal letters are exchanged, both generations have enjoyed the experience immensely.

BROMLEY WELL ADULT CARERS SERVICE

The Adult Carer Service have registered 631 Clients in its first year.

As part of the service we have introduced Peer Support groups and Drop in's quarterly at times and venues suitable for carers.

We have had 103 attendees at our 24 Peer support Groups provided throughout the Borough.

Following client feedback from our Peer Support Groups and our Forum and with the support of the Bromley Dementia Hub, we have added a Dementia Carer Peer support group.

We have provided a wide variety of practical courses and workshops in response to client demand including; Eating for Better Health, Coping as a Parent Carer and Mindfulness for Resilience, to name but a few.

We have had 296 attendees at our courses and workshops. Feedback indicates that these courses have impacted on the health and wellbeing of our clients:

“I am so pleased that I attended the Mindfulness Course. It has given me some precious tools to deal with difficult situations in my role as a carer. I have practiced helpful exercises to get back to sleep during the night and the result has been very satisfactory.”

Evaluation of courses to date indicates that:

Bromley Well

100% of respondents in all courses, said they would use some of the techniques used

Bromley Well

85 % of respondents said what they learned would help them cope with their caring Role

Bromley Well

79 % of respondents felt it was useful being with other carers

We have provided a variety of practical and emotional support to clients, ranging from support to research of Care homes and Power of Attorney to ongoing telephone support. We have provided 663 emotional support contacts with clients, and 345 “in-



depth”, i.e. ongoing on a weekly/ fortnightly basis. These took place face to face, over the phone and in the client’s home

“..now you are involved I feel I am getting support. I don't feel alone with it all anymore.”

We have developed a “transition” service to Carers whose Cared for has gone into residential care or died.

This group of people tend to have their issues compounded, already socially isolated, the loss of their Caring role can leave them in a much worse situation. We now offer ongoing support to clients in this situation, supporting them to reintegrate, explore opportunities and ultimately re-establish their life outside Caring.

“You are so kind and thank you for your message. M had been ill for some time but latterly she went downhill very quickly. She suffered so much that in the end, it hard to say, it was for the best. It is early days but it is comforting to know you are at the end of the phone and thank you so much”.

We have developed an invaluable relationship with Bromley Social services, in particular their Early Intervention Team. We follow up for clients on Care needs assessments, Carers assessments, financial assessments and Occupational Therapy assessments regularly.

We continue to develop our “Professional Carers Awareness” Training, having delivered to Bromley Social Services.

CLIP IT

This past year has seen a real increase in the number of Clip it referrals received since the NHS changed their foot care and Podiatry criteria.

This year 749 new customers joined the Clip It service bringing the total number of customers accessing the service to 4271 at the end of the financial year.

To meet this demand we have employed 2 new Clip It Assistants to work across both boroughs and we continue to invest in the team.

“I want to thank everyone for my Clip It experience today. I am particularly grateful that the assistant brought me my newspaper as I cannot get out to purchase it myself”

TAKE HOME AND SETTLE & 6 WEEK HOSPITAL AFTERCARE (A Bromley Well Service)

In October 2017 the Take Home & Settle service and 6 week Hospital Aftercare support became part of the new Bromley Well services.

The staff team continued to go from strength to strength and we integrated in to our practice the referring on to the new 24hr sitting service and our Handyperson services to ensure streamlined and joined up support for our clients in Bromley who have recently been discharged from hospital.

During the year 305 clients accessed our Take Home and Settle vital support and 165 clients accessed our 6 week Hospital support from our dedicated team of volunteers.

The focus on joined up working has flourished since the appointment of our Hospital Link Worker and we continue to work closely with the Dementia Hub and Care Navigation teams to ensure clients receive timely, appropriate and holistic services from Age UK Bromley & Greenwich/ Bromley Well.

