

# DELIVERING FOR OUR WHOLE COMMUNITY



**2024-2025**  
**Impact Report**



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**“Over the year, Bromley Third Sector Enterprise have supported adult services to re-shape our service, putting early help to support people to remain in their own homes at the centre of all we do. I'm particularly proud of our arrangements to support carers, where often our third sector colleagues are best placed to respond to what carers need to sustain their important role. Our relationship with BTSE really does reflect our mantra in adult services - Together We Thrive.”**  
**- DONNA GLOVER, DIRECTOR OF ADULT SERVICES, LONDON BOROUGH OF BROMLEY**

Bromley Third Sector Enterprise (BTSE) works to improve the health and wellbeing of residents in the London Borough of Bromley and surrounding areas.

We manage Bromley Well, an early intervention contract funded by the London Borough of Bromley and the NHS South East London Integrated Care Board.

Bromley Well is a partnership between four large local charities, aimed at helping residents to improve their health, wellbeing and independence.

We provide a contact centre (single point of access), where people get in touch with us online or by phone for a referral to the relevant charity partner's service.



**55,000**

**BROMLEY ADULT RESIDENTS  
SUPPORTED SINCE 2017**

**20%**

**OF BROMLEY ADULT RESIDENTS  
HELPED BY BROMLEY WELL**

**291**

**YEARS' COMBINED EXPERIENCE  
AMONG OUR PARTNER CHARITIES**

# INTRODUCTION FROM THE CHAIR AND CEO

- **20% INCREASED DEMAND**
- **INCREASED CASE COMPLEXITY**
- **REFERRALS ACROSS ALL AGES**

The 2024-25 year saw increased demand for our innovated and improved services to meet the needs of Bromley residents within the resources available.

The Bromley Well Service has continued to deliver high quality and consistent services, with almost 17,000 referrals and supporting over 12,000 clients - a 20% increase on 2023-24.

The need for support with benefits, housing and cost of living remains high. Increasing numbers of clients are contacting us with multiple, interlinked problems, requiring more intensive casework and cross-agency coordination.

While we receive referrals for adults of all ages, our largest group seeking help is those aged 55-64, those of late working age. They are typically needing information, advice and guidance, long-term health conditions support and carers support.

We've also seen an increase in demand for our older people's information and advice services, including pensions and benefits checks.

During the year, we realised over £4.75m in benefits and grants for residents, with over £2m from our forms completion service.

Improving services means supporting our staff and volunteers. We received an Innovation Fund grant for Mental Health First Aid training and ongoing support for volunteers and staff. We were able to train 62 participants from partners and the wider voluntary sector, with very positive feedback.

We could not have achieved this without our close partnerships, Bromley Well staff and over 200 volunteers, to whom we give our heartfelt thanks.

Underpinning our work this year was clear progress on the three pillars of our current strategy: sustainability, reach and impact. We have delivered more with the resources we have, improved our accessibility online and in-person and deepened our partnerships to prepare us for the challenges ahead.



**Colin Allies**  
Chair of Trustees

A handwritten signature in blue ink, appearing to read 'C. Allies'.

**Colin Allies**  
Chair of Trustees



**David Walker**  
CEO

A handwritten signature in blue ink, appearing to read 'D. Walker'.

**David Walker**  
CEO

# BROMLEY WELL IMPACT 2024-25

**16,843**

**REFERRALS RECEIVED**

**12,116**

**CLIENTS SUPPORTED**

**200%**



**RISE IN DEMAND  
COMPARED TO THE  
PREVIOUS YEAR**

**86%**  
**NEW CLIENTS**

**18%**  
**HAVE A  
DISABILITY**

**£4.75M**  
**CLAIMED IN BENEFITS**

Our work enabled residents to claim more than £4.75m of benefits to which they were entitled but had not otherwise been able to access.

**37,000**  
**VOLUNTEER HOURS**

Without our volunteers, we simply couldn't do all that we do. From helping people access vital services to offering a friendly chat to someone who's feeling isolated, our volunteers are involved in a wide range of roles that make a real difference.

They support wellbeing, independence and connection across our community, bringing invaluable life skills and experience.

