



ANNUAL REPORT

2023 - 2024

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 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

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.

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
- 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

Independent Examiner: T Huxtable FCCA

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:

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:

Aida Shoush, Advice Manager
Kate Lott, Fundraising & Comms 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 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
	INCOME				
£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
£407,349			£372216	£48820	£421036
	EXPENDITURE				
£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
£255892			£290184	£84500	£374684
£151457	NET INCOME/DEFICIT FOR YEAR		£82032	-£35680	£46352
£157977	Balances b/f at start of year		£272231	£37203	£309434
£309434	Balances c/f at end of year		£354263	£1523	£355786

Balance Sheet for year ended 31 March 2024

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

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	
Other total	£121242	
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	
Donations total	£250974	
TOTAL FUNDS	£372216	£48820

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
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Kent BR3 3JB



Date: 10/05/2024



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