

# LIVING WELL BROMLEY

England & Wales · Charity number 1157385

## Details

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**Status** Registered

**Legal form** CIO

**Registered** 2014-06-09

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Holy Trinity Church  
66 Lennard Road  
London  
SE20 7LX

**Phone** 07864591607

**Email** [hello@livingwell.life](mailto:hello@livingwell.life)

**Website** [www.livingwell.life](http://www.livingwell.life)

## Activities

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**Objects:** THE RELIEF IN NEED OF PEOPLE IN BROMLEY AND THE SURROUNDING AREA WHO ARE IN CONDITIONS OF HARDSHIP OR DISTRESS, IN PARTICULARLY BUT NOT EXCLUSIVELY, BY THE PROVISION OF A DROP-IN CENTRE PROVIDING A FOOD BANK FACILITY; HELP AND ADVICE WITH BENEFITS AND FINDING EMPLOYMENT; AND ALSO OFFERING SUPPORT WITH PARTNERS IN A VARIETY OF COUNSELLING WHERE REQUIRED FROM QUALIFIED INDIVIDUALS. THE CENTRE WILL ADDITIONALLY PROVIDE OR ASSIST IN THE PROVISION OF FACILITIES IN THE INTERESTS OF SOCIAL WELFARE FOR RECREATION OR OTHER LEISURE TIME OCCUPATION OF INDIVIDUALS WHO HAVE NEED OF SUCH FACILITIES BY REASON OF THEIR YOUTH, AGE INFIRMITY OR DISABILITY, FINANCIAL HARDSHIP OR SOCIAL CIRCUMSTANCES WITH THE OBJECT OF IMPROVING THEIR CONDITIONS OF LIFE.

**Activities:** We are a foodbank and support charity based in Penge, South East London. Our mission is to ensure that people have food, guidance and support of an uplifting community to live life to the fullest. Our services are free to use and include a foodbank, clothes bank, hot meals, free cafe, community choir, counselling and help with benefits, debt and housing issues.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Acts As An Umbrella Or Resource Body, Other Charitable Activities
- **What:** General Charitable Purposes, The Prevention Or Relief Of Poverty, Other Charitable Purposes
- **Who:** Elderly/old People, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

## Geography

- Bromley

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£382,602	£410,212	-	-
2024-03-31	£421,036	£374,684	-	-
2023-03-31	£407,349	£255,892	-	-
2022-03-31	£204,244	£248,084	-	-
2021-03-31	£309,868	£172,156	-	-

## Trustees

Name	Role	Appointed
<b>Andrew John Cornish</b>	Chair	2022-03-17
Alan James Mason		2022-09-21
Anthony Godfrey Adams		2019-03-23
Arthur William Skinner		2021-01-13
Dr Roger Augustus Wells		2020-07-16
Jessica Claire Smith		2021-10-13
Kristel Ehud Ntougewo Tchamba		2026-01-14
Noel Hanrahan		2021-01-13
Robert Short		2022-03-17
Ryan David Thomson		2023-02-16
Sarah Gray		2025-05-15

**LIVING WELL BROMLEY**

England & Wales - Charity number 1157385

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# Accounts

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# ANNUAL REPORT

## 2024-2025

Living Well Bromley  
Registered Charity Number: 1157385

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- 2 What we do
- 3 Our activities
- 4 Our mission and values
- 5 Legal & administrative information
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# 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 the support of an uplifting community to live life to the fullest. We work with our partners to 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 local 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



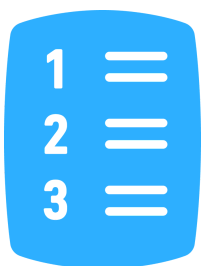
## CHOIR



## CLOTHES BANK



## GARDEN



## WORDS & NUMBERS



## PRAYER



## ART



## PASTORAL CARE

# ACHIEVEMENTS

We have over 2,400 registered guests and have made a huge difference to hundreds of people's lives over this financial year.

Unlike other foodbanks we don't require a complicated referral or voucher process. We welcome anyone who needs our help and spend time with guests to see how best we can support them.

In 2024 we saw an average of 881 adult visits per month to our foodbank and 479 dependents visits. To the most sick and vulnerable in our community we were able to offer home deliveries of these food parcels. Due to high demand and decreased food donations, we spent an average of £6,493 per month spent purchasing food.

Our community lunch served an average of 962 free hot meals a month in 2024. This is a highlight of the week and provides a real sense of community as well as delicious, nutritious food.

At every foodbank session we opened our free café serving free hot drinks and snacks and offering a warm, safe space. We offered hundreds of advice sessions with our Advocacy team to help people on a one-to-one basis with debt, benefits, housing and other issues. We also offered counselling to those struggling the most with their mental health.

Our charity shop in Penge continued to provide an income stream, promote our charity, and offer jobs and volunteering opportunities to the local community.

# OUR MISSION & VALUES

Our mission is to ensure people have food, guidance and the support of an uplifting community to live life to the fullest.

## **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.

# LEGAL & ADMINISTRATIVE INFORMATION

## TRUSTEES

- Andrew Cornish (Chair)
- Will Skinner (Treasurer)
- Anthony Adams
- Noel Hanrahan
- Jo Gale (resigned 12/02/25)
- Roger Wells
- Uma Datta (resigned 12/02/25)
- Rev Jessica Smith
- Rob Short
- Alan Mason
- Ryan Thomson

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

Registered Charity Number: 1157385

Independent Examiner: T Huxtable FCCA

Email: [hello@livingwell.life](mailto: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 on the work of volunteers and the generosity of our donors to keep going. We currently have over 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:**

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)  
Rev Jessica Smith (Pastoral care)  
Libby Thompson (Shop)

## **Management Team:**

Kate Lott, Chief Executive Officer  
Aida Shoush, Advice Manager  
Lesley Nunes, Operations Manager

Living Well is a Charitable Incorporated Organisation. Our Trustees are responsible under the constitution of Living Well Bromley for controlling management and administration. Trustees are appointed by the Board of Trustees in a process of open competition following public advertisement. The Trustees met five times during the year.

Our Trustees have had regard to the guidance issued by the Charity Commission on public benefit.

## **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 staff and volunteers in relevant roles and those working on a one-to-one basis with vulnerable adults
- 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 policies and training
- Equal opportunities policies
- Clear authorisation and approval levels.

# ACCOUNTS FOR YEAR ENDED 31 MARCH 2025

## Statement of Financial Activities for year ended 31 March 2025

31.03.24				31.03.25	
Total Funds		Note	General Fund	Restricted Funds	Total Funds
	<b>INCOME</b>				
£299794	Donations & Grants	1	£243080	£7153	£250233
£79335	Charity Shop income		£92328		£92328
£35406	Gift Aid		£29598		£29598
£6101	Bank and saving accounts interest		£10443		£10443
£420,636			£375449	£7153	£382602
	<b>EXPENDITURE</b>				
£3754	Administration	2	£4244		£4244
£62436	Advocacy	3	£71232	£1523	£72755
£3510	Art Cafe	4	£3915		£3915
£37	Blend		£80		£80
£26988	Capital Costs		£4224		£4224
£51222	Charity Shop		£79972		£79972
£22427	Central Costs	5	£16176		£16176
£823	Comms	6	£502		£502
£33087	Counselling	7	£30277		£30277
£118035	Food Bank	8	£128312	£7153	£135465
£2702	Health & Safety	9	£2615		£2615
£4641	IT	10	£11416		£11416
£44474	Central employment costs	11	£46436		£46436
£548	Training	12	£2135		£2135
£374684			£401536	£8676	£410212
£45952	<b>NET INCOME/DEFICIT FOR YEAR</b>		<b>-£26087</b>	<b>-£1523</b>	<b>-£27610</b>
£309434	Balances b/f at start of year		£353863	£1523	£355386
£355386	Balances c/f at end of year		£327776	£0	£327776

## Balance Sheet for year ended 31 March 2025

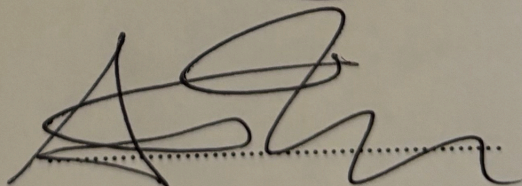
	Note	31.03.24	31.03.25	
<b>CURRENT ASSETS</b>				
Cash at CAF		£16156	£12110	
Cash at NatWest		£400	£420	
Deposit accounts		£340000	£315246	
		<b>£356556</b>	<b>£327776</b>	
<b>LESS Current Liabilities - Creditors</b>		£770	£0	
<b>NET CURRENT ASSETS</b>		<b>£355786</b>	<b>£327776</b>	
Represented by				
<b>FUNDS</b>				
General Fund		£354263	£327776	
Restricted Funds:				
Advocacy - Homeless		£1523	£0	
<b>TOTAL FUNDS</b>		<b>£355786</b>	<b>£327776</b>	

**APPROVED BY THE TRUSTEES ON:**

9<sup>th</sup> July 2025

**SIGNED**

Chair of Trustees, Andrew Cornish



## Notes to Statement of Financial Activities

Note 1 INCOME Including shop and other income, grants and donations	General	Restricted
Charity Shop Income	£93328	
Gift Aid	£29598	
Bank and savings accounts interest	£10443	
<b>Other total</b>	<b>£133369</b>	
The list of donations/grants below is not exhaustive but does show the range of income during the year over £1000		
Local churches	£19307	
Penge Food Hub	£2800	
Marathon Fundraising	£1850	
Plant Sale donations	£1650	
Richardson bequest	£15000	
Crowdfunder Appeal	£12237	
Aviva matched funding	£13868	
Sheldon corporate donation	£1000	
Horner Family Trust	£1000	
Always Be Comedy	£1170	
Bromley NEU	£2000	
Bromley Veterans Athletics Association	£3000	
Ada and Albert		£7151
Langley Park Golf Club	£2000	
Beckenham Scouts	£8167	
Big Give Xmas Appeal including matched funding	£16259	
Arnold Clark	£2500	
Argenta Insurance Brokers	£7790	
Regular donors, ad hoc donors, Benevity, events etc	£130484	
<b>Grants and donations total</b>	<b>£242082</b>	<b>£7151</b>
<b>TOTAL FUNDS</b>	<b>£375451</b>	<b>£7151</b>
<b>TOTAL</b>	<b>£382602</b>	

## **2. Administration (£4244)**

This includes expenditure on telephones, photocopying, petty cash and miscellaneous office costs

## **3 Advocacy (£72755)**

This includes the salary for the Advocacy Manager, Advocacy Supervisor plus the Admin Assistant and Database Admin. A new team is now in place and all their activities now take place at Holy Trinity Church

## **4. Art Cafe (£3915)**

This meets weekly at a Tuesday foodbank session

## **5. Central Costs (£16176)**

Insurance, rent, garden costs, equipment and miscellaneous items

## **6. Communications (£502)**

This budget will be combined with Admin from 1 April 2025

## **7. Counselling (£30277)**

This includes the salary of our Counsellor who reduced her hours during the year and a new volunteer has been recruited to the team.

## **8. Foodbank/Community Meals (£135465)**

This fund includes part of the Operations staff salaries used to support these activities

## **9. Health & Safety (£2615)**

Croner provide H&S support. These costs have been significantly reduced by entering a longer term agreement

## **10. IT (£11416)**

An IT review has been completed and Qlic appointed as the IT support contractor. A 3 year IT hardware and software development has been started. Following a trial we are now using Liberty for our accounts package

## **11. Staffing (£46436)**

Some salaries or parts of salaries have been allocated to other funds to show the real costs of providing services. There have been a number of changes during the year including the appointment of a CEO, change of Operations Manager and a new Admin Co-ordinator, who also has bookkeeping duties

## **12. Training (£2135)**

This is a fund started last year to separate out expenditure on training except for Advocacy which is shown on their account - see 3 above

## **13. Reserves**

As our reserves policy states, we need to hold sufficient funds to ensure that we can meet our financial commitments, manage unforeseen financial difficulties and be sustainable into the future.