# THE IMPACT SINCE BROMLEY WELL BEGAN

**55,000**

**CLIENTS HELPED SINCE 2017**

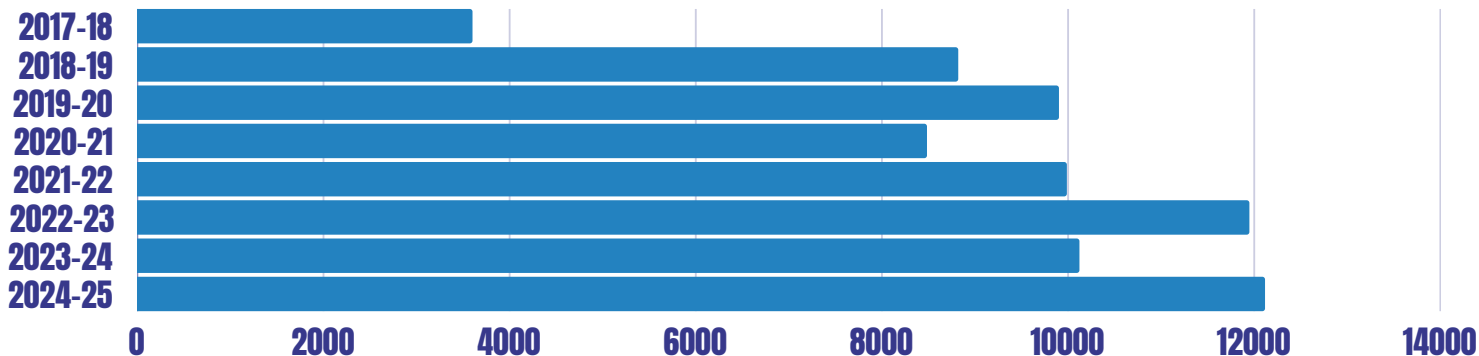
**1 in 5**

**ADULT  
RESIDENTS  
SUPPORTED**

**1.5**

**AVERAGE ISSUES  
RESOLVED PER  
PERSON**

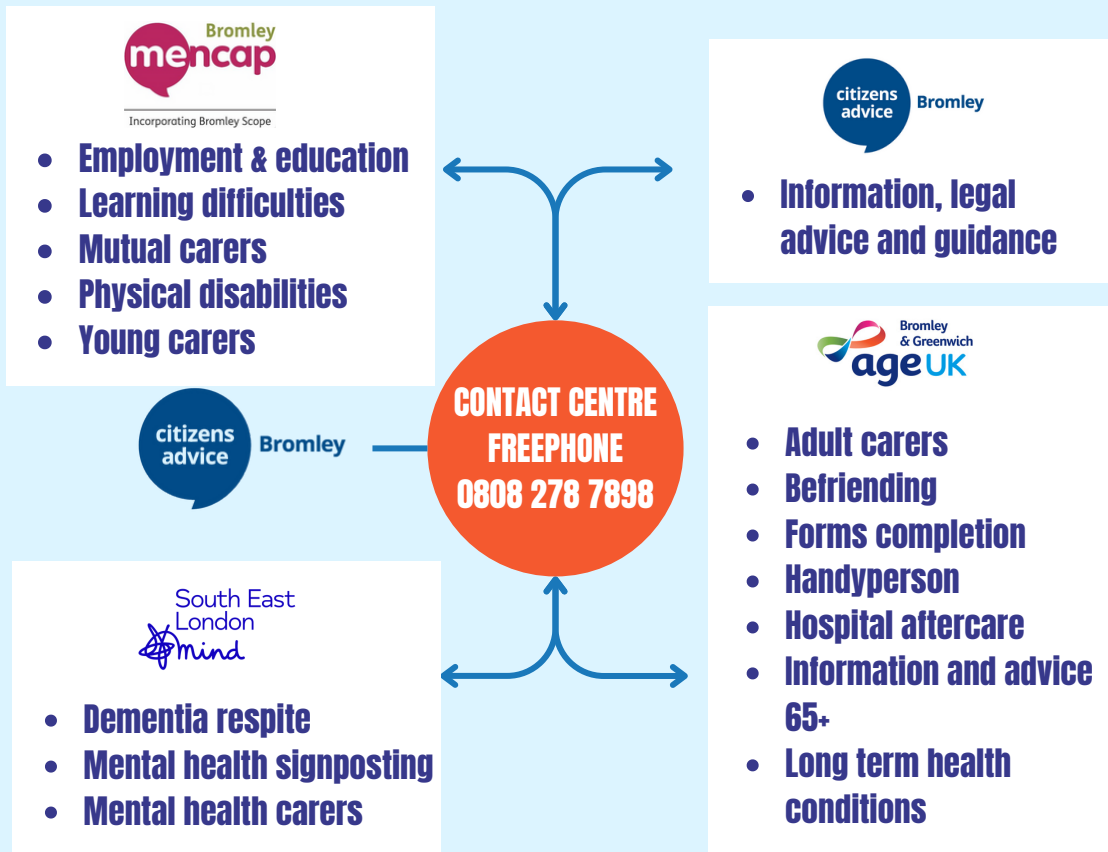
## TOTAL NUMBER OF CLIENTS



2017/18 figures from October 2017 to end March 2018.



# HOW WE WORK



# 80%

**OF WHAT DETERMINES  
OUR HEALTH HAPPENS  
OUTSIDE THE NHS**

The Health Foundation

# 1 in 5

**GP APPOINTMENTS ARE FOR  
NON-MEDICAL ISSUES LIKE  
HOUSING, DEBT OR  
LONELINESS**

Citizens Advice & NHS England

**SUPPORTING CARERS  
REDUCES DELAYED  
DISCHARGES AND  
PREVENTS CARER  
BREAKDOWN**

CQC State of Care report, 2023

**270,000 OLDER PEOPLE  
(AGED 65+) IN ENGLAND GO  
A WEEK WITHOUT SPEAKING  
TO A FRIEND OR FAMILY  
MEMBER**

Age UK, 2024

**“The BTSE/Bromley Well partnership is built on shared care and compassion. By working side-by-side with health and social care, we make sure residents get the right help, at the right time, from people who truly understand their needs.”