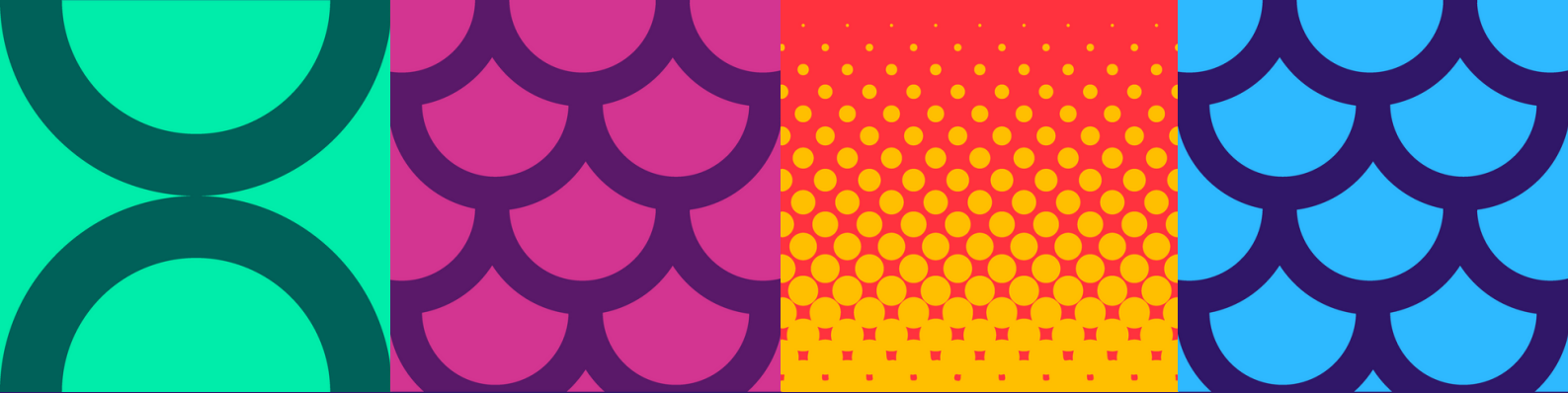




IMPACT REPORT

2023

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, 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



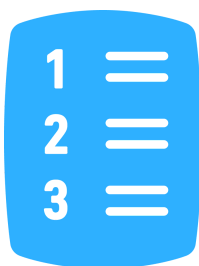
CHOIR



CLOTHES BANK



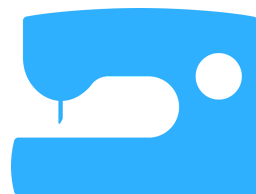
GARDEN



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

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.



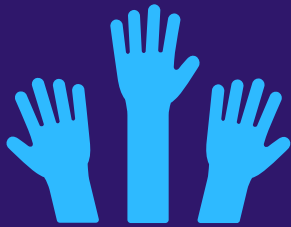
Financial Review for 1st April 2022 – 31st March 2023

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**

KEEP IN TOUCH

Please go to **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
	INCOME				
£180850	Donations & Grants	1	£285460	£80649	£366109
£23394	Gift Aid		£41240		£41240
-	Other receipts				
£204,244			£326700	£80649	£407349
	EXPENDITURE				
£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
£248084			£198323	£59569	£255892
-£43840	NET INCOME/ DEFICIT FOR YEAR		£130377	£21080	£151457
£201817	Balances b/f at start of year		£141884	£16093	£157977
£157977	Balances c/f at end of year		£272261	£37173	£309434

LIVING WELL BROMLEY Balance Sheet for year ended 31 March 2023

	Note	31.03.22	31.03.23
CURRENT ASSETS			
Cash at Bank		£159048	£310204
Debtor		-	
		£159048	£310204
LESS Current Liabilities - Creditors	13	£1071	£770
NET CURRENT ASSETS		£157977	£309434
Represented by			
FUNDS			
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
TOTAL FUNDS		£157977	£309434

APPROVED BY THE TRUSTEES ON.....

SIGNED.....

Chair of the Trustees, Andrew Cornish

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
Rausing 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	
Voolla	£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	
TOTAL FUNDS	£326700	£80649
TOTAL	£407349	

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 31st 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

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 J Catherall

77 Merlin Grove BR3 3HS

25th April 2023



www.livingwell.life



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



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



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

