

BEFRIENDING SERVICE

Bromley Well Befriending service is managed by Age UK Bromley & Greenwich and delivered by a dedicated team of staff supported by trained volunteers. They provide regular social contact for isolated older people in the borough, either one-to-one or in groups, reducing loneliness and improving emotional wellbeing.

SERVICE REACH

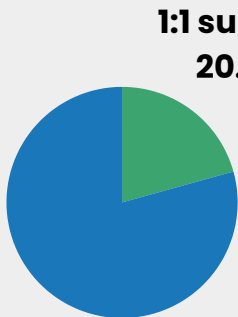
From 1st April 2024 – 31st March 2025, the Befriending service supported a total of 319 clients, made 3,174 telephone support calls and ran 271 befriending hubs sessions across the borough.



CLIENTS



SUPPORT CALLS
FROM THE TEAM



Hub attendee
79.3%

1:1 support
20.7%

271

BEFRIENDING
HUB SESSIONS

6

LOCATIONS

BROMLEY
ORPINGTON
CHISLEHURST
BECKENHAM
KELSEY PARK
BURNT ASH LANE

3,455

TOTAL ATTENDEES ACROSS THE
271 BEFRIENDING HUB SESSIONS
(AVERAGING 13 ATTENDEES PER
HUB SESSION)

IMPROVED HEALTH CONFIDENCE

100%

% OF CLIENTS FEELING MORE
CONFIDENT TO LOOK AFTER
THEIR HEALTH AND WELLBEING

*“The exercise class is
so effective. My mind
and body have
improved so much by
attending.”*

–Exercise class attendee

REDUCED ISOLATION, INCREASED CONNECTION



100%

OF CLIENTS FEELING LESS
ISOLATED AND MORE ENGAGED
IN SOCIAL ACTIVITIES

*“My father is so attached to the beautiful lap quilt you gave
him. It has made him realise he is not alone even though he
cannot leave his home.”*

–Daughter of a face-to-face client.

VOLUNTEER HOURS

3,002

VOLUNTEER HOURS, PROVIDING IN DEPTH
SUPPORT EITHER ONE-TO-ONE OR
HELPING IN THE GROUP ACTIVITIES