**  
**- MARK ELLISON**  
**CHIEF EXECUTIVE**  
**AGE UK BROMLEY AND**  
**GREENWICH**

## IMPROVING WELLBEING FOR ALL

Many key factors that support better health, wellbeing and independence are social rather than medical. These include having strong support networks, connecting with others in similar situations, and receiving help with housing and financial challenges. Increasingly, these issues are being raised in clinical settings, reflecting a growing need for services like Bromley Well, as shown by the data on page 10.

Since the pandemic, and with the ongoing cost of living pressures, more residents are facing these challenges, leading to a noticeable rise in demand for our support.

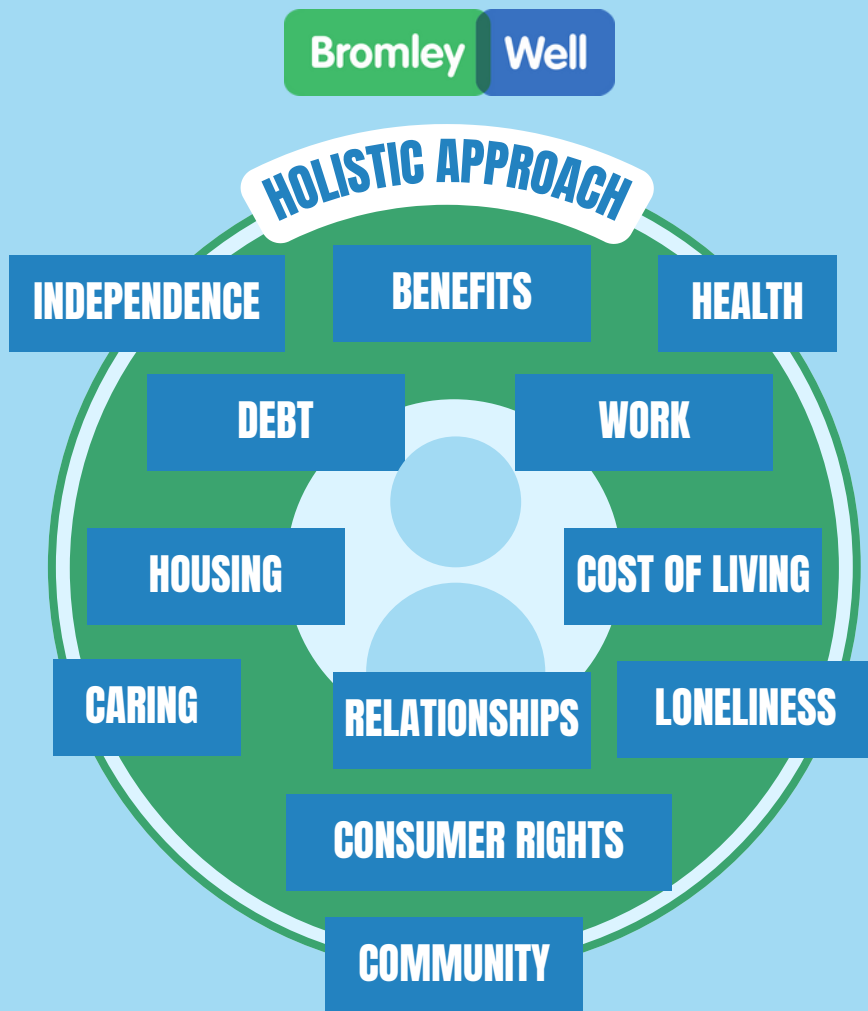
As well as supporting Bromley residents directly through our services, we also do so through our partnerships with statutory services (including the London Borough of Bromley and NHS Primary, Secondary and Community services), and through our network of voluntary and community organisations.