We currently hold £327,776 in unrestricted funds.

Our projected income for 2025/26 is £372,000. Our projected expenses for 2025/26 are £533,585. We therefore expect to run at a deficit of £161,585 this year. This will leave us with £166,191 in reserves in April 2026. This is within our target reserves range of £160,000 - £180,000.

Our specific financial commitments in this financial year, which are outside of our usual running costs include:

- Significant upgrade to our commercial kitchen to be able to provide our community lunches.
- Building works required to our cafe area to be able to provide our free cafe services 3 times per week.
- Building works to the lounge area used as a meeting space for our Advocacy services.
- Building works to our storage area used as food storage required by our foodbank.
- Launching a pantry service with associated equipment and food costs.

## Independent Examiner' Report

Report to the Trustees of Living Well on the accounts for the year ending  
31<sup>st</sup> March 2025

The Charity's trustees are responsible for the preparation of the accounts .  
The Charity's trustees consider that an audit is not required for this year under  
section 144 of the Charities Act 2011 (the Charities Act) and that an  
independent examination is needed.

It is my responsibility to

.examine the accounts under section 145 of the Charities Act

To follow the procedures laid down in the general Directions given by the  
Charity Commission (under section 145(5)(b) of the Charities ACT) and

To state whether particular matters have come to my attention.

My examination was carried out in accordance with general directions given by  
the Charity Commission . An examination includes a review of the accounting  
records kept by the charity and a comparison of the accounts presented with  
those records.

It also includes consideration of any unusual items or disclosures in the  
accounts ,and seeking explanations from the trustees concerning any such  
matters. The procedures undertaken do not provide all the evidence that  
would be required in an audit ,and consequently no opinion is given as to  
whether the accounts present a "true and fair" view and the report is limited  
to these matters set out in the statement below

In connection with my examination, no matter has come to my  
Attention

(1) Which gives me reasonable cause to believe that in ,in material , ,  
respect, the requirements

To keep accounting records in accordance with section 130 of the  
Charities Act

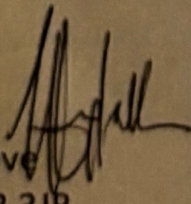
To prepare accounts which accord with the accounting records and  
comply with accounting requirements of the Charities ACT have not  
been met ;or

(2) to which ,in my opinion, attention should be drawn in order to  
enable a proper understanding of the accounts to be reached

Signed

T Huxtable

11 Stanhope Grove  
Beckenham BR3 3JB



2<sup>nd</sup> July 2025



[www.livingwell.life](http://www.livingwell.life)



[@Livingwellbromley\\_](https://www.instagram.com/livingwellbromley_)



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



[Living\\_Well\\_Bromley](https://www.linkedin.com/company/Living_Well_Bromley)

**LIVING WELL BROMLEY**

England & Wales - Charity number 1157385

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# Accounts

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# ANNUAL REPORT

**2023 - 2024**

Living Well Bromley  
Registered Charity Number: 1157385

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- 1 About us
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# 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 the support of an uplifting community to live life to the fullest. We work with our partners to 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.

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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



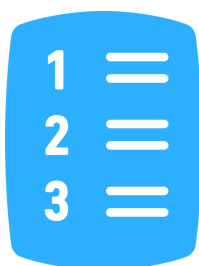
## CHOIR



## CLOTHES BANK



## GARDEN



## WORDS & NUMBERS



## PRAYER



## ART

# ACHIEVEMENTS

We have over 2000 registered guests and have made a huge difference to hundreds of people's lives over this financial year.

Unlike other foodbanks we don't require a complicated referral or voucher process. Due to growth in demand, in January 2024 we restricted use of our foodbank to people in SE19, SE20, SE26 and BR3 postcode areas. Our other services are currently open to anyone who needs them.

In 2023 we saw an average of 995 adult visits per month to our foodbank and 531 dependents visits. To the most sick and vulnerable in our community we were able to offer home deliveries of these food parcels. This came at a cost of an average £5,971 per month spent purchasing food for our food parcels and hot meals.

Our community lunch served an average of 996 free hot meals a month in 2023. This is a highlight of the week and provides a real sense of community as well as delicious, nutritious food.

At every foodbank session we opened our free café serving free hot drinks and snacks and offering a warm, safe space. We offered hundreds of advice sessions with our Advocacy team to help people on a one-to-one basis with debt, benefits, housing and other issues. We also offered counselling to those struggling the most with their mental health.

In June 2023 we opened our first charity shop in Penge to provide an income stream, promote our charity, and offer jobs and volunteering opportunities to the local community.

# OUR MISSION & VALUES

Our mission is to ensure people have food, guidance and the support of an uplifting community to live life to the fullest.

## **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.

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# LEGAL & ADMINISTRATIVE INFORMATION

## TRUSTEES

- Andrew Cornish (Chair)
- Will Skinner
- Anthony Adams
- Noel Hanrahan
- Jo Gale
- Brandon Lundini (resigned 14 November 2023)
- Roger Wells
- Uma Datta
- Rev Jessica Smith
- Rob Short
- Alan Mason
- Ryan Thomson

Treasurer: Will Skinner

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

Registered Charity Number: 1157385

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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 over 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:**

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Mary Morinan (Clothes Bank)  
Tamara Cooper (Community Café)  
Henrike Hawkins (Community Lunch)  
Shirley Anthony (Counselling)  
Mary Elliot (Foodbank and Collections)  
Rev Jessica Smith (Pastoral care)  
Libby Thompson (Shop)

## **Management Team:**

Aida Shoush, Advice Manager  
Kate Lott, Fundraising & Comms Manager  
Lesley Nunes, Operations Manager

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Our Trustees have had regard to the guidance issued by the Charity Commission on public benefit.

## **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 all team leaders and those working on a one-to-one basis with vulnerable adults
- 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.

## **Reserves**

Our reserve policy is agreed each year by Trustees.

We hold reserves to ensure continuity in the event of a large variation in income and to cover costs in the event of charity closure.

Our reserves for 2024/2025 are £143,276, which is within the agreed range of £120,000-£160,000.

# ACCOUNTS FOR YEAR ENDED 31 MARCH 2023

## Statement of Financial Activities for year ended 31 March 2024

31.03.23				31.03.24	
Total Funds		Note	General Fund	Restricted Funds	Total Funds
	<b>INCOME</b>				
£366109	Donations & Grants	1	£250974	£48820	£299794
£0	Charity shop income		£79735		£79735
£41240	Gift Aid		£35406		£35406
£0	Bank and savings accounts Interest		£6101		£6101
<b>£407,349</b>			<b>£372216</b>	<b>£48820</b>	<b>£421036</b>
	<b>EXPENDITURE</b>				
£3914	Administration	2	£3754		£3754
£60764	Advocacy	3	£32030	£30406	£62436
£9728	Art Cafe		£3510		£3510
£299	Blend		£37		£37
£5033	Capital Costs	4	£26988		£26988
£0	Charity shop	5	£51222		£51222
£16464	Central Costs	6	£17637	£4790	£22427
£467	Comms		£823		£823
£32378	Counselling	7	£21819	£11268	£33087
£74597	Food Bank/Community Meals	8	£108808	£9227	£118035
£2459	Health & Safety		£2702		£2702
£1324	IT	9	£4641		£4641
£46480	Staffing	10	£15665	£28809	£44474
£1985	Training		£548		£548
<b>£255892</b>			<b>£290184</b>	<b>£84500</b>	<b>£374684</b>
<b>£151457</b>	<b>NET INCOME/DEFICIT FOR YEAR</b>		<b>£82032</b>	<b>-£35680</b>	<b>£46352</b>
<b>£157977</b>	<b>Balances b/f at start of year</b>		<b>£272231</b>	<b>£37203</b>	<b>£309434</b>
<b>£309434</b>	<b>Balances c/f at end of year</b>		<b>£354263</b>	<b>£1523</b>	<b>£355786</b>

## Balance Sheet for year ended 31 March 2024

	31.03.23	31.03.24
<b>CURRENT ASSETS</b>		
Cash at Bank	£310204	£16156
Cash at Nat West		£400
Deposit Accounts	£0	£340000
Debtor		
	<b>£310204</b>	<b>£356556</b>
<b>LESS Current Liabilities - Creditors</b>	<b>£770</b>	<b>£770</b>
<b>NET CURRENT ASSETS</b>	<b>£309434</b>	<b>£355786</b>
Represented by		
<b>FUNDS</b>		
General Fund	£272231	£354263
Restricted Funds:		
Advocacy - Salaries	£16812	£0
Advocacy - Homeless	£2423	£1523
Operations	£6700	£0
Counselling	£11268	£0
<b>TOTAL FUNDS</b>	<b>£309434</b>	<b>£355786</b>

**APPROVED BY THE TRUSTEES ON**      10th July 2024

**SIGNED**



Andrew Cornish, Chair of Trustees

## Notes to Statement of Financial Activities

Note 1 INCOME including shop, grants and donations (£421036)		
	General	Restricted
National Lottery Community Fund		£48820
Charity Shop Income - opened June 2023	£79735	
Gift Aid	£35406	
Bank and savings Accounts Interest	£6101	
<b>Other total</b>	<b>£121242</b>	
The list of donations below below is not exhaustive but does show the range of income received during the year over £1000		
Clifford Chance	£7500	
Penge Food Hub	£1000	
Plant Sale	£2257	
Always Be Comedy	£1755	
Eltham College	£1103	
London marathon fundraising	£2200	
Tim Lund	£10000	
Local churches	£6721	
Horner Family Trust	£1000	
CMS Grant	£2000	
Morden College	£5000	
Beckenham Scouts	£5000	
St John's Baptist Church	£3334	
Russell & Bromley	£9252	
SS&C	£3200	
Sheldon Vouchers	£1000	
Lockton	£8613	
Brit Insurance	£10000	
Bromley NEU	£1000	
Winter Crisis Appeal Crowfunder	£11073	
Will's week	£3170	
Regular, ad hoc donors, Benevity, events etc	£154796	
<b>Donations total</b>	<b>£250974</b>	
<b>TOTAL FUNDS</b>	<b>£372216</b>	<b>£48820</b>

## **2. Administration (£3754)**

This includes expenditure on telephones, photocopying, DBS checks, petty cash and miscellaneous office costs.

## **3 Advocacy (£62346)**

This includes the salary for the Advocacy Team Leader, Advocacy Supervisor and admin support which were partly grant funded by the National Lottery Community Fund.

## **4. Capital Costs (£26988)**

This expenditure was the set up costs for the new charity shop which opened in Penge High Street in June 2023.

## **5. Charity Shop (£51222)**

The shop has been taken on a 5 year renewable lease and the main running costs are rent, staff and utility costs.

## **6. Central costs (£22427)**

This covers insurance, rent, refuse collection, garden and equipment plus miscellaneous other costs. Rent and some other costs were partly grant funded by the National Lottery community Fund.

## **7. Counselling (£33087)**

This includes the salary of our Counsellor and her part time assistant who is self employed.

## **8. Foodbank/Community Meals (£118035)**

This fund includes part of the Operations staff salaries used to support these activities. Food quantities and costs have continued to rise significantly during the year and these costs were part funded by the National Lottery Community Fund.

## **9. IT (£4641)**

Advice UK and Microsoft annual payments and miscellaneous small purchases.

## **10. Staffing (£44,474)**

Some salaries or parts of salaries have been allocated to other funds to show real costs.

## **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF LIVING WELL BROMLEY**

I report on the accounts of the company for the year ended 31 March 2024.

