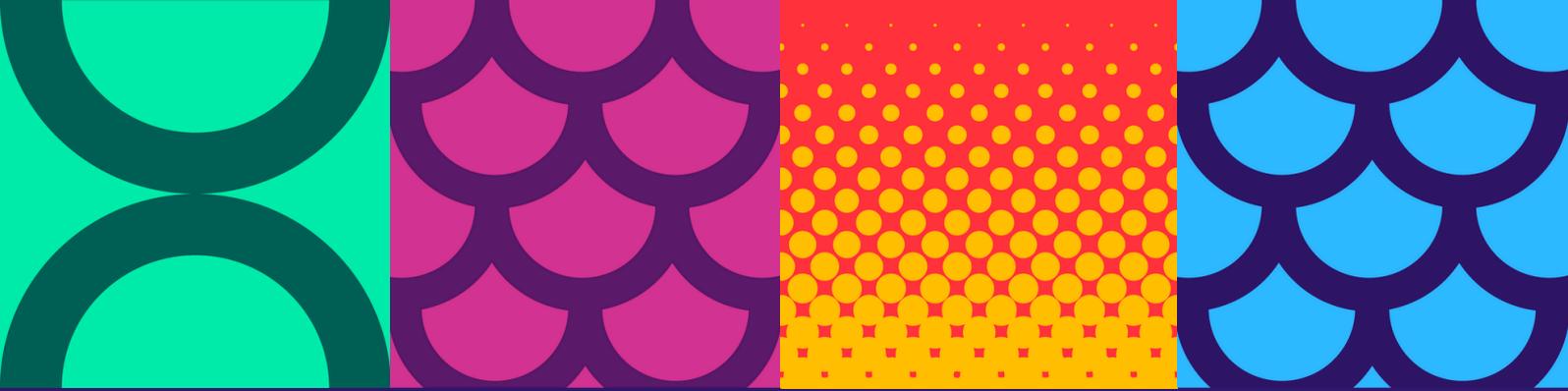


IMPACT REPORT 2024

Living Well Bromley
Registered Charity Number: 1157385



CONTENTS

| | |
|----|------------------------------------|
| 1 | About us |
| 3 | What we do |
| 4 | 2024 in numbers |
| 6 | 2024 summary from our CEO |
| 8 | What our guests say |
| 9 | A message from our Chair |
| 11 | Our values |
| 12 | Supporters |
| 13 | Partners |
| 14 | Legal & administrative information |
| 16 | Structure, Governance & Management |
| 17 | How you can help |

ABOUT US

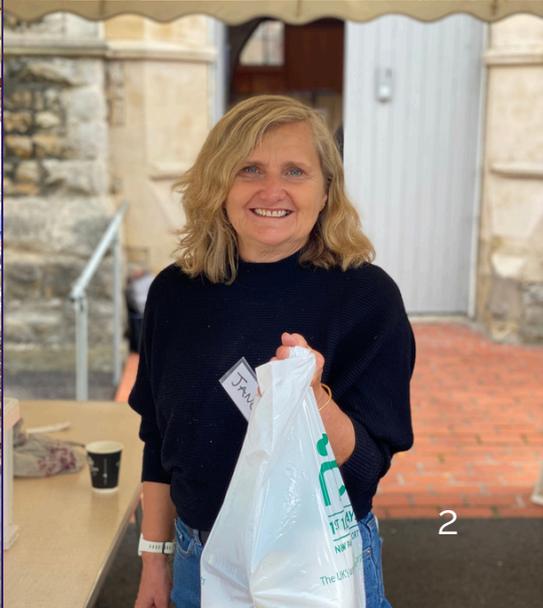
At Living Well Bromley, we provide food and support that changes lives. We are a caring community where people feel respected, valued, accepted and loved. Our mission is to ensure that people have the food, guidance and support of an uplifting community to live life to the fullest. We support people with different needs, including poverty, social isolation, homelessness and mental health issues.

Our services are free to use and include a foodbank, a clothes bank, a weekly community hot meal, a free café, a community choir, counselling, mental health support and advice on benefits, debt and housing.

Living Well Bromley serves the community, working with a number of diverse partners to ensure we reach as many people in need as possible, with all aspects of their lives taken into account (physical, emotional and spiritual).

This approach to helping the whole person is at the heart of our vision and values.





