



BROMLEY THIRD SECTOR ENTERPRISE PRESENTS

Partnership for People

Impact Report for Bromley Well Services 2021-22

Bromley Third Sector Enterprise (BTSE) is a charity working to improve the health and wellbeing of residents in the London Borough of Bromley and surrounding areas of south east England.

We manage Bromley Well, an early intervention contract funded by the London Borough of Bromley and the NHS South East London Clinical Commissioning Group.

Bromley Well is a partnership between four large, local charities and a number of smaller charities, aimed at helping residents improve their health, wellbeing and independence. We provide a single point of access – a contact centre where people can call or email us and be referred to the relevant service run by our charity partners.

Our close partnership with these charities brings together over 279 years' combined experience in helping people within Bromley.



279 years' combined experience among our partner charities

1

CONTRACT

BTSE manages all services under a single agreement

4

CHARITIES

Services are delivered in partnership with four large, local charities

67

ASSOCIATE MEMBERS

We work with 67 Associate Member charities

29,000

RESIDENTS

Bromley Well has supported 29,000 since 2017, around 11% of the adult population

“ BTSE is one of the most successful examples of partnership working that I've been involved in. There is a real respect for the expertise that each charity brings to the table, and by working together we are able to address the spectrum of people's needs in a more holistic, joined-up way. ”

BEN TAYLOR, CEO, BROMLEY LEWISHAM AND GREENWICH MIND

“ BTSE is vital in the effective delivery of proactive care to our most vulnerable and frail residents; helping to prevent any crises, supporting them to live fulfilling and independent lives and maintaining their health and wellbeing. ”

DR ANDREW PARSON, BROMLEY GP AND CLINICAL LEAD, ONE BROMLEY, NHS SOUTH EAST LONDON CLINICAL COMMISSIONING GROUP

“ We’re proud to have been a key partner in BTSE since 2017. Working closely with other organisations, both strategically and on the frontline, has put us in a better position to help our clients, extend our outreach and lead on improved outcomes. ”

EDDIE LYNCH MBE, CEO AT BROMLEY MENCAP

“ Bromley Third Sector Enterprise is a valued partner in One Bromley, our local place-based care partnership. Their role, working with health and social care services, is crucial to improving care for Bromley people. ”

DR ANGELA BHAN, PLACE BASED EXECUTIVE DIRECTOR, ONE BROMLEY, NHS SOUTH EAST LONDON CLINICAL COMMISSIONING GROUP

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INTRODUCTION

2021-22 has been a challenging but rewarding year for Bromley Third Sector Enterprise and our operational partners in delivering the Bromley Well contract.

Bromley Well continued to deliver high quality and consistent results, despite the challenges and restrictions of the COVID-19 pandemic for much of the year. The Omicron variant particularly impacted in January and February and was felt by staff and volunteers across all our services.

Nonetheless, we have continued to deliver for the people of Bromley, **supporting 1 in 11 residents** through our advice and support services and ensuring that **£1.8m of benefits** were rightfully claimed.

We could not have achieved this without the close partnership between our operational partners, Bromley Well staff and some 400 volunteers. We give them our heartfelt thanks.

During the year, we increased our use of technology to deliver services and raise the profile of both BTSE and Bromley Well. Working closely with One Bromley, the umbrella body for health and care in the

borough, we kept residents informed about COVID-19 vaccinations and provided support through winter with our own 'self-care week'.

We continued to work closely with the London Borough of Bromley, the South East London Clinical Commissioning Group, primary care and the wider voluntary sector to ensure Bromley Well was able to meet needs. These strong relationships and partnerships are key to the future success of our work.

Our first CEO, Toni Walsh, retired during the year and David Walker was appointed as her successor. A whole-team effort, supported by CAB's national bid writers, led to BTSE successfully re-tendering for the Bromley Well contract for a further five years from October 2022.

We have strengthened governance with new trustees and structures and begun to strengthen reporting and data to better demonstrate the impact of Bromley Well on those it serves and supports.

We want to build on these strengths and work towards generating new revenue for BTSE by sharing our expertise. We have created a unique and effective one-stop wellbeing service which we believe has much to offer those in other areas.

We look forward to the future with confidence.