A Hospital Aftercare client quoted: “The lady was excellent, first class, we enjoyed chatting to her”

LONG-TERM HEALTH CONDITIONS SERVICE. (A Bromley Well Service)

This service provides in depth practical and emotional support for people living with long term health conditions:

- ☞ The service has been promoted to 45 GP Practices.
- ☞ 50 clients have signed up or started attending self-management training and workshops in the first year.

- ☞ We have provided 3 Making Every Contact Count professional training events delivered to 43 professionals.
- ☞ 8 clients have committed to managing peer support sessions.
- ☞ 216 clients received one to one support and continue to be supported to achieve better outcomes in managing their health and wellbeing.

HANDY PERSON SERVICE. (A Bromley Well Service)

The Handy Person service went live in November 2017

During the year to March 2018, the main tasks undertaken have included key safe installations for access and to facilitate patient discharge with care package. Room clearance in order to create a micro environment to facilitate patient discharge and create areas of safe passage for hoarders.

Hand and stair rails have also been installed to improve mobility, safety and to prevent trips and falls. Other minor works has included installation of smoke detectors, changing bulbs and clearing loose floor coverings.

Total number of referrals actioned in 17/18 were 115:

- ☞ 44 key safes
- ☞ 39 room clearances
- ☞ 3 grab rails
- ☞ 3 stair rails
- ☞ 13 paid for private referrals
- ☞ 13 miscellaneous jobs.

SITTING SERVICE. (A Bromley Well Service)

Since the inception of the Sitting Service and prior to achieving completion of CQC registration the service has provided a total of 88.75 hours from January 2018 to March 2018 supporting 12 people on discharge from hospital.

New sitters are nearing the completion of their training. We have completed the CQC registration and we expect the number of users of the sitting service to increase over the winter period.

DAY OPPORTUNITIES

Age UK Bromley & Greenwich operate Day Opportunities centres in Chislehurst and Charlton, and over 140 people a week attend the centres. We provide a safe and welcoming environment for our clients who are physically frail, and who may be living with dementia. We offer a stimulating range of activities from arts and crafts, to computing and singing. Clients are involved in all aspects of shaping the care and support they need through personalised care plans.



Help at Home provides private home help services including domestic housework, escorting to hospital appointments, arranging meal preparations, assisting with paperwork, and companionship to older people isolated within their homes. In the past year, our team has doubled in size to 30 dedicated SupportGivers that have completed over 12,800 appointments since the service's commencement in June 2016. At present we have a total of 119 customers receiving ongoing support.

Many of our customers join the service requiring a bit of help with cleaning then swiftly move to requesting more frequent appointments for shopping and help with paperwork or meal preparation. We continue to hear many words of gratitude from clients and family members alike as the extra support relieves pressure on families and provides more space for quality time together.

Some of our most popular offerings include:

- 🌀 Companionship
- 🌀 Shopping (including escorted)
- 🌀 Leisure trips to the garden centre
- 🌀 Assistance with laundry
- 🌀 Basic cleaning tasks
- 🌀 Meal preparation and food chopping
- 🌀 Accompaniment to the hospital or bank
- 🌀 Organising paperwork

CASE STUDY

Stan & Rosina were each struggling with health issues when they requested information on our Help at Home service. Both Stan and Rosina relied upon each other as Rosina was frail and struggling with her osteoporosis and Stan was awaiting a heart operation. Stan was worried about leaving his wife Rosina at home as she relied so heavily upon him as the main carer. Stan felt that he may not be around much longer and wanted to ensure Rosina would be looked after. Rosina was a bit reluctant to accept the support, but eventually agreed to try it in order to put Stan's mind at ease.

We matched the couple with their new SupportGiver to help them with cooking, cleaning, and also accompanying Rosina to appointments. Stan unfortunately passed away this year and Rosina cancelled the service for only one day to attend her husband's funeral.

Rosina soon added another day of support through Help at Home and has since become close friends with her SupportGiver Jean. They both go to appointments together and like to take walks in the sunshine.

