



## **Impact Report 2020/21**

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:**

To make Bromley and Greenwich places where all can enjoy later life.

**Mission:**

Age UK Bromley & Greenwich will be the voice of older people in both boroughs.

We will work with older people to enable, support, and connect.

We will promote independence and well-being.

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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







Following on from the challenges of 2019/20 we have emerged into a new world and way of working for both our staff and clients in 2020/21.

The mass roll out of the vaccines as well as protective measure put in place by our organisation meant we have been able to take up face to face meetings with clients once again. From cutting toe nails with our Clip It service to holding social groups with our Befriending service and everything in between, we are back in the community and making a difference to the clients we support.

Thanks to the efforts of our staff and volunteers and the flexibility of all involved we have taken everything we have learnt and brought this forward into our current working practices. The use of video conferencing to host groups has been one of the success stories of the pandemic enabling us to reach people who may not otherwise be able to engage with services.

Sadly not every service could make it through this difficult period and some tough decision had to be made regarding our day services. Both Chislehurst and Charlton Day Opportunities centres were closed permanently and with a heavy heart our Help at Home service was also closed. We of course supported clients and their families through this transition doing our best to signpost to other appropriate alternatives.

Our partnership working continued with Bromley Third Sector Enterprises delivering the Bromley Well provision as well as working with the Bromley Dementia Support Hub, St Christopher's, Oxleas and Kings NHS Trust.

We have helped to develop two new Post Covid roles, a lifestyle support worker and a care navigator, to help people who have been affected by COVID19 manage their situations better. We also extended the reach of our Take Home and Settle service to Lewisham working with the commissioners to provide hospital to home care for patients discharged in the borough. Our Ghurkha project has also received further funding meaning we are able to continue the work with the wonderful ex-servicemen and their families relocating to the borough of Greenwich.

A special note should be made to all our dedicated Volunteers that continued to put themselves on the front line during the pandemic providing shopping, advice, companionship and a range of other assistance. Without them we would not have been able to support as many people as we did and their efforts are greatly appreciated.

Looking forward we are in the process of disposing of our Chislehurst site, to raise vital funds to further support our services for older people, more information on this can be found on our website. Finally as always we will look for funding and innovative projects that will compliment and further the diversity of our provision to help older people live well in the boroughs of Bromley and Greenwich.

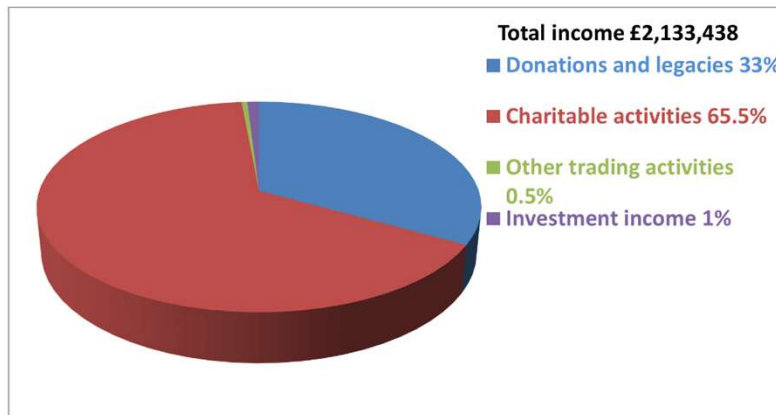
The financial statements cover the activities of the charity for the period 1st April 2020 to 31st March 2021. The value of the generous donation of the volunteers' hours is not incorporated into the financial statements. The cost of 11,584 hours would be a considerable sum if translated into a monetary 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.