COLIN ALLIES
CHAIR OF TRUSTEES



DAVID WALKER
CEO

HOW BROMLEY WELL MAKES AN IMPACT THE 2021-22 YEAR IN NUMBERS

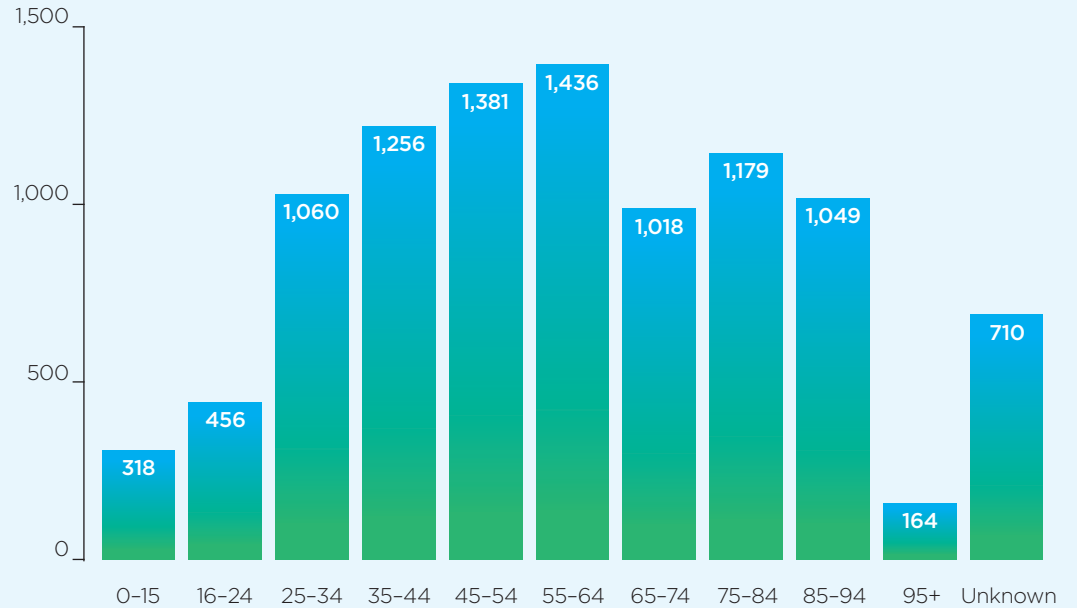
15,995 REFERRALS
10,073 of these via the Bromley Well call centre (SPA)

37% men

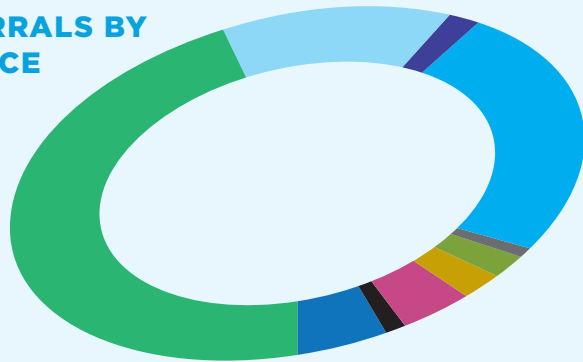
63% women

REFERRALS BY AGE GROUP (IN YEARS)

of referrals



REFERRALS BY SERVICE



- Contact centre (SPA - support via one off call) **46%**
- Information, legal advice and guidance **13%**
- Long term health conditions **2%**
- Elderly frail support, including information and advice **24%**
- Employment and education **1%**
- People with learning disabilities **2%**
- People with physical disabilities **2%**
- Carers (over 18) **4%**
- Young carers **1%**
- Mental health and wellbeing **5%**

9,987 CLIENTS SUPPORTED

Of which, 7,421 (74%) were new clients. Some people are referred to us more than once.

£1.8M IN BENEFITS CLAIMED

Our work enabled residents to claim £1.8m of benefits to which they were entitled but had not otherwise been able to access.

Of which, **over £665,000** was for Personal Independence Payments (PIP), Employment and Support Allowance (ESA), and Attendance Allowance (AA).