Rosina gets on so well with Jean that she feels like more of a friend than a home help worker Rosina says "I would not know where I would be without Jean". Rosina looks forward to each of Jean's visits and is grateful for her helping to 'break the week up' upon each visit. "Jean has been a lifeline and I could never thank her enough."

AGE UK BROMLEY & GREENWICH MEN IN SHEDS

The Men in Sheds project goes from strength to strength. Activity levels are high and each Shed is deeply involved in their local community assisting with local projects and people. From building planters for the high street in Biggin Hill (working with the residents' association) to working with Cubs and Beaver groups to assemble bird box kits made by our Shedders, our Sheds have built a strong reputation in their respective areas.

We have run three Repair Cafés. The beauty of this activity is that it gathers increased interest from the local community of all ages, It created a conversation that also led to new Shed members and a desire to do more of them.



Through our encouragement the Sheds are increasingly being guided and driven by the members themselves. The members make decisions as to the projects they get involved and have regular meetings to discuss Shed business and new ideas.

This is reflected in the fact that the Biggin Hill Shed is planning to become fully independent both financially and in management terms by the end of 2018.

In our other Sheds we have grown the number of fully qualified volunteers

MEN IN SHEDS GOES MOBILE

We have performed a number of Mobile Sheds at Mycenae House in Blackheath building items ranging from compost containers for the local primary school to smaller items that Mycenae House, a thriving community hub, sells through its exhibit area, the money being returned to community activities.

Through our community links and reputation we received a small fund to pilot a Women in Sheds project at the Penge Shed. This was a great success.

We also receive support from local Rotary Club groups such as the Langley Park group and the Ravensbourne group.

The local communities continue to work with the Sheds; we received a commission from The Friends of the Tarn (Eltham) to build some floating duck houses for their lake; we have been and continue to do talks to local groups such as libraries (Norwood Library, Mottingham Library, Burnt Ash Library, etc.) These talks include interaction with intergenerational groups, as well as encouraging participation from older time-rich groups

PROACTIVE PATHWAY

Over the last year we have taken over 1000 referrals across the three Integrated Care Network (ICN) Hubs. The assistance Care Navigators continue to provide patients includes:

- 🌀 support with issues relating to
- 🌀 housing needs
- 🌀 benefit entitlement
- 🌀 access to befriending
- 🌀 carer support, community/activities
- 🌀 day opportunities.
- 🌀 Care Navigators regularly liaise with healthcare professionals of all disciplines (podiatrists, occupational therapists, dieticians etc.) to ensure that clients are receiving the most joined up care possible. We continue to conduct joint visits with Community Matrons and representatives from Oxleas Mental Health Trust.
- 🌀 Staff Completed the Care Navigation Training Scheme facilitated by CEPN.

“The Age UK Care Navigator role has been an asset to the frailty pathway and patients on Churchill and Elizabeth ward.”

“The role within the community ICN has been eye opening for multidisciplinary professionals and clients who have struggled to navigate the benefits system or access ‘services out there’ An additional bonus is the useful updates in information we receive when care navigator’s Charlotte and Chris review a patient after the first discussion in the Orpington ICN..!”

FRAILITY PATHWAY

- 🌀 We have taken over 500 referrals.
- 🌀 Being an official member of the Multi-Disciplinary teams on both pathways and representing the Voluntary Sector continues to be an amazing opportunity for the Organisation. It provides an opportunity to highlight the importance that the Voluntary Sector can offer in working collaboratively with the health and social care professionals in achieving great outcomes for the patients, keeping them as independent as possible, enabling them to be managed more effectively in their own homes and minimise the need for acute hospital admission.