### **Respective responsibilities of trustees and examiner**

The trustees (who are also directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the Act 2011) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

examine the accounts under section 145 of the 2011 Act;  
to follow the procedures laid down in the general Directions given by the Charities Commission under section 145(5)(b) of the 2011 Act; and  
to state whether particular matters have come to my attention.

### **Basis of independent examiner's report**

My examination was carried out in accordance with the general directions given by the Charities Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with the records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a true and fair view and the report is limited to those matters set out in the statement below.

### **Independent Examiner's Report**

In connection with my examination, no matter has come to my attention:

- '(1) which gives me reasonable cause to believe that in any material respect the requirements:
  - to keep accounting records in accordance with sections 386 and 387 of the Companies Act 2006; and
  - to prepare accounts which accord with the accounting records, comply with the accounting requirements of sections 394 and 395 of the Companies Act 2006 and with methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charitieshave not been met: or
- '(2) to which, in my opinion, attention should be drawn in order to enable proper understanding of the accounts to be reached.

T L Huxtable FCCA  
11 Stanhope Grove  
Beckenham  
Kent BR3 3JB



Date: 10/05/2024



[www.livingwell.life](http://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/Living_Well_Bromley)

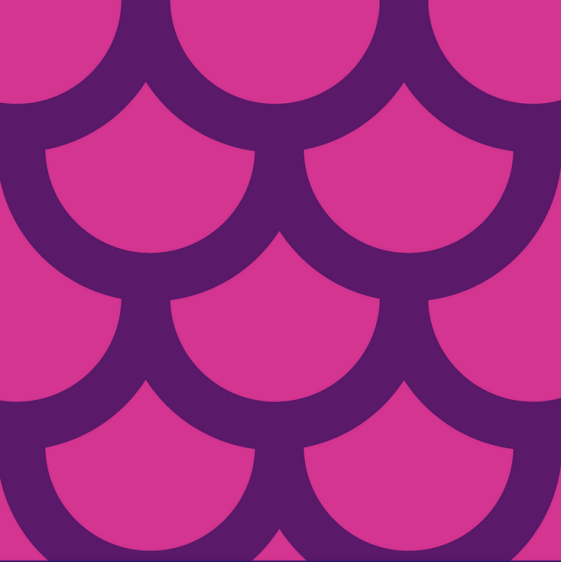
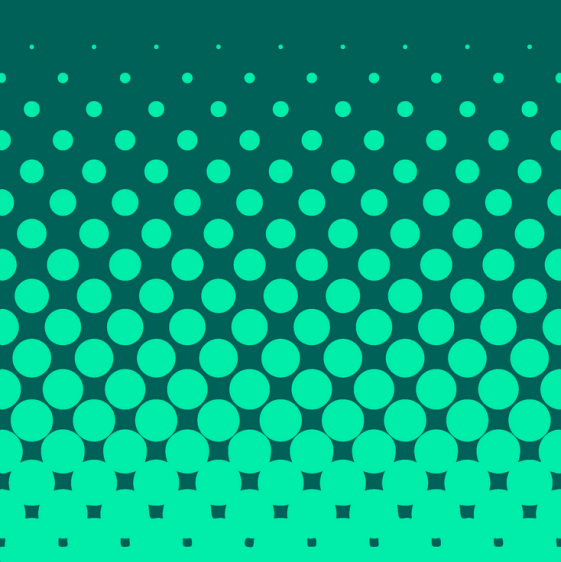
**LIVING WELL BROMLEY**

England & Wales - Charity number 1157385

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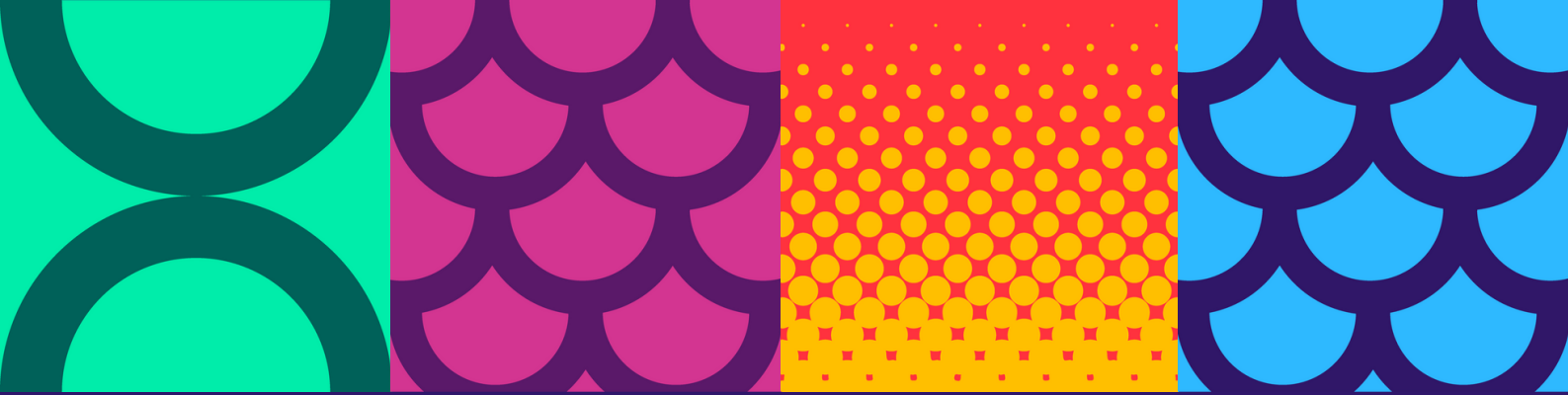
# Accounts

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# IMPACT REPORT 2023

Living Well Bromley  
Registered Charity Number: 1157385



# CONTENTS

1	About us
3	A message from our Chair
5	What we do
6	2023 in numbers
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13	Structure, Governance & Management
15	How you can help
16	Accounts for the year ending 31 March 2023

# 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 the support of an uplifting community to live life to the fullest. We work with our partners to 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 entire 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.





# A MESSAGE FROM OUR CHAIR OF TRUSTEES

2023 was a difficult year for our community and Living Well more than rose to the challenge!

The Cost-of-Living Crisis continued to bite, and to have an ever-greater impact on all of us. But our amazing community stepped up, yet again, and provided ever greater levels of support.

This Impact Report outlines the numbers, but it's the love and life, which flows between the pure numbers, that make Living Well such a special place.

I mentioned last year that during 2022 we sometimes spent as much as £1,000 a week buying food. In 2023 that increased dramatically, we have spent an average of £1,500 every week across the year. These figures alone give some sense of the growth in demand.

Volunteers, staff, and Trustees have also spent more time and given LW more energy to cope with the pressures. It remains a remarkable collective effort.

A huge highlight in 2023 was the opening of our new charity shop on Penge High Street. A tremendous team of volunteers, existing staff, and new staff, worked tirelessly to find and fit-out a shop unit, as well as develop all the necessary processes and procedures. The shop has quickly become a key part of LW and a key income stream. This has been vital at a time when grant funding has become more and more difficult to access.

Our wider community of supporters and donors also stepped-up magnificently. Donations, both food and money, increased yet again - from churches, schools, local businesses, City businesses, community groups, families and individuals. Pro bono professional support was particularly important this year, saving us many tens of thousands of pounds in fees.

Our Advocacy services are one of the most important elements of our work. Early in 2023 we started an application process to the Financial Conduct Authority to gain authorisation to be able to undertake regulated debt advice. This proved to be more challenging than we anticipated, and we paused the process. Where we can, we continue to give advice on unregulated debt.

We decided to undertake a review of the Advocacy service. This proved to be extremely beneficial, rethinking and challenging ourselves as well as learning lessons from similar organisations. We are still working on the recommendations which emerged from the review. The service has continued to grow, and to deliver amazing results for our guests. The prevalence and impacts of debt within our community also continues to grow, and we continue to consider how we can respond.

Our Christian ethos is a solid foundation for Living Well, yet it is also wonderful to welcome as Trustees, volunteers, staff, guests, and supporters – our whole community – people of many different faiths or none. Living Well continues to work in a positive partnership with Holy Trinity with St John's church. During 2023 there were plenty of challenges within that partnership, but we emerge into 2024 with positive signs of a new and exciting time ahead.

I am thrilled to be involved with a community where love and life flow, and real care and compassion are practically worked out for real people. Thank you all for your support in 2023, we move forward positively into 2024 in good shape, with lots of opportunities in front of us.



Andrew Cornish, Chair of Trustees



# 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



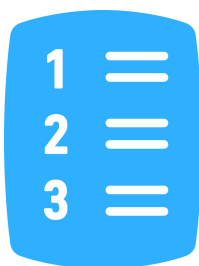
## CHOIR



## CLOTHES BANK



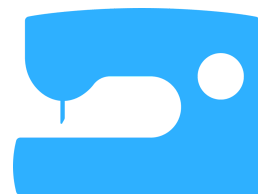
## GARDEN



## WORDS & NUMBERS



## PRAYER



## SEWING



## ART

# 2023 IN NUMBERS



**11,956**

**Hot meals served**  
25% higher than 2022



**11,919**

**Foodbank visits - adults**  
23% higher than 2022



**1098**

**Foodbank users - adults**  
33% higher than 2022



**6334**

**Foodbank visits - dependents**  
41% higher than 2022



**620**

**Foodbank users - dependents**  
47% higher than 2022



**20**

**Clothes bank sessions**



**1104**

**Home deliveries**

# 2023 IN NUMBERS



2182

Advice sessions



685

Counselling hours



39

Art cafe sessions



207

Free cafe hours



15,000

Volunteer hours



£61,015

Spent on food for foodbank  
190% increase from 2022



£10,628

Spent on food for hot meals

# 2023 OVERVIEW

The cost of living crisis continued throughout 2023, with energy bills and food prices remaining incredibly high. Many people simply couldn't afford to cope with this and as a result we saw a dramatic **increase in demand** for our services. **46%** more adults and **47%** more dependents used our foodbank than in 2022. We managed to keep all of our services running and meet this growing demand throughout the year.

Alongside the increase in demand we also saw a **decrease in donations** of food from supermarkets and individuals. This meant that we had to spend significantly more on **purchasing food** directly from suppliers and spent **190%** more than in 2022 buying food for the foodbank.

Due to a decrease in available suitable funding, we wanted to diversify our income streams and in June 2023 we opened our first **charity shop**. Our shop on Penge High Street has made a fantastic start with a plentiful supply of donations and lots of willing volunteers. We have received wonderful feedback from the local community on this new venture.

Our **Advocacy** team continued to work with guests on a one-to-one basis on debt, housing, homelessness and other issues. There was a significant increase in the number of cases they dealt with in 2023. The biggest challenge was the lack of housing available for rent, especially for the homeless but they continued to work hard to understand people's situations and improve their futures.

We held a number of **events** during the year including our annual plant sale in May, which raised £2,000. We held our popular volunteer thank you event in December and also held our first ever supporter thank you day.

We are grateful that we have managed to retain a large group of dedicated volunteers who kept our services running throughout the year.

# WHAT OUR GUESTS SAY

"You and Rebecca keep me sane, **just talking to you helps**"

"You helped with all my paperwork because of my dyslexia. I felt **isolated** and LW really helped"

I like the **community spirit**. It stops me being isolated and knowing other people are going through the same thing

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



"My children are always made as welcome as me. It is a **safe place** for them"

"Shirley provided **support and counselling** through the worst time. I was shutting down and not leaving my home even to take my son to school or look at people. [I can now] take my son to school...thanks to having someone like Shirley because I don't have anyone else I can talk to openly and honestly in a safe place."

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

"I have a future to look forward to now"

# 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.

# PARTNERS & SUPPORTERS

In 2023, despite the rising cost of living, we were overwhelmed by the support from our community.

We would like to thank the many local **schools** who supported us during Harvest and Christmas. Some also partnered with us throughout the year to collect food, volunteer at the foodbank and learn about us and the community through our assemblies.