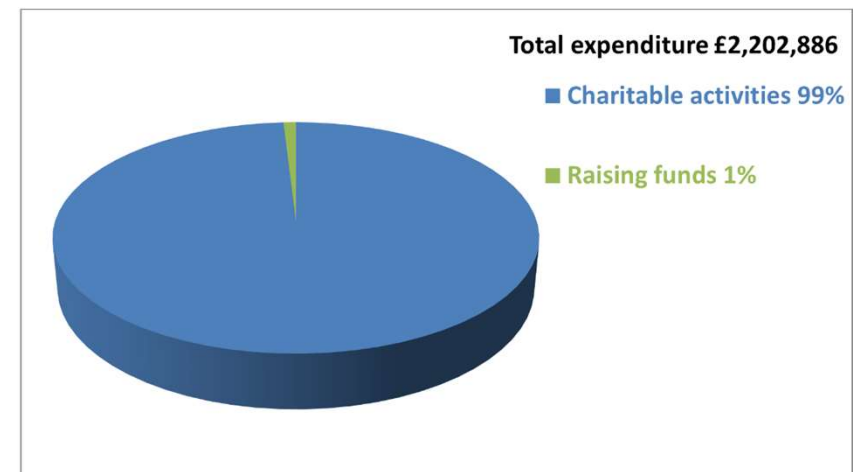
A full copy of the Annual Report and Financial statements can be obtained from our office, the address is on the back cover of the impact report. They can also be viewed on our website:

[www.ageukbromleyandgreenwich.org.uk](http://www.ageukbromleyandgreenwich.org.uk)

Donations and legacies 33%
Charitable activities 65.5%
Other trading activities 0.5%
Investment income 1%



Charitable activities 99%
Raising funds 1%
Total income





# CLIP IT – TOENAIL CUTTING

The Clip it service has provided nail cutting services to 850 clients this year, despite repeated lockdowns and the constraints of the Covid 19 pandemic. We have during this period made continuous improvements against CQC regulations and standards, enhancing our staff training package, providing excellent client care and upgrading our risk assessments to ensure high safety and infection control standards across the board.

We are pleased to report that we have secured a vast amount of PPE supplies and have had no instances of either staff or clients becoming ill with Covid 19 due to their interaction with the Clip it service. Clip it Assistants and the Services Administrators have ensured that clients continue to receive a person centered, high quality service that not only focusses on high quality footcare but also ensures clients are safe and adequately supported in many other areas of their lives.

Client feedback surveys showed that 92% of clients felt they were treated in a courteous and friendly manner by our Clip it Team and 54% of clients gave an overall rating of the service as Excellent. Since resumption of the service, as Covid restrictions ease we have seen a high influx of referrals, an average of 45-50 new clients being registered each month.

The landscape of our service has changed somewhat due to the closure and movement of several of our clinic venues, however demand for the home visit aspect of the service has remained high and the value of good foot and nail care cannot be underestimated.

Alongside nail cutting is the continued focus of safeguarding of our clients and the resulting safeguarding referrals made to both local authorities as well as CQC notifications, we work to ensure all our clients are safe, receive appropriate treatment and are supported in all areas of their lives.

Staff maintain an excellent attitude to client care and wellbeing.

It has been a challenging year but there have been many improvements and achievements and we look forward to even more positive year ahead

**The Clip It Toenail Cutting service was awarded a Good rating by the CQC!**



# COMMUNITY BEFRIENDING GREENWICH

During the last year, the Covid-19 pandemic has placed enormous pressure on the whole community and the elderly in particular. Following Government guidance, our friendship hubs and home visits were suspended - however, as a result of Covid contingency planning, all our clients have accessed regular one-to-one befriending telephone calls. We have managed an uninterrupted service to clients and have continued to expand and welcome new referrals. We have worked closely with colleagues and services within the organisation, and local community organisations, to enable signposting, support, and appropriate responses to client need. We also work in close partnership with Royal Greenwich Borough and Greenwich Community hub. We currently have firm plans in place for the full resumption of face-to-face services as soon as safety allows.

During the year, Greenwich Befriending received 113 referrals via I&A and a range of outside agencies. 58 befriending volunteers provided regular telephone calls to 75 clients. All our friendship hub clients were offered telephone befriending. The regular hub volunteers provided weekly calls to 14 members who requested this, and the Co-ordinator stays in touch with a further 12 hub members. In addition, 16 referred clients have specifically requested home visiting for the future as they cannot comfortably manage telephone calls. More volunteers continue to come on stream as members of the local community have come forward to provide friendship to our clients and help reduce loneliness – something we are all more aware of than ever.