IMPACT SINCE BROMLEY WELL CONTRACT BEGAN IN OCTOBER 2017

29,084 clients helped

2 average number of issues each person received help with

11% proportion of the adult population in Bromley we've helped

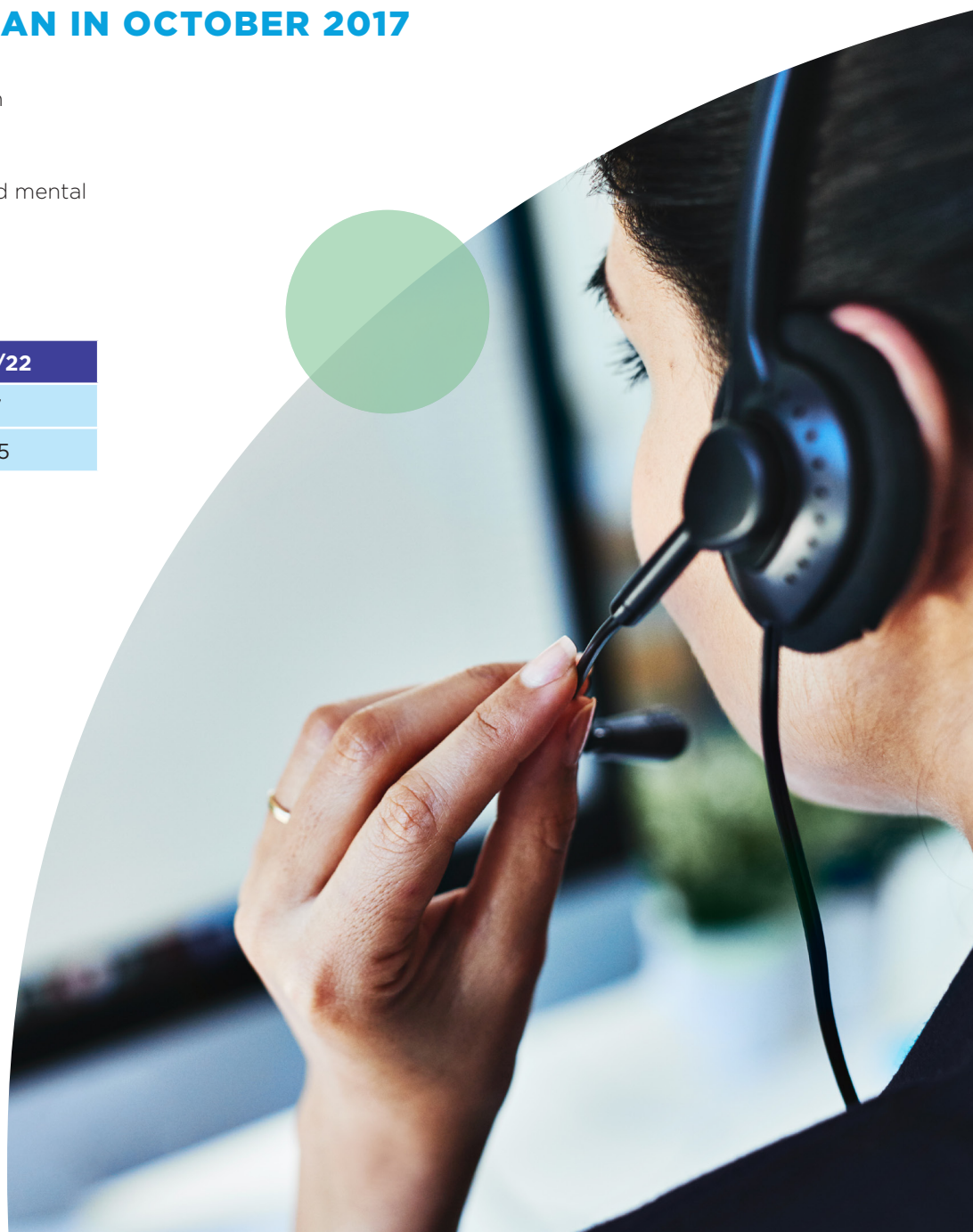
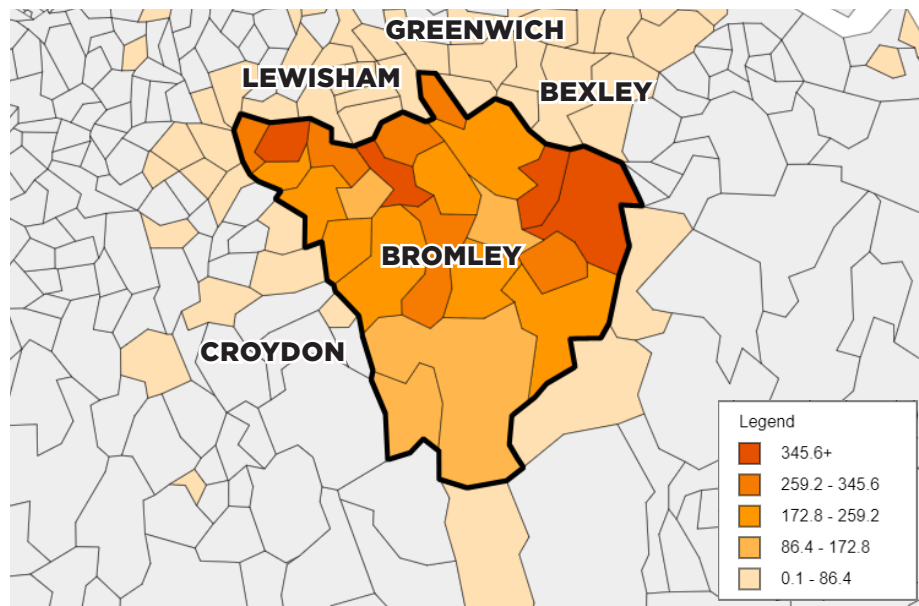
4,972 people have received mental health support

NO OF CLIENTS AND REFERRALS SINCE 2017

Year	*2017/18	2018/19	2019/20	2020/21	2021/22
Clients	3,601	8,820	9,902	8,484	9,987
Referrals	5,552	15,593	16,784	13,932	15,995

*From October 2017 to end March 2018

WHERE OUR REFERRALS COME FROM



WHAT WE DO – OUR SERVICES

Bromley Well helps adults living in Bromley to maintain and improve their health, wellbeing and independence.

Jointly funded by the London Borough of Bromley and the NHS South East London Clinical Commissioning Group, Bromley Well is delivered through four large charities operating in the borough:

- Age UK Bromley and Greenwich
- Bromley Mencap
- Bromley Lewisham and Greenwich Mind
- Citizens Advice Bromley

We also have support from a growing number of other charities, known as Associate Members.

OUR AIM

The Bromley Well service aims to reduce, prevent and delay people from needing statutory services such as intensive healthcare or social care for as long as possible. The preventative services offered through Bromley Well help people to avoid experiencing crisis in their lives.