**Comment from a daughter
“I really want to thank you. The information you sent was very helpful. Mum and I feel lucky to be chosen to be part of your meeting”**

“I am so grateful to you for all your help - you are a beacon of competent assistance in an increasingly choppy sea of confusion! Thank you”

“Thank you so much for taking the time to go through the technology groups with me. I can’t wait to be able to speak to my family again when I like”



- 🌀 The role within the community ICN has been eye opening for multidisciplinary professionals and clients who have struggled to navigate the benefits system or access ‘services out there’

An additional bonus is the useful updates in information we receive when care navigator’s Charlotte and Chris review a patient after the first discussion in the Orpington ICN

**A daughter commented
“thank you for de-jargoning all this for me. It makes such a nice change to speak to someone who actually takes time to explain things in a way we can understand”**

“You’ve been so brilliant, I can’t fault anything”

**Patient rang to say that
“ he had received the Blue Badge and he was very thankful. He wanted to thank me for all my help.”**

THE BROMLEY DEMENTIA SUPPORT HUB

Helping those affected by dementia to live well

The Bromley Dementia Support Hub is a service funded by the London Borough of Bromley and the NHS Bromley Clinical Commissioning Group. The Bromley Dementia Support Hub's services are available, free of charge, to any person diagnosed with dementia or those family and friends caring for them, living within the borough of Bromley.

Working in partnership with MindCare DementiaSupport and Oxleas NHS Foundation Trust, the Dementia Hub has this year seen:

- 1,236 Referrals/enquiries to the Hub
- 591 1to1 Visits by Dementia Advisors
- 37 Workshops sessions conducted

- 24 Cognitive Stimulation Therapy Sessions
- 101 Home coaching sessions

“A very big ‘thank you’ for all the help and support you have given me over the past few weeks. It came just at the right time - when I was feeling a little below par. The Adult Carers Support seems to cover pretty well any problem one might have which is very reassuring and it is lovely for me to know that I can contact you at any time.”

(About the support given by a Dementia Advisor)

As well as having two Dementia Advisors based at Community House, Age UK B&G staff at the Hub are responsible for the community development and befriending services component of the Dementia Hub's services.

- October 2017 saw Bromley Borough receive its 'working towards a dementia friendly community status' – the highest status available.
- The specialist befriending service has enabled 292 befriending visits this year, resulting in 553 befriending hours.
- There has been meaningful engagement with over 50 local organisations.
- Dementia Action Week in May 2018 saw a series of high profile and well-attended local events.
- The popular Memory Lane Café at Community House held 38 sessions resulting in 1,638 attendances.

In addition to the above, January brought the introduction of the new Monthly Memory Mates group. This is a peer-to-peer group for those with the diagnosis. At the Orpington Business Awards, we also saw the presentation of the first Dementia Friendly award. Meanwhile Care Navigator Charlotte Hancock and Dementia Advisor Karen Lewis successfully completed a sponsored 10k run in Hyde Park, raising over £1,000 for dementia activities.

Raising dementia awareness in Bromley has had a significant impact this year. Various groups have requested Dementia Friends sessions, ranging from funeral directors to hospital staff, GPs and even a primary school class. We are also pleased to be supporting the Walnuts, Glades and Nugent Shopping centres as they strive to become dementia-friendly.

Looking forwards, 2018/2019 promises further progress on dementia awareness. We look forward to announcing the borough's first dementia-friendly high streets, with Orpington, West Wickham, Beckenham and Chislehurst all among likely candidates.

“My dad goes to the dementia café and finds it very rewarding. He doesn't get out much so he enjoys his morning out”

About the Memory Lane Café
Source: Healthwatch Patient Experience Report Q1 April - June 2018

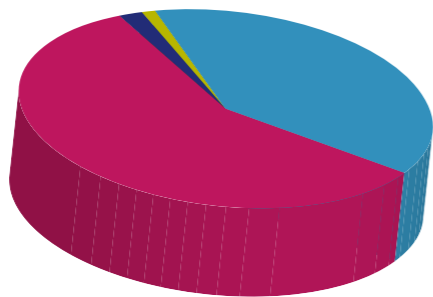
“Mum has been struggling with social isolation for a long time. Due to her illness she had lost a lot of confidence to go out independently. Her befriender takes her out into the community for walks and to memory cafes where she can meet others socially. After her visits, I have found Mum to be more relatable and less withdrawn, has more energy and alertness. Thank you for introducing her.”