During the Summer, the service provided “busy bags” to clients, kindly donated by local group CraftA. In the run up to Christmas, children and young people’s art group Art-K made cheery cards and we received generous donations of gifts for clients from the local community, our Age UKB&G face mask crafters project, and Beckenham Quilters via Bromley Befriending.

In March, Greenwich Befriending received a “Census Champions” certificate from the ONS for partnership work with the Census Support Officer for the borough to facilitate general and individual support for clients with completing the 2021 census. As a result of our expanded service, the Services Manager successfully bid for further co-ordinator hours and our funders, Royal Greenwich Borough, have been positive in supporting our work.







# TAKE HOME AND SETTLE GREENWICH

The Take Home and Settle service supports patients living in the borough of Greenwich and Bexley upon discharge from Queen Elizabeth Hospital and other local facilities. We aim to collect patients from the hospital within 30 minutes of receiving a referral. We assist early discharge and offer a short term hospital aftercare service to minimise readmission rates.

We offer the following support.:

- Escorting home
- Make a cup of tea
- Contact family or friends
- Turning on heats, lights etc.
- Purchase gas and electricity
- Provide welfare calls
- One off shopping,
- Collect and deliver medication
- Offer Information and Advice
- Refer and signpost to other services
- Deliver and install equipment

During April-March 2020/2021 we have supported 221 THAS clients, including 663 equipment deliveries, totalling 884 clients supported.

The service has seen challenges during the pandemic, but we have faced these challenges and adapted our practices in order to keep both staff and clients safe.

We are well respected service within the hospital and receive fantastic feedback from hospital staff and our clients.

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 2020/2021 we have supported 221 THAS clients, including 663 equipment deliveries, totalling 884 clients supported.



# HOSPITAL AFTERCARE

We are a free service providing experienced and dedicated volunteers to support older people (50+) living in the Bromley Borough

What we do:

We aim to support people to work towards a self-selected goal enabling them to regain their confidence and independence in their own home following a stay in hospital.

The service offers up to six weeks short term support at home which can include:

- Emotional support and companionship
- Practical tasks like shopping and other errands
- Going out for short walks where appropriate
- Providing access to information and other

help available to older people

It has been a challenging year due to the pandemic, leading us to be even more creative in our approach to support older people, but we have met these challenges and achieved some wonderful outcomes for our clients.



# SHOPPING SERVICE

The Age UK Bromley & Greenwich home shopping service, continued throughout the Covid 19 pandemic, providing weekly and fortnightly shopping to vulnerable clients in the Bromley borough. Our dedicated personal shopper remained pivotal in feeding back client concerns and issues relating to their wellbeing amidst lockdowns.

The service was continued with the appropriate risk assessment review and mitigation measures and thankfully clients and staff remained safe whilst ensuring urgent food supplies were provided without disruption.

Our internet shopping provision also continued at times with great effort given to find shopping slots as many people were now going online to shop. The Services Administrators worked tirelessly to ensure any obstacles were overcome and were incredibly person centred to ensure clients received their groceries as per their needs and preferences.

Staff from other services such as Help at Home and Sitting were on hand to offer cover support when our personal shopper was on leave and everyone rallied together to keep this vital service thriving.

For clients and members of the public that fell outside of our charged for shopping provision, we were able to arrange emergency shops via our dedicated volunteers and members of staff from across projects to accommodate need as it was arising.

We also liaised closely with partner organisations, the local authority, and local foodbanks to tackle concerns over the provision of food supplies and food inequalities.





# MEN AND WOMEN IN SHEDS

We have constructed planters for Charlton Community Gardens at Charlton Station, planters for the Shortlands Farmers Market, a number of wooden animals for the nursery along with a table and bench refurbishment.

There have been various small commissions such as minor repairs and made items for the local community.

We have also sold a number of the usual bird boxes, bug hotels, squirrel feeders and bat boxes.

The shedders have been instrumental in keeping the project going with more input in the day to day running. We have also been able to accommodate new members.