OUR SERVICES

Through our charity partners, we provide support for:

- Information, legal advice and guidance
- Adults with long-term health conditions
- Elderly and frail people
- Finding work, training and volunteering for people with learning disabilities, physical disabilities or long-term health conditions

- Adults with learning disabilities
- Adults with physical disabilities
- Carers – including young carers aged 4 and up
- Mental health services

HOW WE WORK

We provide a single point of access via our contact centre for adults to get the support they need. People can contact us via our freephone number or email address, where they will reach our team of highly skilled staff and volunteers.

After an initial assessment, they are then referred either to the relevant Bromley Well service delivered by our

partners or to other external services and support.

Health and care professionals can also refer residents directly to us or through their own systems.

OUR VOLUNTEERS

We could not operate Bromley Well successfully without our volunteers, so our heartfelt thanks goes out to them.

400+ Frontline volunteers **8** No of BTSE Trustees

22,500+ Hours of volunteering during 2021-22



HOW WE ARE FUNDED

BTSE receives income predominantly for the Bromley Well contract, which is funded by the Primary and Secondary Intervention Services (PSIS) Contract (of which the London Borough of Bromley is the lead commissioner) and the NHS South East London Clinical Commissioning Group.

We also receive a small amount of external funding, largely from Carers Trust grants to support individual carers.

2021-22

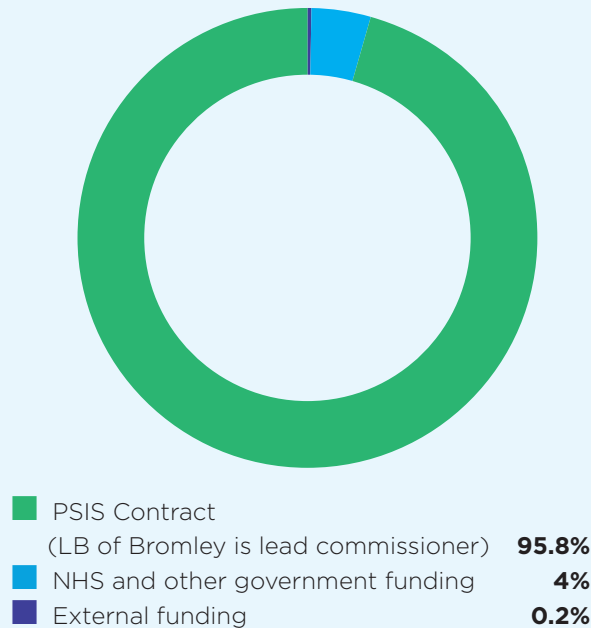
£2.4m total income

£2.373m total expenditure

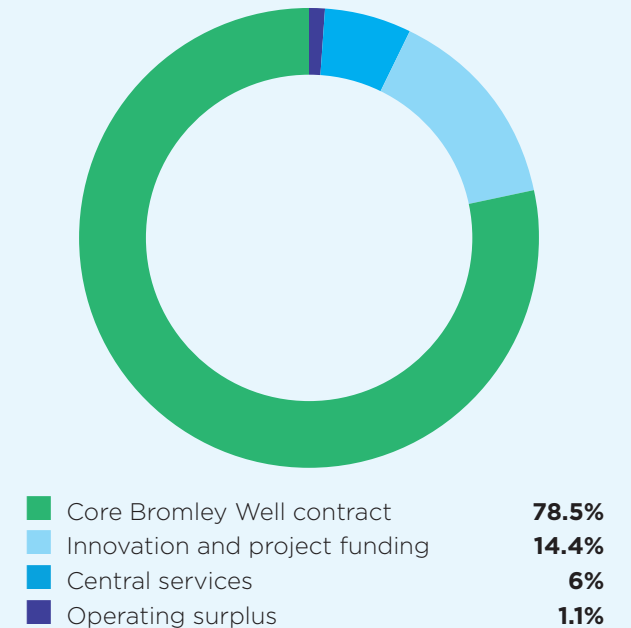
£26,200 net income

SUMMARY

INCOME



EXPENDITURE



Bromley Well aims to deliver the best value for the people of Bromley from the funds we receive.

We are pleased that only 6% of our funding is spent on central BTSE partnership costs, which include contract management, data and IT systems, marketing and financial management.

This means over 94% of our income is spent on services delivered by our operational partners.

OUR IMPACT IN DETAIL FOR 2021-22

Our mission is to help keep the people of Bromley... Well.

We want to improve their quality of life and enable them to get the practical and financial support they need to stay in their jobs, support their loved ones and stay in their own homes for as long as possible.

There are many other ways we make a big difference to people's lives. Here's a closer look at how we've been doing that.

SINGLE POINT OF ACCESS (SPA) CONTACT CENTRE

The SPA is our main point of access to all Bromley Well Services.

Providing information and advice is a large part of what we do and in 2021-22 **we helped 5,521 people directly through the SPA** who did not need onward referral to other services.

A further **3,620 were referred to other Bromley Well services.**

INFORMATION AND ADVICE SERVICES

We offer help across many subjects, including support for applying for benefits or work, dealing with housing and rent issues, relationship issues and consumer rights.