(About the Befriending service)

OUR RESOURCES

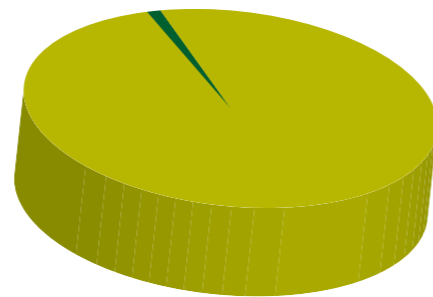
The financial statements cover the activities of the charity for the period 1st April 2017 to 31st March 2018. The value of the generous donation of the Time Bank volunteers' hours is not incorporated into the financial statements. The cost of 14,062 hours would be a considerable sum if translated into 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



Total income £1,960,953

Donations and legacies 39%
Charitable activities 58%
Other trading activities 2%
Investment income 1%



Total expenditure £1,722,769

Charitable activities 99%
Raising funds 1%

OUR FUNDERS

FUNDERS FOR 2017-18:

Age UK London Trading
Age UK
Big Lottery Fund
Bromley Clinical Commissioning Group
Dunhill Medical Trust
Groundwork UK
Kings College Hospital NHS Foundation Trust
London Borough of Bromley
Royal Borough of Greenwich
The Royal British Legion

We thank all our funders, the individuals and community groups who have supported our work throughout the year. Our warmest thanks go to our Community Volunteers Time Bank volunteers for their contribution in time given, supporting older people in the community.

The contribution made by our volunteers is vital in the work we do to reduce social isolation and increase wellbeing in the community.

HOW CAN YOU HELP:

- 🌀 Organise a fundraising/sponsored event.
- 🌀 Run for the organisation.
- 🌀 Make a donation to our work, either a regular gift or one off and gift aid it.
- 🌀 Leave a legacy in your will.
- 🌀 Volunteer.



PLANS FOR THE FUTURE

We will continue to work towards our strategic aims as set out in the organisational strategy 2017-2020

During 2018/19 we intend to increase our service offer to the residents of the Royal Borough of Greenwich. We are working with other voluntary sector organisations in Greenwich on the recommissioning of third sector services. There has been a reduction in the funding available and this will be challenge for all involved as we strive to continue to provide similar services on a smaller budget.

We aim to expand out help at home services to Greenwich in the next 12 months

We will continue to work with our partners on the production of Integrated Care Services. These services focus on helping people remain independent for longer as well as helping people to return from hospital sooner.

We will continue to develop our Bromley Well services ensuring that older people, carers and those with long term health conditions continue to have access to timely, appropriate high quality services.



Mark Ellison Chief Executive
 Louise Donovan PA to Chief Executive
 Honey-Lee McLoughlin-Thompson PA to Chief Executive
 Dolly Galvis Deputy Chief Executive
 Claire Rowberry Finance Manager
 Kasey Adeniji Services Manager
 David Gedala Health & Wellbeing Manager
 Karen Arnold Befriending Worker
 David Roberts Business Development Manager (Men In Sheds)
 Care Navigator Manager

Marite Austrins Care Navigator
 Charlotte Hancox Care Navigator
 Christine Wood Care Navigator
 Christopher Jones Care Navigator
 Julia Winnister Care Navigator
 Mary Rogan Carers Support Co-ordinator
 Jennifer Bysouth Carers Support Worker
 Natasha Rayasam Carers Support Worker
 Parmjot Pannu Carers Support Worker
 Nicola Fishman Community Development Worker
 Kirsty Treadwell Community Engagement Worker
 Yvonne Conway Community Helpers Coordinator
 Shirley Simpson Community Helper Befriending & Support Worker
 Community Time Bank Broker