Many shedders have said how much they missed the shed during the lockdown and were very happy when we were able to re-open. It really brought home to them just how important the shed is in their social lives and general well-being.



# NEPALESE GURKHA VETERANS CLUB

Due to The Covid 19 pandemic and lockdown restrictions we had to close our weekly Okey Cokey Club, activities and projects – 388 registered members. To support our service users and the Nepalese community we adapted the Project working either directly or closely with Project volunteers and partners to respond to the identified needs. The pandemic had a profound effect detrimentally impacting wellbeing, increasing isolation, highlighting and exacerbating existing issues:

- The Project had regular contact via telephone, group service user audio calls, text messages, zooms, volunteer feedback
- Provided wool and knitting needles to our Club members
- Provided emergency food donated by Age UK Bromley & Greenwich and partners to those most vulnerable or shielding.
- Facilitated emergency food vouchers
- Distributed over 90 face masks to the Nepalese community facilitated by Age UK Bromley & Greenwich's Hospital to Home service.
- Assisted with referrals and case work to Social Services
- Formed part of a consultation group for Census 21' for members of the Nepalese community unable to understand English

In January 2021, the Project was invited to join the 'Greenwich Nepali Community Covid-19 Response Group' (GNCRG) chaired by Royal Borough Greenwich Public Health team as part of Greenwich Covid-19 Outbreak Control Plan. Under the group's actions the Project supported with:

- Identifying venues for vaccinations
- Assisting with referrals for vaccinations - over 1,000 vaccinations administered to the Nepalese community over one weekend
- Assisted with setting up training for 18 of our Project's and community volunteers



# CARE NAVIGATION

Over the last year, even within the Covid-19 Pandemic, the service continued to address almost 1000 referrals across the Proactive Pathway via the three Integrated Care Network (ICN) Hubs and the Frailty Pathway, via the re-named, Elderly Integrated Care Unit /Churchill Ward, Orpington Hospital.

The Care Navigation Team has continued to remain a respected and a pivotal member of the MDT teams, representing the Voluntary Sector/the Organisation, within the Integrated Care Network Model of working, across both pathways. Always striving to help patients optimise positive outcomes regarding their health and wellbeing and also helping them to explore access to services of benefit, to help them minimise inappropriate access to front end emergency services and GP.

During the Pandemic/Lockdowns, within such unprecedented times, the team successfully adapted to home working and have always remained flexible in their working approach. Adapting their mode of contact with clients as required, to accommodate need, while embracing any operational tweaks/reconfigurations made to the Integrated Care Model or the Government's response to the Covid Pandemic, in relation to legislation/protocol/restrictions.

*"Thank-you so much for helping me get the stair lift installed ,I couldn't have done it without you!  
The stair lift is a real help to me and I use it all the time.  
I want you to know how grateful I am and I didn't want me to think that now I have the stair lift I would  
'forget all about you'.  
It has made my life so much easier, and I am chuffed to bits."*

**Orpington ICN Hub patient – Pro-Active Pathway**

*"Thank-you so much You got the Ball rolling thank-you – the relevant professionals have made contact which is great so I have a better idea of my mother's current medical situation and her care needs moving forward"*

**NOK EICU patient – Frailty Pathway**









# BROMLEY DEMENTIA SUPPORT HUB

Age UK Bromley and Greenwich in partnership with Mind Care Dementia Support (part of Bromley, Lewisham & Greenwich Mind) and OXLEAS NHS Foundation Trust was successful in the recommissioning of the Bromley Dementia Hub service. The new contract is for an initial 5-year term.

The Hub provides vital support to people living with dementia and their carers across the London Borough of Bromley. Last year the service supported more than 1,000 people.

Following stakeholder/ client feedback the service has made the following provisions under the new contract:

- More support for people with young onset dementia
- An increase in the number of people we can provide with befriending support.
- A second Memory Lane dementia café and other peer support activities
- New workforce development opportunities for staff working with people living with dementia.