In 2024-25, we further progressed our three strategic pillars, enhancing and improving our services, expanding our reach and improving our data and reporting, as the following pages show.

Bromley Well aims to:

- > **HELP RESIDENTS GET SUPPORT AT THE EARLIEST OPPORTUNITY**
- > **HELP THEM HELP THEMSELVES WHEREVER POSSIBLE**
- > **PROVIDE THE ADVICE, GUIDANCE AND SUPPORT THEY NEED**
- > **SIGNPOST WHEN OTHER STATUTORY OR VOLUNTARY SUPPORT IS NEEDED**

The following sections show where, in line with our strategy, we deliver meaningful, measurable impact - demonstrating how our work enables healthier, more connected and better lives across the borough.



**RESILIENCE AND INDEPENDENCE**

**EMPLOYMENT AND SKILLS**

**SOCIAL CONNECTION AND COMMUNITY RESILIENCE**

**SUPPORTING INDEPENDENCE POST-HOSPITAL**

**SUPPORT FOR UNPAID CARERS**

**IMPROVING ACCESS TO SERVICES AND SYSTEMS**

By working holistically and treating our clients as individuals, rather than a set of issues, we help them increase their own resilience and support their independence.

We provide support to navigate challenges such as applying for benefits, finding work and managing debt. We also help with issues related to energy costs, housing, rent, cost of living, relationships and consumer rights. Many residents face multiple related problems, such as rent arrears and debts.

**£2.6M**

**CLAIMED IN BENEFITS, GRANTS, OR  
DEBT WRITE-OFFS THROUGH OUR  
INFORMATION, LEGAL ADVICE AND  
GUIDANCE SERVICE**

## CASE STUDY

### CLIENT F AVOIDS EVICTION AND HAS HELP TO GET OUT OF DEBT

Client F had left their job following a mental health crisis and was deemed ineligible for benefits when they came to us. With a pre-school child and sofa-surfing after being threatened with eviction from temporary accommodation, they felt isolated, vulnerable, and were temporarily separated from their child.

Our caseworker arranged a debt appointment, leading to a successful Debt Relief Order application. The housing team backdated their housing benefit and stopped the eviction, while our welfare advisor helped overturn the benefit disqualification.

Now reunited with their child, no longer facing eviction, and with benefits reinstated, Client F feels more positive and empowered. Their mental health has improved, and they're confidently managing their finances.

# RESILIENCE AND INDEPENDENCE

Our **Older People's Advice Service** supported a wide range of issues affecting residents over the age of 65.

The most common areas of support were pensions and benefits, which accounted for just over half of all enquiries. We also provided substantial assistance with housing, financial matters, and legal advice. In addition, we helped with other important areas such as community care, healthcare, residential care, travel, and family-related issues, reflecting the diverse needs of older people in our community.

**1132**

**CLIENTS  
HELPED**

**£128,983**

**GENERATED VIA  
PENSIONS CHECKS**

Our **Forms Completion Service** helps those who struggle with applying for services such as carers' allowance, disability living allowance, blue badges, personal independence payment claims (PIP) and many more.