We would like to thank the local **churches** who supported us throughout the year with substantial financial and food donations.

Generous **individuals** gave up their time to raise money for us in a variety of exciting ways, from running a marathon, to designing Christmas cards, carol singing, concerts and holding a sponsored silence. We are grateful for the support from everyone.

Ellie Reeves, our local MP continued to support us through 2023.

We also received grants and support from the following during 2023:

Veolia  
Julia & Rausing Trust  
NEU  
Blakemore Foundation  
Clifford Chance  
CMS  
SS&C  
Lockton  
Horner Family Trust  
Sheldon  
Russell & Bromley

Many **local businesses** supported us including Ewings Solicitors who kindly supported our Wills Week again this year.

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

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

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



# LEGAL & ADMINISTRATIVE INFORMATION

## TRUSTEES

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

Treasurer: Will Skinner

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

Registered Charity Number: 1157385

Independent Examiner: Tony Catherall

Email: [hello@livingwell.life](mailto: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 over 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:

Simon Godfrey (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)

Rebecca Day (Operations)

Rev Jessica Smith (Pastoral care)

Our Trustees are the people responsible under the governing document of Living Well Bromley for controlling management and administration. Trustees are appointed by the Board of Trustees in a process of open competition following public advertisement. The Trustees met five times during the year.

## **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 all team leaders and those working on a one-to-one basis with vulnerable adults
- 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.



## **Financial Review for 1st April 2022 – 31st March 2023**

See Appendix 1

# 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](http://www.livingwell.life)**

## KEEP IN TOUCH

Please go to **[www.livingwell.life](http://www.livingwell.life)** or find us on social media

# APPENDIX 1

## ACCOUNTS FOR YEAR ENDED 31 MARCH 2023

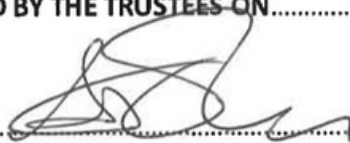
LIVING WELL BROMLEY Statement of Financial Activities for year ended 31 March 2023

31.03.22			31.03.23		
Total Funds		Note	General Fund	Restricted Funds	Total Funds
	<b>INCOME</b>				
£180850	Donations & Grants	1	£285460	£80649	£366109
£23394	Gift Aid		£41240		£41240
-	Other receipts				
<b>£204,244</b>			<b>£326700</b>	<b>£80649</b>	<b>£407349</b>
	<b>EXPENDITURE</b>				
£4570	Administration	2	£3914		£3914
£46479	Advocacy	3	£24528	£36236	£60764
£23494	Art Therapy	4	£395	£9333	£9728
£13730	Blend		£299		£299
£26438	Capital Costs	5	£333	£4700	£5033
£13553	Central Costs		£16464		£16464
£718	Comms	6	£467		£467
£24020	Counselling	7	£23078	£9300	£32378
£34784	Food Bank/ Community Meals	8	£74597		£74597
£3422	Health & Safety	9	£2459		£2459
£10158	IT	10	£1324		£1324
£44985	Staffing	11	£46480		£46480
£1733	Training	12	£1985		£1985
<b>£248084</b>			<b>£198323</b>	<b>£59569</b>	<b>£255892</b>
<b>-£43840</b>	<b>NET INCOME/ DEFICIT FOR YEAR</b>		<b>£130377</b>	<b>£21080</b>	<b>£151457</b>
<b>£201817</b>	<b>Balances b/f at start of year</b>		<b>£141884</b>	<b>£16093</b>	<b>£157977</b>
<b>£157977</b>	<b>Balances c/f at end of year</b>		<b>£272261</b>	<b>£37173</b>	<b>£309434</b>

LIVING WELL BROMLEY Balance Sheet for year ended 31 March 2023

	Note	31.03.22	31.03.23
<b>CURRENT ASSETS</b>			
Cash at Bank		£159048	£310204
Debtor		-	
		<b>£159048</b>	<b>£310204</b>
<b>LESS Current Liabilities - Creditors</b>	13	£1071	£770
<b>NET CURRENT ASSETS</b>		<b>£157977</b>	<b>£309434</b>
Represented by			
<b>FUNDS</b>			
General Fund		£141884	£272231
Restricted Funds:			
Advocacy - Salaries		£4012	£16812
Advocacy - Homeless		£3348	£2423
Art Therapy/Art Cafe		£4033	£0
Community Cafe		£4700	£0
Operations		£0	£6700
Counselling		£0	£11268
<b>TOTAL FUNDS</b>		<b>£157977</b>	<b>£309434</b>

APPROVED BY THE TRUSTEES ON.....

SIGNED.....  


Chair of the Trustees, Andrew Cornish

LIVING WELL BROMLEY Notes to Statement of Financial Activities

Note 1 Donations and Grants (£407349)		
	General	Restricted
The National Lottery Community Fund - Debt team		£9973
Bromley Well Innovation Fund - Art Cafe		£6530
Aviva Matched funding - Advocacy		£33558
Aviva Matched funding - Counselling		£20588
Raising Trust- Ops Manager		£10000
The list below is not exhaustive but does show the range of income received during the year		
PCHA	£2000	
Penge Food Hub	£1000	
Plant Sale	£1404	
Eltham College 2 events	£1921	
Maurice Fry Charitable Trust	£4000	
Yeo Valley	£1000	
Hayes Lane Baptist Church	£2668	
Horner Family Trust	£1000	
HSBC	£1860	
Beckenham Scouts	£10000	
Holy Trinity Church	£813	
Russell & Bromley	£10260	
Semperian	£750	
Penge Food Assembly	£1000	
UK Online Giving	£1000	
Voila	£500	
Love2Sing	£2874	
Sydenham Singers	£801	
Bromley NEU	£2000	
Beckenham Concert Band	£925	
Will's week	£950	
Regular, ad hoc donors, crowdfunding, Benevity, events and appeals	£277974	
<b>TOTAL FUNDS</b>	<b>£326700</b>	<b>£80649</b>
<b>TOTAL</b>	<b>£407349</b>	

## **2. Administration (£3914)**

This includes expenditure on telephones, photocopying, petty cash and miscellaneous office costs

## **3 Advocacy (£60764)**

This includes the salary for the Advocacy Team Leader and Advocacy Supervisor which are partly grant funded by Trust for London, National Lottery Community Fund, and Aviva matched funding

## **4. Art Therapy (£9728)**

This expenditure was largely met from the National Lottery Community Fund extension from 21/22 balance to July 2022 and the Bromley Well Innovation Fund for the Art Café.

## **5. Capital Costs (£5033)**

This expenditure was on the final construction of the Community Cafe and associated works in the main kitchen carried forward from 2021/22

## **6. Communications (£467)**

Thanks to significant pro bono support on rebranding the allocated budget for this area was significantly reduced

## **7. Counselling (£32378)**

This includes the salary of our Counsellor and was partly funded by Aviva matched funding

## **8. Foodbank/Community Meals (£74597)**

This fund includes part of the Operations staff salaries used to support these activities. Food quantities and costs have continued to rise significantly during the year

## **9. Health & Safety (£2459)**

Croner costs have been significantly reduced by entering a longer term agreement

## **10. IT (£1324)**

Expenditure has been reduced this year by using the National Lottery Community Fund to purchase new Advocacy IT

## **11. Staffing (£46480)**

This year some salaries or parts of salaries have been allocated to other funds to show real costs. Part of the Operations Manager's salary is supported by the Julia and Hans Rausing Trust.

## **12. Training (£1985)**

This is a fund started last year to separate out expenditure on training

## **13. Current Liabilities (£770)**

Staff pension payments for March 23

## Independent Examiner' Report

Report to the Trustees of Living Well Bromley on the accounts for the year ending 31<sup>st</sup> March 2023

The Charity's trustees are responsible for the preparation of the accounts . The Charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to

.examine the accounts under section 145 of the Charities Act

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To prepare accounts which accord with the accounting records and comply with accounting requirements of the Charities ACT have not been met ;or

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Signed



T J Catherall

77 Merlin Grove BR3 3H5

25<sup>th</sup> April 2023



[www.livingwell.life](http://www.livingwell.life)



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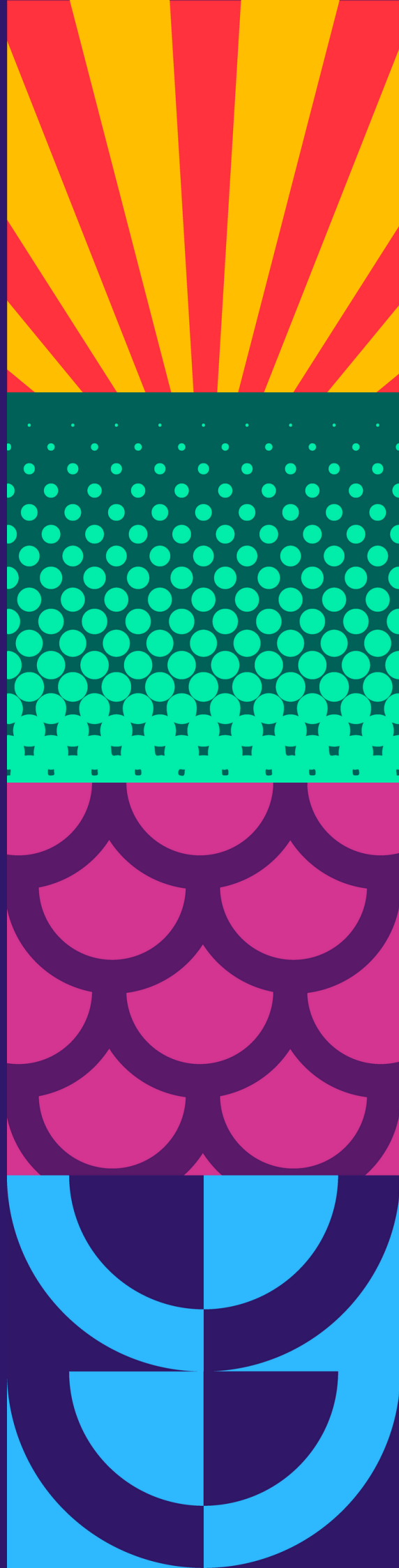
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[@LivingWellBromleyfoodbank](https://www.facebook.com/LivingWellBromleyfoodbank)



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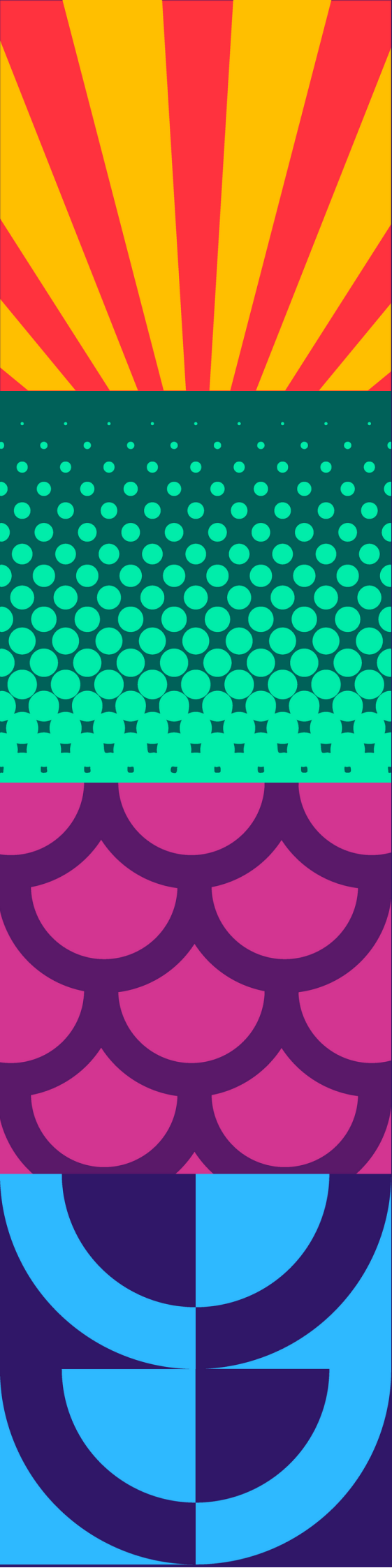
**LIVING WELL BROMLEY**