We also have a form filling service to help those who struggle with applying for services such as carers' allowance, disability living allowance, blue badges, personal independence payment claims (PIP) and many more.


CASE STUDY

A client with various health issues was living with their mother while awaiting a decision on temporary accommodation. Their application for a Personal Independence Payment (PIP) had been rejected and they wanted help to appeal.

Our caseworker helped them prepare an appeal and correlated supporting documentation in advance of the appeal hearing. The caseworker also attended the PIP tribunal hearing with them, via video link.

Thanks to Bromley Well's support, the client was awarded an enhanced rate daily PIP allowance, a mobility PIP allowance and a limited capability to work award, totalling **£37,705**. Not only that but their mental health and general wellbeing greatly improved.

The client's mother said: "Thank you ever so much for your help. You have been amazing. This outcome would not have happened if it wasn't for you."



“ As a volunteer in information and advice, I deal with incoming enquiries from over 65s in the Bromley area. These can be on anything from how to navigate the care system to where to donate furniture. We volunteers have access to lots of advice sources to help find the answers we don't know, and a great management team and colleagues to support us too. It is very rewarding, and I have learnt such a lot of useful information. ”

KATHY - INFORMATION AND ADVICE VOLUNTEER



ELDERLY AND FRAIL PEOPLE

Bromley has a large population of older people – **58,300 residents are aged over 65**, 17.7% of the overall borough population. 2021 census data shows that there has been a **12% increase in the number of over 65s in the borough since 2011**. Bromley also has the highest proportion of over 70s of any London borough, with 43,800 residents in this age bracket.

Some of these are vulnerable and/or frail and need particular support with their wellbeing.

In 2021-22, we helped **1,521 elderly and frail people**, which is well above our target of 1,000.

As well as information, advice and guidance, our services for older people include the Take Home and Settle Service, Sitting Service, Hospital Aftercare Service, Befriending and a Handyperson Service. All are aimed at helping older people maintain their independence and improve their wellbeing.

TAKE HOME AND SETTLE SERVICE

The Take Home and Settle Service is for those discharged from local hospitals who need support to get home. Our THAS assistants transport patients to their home, ensure they're settled comfortably and have basic food and information that they need.

“ I have had the pleasure to help my local community by providing them shopping support, which I have thoroughly enjoyed. Meeting my new clients and getting to know them and their shopping list has educated me in ways that classroom, lectures and Zoom calls cannot, priceless knowledge that has developed me as a person. ”

INKU - HOSPITAL AFTERCARE VOLUNTEER

SITTING SERVICE

This is post hospital discharge support for vulnerable Bromley residents who live alone and do not have anyone to help them. Sitters stay with residents after discharge to help them regain confidence and independence in their own home.

CASE STUDY

The client was in hospital for a month in the run up to Christmas 2021 and was referred to the Sitting Service over concerns that his property had issues. The sitter attended the property and ensured the client had no mobility issues at home and could cope with his newly fitted stoma bag.

The sitter also raised concerns about the client's living conditions that the on-call manager had to deal with quickly because of the impending Christmas holidays. The manager spoke to the client's landlord to deal with a leak, broken fridge and boiler problem. The client was also referred for an emergency food shop, for 6 weeks' food shopping support and to an advocacy support group to help with ongoing housing issues.

The client received help with the amenities he needed to be safe over the Christmas period and beyond, without which he may have been readmitted to hospital.

HANDYPERSON SERVICE

The handyman service helps frail Bromley residents who need support with minor works at home. This includes things like fitting curtain rails, installing key safe units, fitting grab rails, securing floor coverings, installing draft excluders and other minor works to help people live safely and independently at home.

In 2021-22, we **referred 961 people** to the handyman service. That is more than four times our target of 240 a year.



CASE STUDY: KEY SAFE FITTING

Key safe fitting is a frequent type of referral that we receive from the NHS.

A male client needed a key safe fitting to his home before he was discharged from hospital that same day. Within half an hour of the referral from the hospital's frailty care navigator, a handyman attended the client's home. He fitted the key safe within 1.5 hours. As this was an emergency request from the NHS, we did our utmost to react flexibly and quickly.

The frailty care navigator also obtained consent from the patient for their key safe code to be shared with London Fire Brigade's 'Blue Lights' service. This allows the emergency services to gain access to the patient's property quickly, in the event of an incident. Our Handyman service passes on these details to London Fire Brigade every month.

BEFRIENDING SERVICE

Bromley Well's befriending service helps those over 55 to get out and about, meet others and make new friends. Activities include one-to-one home visits or telephone calls, regular events, exercise classes and walking groups, supported by our trained and vetted volunteer befrienders.

In 2021-22, we **helped 371 people** through the befriending service.

CASE STUDY

SS, an 87-year-old female with numerous long-term health conditions, was referred by Age UK Bromley and Greenwich, due to declining physical strength and low mood. Although supported by her family, SS felt lonely, overwhelmed and anxious due to a bereavement and multiple medical appointments.

Since receiving befriending support, SS's physical strength and overall wellbeing have improved. Her sleep is better, she can maintain pain control and her appetite has increased. Eventually, she aims to attend the centre on her own, without volunteer support, and she feels her life now has purpose.