**£2M**

**INCOME GENERATED FOR  
BROMLEY RESIDENTS**

**611**  
**CLIENTS**

**477**

**FORMS  
COMPLETED**



**£1 = £145**

**FOR EVERY £1 SPENT ON  
THE SERVICE, AROUND  
£145 IS RETURNED TO THE  
LOCAL ECONOMY**

**100%**  
**CUSTOMER  
SATISFACTION**

## CASE STUDIES

### **BROMLEY WELL VOLUNTEER CAROL HELPED ONE RESIDENT SECURE OVER £21,000 IN BACKDATED BENEFIT PAYMENTS.**

The resident has learning difficulties and first came to us for help with their Employment Support Allowance (ESA) claim. Carol worked closely with the client, supporting them to get their Severe Disability Premium (SDP) reinstated. She also helped them to get £21,188 in backdated ESA, dating back over 10 years. They will now also receive transitional elements of Universal Credit payments.

**“We worked hard together over 5-6 months and it's extremely satisfying to see all the hard work has paid off. It's great to think I have helped someone who otherwise might be struggling with daily costs of living.”**  
**- CAROL R**

### **CLIENT M HAS BEEN SUPPORTED BY BOTH OUR LEARNING DIFFICULTIES AND PHYSICAL DISABILITIES SERVICES SINCE 2020.**

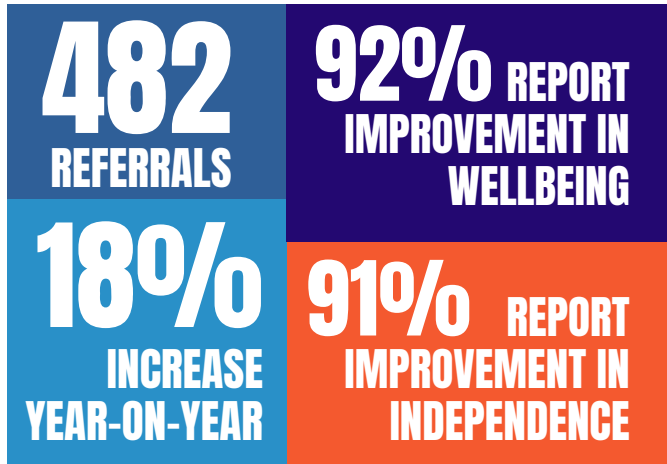
His electric wheelchair broke down and he was extremely depressed, unable to leave the house. Our advisor helped him obtain several grants so he could buy a replacement. They also gave him emotional support, including weekly check-ins and putting him in touch with Bromley Mental Health Hub and employment services. He's also had physical disabilities support to get a blue badge and a taxi card.

**“I feel my mental health and my outlook on life have increased considerably. I can venture out and feel like being part of the community again and getting my independence back.”**  
**- CLIENT M**

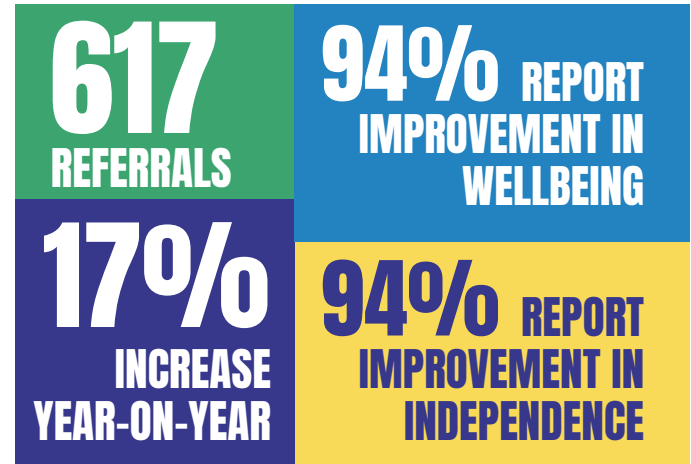


## RESILIENCE AND INDEPENDENCE

For those aged 18+ with **learning difficulties**, we help them with health matters, planning, writing letters, forms and applications, managing money, grants and benefits, housing, finding leisure and sports activities, and meeting new friends.



For Bromley adults with **physical disabilities**, we provide a range of support to help them remain independent, keep fit and meet new friends. There's also a regular newsletter and monthly social gatherings.