England & Wales - Charity number 1157385

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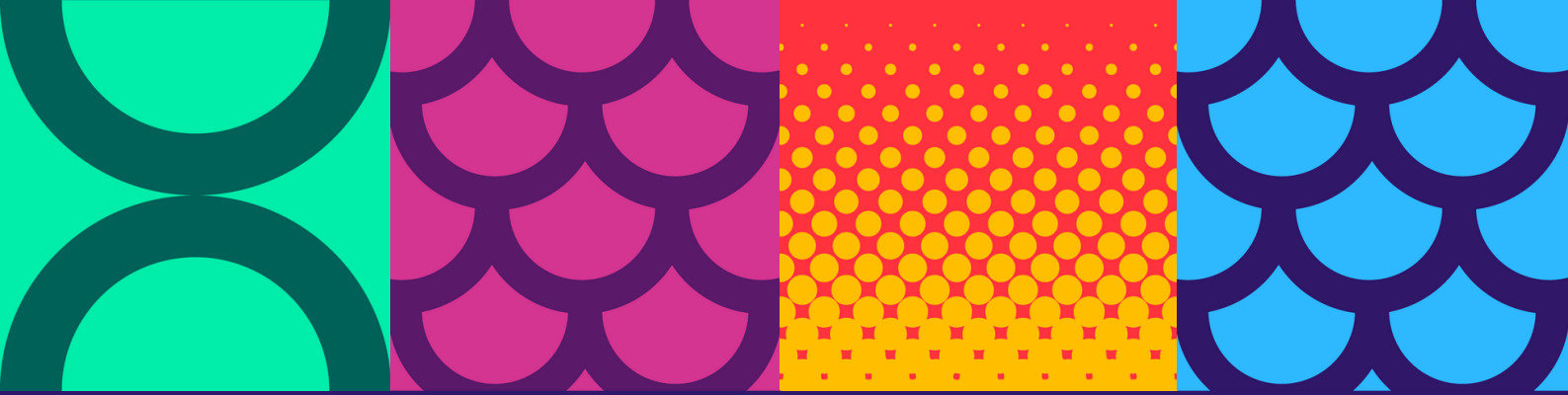
# Accounts

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# ANNUAL REPORT 2021/2022

Living Well Bromley  
Registered Charity Number: 1157385



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# 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 the support of an uplifting community to live life to the fullest. We work with our partners to 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 and mental health support, help with addictions and advice and support with benefits, debt and housing.

Living Well Bromley serves the entire 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 the whole person is at the heart of our vision and values.





# A MESSAGE FROM OUR CHAIR OF TRUSTEES

It is a huge privilege to be Chair of Trustees at Living Well. It has been a steep learning curve in the year since I took on the role from Nick, and I still have a long way to go.

One of the first things that struck me about LW is the amazing depth, resourcefulness, and faith of the community. That is faith in the spiritual sense, but also in the faith in each other and that LW is about building community as well as individual people – mind, body and spirit.

The resourcefulness has been very necessary, we have emerged from the pandemic but pretty much straight into a Cost of Living Crisis. The statistics you will see elsewhere in this report, are stark. But we have been able to rise to the challenge and provide food bags, advice, hot meals and all of our other services to hundreds more people.

The community of staff, volunteers, guests, Trustees, supporters and donors - has grown, stretched, and proved capable of the needed expansion.

As ever not everything has worked out smoothly – Advocacy needed more space and were kindly offered accommodation in St John's church, which just didn't work for guests. They have now moved to St Michael & All Angels, which is currently working well. Retaining our Advice Quality Standard accreditation, with many very positive comments from the AQS auditor, about our Advocacy service has been a positive highlight.

The hours and commitment from our volunteers remains extraordinary; as is the commitment/support in so many ways from our expanded community and social media followers – all marshalled and focused by our amazing staff team.

Our active social media presence led to some national and even international press coverage – which has continued to widen our impact.

The Cost of Living Crisis is hitting everyone and we thought 2022 would be tough with food donations dropping and further grant funding difficult to obtain. And so it has proved. However 2022 has also been the year when our community stepped up in a miraculous way to support us. Our two Cost of Living Crowdfunding campaigns raised around £72,000 – lots of which was matched by linked grants – totaling £126,000 – wow we weren't expecting that. But we need it – at one stage this year we were buying over £1,000 of food per week in order to keep the food bank stocked.

The number of people giving a regular monthly gift had also more than doubled to over £85,000 per year, which is invaluable as regular on-going gifts allow us to plan the future with much greater certainty.

The support from businesses – local and further afield, churches, schools, scout groups, and many other similar organisations, both in financial terms, and in pro-bono work (which has saved us tens of thousands of pounds!) has been extraordinary – we are very grateful. The look and feel of this report is just one example – the design, marketing and shortly web-site update couldn't have been achieved without this type of support.

So a massive thank you, as Nick said last year – you are all Hope Givers – you give hope to our guests, volunteers, staff, Trustees and our whole community.

We really appreciate our partnership with Holy Trinity & St John's church – we couldn't do what we do without you. The pastoral care you provide and the prayer support, is really foundational.

In fact it is the prayers from all our community, and all you people – giving your, time, talent and treasures – that make Living Well work.



Andrew Cornish, Chair of Trustees



# WHAT WE DO



## FOODBANK

3 times a week,  
open to everyone



## CAFE

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



## ADVICE

Advice on benefits,  
housing and  
homelessness

## AND SO MUCH MORE...!



## COUNSELLING



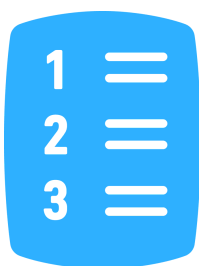
## CHOIR



## CLOTHES BANK



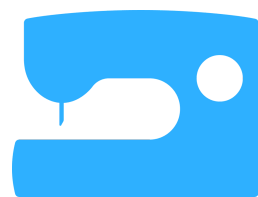
## GARDEN



## WORDS & NUMBERS



## PRAYER



## SEWING



## ART

# 2022 IN NUMBERS



9569

Hot meals served



9769

Foodbank visits - adults



794

Foodbank users - adults



4508

Foodbank visits - dependents



382

Foodbank users - dependents



24

Clothes bank sessions



1118

Home deliveries

# 2022 IN NUMBERS



**2178**

**Advice sessions**



**788**

**Counselling hours**



**33**

**Art cafe sessions**



**127**

**Free cafe hours**



**15000**

**Volunteer hours**



**£21k**

**Spent on food for foodbank**

# FOOD & SUPPORT THAT CHANGES LIVES

During 2022, we reviewed our vision, mission statement and branding. Trustees, staff, volunteers and guests were all involved in the process, and we are excited to introduce our focus for today, tomorrow and beyond. Our new look website will soon be launched too.



**Our vision:** food and fuller lives for all in our community

**Our mission:** ensuring people have food, guidance and the support of an uplifting community to live life to the fullest

# 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.



I am a single mum and recently moved to Penge. Because I am a single mum it is not easy for us. In the beginning I was looking for foodbanks around me and I found Living Well Bromley who has really helped me. Very nice people they helped me with food every week, helped me to save money and to help me get my house to normal. They also helped me... with furniture, they helped me furnish my house so my living room is all from them, so I don't know how to say thank you for everything they have done for me. So thank you a lot guys.



**Tatiana, foodbank guest, 2022**

See Tatiana tell her story [here](#)



## 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.

"It's a great joy for me to have a roof over my head. After many years of agony and depression. Thank you kindly.

**Advocacy guest, 2022**



## 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.

I was referred to you by my Family Support and Parenting practitioner, Bromley Children Project. Our meetings have helped me so much, It has given me a safe place to open up where there was no one else. Without your support, I don't know where I would be if I hadn't been referred to Living Well. I hope your service will continue to support as it is so needed and continues to be needed. Thank you for all your help.

**Counselling guest, 2022**

## 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.

“

For the amazing work you continue to do every day for those in our community who need some support and a safe, loving space.  
Thank you

”

**Crowdfunder donor, 2022**



# PARTNERS & SUPPORTERS

Even through these exceedingly tough times, we have been overwhelmed by the support from our local community, through their gifts of food, clothes, money, time and skills.

We launched a Cost of Living Crowdfunding Appeal in May 2022, which received match funding of £20,000 from the National Emergencies Trust. This raised over £53,200. In November we launched a further Cost of Living Emergency Appeal and were successful in obtaining match funding from Aviva Community Fund and funding from Aviva Cost of Living Boost. We received £33,500 in match funding and raised over £71,000 in total.

We also benefited from support from the following organisations/individuals who offered their expertise and time for free, the value of which would have totaled many thousands of pounds.

CMS (Legal)  
MMX Retail (Retail)  
Bailey Garner (Retail)  
Landor and Fitch (Branding)  
Ryan Thomson (Marketing)  
Katie Matthews (Communications)  
Ewings Solicitors (Wills week)

Ellie Reeves, our local MP, has continued to support us professionally as well as dropping off weekly food donations collected from her neighbours.

We want to thank everyone for their support and feel very fortunate for the huge increase from individual donations made online via our website, Local Giving and through our crowdfunding.



# LEGAL & ADMINISTRATIVE INFORMATION

## TRUSTEES

- Andrew Cornish (joined March 2022)
- Anthony Adams
- Will Skinner
- Noel Hanrahan
- Jo Gale
- Gary Byfield (resigned October 2022)
- Brandon Lundini
- Roger Wells
- Uma Datta
- Rev Jessica Smith
- Rob Short (joined March 2022)
- Alan Mason (joined September 2022)

Treasurer: Will Skinner

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

Registered Charity Number: 1157385

Independent Examiner: Tony Catherall

Email: [hello@livingwell.life](mailto: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 over 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:

Simon Godfrey (Advocacy)  
Fiona Barnes (Art café)  
Sue Thomson (BLEND Choir)  
Mary Morinan (Clothes Bank)  
Tamara Cooper (Community Café)  
Sue Smith (Community Garden)  
Jacqui Boardman (Community Lunch)  
Shirley Anthony (Counselling)  
Mary Elliot (Foodbank and Collections)  
Rebecca Day (Operations)  
Rev Jessica Smith (Pastoral care)

Our Trustees are the people responsible under the governing document of Living Well Bromley for controlling management and administration. Trustees are appointed by the Board of Trustees in a process of open competition following public advertisement. The Trustees met seven times during the year.

## **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 all team leaders and those working on a one-to-one basis with vulnerable adults
- 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.