WHAT WE DO



FOODBANK

3 times a week,
open to everyone in
the local area



CAFE

Warm, safe space
with free hot meals,
drinks & company



ADVICE

Advice on debt,
benefits, housing
and homelessness

AND SO MUCH MORE...!



COUNSELLING



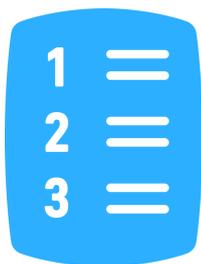
CHOIR



CLOTHES BANK



GARDEN



WORDS & NUMBERS



PRAYER



ART

2024 IN NUMBERS



11,543

Hot meals

6,251 in 2021



10,571

Foodbank visits - adults

6,255 in 2021



831

Foodbank users - adults

519 in 2021



5,976

Foodbank visits - dependents

2,082 in 2021



421

Foodbank users - dependents

208 in 2021



18

Clothes bank sessions



607

Home deliveries

2024 IN NUMBERS



875

Advice sessions



629

Counselling hours



40

Art cafe sessions



234

Free cafe hours



24,500

Volunteer hours



£67,991

Spent on food for foodbank



£9,925

Spent on food for hot meals

2024 SUMMARY FROM OUR CEO

2024 was a busy but very productive year for Living Well. Despite high levels of demand, we kept all of our services running and made a real difference to the lives of a huge number of people. We were able to work with more partners than ever before to provide additional free services and expand our unique holistic support.

Demand had reached an all time high by December 2023 and it was no longer possible for us to meet this level of demand so in January 2024 we took the decision to restrict the use of our foodbank to people from the nearest postcodes (SE19, SE20, SE26, BR3) as well as anyone who is homeless. This is still an extremely large geographical area and spans three different Local Authorities (Lewisham, Bromley and Croydon). All of our other services are **open to anyone** and none of our services require a referral.

People on the lowest incomes are most affected by high food and energy costs, which remained high in 2024 so, despite the new restrictions, **demand** for our services continued to be incredibly high.

We managed to meet this demand and in 2024 our foodbank gave food to the equivalent of **16,974 people** and we continued to provide all the other support services that are a lifeline to so many people in our community.

However, all of this came at a cost and low levels of food donations combined with high demand led to our highest ever **food spend** of £77,916.

Our excellent Advocacy and **Advice** team continued to work with guests on a one-to-one basis on debt, housing, homelessness and other issues to have a real impact on people's quality of life and future prospects.

We found that more **homeless** people came for help with basic hygiene provisions for example using our shower and laundry facilities. Our free cafe, and free community lunch gave people a warm, safe space to enjoy homecooked food, friendship and a listening ear.

2024 SUMMARY FROM OUR CEO

Our **Counsellor** helped those suffering the most with their mental health and provided a sometimes life-saving service for our guests. Our **Art Café** provided a chance for guests to learn new skills, get creative and speak to our trained art therapist. Our **Blend** choir welcomed new members and even made some musical performances and finally the **pastoral care** team was expanded to ensure we really connect with our guests on an individual level and provide any spiritual guidance they may ask for.

We are proud to provide such a large **range of free services**, all under one roof. This holistic approach is what makes Living Well truly special.

Our charity **shop** has become a staple on Penge High Street with reliable donations and regular customers. We have also been able to offer lots of work experience to Duke of Edinburgh scheme volunteers.

Finally, I am incredibly proud of our dedicated **volunteers** who worked so hard throughout the year to keep all of our services running in order to help those most in need in our community. The range of volunteering roles, which are undertaken with commitment and kindness, is astounding: we have chefs, collectors, sorters, recyclers, advisors, administrators, servers, drivers and so many more!

Living Well is a wonderful community made up of a diverse range of people and we continue to make a huge difference to the lives of so many.



A handwritten signature in black ink that reads "Kate Lott". The signature is written in a cursive, flowing style.

Kate Lott, Chief Executive Officer

WHAT OUR GUESTS SAY

"I can't recommend Living Well enough. From the moment I walked in I felt **welcomed** by the **friendly** staff and positive atmosphere.

"What truly stands out is the **holistic care**. They consider your mental and emotional wellbeing too."

"I am **eternally grateful** for the support I received from the Advice team. They have been a lifeline during an incredibly difficult time."

"I wouldn't be here without Living Well. **You guys saved my life.**"



"Living Well isn't just a charity, it's a **community** where you feel right at home"

"I go as much as possible so I don't have to have my electricity or heating on at home and I could keep my baby warm in the winter."