**These services combine to support residents maintain their independence, receive the support they need to remain in their homes, keep warm and feed themselves and their families, preventing greater costs to health and social services.**

# CASE STUDIES

## FROM ISOLATION TO INDEPENDENCE: EP'S JOURNEY TO EMPLOYMENT WITH ADVISOR SUPPORT

Client EP, in his 20s, has a severe stammer and mild learning difficulties. Previously working as a pharmacy assistant, he'd been unemployed for three years when he came to us. He was struggling to secure work and experienced interview setbacks, which he attributed to his speech impediment. He was relying on benefits and support from his parents and feeling socially isolated.

Our advisors supported EP to explore his interests and career aspirations. They helped him develop his CV and cover letters, enhance his online presence, identify and apply for suitable roles, and gave him intensive interview preparation. He also attended job fairs with his advisor.

EP successfully secured part-time employment as a vending machine operator. EP is happy in his new role and has structure, purpose and the potential to progress within the company.

## CLIENT P THRIVING AFTER STARTING VOLUNTEERING ROLE

Our team helped autistic Client P secure a volunteering role at a local community café, where he has now been for over a year. He has had support and guidance from a retention worker to understand his role and the café has been supported to make reasonable adjustments. Client P is now thriving, even getting involved with helping new starters.

**"I told P how proud I was of him for the great work he has done. We are so thrilled with his excellent progress."  
- COMMUNITY CAFÉ MANAGER**

Being in employment or volunteering is a key factor in supporting people's mental and physical wellbeing. It offers structure, purpose, and a sense of achievement, elements that are vital for overall health.

Our **Employment and Education** service plays a crucial role in enabling this. Advisors work with individuals who have learning difficulties, physical disabilities or long-term health conditions, helping them overcome barriers to work.

Support includes CV writing, interview preparation, job coaching and ongoing guidance during the early stages of employment or volunteering.

By helping people access meaningful opportunities, we're building a healthier, more confident, and resilient community.



# SOCIAL CONNECTION AND COMMUNITY RESILIENCE

Strong social connections are vital to our health and wellbeing. Relationships with family, friends, and the wider community can significantly influence health outcomes and inequalities.

In Bromley, 6.7% of residents often or always feel lonely\* and Bromley Well plays a key role in supporting the Council's Tackling Loneliness Strategy.

Through services like befriending, peer support and long-term health conditions support, we help residents stay connected, identify hidden loneliness, and build resilience within the community.

Our **Befriending Service** supports residents over 65 to stay socially connected and active. For those who are unable to attend group activities (around 20% of our clients), we offer one-to-one home visits or regular telephone calls. For others, we provide opportunities to meet new people through events, exercise classes, and walking groups.

Many clients start their own social activities outside of the service, such as lunch clubs and crochet groups.



# SOCIAL CONNECTION AND COMMUNITY RESILIENCE

Through our **Long Term Health Conditions** service, we provide free, practical support to help people manage a wide range of long-term health conditions, such as arthritis, fibromyalgia, long covid, chronic pain, HIV, diabetes, heart disease and many more. Our approach recognises that living well with a long-term condition requires more than medical treatment - emotional resilience, social connection and access to information are key to looking after physical wellbeing.

Support includes workshops, online and in-person peer support groups, quarterly newsletters and one-to-one support. The team delivered 124 peer support sessions, a powerful tool in building community resilience and reducing social isolation. We're helping residents live more independently and with greater wellbeing, reducing pressure on clinical services.

**99%**

**FEEL MORE CONFIDENT  
ABOUT USING SELF-CARE  
TECHNIQUES TO MANAGE  
THEIR CONDITION**

**346**  
**REFERRALS**

**18**  
**8-WEEK  
COURSES**

**318**

**RECEIVED ONE-TO-ONE  
SUPPORT**

**124**

**PEER SUPPORT  
SESSIONS**

**100%**

**WOULD RECOMMEND  
THE SERVICE**

# SUPPORTING INDEPENDENCE POST-HOSPITAL

Supporting people to return to and live independently in their own homes, and preventing unnecessary readmission to hospital, is a crucial part of our work. Not only does this ensure the NHS can focus on treating more patients, but it also reduces the numbers entering residential care before they need to.

Bromley Well's integrated suite of services work flexibly and in combination with each other, to provide a personalised, holistic approach.

## HOSPITAL CARE NAVIGATORS

Based in the local hospital, our Frailty Care Navigators (FCNs) ensure safer discharge by liaising with relevant professionals and referring patients to Bromley Well discharge and support services.