## **Financial Review for 1st April 2021 – 31st March 2022**

See Appendix 1

# 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 £2 per person to provide a hot lunch every Friday, while our foodbank gives out over 1200 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 fortnightly clothes bank. Please remember to Gift Aid your donation if you are a UK tax payer. To donate please go to

**[www.livingwell.life](http://www.livingwell.life)**

## KEEP IN TOUCH

Please go to **[www.livingwell.life](http://www.livingwell.life)** or find us on social media

# **APPENDIX 1**

## **ACCOUNTS FOR YEAR ENDED 31 MARCH 2022**

### **LIVING WELL BROMLEY**

#### **ACCOUNTS FOR YEAR ENDED 31 MARCH 2022**

Holy Trinity Church, 66 Lennard Road, London, SE20 7LX  
Tel: 07864591607

Charity Number: 1157385

**LIVING WELL BROMLEY**  
**Statement of Financial Activities for year ended 31 March 2022**

31.03.21			31.03.22		
Total Funds		Note	General Fund	Restricted Funds	Total Funds
	<b>INCOME</b>				
£295865	Donations & Grants	1	£136036	£44814	£180850
£14003	Gift Aid		£23394		£23394
	- Other receipts				
<b>£309868</b>			<b>£159430</b>	<b>£44814</b>	<b>£204244</b>
	<b>EXPENDITURE</b>				
£11699	Administration	2	£4570		£4570
£29784	Advocacy	3	£28839	£17640	£46479
£22370	Art Therapy	4		£23494	£23494
£8274	Blend and Breeze (Music Therapy)		£13730		£13730
£19378	Capital Costs	5	£26438		£26438
£9521	Central Costs		£13553		£13553
	- Comms	6	£718		£718
	- Counselling	7	£24020		£24020
£8623	Covid Costs				
£3903	Food Bank/Community Meals	8	£30881	£3903	£34784
	- Health & Safety	9	£3422		£3422
	- IT	10	£10158		£10158
£52933	Staffing	11	£44985		£44985
£7671	Storage				
	- Training	12	£1733		£1733
<b>£172156</b>			<b>£203047</b>	<b>£45037</b>	<b>£248084</b>
<b>£137712</b>	<b>NET INCOME/DEFICIT FOR YEAR</b>		<b>-£43617</b>	<b>-£223</b>	<b>-£43840</b>
<b>£64105</b>	<b>Balances b/f at start of year</b>		<b>£174735</b>	<b>£27082</b>	<b>£201817</b>
<b>£201817</b>	<b>Balances c/f at end of year</b>		<b>£131118</b>	<b>£26859</b>	<b>£157977</b>

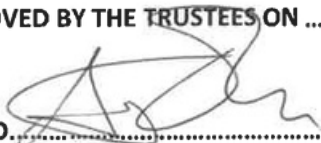
**LIVING WELL BROMLEY**  
**Balance Sheet for year ended 31 March 2022**

	Note	31.03.21	31.03.22
<b>CURRENT ASSETS</b>			
Cash at Bank		£188222	£159048
Debtor		£13595	-
		<b>£201817</b>	<b>£159048</b>
LESS Current Liabilities - Creditors	13	0	£1071
<b>NET CURRENT ASSETS</b>		<b>£201817</b>	<b>£157977</b>
Represented by			
<b>FUNDS</b>			
General Fund		£174735	£141884
Restricted Funds:			
Advocacy - ATL salary		£3312	£4012
Advocacy - Homeless		£5000	£3348
Art Therapy		£8454	£4033
Community Cafe		£0	£4700
Food Bank/Community Meals		£10316	£0
<b>TOTAL FUNDS</b>		<b>£201817</b>	<b>£157977</b>

APPROVED BY THE TRUSTEES ON .....

*30<sup>th</sup> June 2022*

SIGNED .....



**Chair of the Trustees, Andrew Cornish**

**LIVING WELL BROMLEY**  
**Notes to Statement of Financial Activities**

<b>Note 1 Donations and Grants (£180850)</b>		
	<b>General</b>	<b>Restricted</b>
<b>Trust for London (Advocacy)</b>		£20000
<b>National Lottery Community Fund (Art Therapy)</b>		£24814
<b>Sue Jerome</b>	£1000	
<b>Always Be Comedy</b>	£8450	
<b>In memory of Caspar Cook</b>	£2000	
<b>Anon Donor</b>	£30000	
<b>Chislehurst &amp; Sidcup School PA</b>	£1000	
<b>Arnold Clark</b>	£2500	
<b>Russell &amp; Bromley</b>	£11600	
<b>Comedy Show</b>	£1000	
<b>Penge Food Assembly</b>	£1000	
<b>5th Beckenham Scouts</b>	£2000	
<b>Croham Hurst Lodge</b>	£1221	
<b>Anon Donor</b>	£1000	
<b>Euromonitor</b>	£1000	
<b>UK Plumbing Supplies</b>	£1120	
<b>Regular, ad hoc donors, crowdfunding and appeals</b>	£73145	
<b>TOTAL FUNDS</b>	<b>£136036</b>	<b>£44814</b>

**2. Administration (£4570)**

This includes expenditure on telephones, photocopying, petty cash and miscellaneous office costs

**3 Advocacy (£46479)**

This includes the salary for the Advocacy Team Leader which is mainly met from grant funding from Trust for London

**4. Art Therapy (£23494)**

This expenditure was wholly met from the National Lottery Community Fund who have kindly agreed to extend this project to July 2022 to use unspent monies

**5. Capital Costs (£26438)**

This expenditure was on the delayed construction of the Community Cafe and associated works in the main kitchen. Further work on these facilities are planned for early 2022/23

**6. Communications (£718)**

This is a new fund started this year to cover a variety of smaller projects, printing and start of the rebranding exercise

**7. Counselling (£24020)**

This was moved from Advocacy to a stand alone fund and shows expenditure on counselling staff

**8. Foodbank/Community Meals (£34784)**

This fund now includes part of the Operations Manager's salary used to support these activities

**9. Health & Safety (£3422)**

This is a new fund started this year and includes payment to Croner for HR advice

**10. IT (£10158)**

This is a new fund started this year to separate out IT costs and includes payment for a website update which is progressing alongside the branding project

**11. Staffing (£44985)**

This year some salaries or parts of salaries have been allocated to other funds to show real costs. Part of these costs have been met from a grant from Trust for London

**12. Training (£1733)**

This is a new fund started this year to separate out expenditure on training

**13. Current Liabilities (£1071)**

Includes staff pension payments for March 22, safeguarding training and an Art Therapy visiting artist

## Independent Examiner' Report

Report to the Trustees of Living Well Bromley on the accounts for the year ending 31<sup>st</sup> March 2022

The Charity's trustees are responsible for the preparation of the accounts . The Charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to

examine the accounts under section 145 of the Charities Act

To follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act) and

To state whether particular matters have come to my attention.

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It also includes consideration of any unusual items or disclosures in the accounts ,and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit ,and consequently no opinion is given as to whether the accounts present a "true and fair" view and the report is limited to these matters set out in the statement below

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Signed



T J Catherall  
77 Merlin Grove BR3 3HS

10<sup>th</sup> May 2022



[www.livingwell.life](http://www.livingwell.life)



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



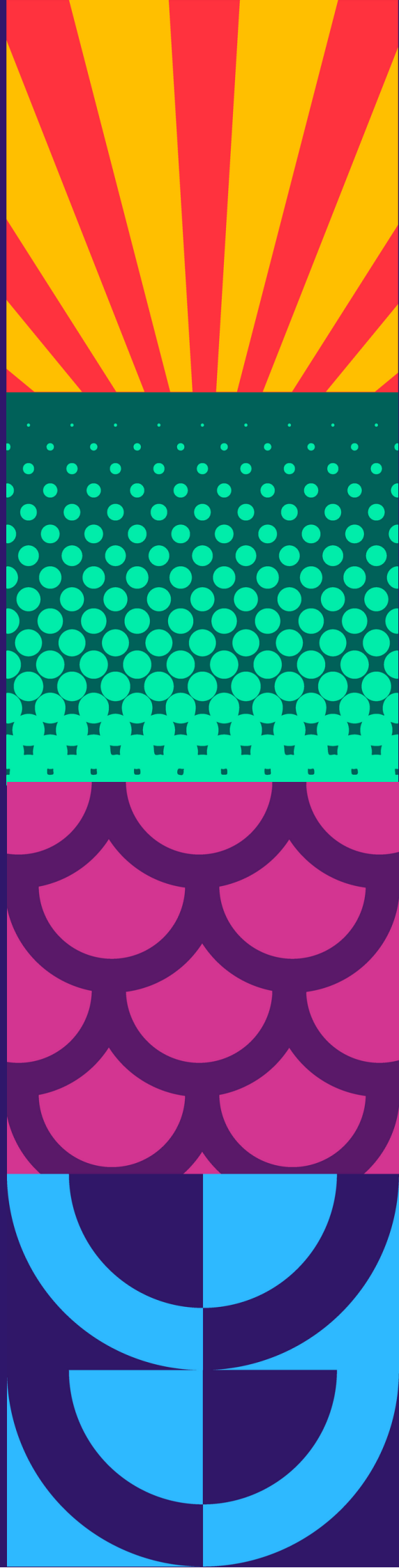
[@Livingwellbromley\\_](https://www.instagram.com/Livingwellbromley)



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



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



**LIVING WELL BROMLEY**

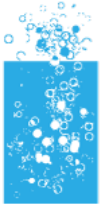
England & Wales - Charity number 1157385

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# Accounts

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# Living Well Bromley Annual Report 2020-2021



**Living Well**  
Bromley

Living Well Bromley  
Annual Report 2020-2021  
[www.livingwell.life](http://www.livingwell.life)

Registered Charity 1157385

## About Us

**Living Well Bromley** is a caring community that aims to be a place where people feel respected, valued, accepted and loved. Our objective is to provide a safe and welcoming environment for vulnerable men and women, working with partners to support people with different needs, including poverty, social isolation, homelessness and mental health issues including addictions.

Our services are free to use and include a foodbank, a clothes bank, a weekly community meal, a community café, a community choir, community garden, counselling and mental health support, help with addictions and providing advice and support with benefits and housing.

Living Well Bromley serves the entire community and works 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 the whole person is at the heart of our vision and values.

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## A message from the Chair

Nick Read

### Giving Hope

**“Living Well means so much to me. It’s a place of safety and hope”**

This is a statement from one of our guests and a sentiment that is expressed by many members of the Living Well Community (LWC) whether guests, volunteers, or staff.



When you face the daily grind of deprivation, along with the effects of social isolation you can so easily lose hope and feel nothing but despair. You tend to see no way out and you slip into depression, withdrawal, and mental illness. For many people they reach the point when they felt they haven’t anything left and choose to end their lives.

**“I wouldn’t have survived without Living Well”**

When you are fully engaged with a community like LW and steering your way through all the challenges that running such a diverse community presents, it is easy to lose sight of its unique approach as well as appreciate the difference it is having in people’s lives. So, it was encouraging to be able to sit down with a group of guests and get their take on the LWC. That’s why we are including snippets from our guests and volunteers throughout the annual report this year.

**“Unless you have dealt with the dehumanisation of dealing with other agencies you cannot fully appreciate the difference LW makes. At LW there are people who are prepared to treat you as a human being again. LW shines out in the darkness for people in my position. If it hadn’t been for the help from Robyn and Simon (Advocacy) and Shirley (Counselling) I wouldn’t be around.”**

This statement says so much about our whole-person approach which has been developed over the years where all the needs (emotional, physical, and spiritual) of an individual can be met under one roof in an integrated way. The effectiveness of any whole-person approach depends on how good the communication is across the organisation. Over the past year the board of trustees has worked hard at developing the overall vision of LW and has recruited new members to fill gaps in its skills base and has also co-opted guests to provide their unique take on the LWC. Rebecca and Simon, our two managers

have been doing a lot with the team leaders in ensuring the smooth running of the organisation. We have also set up the ABC group in which members of the Art Therapy, Blend Choir and Counselling teams share good practice and develop the therapeutic model.

As I look back over the past year, I am amazed by what has been achieved through all the hard work and commitment of the volunteers and staff. I know it hasn't been easy and for some it has been at great personal cost to keep going in the face of covid and all the uncertainty around the pandemic.

The thing that has kept many of our guests going and prevented them from falling over the edge are the relationships they have developed in the LW community. Yes, all the different services have been important, but the greatest gift we have given our guests is just being there - the warm welcome - the smiling face - that moment when they have been listened to, really listened to - when we have cried and laughed with them - celebrated the break throughs or just stayed with them in the struggle.