CARERS AGED 4 AND UP

Bromley Well provides support to people in the Bromley borough who are caring for others. This includes mutual carers (family members caring for each other), adult carers, mental health carers and young carers from 4 years upwards who are looking after parents, siblings or others.

In 2021-22, we helped **over 1,400 carers**, 164 of these being referrals for young carers.

“ I love volunteering with Bromley Well Young Carers, to play a small part in the joy they experience, giving them time to enjoy their childhood as I did! Young Carers is a brilliant service and I believe all young people should have the opportunity to meet with friends and enjoy new experiences, carefree! ”

LG, YOUNG CARERS VOLUNTEER



CASE STUDY: YOUNG CARER

S is a 16-year-old young carer for her mum, who has mental health needs, doesn't speak English and can't read or write. S provides emotional and practical support for her mum, which has made her feel very stressed and affected her self-esteem.

S was referred to Bromley Well Young Carers Service through her school. They hoped it would give her the opportunity to connect with other young carers and receive support. As a result, she has attended activities and workshops, including an online drop-in support group during lockdown. She also took part in four employment workshops provided through The Carers Trust.

Thanks to one-to-one remote sessions with her support worker, we were also able to help her apply to The Carers Trust Emergency COVID-19 Fund. She was awarded money for a laptop, which has made a huge difference, enabling her to work towards her academic goals.

S took part in the Young Carers Got Talent Show, singing a song from a musical. This was a big step for her and improved her confidence levels enormously. She'd been anxious about it beforehand but felt good about herself afterwards.

Through the support she's received, S now has a peer support network, her self-esteem has improved enormously and she now believes in herself. She says that the online support during lockdown was 'a lifeline' to her.

CASE STUDY: MUTUAL CARER

A 71-year-old male client with an acute kidney condition and type 2 diabetes is a mutual carer with his son, who has a learning disability. They have no other family, so rely on each other and their Bromley Well support worker.

The client's other son, also with a learning disability, died suddenly last September. The shock and grief made it very difficult for the client to function, to care for his remaining son and to deal with funeral arrangements. He was also greatly concerned about being able to afford the funeral costs.

Thanks to his support worker, the client received support to deal with the coroner, make funeral arrangements and apply for financial support with funeral costs. The support worker also provided emotional support to allay his fears and concerns and allow him to express his grief. This improved his mental wellbeing and overall health.

He says: "Without this support, both myself and my son would have struggled financially to cope in such an overwhelming and emotional situation."



ADULTS WITH LONG-TERM HEALTH CONDITIONS

For Bromley adults with long-term health conditions, such as arthritis, fibromyalgia, Long COVID-19, chronic pain, HIV, diabetes, heart disease and many more, Bromley Well provides free, practical support to help them look after their physical and emotional wellbeing.

In 2021-22, we received **285 referrals** for our long-term health conditions service.

CASE STUDY

A female client with fibromyalgia and other long-term health conditions was referred to us by the Bromley GP Alliance. She was also caring for two children with ADHD and autism, without information or support and was feeling isolated, with no time for herself.

The client was invited to a virtual wellbeing workshop and a fibromyalgia support group. Her support worker also helped her learn how to cope as a carer to children with special needs, which greatly reduced her anxiety. **She was also referred to the adult carers service for additional support.**

The client says: "The sessions have made a big difference to my outlook on fibromyalgia. Everyone seems really positive and caring and at least I have a link to a few people going through fibromyalgia, thank you! I have never had a chance to talk with anyone to this degree about my family, so it was really nice to show my video and explain things about my family."

EMPLOYMENT AND EDUCATION SERVICES

Our employment advisors help people with learning disabilities, physical disabilities or long-term health conditions to find work and volunteering opportunities. In 2021-22, we received **189 referrals** for this service.

CASE STUDY

David, who has a long-term health condition, referred himself to us, after we helped him previously find work. He was out of work again but feeling very isolated and finding it difficult to get a job, made worse by COVID-19 restrictions and his lack of qualifications.

His support worker met with him, helped him with his universal credit claim and helped him adapt his CV to reflect his interest in working with disabled people. Through fortnightly appointments, David had help to fill in application forms, complete cover letters and with interview practice and techniques.

Thanks to Bromley Well's support, David found stable full-time employment as a day service support worker. He loves his job and is valued by everyone in the team. He's no longer on benefits, he doesn't feel isolated now, he's well-respected and liked by colleagues and service users, and his mental health has improved enormously as a result.

ADULTS WITH LEARNING DISABILITIES

Bromley Well supports people aged 18+ with learning difficulties. In 2021-22, we received **245 referrals** for this service.

Support includes help with health matters; planning; writing letters, forms and applications; managing money, grants and benefits; housing; finding leisure and sports activities; and meeting new friends.

“ Supported a client one-to-one, encouraging them to join in and help with communication. The best part of the day was seeing them laughing and smiling! ”

HEATHER, VOLUNTEER FOR ADULTS WITH LEARNING DISABILITIES

ADULTS WITH PHYSICAL DISABILITIES

For Bromley adult residents with physical disabilities, we provide a range of support services to help them remain independent, keep fit and meet new friends. There's also a regular newsletter and monthly social gatherings. We received **263 referrals** for this service in 2021-22.