The Hub now offers specialist support in the following areas:

- Dementia information and advice after people receive a diagnosis.
- Individual person-centred support to address people's social and practical issues.
- Group and individual coaching sessions for carers
- Dementia support for Extra Care Housing schemes in Bromley
- Dementia training for health and social care staff and the public.
- Befriending- provided by trained and DVS checked volunteers.
- Young Onset Dementia (individual/ group/ peer to peer support)

Our staff provided remote support to clients during the coronavirus outbreak. This included offering online and telephone support / befriending and emotional support for clients and carers , and group activities via zoom. Our staff established a new online carers support group which was very well received by this particularly vulnerable group during the UK's lockdown.



# TAKE HOME AND SETTLE BROMLEY

The service completed 363 jobs throughout 2020/21. Due to the unprecedented pressure on hospital services throughout the Covid-19 pandemic our service was more valuable than ever.

Our assistants are able to collect patients from hospital in 30 minutes or less rather than patients waiting for hospital transport. This provides a better experience for patients and eased the pressure on hospital staff and services.

The Take Home and Settle assistants are also able to offer an emergency shop for patients requiring essential food items on discharge. As well as providing a comfortable and direct journey home, the assistants are able to 'settle' patients in at home.

This may involve making a cup of tea, switching on the heating and clearing potential trip hazards. This is often appreciated by patients returning from a lengthy or unexpected stay in hospital.

Due to the pandemic, Age UK national provided the service with Winter Pressures funding to allow us to offer equipment and medication deliveries. This was in high-demand and facilitated quicker discharges for patients.

In order to minimise the spread of the virus, the service is unable to transport patients who are Covid-19 positive. However, with the addition of the medication and equipment deliveries we were able to support more patients than the previous year.



# VOLUNTEERING

We pay tribute to all our volunteers who have supported us over the last year, whose positivity, dedication and determination helped support all of us ongoing and motivates us to improve all that we do.

We all looked to find creative ways to connect, adapt and support and to all the volunteers who for whatever reason could not actively volunteer but stayed supporting us from behind the scenes.

This support was captured as follows:

- A total of 269 volunteers
- 11.584 volunteer support hours
- 125 offers of help from existing volunteers.
- 100 plus offers from the wider community.
- Over 100 books donated by a volunteer.
- 80 plus hampers and shopping bags made up and delivered across Bromley and Greenwich.

The Big Knit Campaign is in its 18th year, and we started this year with a target of 7000 hats. We have currently knitted over 2000 hats in this pandemic.

During the pandemic volunteering diversified in terms of short notice responses to requests, emergency shopping for clients became a priority with minimal contact , doorstep drops of food and supplies became common place. Much of our face-to-face provision became telephone based and we remained adaptable to the changes and challenges placed upon us.

It became a time of pulling together between all services and departments and across volunteering to mobilize urgent client support, in a time of crisis. Our volunteers rose to this challenge and remained receptive to the ever-changing landscape Covid 19 presented us with as an organization.

This was a time of learning and being willing to evolve and our volunteers continue to be a key and essential part of our service provision across the board.







# COMMUNITY BEFREINDING BROMLEY

Despite a difficult year and the necessary suspension of our key support pathways the befriending team, supported by our volunteers, continued to offer a vital lifeline to the older residents of Bromley via the telephone. Volunteers provided 2737 individual companionship calls, and the team processed more than 200 referral requests for support. Older people who were shielding and those separated from their families, friends, and support networks were given regular support calls from a volunteer. Relationships were built and the support calls became the new normal.

Volunteers encouraged and assisted their clients to problem solve, explore new methods of communication such as social media and face time, attending groups in a virtual setting or vintage letter writing. The volunteers were patient, offered help and advice as appropriate, coped with a decline in mental health and listened to the bereaved. They encouraged sleep, good nutrition, hydration and activity. The greatest skill they gave was their reliability, their time, and the ability to listen. This enhanced the motivation of their client to continue and maintain relationships and remain connected with the outside world.

The walking group resumed in August as the restrictions eased and 9 walks, in social bubbles of 6 were completed. All participants were thankful for the groups return. The walk gave time to share their experiences and exchange stories and reconnect. Sadly, the groups were suspended again in November as the restrictions were tightened again.