And you know, it's not all one way. We all learn a lot from one another. This is what one of the volunteers said:

**“I enjoy the fact that Living Well provides a space for people to talk freely and equally so that we all gain in our ability to see through experiences and eventually develop the ability to see positives in the way our experiences have shaped our lives. The continuity of seeing people regularly enables a trust to build and the ‘wholeness’ of concerns/ideas/feelings can be expressed with confidence.”**

What is very special about the Living Well Community is that there are times when an outsider would find it hard to distinguish between our guests and volunteers. In fact, many of our guests really want to give something back and soon get involved in a whole variety of ways.

**“I have a future to look forward to now, and I am thinking about finding work. I would also like to come back and volunteer at Living Well.”**

It is an enormous privilege to be part of such a dynamic and caring community and we all feel richer for being part of it. **It's a place where Hope is restored and enlarged.**

I do want to take this opportunity to thank everyone who makes the Living Well Community the unique place it is.

-to the staff, volunteers and trustees who give so much of their time and expertise.

-to our partners in the wider community, too many to mention by name, who support the work in so many ways.

-to all the individuals and organisations who support us financially.

**You may not realise it, but you are all hope givers.**

If this is the first time you have read about the Living Well Community, I would like to invite you to become a Hope Giver. You can read more about this at the end of the report.

Finally, I want to thank our guests who teach us so much about what is really important in life and what it means to be fully human. So, I am going to finish where I began with a quote from one of our guests:

**“Living Well means so much to me. It’s a place of safety and hope. There is a genuine feel that you don’t get anywhere else. Help, advice, acceptance, home, safety, security, light that I was looking for.”**

## Legal and Administrative Information

### Trustees

- Revd Canon Dr Nick Read (Chair)
- Anthony Adams
- Will Skinner
- Noel Hanrahan
- Jo Gale
- Revd Nigel Poole
- Gary Byfield
- Brandon Lundini
- Roger Wells
- Uma Datta – joined November 2021
- Rev Jessica Smith – joined November 2021

### Treasurer

Will Skinner

### Registered Office

66 Lennard Road  
Penge  
London  
SE20 7LX

**Registered Charity Number:** 1157385

### Independent Examiner

Tony Catherall

**Email:** [hello@livingwell.life](mailto:hello@livingwell.life)

**Telephone:** 020 87787258

**Website:** [www.livingwell.life](http://www.livingwell.life)

**Twitter:** @LWBromley

**Instagram:** Livingwellbromley

**Facebook:** Livingwellbromleyfoodbank

## Community after Covid

Like so many people we were delighted when social distancing measures were relaxed and we were able to open our community café, The Well, offering the opportunity for people to meet, have a hot drink, snack and socialise with others.

We started small with tables and chairs outside on fine days and then, with the support from a £2000 memorial donation and our crowdfunding campaign, we built and equipped our café servery in the hall of Holy Trinity Church. We can now be open in all weathers and are particularly popular on Saturday mornings when bacon and sausage sandwiches are on offer.

The Well gives us the chance to build and grow relationships, thereby identifying any further services that may be of benefit and helping to reduce the effects of social isolation.



We are very thankful to Innocent Smoothies Brand and Portfolio team for their pro bono support in designing our new logo for The Well Café and our display

banner outside Holy Trinity. We are looking forward to working with them again as we review our branding for the whole organisation.



We also held our first Plant Sale in April which gave us the opportunity to introduce the Living Well and local communities to the Community Garden at Holy Trinity Church. This is a beautiful, calm and spiritual space for all to enjoy, and is lovingly maintained by a handful of volunteers. The Plant sale was a fantastic success as everyone welcomed the opportunity to mix safely outside, buy colourful and unusual plants as well as enjoy homemade cakes and a cup of tea to the sound of our Musical Director, Kerst playing the piano. It also raised an amazing £1,066 so thank you to everyone who attended, donated plants, cakes and helped on the day. By popular demand, this is going to be an annual event!



During the past year we have continued to adapt our services to meet the changing demands of the covid pandemic. Despite these challenges the Living Well Community has continued to grow in number as well as in the services we provide.

Our community includes our staff, volunteers, guests, residents, businesses, and the church family of Holy Trinity with St John's Penge. We also have a close working relationship with our local police, councilors and MP supporting the vulnerable in our community.

We have many past and present guests who are actively volunteering their time at Living Well, working in our food bank, community café and advocacy services. Their motivation for this is to 'give back' something for the support they have received and for the feeling of belonging. Following a recent feedback session with some guests we asked the question "Why do you come to Living Well?"

**“Community spirit. Not being isolated and knowing other people are going through the same thing.”**

**“Feeling of worth when you are here. Makes you think about what is going on. Opened my eyes to what is going on and who needs support. No one is moralised and everyone is accepted. Before I came to Living Well, I was sent all over the place but found help at LW all under one roof. Everyone is kind and genuine and that is very rare and lots of people lose trust. Relieve stress and pressure off your shoulders. Someone is with you.”**

As we look to the future, we hope to continue to grow our community by expanding our café beyond food bank sessions for the benefit of local residents and users of the church facilities. We also hope to introduce art café sessions to showcase the benefits of art as a means of expression for those struggling with mental health difficulties or social isolation.

We are also proud that we have been able to move our take-away lunches to plastic free! Previously we were handing out over 100 plastic food boxes each week but now our food is served in biodegradable packaging and cutlery. We will continue to look at how we can improve our carbon footprint.



## Our Activities and what they mean to our guests

**Advocacy** – Our Advocacy services offer help and support with homelessness, housing, benefits and council tax disputes. Our advocacy service was accredited with the Advice Quality Standard in July 2020 at Advice Only level.

“I just wanted to say thank you so much. The respect I have for you is paramount. You've shown me more compassion in a few days than people who knew me for years and I appreciate your heart. The fact that you don't even do this for money is even more amazing. You are a good person and a very educated, wise person. None of what you said to me was waffle. I took all the information and it helped ignite the flame in my soul. I remember you told me that you feel like I'm not doing anything because I feel someone is telling me not to. Well they did. Through their words and actions. I've been beaten down physically and mentally but that light in me still remained and I came to you. I know now it's for a reason and it's made me better and more in tune with myself.... You checked up on me when it was cold and even helped build that warm place. You're not even related to me and have done more than my own family ever did for me or friends.”

**Art Therapy** – Our art therapists provide Art therapy sessions and Art for Wellbeing (held in Crystal Palace Park) during term time. We are hoping to expand this service by introducing an art café to raise awareness and visibility of this support.

“I found over Lockdown the art therapy through zoom meetings were invaluable to me and my mental health. I can't thank Sue and Fiona enough for this opportunity to engage with people and do my art as self-expression. It is so important for your mental wellbeing.”

**BLEND** – Blend meet every Thursday evening to sing, listen to music, and talk while enjoying refreshments from The Well café. The choir also share their joy every Friday, singing during our foodbank session as guests enjoy their community lunch.

“Has been a life saver for many during covid times. It has brought normality to people who otherwise would be isolated and gives pleasure to those that sing because other places are closed. It also brings joy and normality to those who stay around and listen. We've had time to support and talk to one another and the music has been uplifting. Blend as a group have been honoured to have a good leader in Kerst and people who have supported us. Blend have also put on performances for others.”

**Community Garden** – our garden is maintained by a few volunteers, providing a quiet, calm and spiritual place for all to use.

**Community Lunch** – we continue to provide a hot, takeaway meal every food bank. We serve up to 130 meals each week, offering a meat/fish and vegetarian option. Homemade cakes are donated by volunteers for pudding.

**Foodbank** - we have three food bank sessions each week: Tuesdays 3-4pm, Fridays 1-2.30pm and Saturdays 10.30am – 12pm. Our food bank sessions are supported by our food collection team who deliver surplus food from supermarkets, our donation sorting team and volunteers who keep the food bank stocked up during each session. We also provide home deliveries for those unable to get to Living Well

**“My husband had cancer, I got a lot of support, especially when he died. Wouldn’t have survived without LW. I then was diagnosed with cancer and during my Chemo LW provided food with home deliveries and emotional support from Tamara with regular phone calls. I look forward to coming here regularly and seeing people. I don’t get out much and Living Well would be the only place to go and see people.”**

**Listening Well** – our BCHP qualified counsellors offer face-to-face, online and telephone counselling support. Guests need to be referred by our approved partners or other Living Well services.

**“The level of genuine concern for my wellbeing that I have experienced is a rare and precious thing. As a resource I cannot praise it too highly and on a personal level, I don’t think it an exaggeration to call Shirley’s intervention quite literally lifesaving, something for I (and, no doubt, my loved ones also) will be forever grateful.”**

**Words and Numbers** – we help guests who struggle with numeracy, literacy or access to online application processes.

**“The support has been very good. I feel confident about my times table. I look forward to studying decimals and fractions and then moving on to tackle percentages. it’s very quiet in the church and I find it quite easy to concentrate.”**

## Partners and Supporters

Even through these exceedingly tough times, we have been overwhelmed by the support from our local community, whether by food, financial or personal time donated. Funds were provided by the following organisations:

- Arnold Clark
- Trust for London
- The National Lottery Community Fund
- Russell and Bromley

We were extremely fortunate to be supported by Russell and Bromley again this year, featuring as one of their four chosen charities in their 'Black Friday done differently' campaign, raising a significant amount to support our food bank services.

Our crowdfunding campaign "Community after Covid" was a huge success seeing over £10,000 donated, which was matched by an individual donor, so we totalled over £22,000!

One local business, Penge General Store, who support us with food donations, also introduced a 'round up' campaign in the weeks leading up to Christmas so customers were given the option to round up their purchases to the nearest pound, donating the extra to Living Well. It is so exciting to see innovative ways being used to help raise money for Living Well. We also had carol singing and a Santa Dash add to the donations during the festive period.

Ellie Reeves, our local MP, has continued to support us professionally as well as dropping off weekly food donations collected from her neighbours.

We want to thank everyone for their support and the huge increase we have seen from individual donations made online via our website, local giving and through our crowdfunding.

Aldi  
 Alexandra Infant School  
 Alexandra Junior School  
 Always Be Comedy  
 Anerley Methodist Church  
 Avenue Baptist Church  
 Beckenham Baptist Church  
 Beckenham Market  
 Beckenham Methodist Church  
 Beckenham Rotary Club  
 Beckenham United Reform Church  
 Breeze Beckenham

Ladybirds Nursey  
 Langley Park Primary School  
 Langley Park School for Girls  
 Liberata  
 Lidl  
 The National Lottery  
 Marks and Spencer  
 Mark Tittle Back Pain Clinic  
 Morgan Stanley  
 Nash College  
 Neighbourhood Church, Beckenham

Bromley Children Families Forum	Norbury Manor Business and Enterprise
Bromley Rotary Club	College
Cameo Event Hire	Penge Congregational Church
Change, Grow, Live	Pickhurst School
Christ Church Beckenham	Ralph Perrin Court
Churches Together in Hayes	Sainsburys
Churchfields School	Scotts Park Primary School
City Harvest	Sponge Kitchen
Clare House School	St Christopher's The Hall School
Crystal Palace Community Trust	St Davids West Wickham
Croham Hurst Lodge	St Edmunds, Beckenham
Cutting Remarks	St Georges Beckenham
Deep Water Baptist Church, Hayes	St Hugh's Community Association
Dulwich Village Infants School	St James Church
Eltham College	St Johns Church Eden Park
Fareshare	St Mary's Catholic Primary School
Fifth Scout Group	St Mary's Shortlands
Forgotten Feet podiatrists	St Mary's, Hayes
Good Food Stores Sydenham	St Michael's Catholic College
GoodGym	St Pauls, Beckenham
Goldsmiths Arms	St. Bartholomews Primary School
Harris Academy for Girls Bromley	St. Paul's Church, Brackley Road
Harris Academy	The Bromley Night Shelter
Primary Beckenham Green	The Co-operative Group
Holy Trinity Playgroup	Three Hounds Brewery
Holy Trinity Beckenham	Waitrose
Home Lettings	Woodbastwick Road Ladies Coffee
Innocent Drinks	Worsley Bridge Primary School
Jones Bros	
Kent House Coffee and Flowers	

## Structure, Governance and 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 that time, thousands of people from across Bromley and South East London have taken part in 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 200 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:

- Carolyn Tan (Podiatry)
- Fiona Barnes and Sue Rendell (Art Therapy)
- Chris Richardson (Community Kitchen)
- Sue Smith (Community Garden)
- Tamara Cooper (Community Café)
- Kerst Sikkema (Music and BLEND Choir)
- Mary Morinan (Clothes Bank)
- Mary Elliot (Foodbank and Collections)
- Kerst Sikkema (Pastoral care)
- Rebecca Day (Operations)
- Simon Godfrey (Advocacy)
- Shirley Anthony (Counselling)
- Anne Unseld (Words and Numbers)

Our Trustees are the people responsible under the governing document of Living Well Bromley for controlling management and administration. Trustees are appointed by the Board of Trustees in a process of open competition following public advertisement. The Trustees met seven times during the year.