"I have a future to look forward to now"

"Living Well gives you hope. Gives you faith in the human race. Someone cares what you are going through"

"Everyone at Living Well is isolated in some way... Living Well does good things that they don't even know they're doing and it helps with our mental health. Even the people that give out the cakes and tea – they're always so **friendly**. Whatever rubbish is going on outside, you can forget it for an hour.

A MESSAGE FROM OUR CHAIR

Another amazing year for Living Well.

Demand for our services continued to increase. But we rose to the challenge; even while working our way through significant changes to our staff team.

At the beginning of 2024 Simon Godfrey moved on, and at the end of the year Robyn Ranu retired. Simon and Robyn were, together, instrumental in setting-up, developing and managing our outstanding Advocacy Service. We owe a huge debt of thanks to them both; for all the very many guests they helped and in laying the foundations for what is an amazing, almost unique, largely volunteer based, highly professional service.

Aida Shoush joined to replace Simon in leading the Advocacy team, and as I write we are still searching for a replacement for Robyn.

Aida jumped (or was pushed!) straight into the deep-end with our bi-annual audit of Advocacy by Advice Quality Services, going ahead in July. We passed with flying colours – much credit to the old and new teams!

In May it was with great sadness we said goodbye to Rebecca Day, who had been our Operations Manager for the Food Bank and all our other services, for many years. She seemed irreplaceable as she had been at the heart of our organisation. But the perfect replacement 'appeared' and Lesley Nunes is our new Operations Manager.

During the early summer the Trustees decided that we did now need a part-time CEO. We advertised, and met some great candidates, but the outstanding person was already part of the team – Kate Lott.

As it is a part-time role Kate has now combined the CEO job with some of her existing fundraising and communications work.

So 2024 brought us an all new senior staff team in Kate, Lesley and Aida. They are doing a great job enhancing and growing the deeply caring culture which is at the heart of LW. Not only have they got to grips with their new jobs quickly, but LW really hasn't missed a beat, and it already seems they have been doing this forever!

Although a year of significant change for our community of guests, volunteers, staff and Trustees, supporters and donors, LW has remained hugely supportive, united, loving and positive in continuing to meet the challenges we face, individually and collectively.

We look forward into 2025 positively; with our Christian ethos such a solid foundation, we know we are prayed for by many people and churches, as we sense the heart of our loving God for the poor and disadvantaged in our community.



Andrew Cornish, Chair of Trustees



OUR VALUES

HUMANITY ABOVE ALL

We believe deeply in treating people with empathy, respect and compassion. Our work reflects our Christian beliefs. All are welcome through our doors – whether they need a helping hand or simply an ear to listen. For us, humanity is everything.

GIVING PEOPLE A HAND UP

We don't only give people the food they need to survive, we also strive to provide them with the support and resources needed to help them build a better life.

HELPING THE WHOLE PERSON

We believe in tackling the whole problem, not just some of its symptoms. That's why we offer mental health and wellbeing support, as well as spiritual guidance. Through this our guests can begin to focus on the future, rather than just making it through today.

WE'RE ALL IN THIS TOGETHER

We're an uplifting and welcoming community – one that brings together guests, staff, volunteers, donors and ultimately our community to help make life better for those who need our support. We are somewhere that people come to meet others – to talk, to laugh, to cry, to pray, to be together.

SUPPORTERS

In 2024, despite the continued high cost of living, we were overwhelmed by the support from our community, which came in such diverse ways

There were various sporty **fundraisers** from beginners fitness courses to full marathon runners. There were a number of music concerts and other support from local community groups such as Penge Food Hub, the Scouts and Langley Golf Club Ladies.

Local **churches** were also extremely generous in their support and donations.

Many **businesses** continued to support us such as Always Be Comedy who ran a charity comedy night with Bill Bailey.

The Hygiene Bank helped with regular donations of much needed toiletries.

Matchfunding helped boost our donations this year and we'd like to thank Aviva for their matchfunding on our Crowdfunder and ShareGift and our individual donors for matchfunding through The Big Give.

We saw a rise in the number of **regular donors** and one off financial donations, for which we are very grateful

We also received **grants** and support from the following:

NEU
The National Lottery
Lockton
TK Maxx
Sainsbury's
Argenta

Liam Conlon, our local MP supported us through 2024.



PARTNERS

We were lucky enough to work with some amazing partners to provide the best services to our guests.