Kinza Naseer Cook
 Melanie Savage Cook
 Patricia Dockree Day Opportunities Manager
 Jonathon Loveridge Day Care Officer
 Victoria Richardson Senior Day Care Worker
 Helen Cannon Day Care Assistant/Administrator
 Lisa Williams Time Court

Paul Wooddeson Day Support Assistant
 Tracey Webster Day Support Assistant
 Anne Chatters Dementia Adviser
 Karen Lewis Dementia Adviser

Mark Boland Driver
 Richard Rees Driver
 Alex Rybacki Driver
 Susan French Finance Assistant
 Les Smith Handyperson
 Mark Eason Handyperson Assistant
 Wendy Smith Health & Wellbeing Manager (to Apr'17)
 Ellen Ellison Help at Home Co-ordinator
 Kim Ruddock Hospital Aftercare Assistant
 Vito Belmonte Hospital Aftercare Assistant
 Marc O'Shea Hospital Aftercare Assistant
 Susan Wapshott Hospital Aftercare Assistant/Support Giver

Carol Rickell Hospital Link Worker
 Riscenda Morenas I&A Specialist Advice Worker
 Elizabeth Broughton Information & Advice Adviser
 Anne Bridge Information & Advice Manager (to Feb'18)/I&A Specialist Advice

Foluqe Oshinmi Information & Advice Outreach Worker
 Tracey Laws Information & Advice Outreach Worker
 Elizabeth Boulwood Information & Advice Outreach Worker
 Michael Eddowes Information & Advice Outreach Worker

Richard Ward IT & Activities Co-ordinator
 Maria Harris Lead Assessment Support Planner
 Dean Baldwin Lifestyle Co-ordinator
 Diana Norris Lifestyle Support Worker
 Mercy Mwansa Lifestyle Support Worker

Bryony Coker Long Term Health Conditions Admin
 Jon-Paul Mountford Men In Sheds Co-ordinator
 Stephen Paxman Men In Sheds Co-ordinator
 Colin Denny Men In Sheds Mobile Co-ordinator

Josephine Onofrio Nail Cutting Assistant
 Mellicia Leost Nail Cutting Assistant
 Suzanne Cottrell Peripatetic Assistant
 Karen Shea Peripatetic Assistant/Nail Cutting Assist

Uchenna Nwokedi Okoye Peripatetic Support Worker

Pauline Cahill Project Officer - Men In Sheds
 Alison Perriss Services Administrator
 Claire Steer Services Administrator
 Kim Lawson Shopper
 Funmilayo Lawrence Sitter
 Chanel Roberts Sitter
 Mary Abdul Sitter
 Colin Tomkins Sitter/Support Giver
 Lesley Burns Sitting Service Administrator
 Kathleen Morgan Sitting Service Co-ordinator
 Deirdre Fleming Support Giver
 Donna Woodhead Support Giver
 Edith Adesioye Support Giver

Estelle Birnbaum Support Giver
 Helen Burke Support Giver
 Janet Davis Support Giver
 Jean Alexander Support Giver
 Myviet Lam Support Giver
 Julie Toulson Support Giver
 Joanne Berks Support Giver
 Kathleen Obertelli Support Giver

Rita McKay Support Giver
 Sandra Morgan Support Giver
 Sharenjeet Marway Support Giver
 Moises Perez Support Giver
 Martina Dedinska Support Giver
 Anderida Hatch Support Giver

Elaine Wakefield Support Giver
 Rosalind Kilsby Support Giver
 Karen Jury Support Giver
 Lorraine Swift Time Bank Co-ordinator

Alexander Sharp Timebank Co-ordinator (to Jun'17)
 Kim Woolston Triage Worker/ Information & Advice Manager (from Mar'18)

Eleanor Beardsley Volunteer Befriending Worker (Dementia)



 @AgeUKBandG



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