### 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 all team leaders and those working on a one-to-one basis with vulnerable adults
- Induction and training for new and existing volunteers
- Training and compliance with GDPR regulations
- Food hygiene training and guidance for cooks and foodbank volunteers
- Safeguarding and equal opportunities policies
- Clear authorisation and approval levels.

## Financial Review for 1<sup>st</sup> April 2020 – 31<sup>st</sup> March 2021

See Appendix 1

### Financial Update from 1<sup>st</sup> April 2021

LWB entered the current financial year in a strong position carrying forward balances of more than £200,000 but with significant known core costs and unknown consolidation costs. Work on the kitchens and Community Cafe had been held up by the pandemic and, in some areas of Holy Trinity Church, Living Well had expanded its operations into spaces which were not going to be available on a long-term basis. The only expected grant funding was £20,000 for Advocacy from the Trust for London and £24,814 from the Lottery to support Art Therapy.

The pandemic, in different guises, has continued throughout the period and as expected demand for our services has continued to grow. Work on both the kitchen and phase 1 of the Community Cafe have been completed except for some smaller self-contained improvements. However, we have been working with significant unknowns about our income and expenditure for the current financial year and also for our Business Plans beyond 1 April 2022.

Trustees have looked again at our dependence on grant funding and set a policy to move, as far as possible, towards becoming more financially self-dependent in the coming years. This is likely to affect both our income sources and actual expenditure in future years.

The generosity of donors is covered in more detail elsewhere in the Annual Report but a huge thank you to everybody who has donated since 1 April 2021. We did not receive the Christmas crowdfunding income until January 2022 so there is around £10,000 plus gift aid of more than £2,200 still to add to the following figures: Grants £47,300 Major donors £51,500 (This does include the matched funding for crowdfunding) Regular donors £19,040 Ad hoc donations £27,300 Gift Aid £14,360 - thanks to all those completing gift aid forms. We end the calendar year still in a pandemic but moving towards a new normal way of living our lives. We are also in a robust financial position and are now making plans for how best to meet our future financial needs.

## 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 £2 per person to provide a hot lunch every Friday, while our foodbank gives out over 700 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, – and 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](mailto:hello@livingwell.life) or call 020 87787258.

If you take the number of volunteer hours and calculate their monetary value based on the London Living Wage the volunteers alone contribute over £86,000 a year.

### 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 fortnightly clothes bank. Please remember to Gift Aid your donation if you are a UK tax payer. To donate please go to [www.livingwell.life](http://www.livingwell.life)

### Become an ambassador for Living Well

Tell people in your neighborhood, workplace, or school (secondary) about the great things Living Well does and encourage them to get involved. Contact the Living Well office if you would like to know about becoming an ambassador.

### Become a champion for Living Well

We have been really encouraged by the support we receive from local primary schools. We are looking at ways of strengthening these links by encouraging

children and their teachers to become Living Well Champions. If you would like to know more contact the Living Well office.

### **Keep in touch**

Please go to our website or find us on Instagram, Facebook or Twitter at Living Well Bromley.



## Appendix 1 – Accounts for year ended 31 March 2021

### **LIVING WELL BROMLEY** **Notes to the Accounts for the year ended 31 March 2021**

#### **General**

These Accounts relate to Living Well Bromley (Charity No. 1157385)

#### **Accounting Policies**

The Accounts comply with the Statement of Recommended Practice (SORP) on Accounting and Reporting applicable to Charities, issued by the Charity Commission, and providing guidance on how to apply the Financial Reporting Standard (FRS 102).

The Accounts comprise of :

- A Statement of Financial Activities for the year that shows all income to the Charity and all expenditure incurred;
- A Balance Sheet that shows the assets, liabilities and funds of the Charity; and
- These Notes which expand upon the accounting statements referred to above and an analysis of general and restricted funds.

Funds are restricted to specific purposes when donors request that they be applied to these purposes.

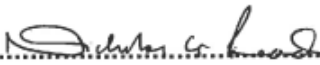
Further information on the general financial position is contained within the Annual Report which should be read in conjunction with the Accounts.

The analysis of the 2019/20 expenditure has been re-stated in order to provide a meaningful comparison with changed headings for 2020/21 but the total figures remain the same.

**LIVING WELL BROMLEY**  
**Balance Sheet as at 31 March 2021**

	Note	31.03.20. £	31.03.21. £
<b>CURRENT ASSETS</b>			
Cash at Bank		64,685	188,222
Debtor	14	3,500	13,595
		<b>68,185</b>	<b>201,817</b>
<b>LESS</b> Current Liabilities - Creditors		4,080	-
<b>NET CURRENT ASSETS</b>		<b>64,105</b>	<b>201,817</b>
Represented by :			
<b>FUNDS</b>			
General Fund		53,713	174,735
Restricted Funds:			
Advocacy		-	3,312
Art Therapy		5,208	8,454
Music Therapy		1,868	-
Food Bank/Community Meals		3,316	10,316
Homeless		-	5,000
<b>TOTAL FUNDS</b>		<b>64,105</b>	<b>201,817</b>

APPROVED BY THE TRUSTEES ON ..... 10<sup>th</sup> June 20 .....

SIGNED .....  .....

**Chair of the Trustees**  
**Rev'd Canon Dr Nick Read**

**LIVING WELL BROMLEY**  
**Statement of Financial Activities for year ended 31 March 2021**

31.03.20.			31.03.21.		
Total Funds £		Note	General Fund £	Restricted Funds £	Total Funds £
	<b>INCOME</b>				
81,237	Donations and Grants	1	126,943	168,922	295,865
3,500	Gift Aid		14,003	-	14,003
6,000	Other Receipts		-	-	-
<b>90,737</b>			<b>140,946</b>	<b>168,922</b>	<b>309,868</b>
	<b>EXPENDITURE</b>				
22,083	Staffing	2	-	52,933	52,933
18,162	Art Therapy	3	-	22,370	22,370
940	Advocacy & Counselling	4	(4,848)	34,632	29,784
4,242	Music Therapy	5	478	7,796	8,274
9,449	Food Bank/Community Meals	6	-	3,903	3,903
-	Covid-19 Costs	7	-	6,623	6,623
324	Cooking & Washing Equipment	8	4,050	6,335	10,385
1,762	Other Equipment	9	1,543	7,450	8,993
-	Adaptations & Storage	10	1,831	5,840	7,671
4,127	Administration	11	8,019	3,680	11,699
3,388	Central Costs : Hire of Rooms	12	5,331	-	5,331
1,148	Insurance		1,585	-	1,585
3,962	Other	13	1,935	670	2,605
<b>69,587</b>			<b>19,924</b>	<b>152,232</b>	<b>172,156</b>
<b>21,150</b>	<b>NET INCOME FOR THE YEAR</b>		<b>121,022</b>	<b>16,690</b>	<b>137,712</b>
<b>42,955</b>	<b>BALANCES b/fwd at start of year</b>		<b>53,713</b>	<b>10,392</b>	<b>64,105</b>
<b>64,105</b>	<b>BALANCES c/fwd at end of year</b>		<b>174,735</b>	<b>27,082</b>	<b>201,817</b>

## NOTES TO THE STATEMENT OF FINANCIAL ACTIVITIES

### 1. Donations and Grants (£295,865)

	General	Restricted
	£	£
National Lottery Coronavirus Community Support Fund		48,124*
London Community Foundation		35,454*
Trust for London (Advocacy)		30,000
National Lottery Community Fund (Art Therapy)		25,616
Ad hoc donations	116,778	11,218
Community Links Bromley (Adaptations)		5,000
Charity Aid Foundation (Covid-19)		4,000
City of London Community Response Fund		5,000*
Various Local Churches	2,165	-
Maurice Fry Charitable Trust	4,000	
Russell & Bromley Ltd	2,000	
Rotary Club Beckenham (Food Bank)		2,760
St John's Primary School (Food Bank)		1,000
Bupa Foundation	1,000	
Duckfoot Ltd	500	
Foreign Credits (Breeze)		750
Greggs Foundation	500	
	<b>126,943</b>	<b>168,922</b>

\* These grants/donations were time-limited and therefore fully applied in the financial year 2020/2021.

## **2. Staffing (£52,933)**

The staffing costs were fully met from grant income. As some new appointments were made in the second half of the financial year, there will be a full year cost in 2021/22 (around £70,000). The current staff complement is as follows :

Project Coordinator (full time)  
Service Development Manager (part time)  
Advocacy Team Leader (part time)  
Administrator (part time)

No payments have been made to Trustees or Volunteers for their services.

## **3. Art Therapy (£22,370)**

This expenditure was wholly met from the National Lottery Community Fund.

## **4. Advocacy & Counselling (£29,784)**

This expenditure included counselling (£7,895), Advice Pro and Recognising Excellence (£13,650), supervision & training (£7,007), and other costs (£1,232). These costs have been fully met from grants and donations. There was a shortfall of £4,848 in 2019/20 (due to a delay in receiving grant for that year) and this was temporarily met from the general fund. This sum has now been reimbursed to the general fund.

## **5. Music Therapy (£8,274)**

This expenditure related to the Blend Choir and Breeze sessions.

## **6. Food Bank/Community Meals (£3,903)**

This expenditure related to food costs but it should be noted that the majority of food bank items are donated in kind, thus avoiding the need to make purchases.

## **7. Covid-19 Costs (£6,623)**

These costs included PPE, masks, sanitisers, boxes and containers, etc. The expenditure has been fully met by the Charity Aid Foundation and other funding bodies.

## **8. Cooking & Washing Equipment (£10,385)**

Items purchased included a cooker, water heaters, dishwasher and fridge - £6,335 has been met from funding.

## **9. Other Equipment (£8,993)**

The main purchases were laptops and a PC for staff, a marquee for food bank collections, and tables and chairs for use in the future - £7,450 has been met from funding.

**10. Adaptations & Storage (£7,671)**

This expenditure was mainly fencing and ground work relating to the additional food bank storage - £5,840 has been met from funding.

**11. Administration (£11,699)**

This expenditure included the assistance provided by people other than staff (£7,912), telephone (£248), photocopying (£477), and miscellaneous office costs (£3,062).

**12. Hire of Rooms (£5,331)**

These payments were made to Holy Trinity Church Beckenham as contributions towards their gas and electricity costs, in recognition of the regular use of their accommodation.

**13. Other Costs (£2,605)**

Other costs included hardship fund payments (£1,225), community garden (£668, being mainly the fountain installed in memory of Jean Marzetti and met from donations), training (£410), DBS checks (£290), and miscellaneous items (£12).

**Note to the Balance Sheet****14. Debtor (£13,595)**

This relates to the claim for Gift Aid which was submitted to HM Revenue & Customs after the year end.