Pre Covid face to face matches were briefly resumed in September. Visits were restricted to outside spaces and in full PPE for both clients and their volunteers. Despite the heat everyone adhered to the rules which enabled some sense of normality to briefly return. All visits were suspended in late October.

The ladies of the Beckenham quilters group, for the second year, produced some beautiful hand made quilts which they donated to the clients of the befriending service. Using our Covid secure risk assessments the quilts were collected, wrapped and distributed along with Christmas cards and sweet treats from volunteers. Many of the clients also received an extra call on Christmas day. Christmas was celebrated within befriending.

The befriending team would like to take this opportunity to thank all our volunteers for the continued high levels of support they offer to their clients during the most difficult of times. The level of support and the variety of skills employed to offer that support to a person you have only met via the telephone is truly inspirational.



# ADULT CARERS SUPPORT

The Adult Carers Support Service were able to get a final newsletter out to all carers on their mailing list who were not on e-mail shortly before the government announced that everyone should work from home. The following weeks involved encouraging all carers to subscribe to electronic newsletters via e-mail and wellbeing telephone calls to those did not have access to e-mail.

The small team of two full-time and two part-time members of staff spent the next year supporting unpaid carers mostly online and via the telephone. 587 carers were supported on a one-to-one basis, with 297 new carers being referred into the service.

The Adult Carers team:

- Made over 1601 telephone calls to carers
- Sent over 796 individual e-mails to carers
- Sent over 95 individual text messages to carers
- Posted over 184 individual letters to carers
- Sent out 236 Emergency Cards (which enabled carers to prove they were a carer to access priority shopping hours)
- Sent 36 E-bulletins out to over 550 subscribers (made up of carers registered with the service, carers not registered with the service and professionals)
- Sent out 4 newsletters in the post to those carers without e-mail access
- Delivered 61 online support events
- Created a WhatsApp group for carers (now with over 50 members)
- Created a private Facebook group for carers (now with over 50 members)
- Obtained over £3600 for carers through the Carers Trust Emergency Grant scheme

In addition to the 587 carers that were supported on a one-to-one basis, the team also supported over 360 carers in group settings, which meant that the team were able to meet with carers that would not ordinarily be able to attend face-to-face events due to not being able to leave the person they care for.



# LONG TERM HEALTH CONDITIONS

This service provides in depth practical lifestyle support for people living with long term health conditions. One of the highlights from our programme of activities is our 'Health and Wellbeing Workshops' which is delivered face-to-face in the local community, virtually online via Microsoft Teams or via Youtube.

The Long-Term Health Conditions Team adapted well to the difficult limitations of the Covid-19 restrictions and the subsequent impact this had on the service. This included our Lifestyle Coordinator 'going digital' by recording and uploading all eight workshops online via YouTube and delivering the health & wellbeing programme virtually via zoom. This resulted in that the health & wellbeing programme could be accessed and enjoyed by our clients in the safety of their own homes and at their leisure.

In the year 2020/21, 249 new clients were referred to the service. Throughout the year, 8 self-management courses were delivered with a total of 70 attendees. Despite the challenges faced due to the Covid-19 restrictions the team were able to offer lifestyle support on 494 occasions. In addition the long term health conditions team maintained our popular Fibromyalgia support groups bi-weekly and also other essential support groups virtually enabling participants to engage with others living with similar conditions while receiving support and guidance from our Lifestyle Support Workers. The aforementioned support groups would have the occasional guest speaker from another service such as HealthWatch or Mytime Active and activities for the participants making the sessions fun and interactive.

Going forwards the service will be reaching out to even more of the Bromley public living with long term health conditions as we now target people living with neurological conditions such as Parkinsons & Multiple Sclerosis, Strokes Survivors and Post Covid Survivors. All will be able to access necessary support and participate in all the health & wellbeing groups the service has to offer addressing lifestyle adaptations such as eating more healthy, improving activity levels, communicating more effectively with healthcare professionals, stress busting, pain management, sleeping better and managing medication.



# INFORMATION AND ADVICE

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 and Greenwich boroughs. Our team of staff and volunteer advisors is 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.