MENTAL HEALTH AND WELLBEING

Bromley Well provides practical support, information, advice and guidance for Bromley residents who are feeling stressed or struggling to cope with everyday life. From telephone support, referrals to therapies and services, through to peer support groups, we help people to improve their mental wellbeing.

In 2021-22, we received **710 mental health referrals**, with common conditions being depression, anxiety, stress, post-traumatic stress disorder (PTSD) and COVID-19 related issues.

CASE STUDY

An 86-year-old female client with rare blood cancer has limited mobility due to a foot impairment. With no family nearby, she was feeling isolated and struggling with shopping, hospital visits and getting out of the house. Lockdown impacted her mental wellbeing too.

Through her Bromley Well support worker, the client received help with her blue badge application, her taxi card application and help to have a disabled parking bay outside her home. She also had regular calls from volunteer befrienders during lockdown and received special food delivery slots.

She says: “Getting the blue badge has made a huge difference as I can travel around safely. I've been getting out more and I'm reassured because I know there is someone to support me if I need it. Having a disabled parking bay outside my home has also been a real lifesaver.

“My emotional wellbeing has greatly improved thanks to the phone support from the volunteer buddies. I must say, Bromley Well, your help has been a lifeline.”

**Please note: names of case studies have been anonymised throughout to protect their identities.*



PARTNERSHIPS

BTSE works in partnership with the London Borough of Bromley, Bromley NHS, One Bromley and many other organisations for the benefit of Bromley residents.



BTSE is part of One Bromley, a partnership between nine health and social care services, who work together for proactive and personalised care for Bromley residents.

In 2021-22, we worked closely with other One Bromley colleagues on internal and public-facing communications across the borough, most notably for public health messages during lockdown and for COVID-19 vaccinations.

We also implemented a system with One Bromley and Community House colleagues for unpaid carers to order and collect free PPE (gloves, masks and aprons) during the pandemic.

We are part of the celebrations to recognise outstanding examples of joint care and teamwork in the borough.



Bromley Well is a network partner of Carers Trust, a national charity that works to improve support, services and recognition for anyone living with the challenges of unpaid caring.

This gives us access to grants for carers in Bromley, as well as programmes that support us to develop our services.

In 2021-22, our carers team successfully applied for **grants worth £5,957.99** to support unpaid carers who are registered with us.

CASE STUDY: PARTNERSHIP WORKING

We received a referral from an occupational therapist to move some furniture within a client's home, so that a hospital bed could be accommodated, and the client could be discharged the same day.

Our co-ordinator liaised with the client's daughter, our handyperson service and equipment supplier Medequip to facilitate the move. Two handypersons attended to move a sofa, some riser recliners and a small unit, to allow access for the hospital bed. Medequip were then able to deliver and install their equipment according to the occupational therapist's guidance, so the client could then be discharged safely into their home.

This example highlights how we work together with hospitals, other Bromley Well services and external suppliers to coordinate smooth transitions for clients. It helps reduce readmissions and relieves family stress.



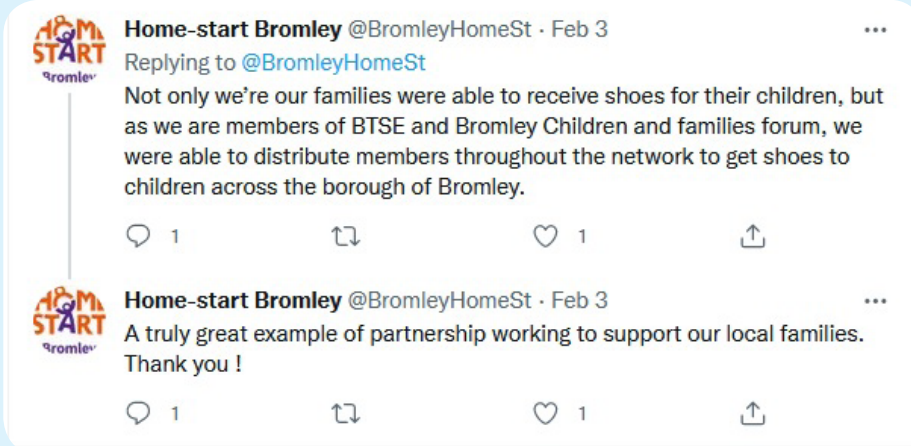
BTSE ASSOCIATE MEMBERSHIP



We have **67 Associate Members** – all not-for-profit organisations and charities helping Bromley residents. Throughout the year, they supported the delivery of Bromley Well's services.