We worked with **Ada & Albert** who funded all of our children's food parcels in the summer holidays as well as all of our children's Christmas food parcels. They also funded a winter warm pack for every child guest which included warm pyjamas, socks, hats, gloves and a chocolate advent calendar.

We were proud to be **Brit Insurance's Charity of the Year** and are grateful for their support.

We have a number of partners who come to Living Well to directly support our guests in various ways such as:

First Vision eye care who provided free **eye tests** and glasses

NHS for **blood pressure** checks
SELCE for **energy saving** advice
Bromley Homeless and Bromley GP Alliance for **health team** appointments.

And many other partnerships such as Ozzie the barber giving free haircuts and Yash in his ice cream van giving out free ice creams!

We continued to develop our partnerships with local **schools** who arranged food collections while they learned about foodbanks and communities through our assemblies and student food sorting sessions.

We want to thank everyone for their support throughout the year.



LEGAL & ADMINISTRATIVE INFORMATION

TRUSTEES

- Andrew Cornish (Chair)
- Will Skinner (Treasurer)
- Anthony Adams
- Noel Hanrahan
- Jo Gale
- Roger Wells
- Uma Datta
- Rev Jessica Smith
- Rob Short
- Alan Mason
- Ryan Thomson

Chief Executive Officer: Kate Lott

Registered Office: 66 Lennard Road,
Penge, London, SE20 7LX

Registered Charity Number: 1157385

Independent Examiner: Tony Catherall

Email: hello@livingwell.life

Telephone: 07864591607



STRUCTURE, GOVERNANCE & MANAGEMENT

Living Well began in 2011, in response to growing numbers of people calling at the vicarage of Holy Trinity Beckenham church in Penge asking for help. Since then, thousands of people from across Bromley and South East London have come to Living Well. We became a registered charity in June 2014 and depend entirely on the work of volunteers and the generosity of our donors to keep going. We currently have around 300 committed volunteers who keep Living Well Bromley running smoothly and safely. Each of our main areas of work is overseen by a team leader who is responsible for the activity and the volunteers who help out.

Our team leaders are:

Aida Shoush (Advocacy)
Fiona Barnes (Art café)
Sue Thomson (Blend choir)
Mary Morinan (Clothes bank)
Tamara Cooper (Community café)
Henrike Hawkins (Community lunch)
Shirley Anthony (Counselling)
Mary Elliot (Foodbank and collections)
Lesley Nunes (Operations)
Rev Jessica Smith (Pastoral care)
Libby Thompson (Shop)

Our Trustees are the people responsible under the governing document of Living Well Bromley for controlling management and administration.

Risk Management

Risks are identified and assessed and controls established throughout the year. The key controls used include:

- Disclosure and Barring Service (DBS) check for appropriate roles.
- Induction and training for new and existing volunteers
- Training and compliance with GDPR regulations
- Food hygiene training and guidance for cooks and café volunteers
- Safeguarding and equal opportunities policies
- Clear authorisation and approval levels.



HOW YOU CAN HELP

Living Well Bromley relies on the ongoing support and involvement of lots of different people and the generosity of friends and supporters to keep going. It costs almost £2 per person to provide a hot lunch every Friday, while our foodbank gives out over 1300 bags of food per month.

We welcome gifts of time, skills, food, clothes and money. Every gift helps us to build our community, providing care, comfort and support to those most in need. Here are some ways you can help:



VOLUNTEER

Our volunteers provide regular help and support to keep Living Well Bromley running smoothly and safely. In return we offer training and support.

There are plenty of opportunities to volunteer – from helping with our foodbank, to providing a listening ear, helping with fundraising and events or getting stuck in behind the scenes. We are always pleased to hear from people of all ages (over 18) and backgrounds who are interested in volunteering. Email us at

hello@livingwell.life or call

07864591607



DONATE

There are many different ways you can support Living Well Bromley – by donating money (either via monthly standing order or as a one-off donation), or by donating food for the foodbank, or clothes to the shop or clothes bank. Please remember to Gift Aid your donation if you are a UK tax payer. To donate please go to

www.livingwell.life

KEEP IN TOUCH

Please go to **www.livingwell.life** or find us on social media



www.livingwell.life



[@LWBromley_](https://twitter.com/LWBromley)



[@Livingwellbromley_](https://www.instagram.com/Livingwellbromley)



[@LivingWellBromleyfoodbank](https://www.facebook.com/LivingWellBromleyfoodbank)



[Living Well Bromley](https://www.linkedin.com/company/LivingWellBromley)