This year the information and advice team and form completion service has made contact with 11,000 clients and received 2,530 referrals. The top four areas of support were for benefits, social care, consumer and health conditions.

From March 2020, the Information & Advice service responded well to the COVID-19 crisis, making adjustments to service delivery and dealing with a significant increase in enquiries to our helpline. As we were unable to provide face-to-face support for most of the year, the team provided remote based assistance, including telephone and video conferencing (e.g. Zoom) based support. The type of enquiries our helpline received changed completely from traditional Information & Advice enquiries around benefits, housing and social care to more time sensitive matters such as access to adequate food and essentials, prescriptions and cash. Isolation and bereavement amongst our clients also became more prevalent as did physical and (especially) mental health problems. The Information & Advice team worked closely with other Age UK Bromley & Greenwich departments such as the Services Team as well as Bromley Council. We put clients in touch with the council for food parcel deliveries and other help such as befriending. We utilized our own volunteers as well as accessing Bromley and Greenwich local authority community volunteering schemes. Volunteers were instrumental in informing our Services Team of any clients that required a welfare check or assistance with shopping.

As COVID-19 restrictions have lifted we have begun to resume seeing clients face to face either by appointment at Community House in Bromley or Sherard Road in Eltham or at home visits in both boroughs.

Looking forward, new measures that have been put in place such as hybrid working (part working from home, part in the office) mean that should lockdown restrictions return we are now in a position to adapt and continue to provide an Information & Advice service to members of the public in Bromley and Greenwich boroughs.







# SITTING

This CQC regulated service has enabled 25 people to received up to 24 hour support from our post discharge sitting service in 2020/21. 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 alternative 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.

During the Covid-19 pandemic the Sitting staff completed various essential training, utilization of Personal protective equipment and testing to ensure that they were operating safely.

The service auditing and quality processes have become even more robust with a focus on client satisfaction, safety and working with clients and their Carers to provide timely and tailor-made support interventions.

Unfortunately, the Sitting Service were unable to accept referrals for Covid-19 positive clients. This has impacted our activity particularly during periods of high infection rates, however we maintain continuous liaison with the PRUH to ensure we can assist in appropriate discharges wherever possible.

Work continues to raise the profile of the Sitting service and the value it provides in enabling safe, effective and timely hospital discharge for our clients in the Bromley borough.



# HANDYPERSON

The Handyperson 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.

During the year 2020/2021 the service was able to continue to support service-users during the Covid-19 pandemic when hospital admissions were incredibly high. The Handyperson Service completed 807 jobs including; the installation of 388 keysafes allowing health and social care professionals to access clients homes quickly and safely. More than half of referrals for keysafes came from hospital staff and were essential to facilitate a safe and timely discharge.

Room clearances continue to be highly requested to create space for hospital equipment and/or to clear trip hazards. Grab rail/stair rail installations accounted for 188 of our activity to help improve mobility, safety and to prevent trips and falls.

The team work flexibly and are often able to accommodate other requests when required. The team have carried out other minor works such as; changing light bulbs, assembly of flat pack furniture and the fixing of doorbells.

As well as receiving referrals from health care professionals, the Handyperson Service offers a paid for service for those not referred for the free service.

2020/21 in numbers:

- 818 referrals received
- 388 key safes installed
- 97 room clearances completed
- 188 grab rails/stair rails installed
- 97 paid for private jobs completed



# FORMS COMPLETION

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.

From March 2020, the service made adjustments to service delivery as a result of the COVID19 pandemic. The team provided a combination of face-to-face support and remote telephone based support.

The service had 46 active volunteers during the year, who provided a total of 1103 volunteer hours of assistance, helping clients to complete 468 forms during the year, including 158 Attendance Allowance claims and 178 PIP claims 53 Mandatory reconsiderations and 79 other various forms (UC50/ ESA50/ Benefit forms).

The funds brought into the Bromley Borough by these claims amounts to an average of £28K per week, plus lump sums received totalled £321,285K, which equates to just over £1.75 million during the year.

100% of the clients surveyed in each quarter stated they were happy with the service received.









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