CASE STUDY

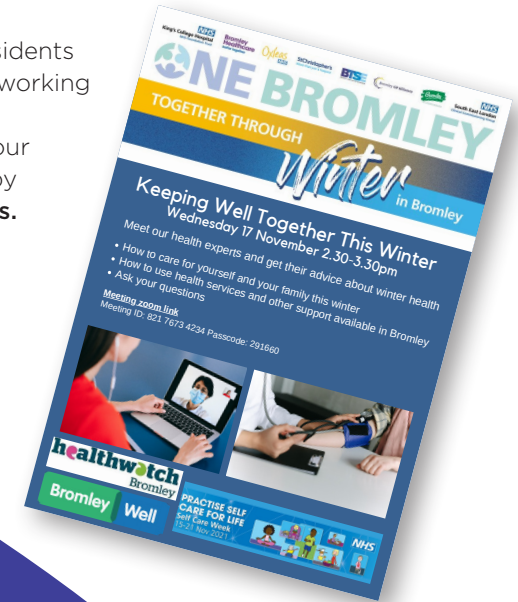
In February 2022, Associate Member Home-Start Bromley received a donation of 2,000 pairs of children's shoes from a national shoe retailer. They spread the word through Associate Members to distribute the shoes to children across Bromley.



We've continued to strengthen links with business networks and community groups, to support the community work we do.

We held **awareness events around cancer – Bromley's biggest killer – and HIV**, working with the local NHS, Macmillan Cancer, Cancer Research UK and the HIV team at Bromley Healthcare.

We also ran a series of free activities for residents during **Self Care Week in November 2021**, working in partnership with the local NHS, Bromley Council and our charity partners. Some of our staff members have also been recognised by the **Self Care Forum as self care champions**.



ADDED VALUE FOR YOUNG CARERS

The Bromley Well Young Carers Service provides many added-value activities for young carers in the borough that help increase their confidence, independence and social interaction. This takes the form of donations or activities provided for free or at discounted rates, with the support of local community organisations, charities and businesses.

Examples include free use of event space at Beckenham Place Mansion; discounted trampoline sessions, cookery and sewing lessons, drama workshops and yoga classes; free coach to London and 20 pantomime tickets.

By engaging with these organisations and businesses, Bromley Well staff are creating social value for the people we help, which has added benefit beyond pure monetary value.

BROMLEY WELL INNOVATION FUND

Financed by Bromley Council and the NHS South East London Clinical Commissioning Group, the Innovation Fund is for new creative or innovative projects. All BTSE Associate Members can apply to the fund.

In 2021-22, there were **two rounds of funding**, with **grants being awarded to nine Associate Members**, worth a **total of £246,856.65**.

Projects funded include digital support and confidence building and a wellbeing arts café at a foodbank.

NEVER TOO LATE
Domestic Abuse support for women over 50 living in Bromley.

COFFEE MORNINGS

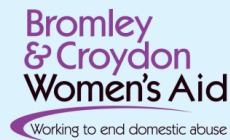
- Come and join our 'Drop in Coffee Mornings' for female victims & survivors of domestic abuse who are over 50 and living in Bromley borough.
- We meet weekly, in a safe, secure & supportive environment.
- Sharing experiences to help raise awareness and reduce isolation, helping women to build resilience, empowerment, self-esteem and confidence, and to help minimise anxiety.

Support Resources Art & Crafts Weekly Discussions

We would love to hear from you!
Call 020 8313 9303 to enquire

Bromley & Croydon Women's Aid
Working to end domestic abuse

CASE STUDY: BROMLEY AND CROYDON WOMEN'S AID



Thanks to an Innovation Fund grant in Autumn 2021, BTSE Associate Member Bromley and Croydon Women's Aid (BCWA) has been piloting a new, domestic abuse outreach service called 'Never Too Late'.

For women over 50 in the Bromley borough, the one-year project launched in September 2021 and aims to minimise the risk of violence and abuse for older victims and survivors, whilst empowering them to feel safer, healthier, less isolated and more confident as a result of their engagement.

BCWA run weekly coffee mornings so women over 50 can get support in a safe and discrete way. They are also working hard to raise awareness and increase understanding of domestic abuse in women over 50 and the barriers to accessing support and seeking help and safety.

Through findings from the project, BCWA hope to inform the domestic abuse and wider sector and to leverage longer-term funding to support clients.





GOVERNANCE

BTSE is a Charitable Incorporated Organisation, governed by a Board of Trustees comprised of the CEOs of the Operational Partners and a minimum of three independent trustees, including an independent Chair.

Over the last year we have strengthened governance with new trustees, including a new independent Treasurer. We have also reviewed and revised our committee structures and aligned Board and committee meetings to reflect operational and strategic priorities.

We believe these changes will help to make BTSE more robust in identifying issues so it can strengthen services and improve reporting and data to better demonstrate the impact of Bromley Well on those it serves and supports.



FUTURE DIRECTION AND STRATEGY

BTSE is delighted to have been awarded the Primary and Secondary Intervention Services Contract by the London Borough of Bromley and the NHS South East London Clinical Commissioning Group to deliver Bromley Well services for a further five years, from Autumn 2022.

We believe this success is in no small part due to the depth of the partnership created and a shared approach and vision for delivering services.

BTSE now has five years' experience of developing and running a successful operational partnership model, developing shared partnership governance, shared service delivery, shared data and communications including the widely recognised Bromley Well brand. We want to build on these strengths and work towards generating new revenue for BTSE by sharing our expertise.



BROMLEY THIRD SECTOR ENTERPRISE

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