## TAKE HOME AND SETTLE



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

**93%** COLLECTED  
WITHIN 30  
MINUTES

The majority of support across the take home and settle, post discharge settling service and hospital aftercare service is provided to those aged over 85.

# SUPPORTING INDEPENDENCE POST-HOSPITAL

## POST DISCHARGE SETTling SERVICE



For vulnerable residents who live alone without anyone to help, our team supports them to regain confidence and independence.

*"The PDSS service is the service that I refer to most frequently. What appear to be small issues - ones that won't lead to a patient needing to stay in hospital but can lead to a readmission - can be resolved by the PDSS team. Their intervention [...] is invaluable." - **Care Navigator***

Our **Handyperson Service** helps frail Bromley residents who need support with minor works at home, so they can live safely and independently. This includes things like fitting curtain rails, installing key safe units, fitting grab rails, securing floor coverings, installing draft excluders and other minor works.

## HOSPITAL AFTERCARE

Clients are helped for 6 weeks after hospital discharge. Teams can also refer clients to other Bromley Well services.



# 79%

**FEEL MORE  
CONFIDENT TO LOOK  
AFTER THEIR HEALTH  
AND WELLBEING  
AFTER 6 WEEKS**

# 1355

**JOBS COMPLETED**

# 226%

**OF TARGET**

# CASE STUDY

## FROM ISOLATION TO EMPOWERMENT: HOW OUR CLIENT FOUND STRENGTH THROUGH COMMUNITY AND SUPPORT

Client D had moved back home to care for her very frail parents when she came to us for help. Her mother has serious mental health issues and her father has vascular dementia. D was feeling depressed, isolated and alone, with her own long-term health issues.

Our advisors discussed support options with her. She decided to talk to her GP about counselling, joined our WhatsApp support groups and attended in-person peer support groups to make new friends and connect with other carers. We put her in touch with the dementia hub, where she learned how to manage stress and communications issues related to her father's dementia.

She was also connected with the Long-Term Health Conditions team for support with her arthritis and chronic pain.

**"I feel more positive and supported knowing there is someone I can call."  
- CLIENT D**

Carers hold families and communities together, enable those they care for to get the most out of life, and make an enormous contribution to community life in Bromley. Yet caring can have an impact on a carer's health, wellbeing and finances.

Our support for unpaid carers includes adult carers, mental health carers, mutual carers (family members helping each other), and young carers aged 4-19 years.

**Unpaid care is worth  
£162 billion per year to  
the UK economy.  
(Carers UK, 2023)**



# SUPPORT FOR UNPAID CARERS

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. We also hold their 'Excellence for Carers' Award.

In 2024-25, our carers team successfully applied for grants worth £4,836.99 to support unpaid carers who are registered with us.



**25,362 UNPAID  
CARERS IN BROMLEY** | **APPROXIMATELY  
1 IN 12 PEOPLE**



**1,311**  
**CLIENTS**

**100%** **OF CLIENTS FEEL  
LESS ISOLATED AND  
MORE ENGAGED IN  
SOCIAL ACTIVITIES**

**878**  
**NEW  
REFERRALS**

**79%**  
**OF BROMLEY CARERS ARE OVER  
55 (2022 NHS CARERS SURVEY)**

# IMPROVING ACCESS TO SERVICES AND SYSTEMS

Our **contact centre** is the main point of access for all Bromley Well services. It acts as a **single point of access (SPA)**.

Many of our clients are older or have difficulties accessing services. This year, in line with our strategy, we focussed on improving the inclusivity and accessibility of our communications, including:

- **WEBSITE ACCESSIBILITY CHECKS**
- **WEBSITE TRANSLATOR FUNCTION**
- **ACCESSIBILITY TOOL FOR END USERS**

Significant website redesign has made our website more accessible and advice-focussed, increasing visits by a third. There is a new landing page, clearer links to external support and revised carers pages.

**10,540**  
**REFERRALS INTO SPA**

**15,987**  
**CALLS AND EMAILS**

**64%**

## **FIRST CONTACT RESOLUTION**

Skilled staff and volunteers resolve issues quickly and efficiently

**36%**

## **BROMLEY WELL SERVICES REFERRAL**

SPA connect 36% to the most appropriate Bromley Well services

## **ONWARD SIGNPOSTING**

We also signpost people to other charities or agencies to find support.

# IMPROVING ACCESS TO SERVICES AND SYSTEMS

## ONLINE REFERRALS

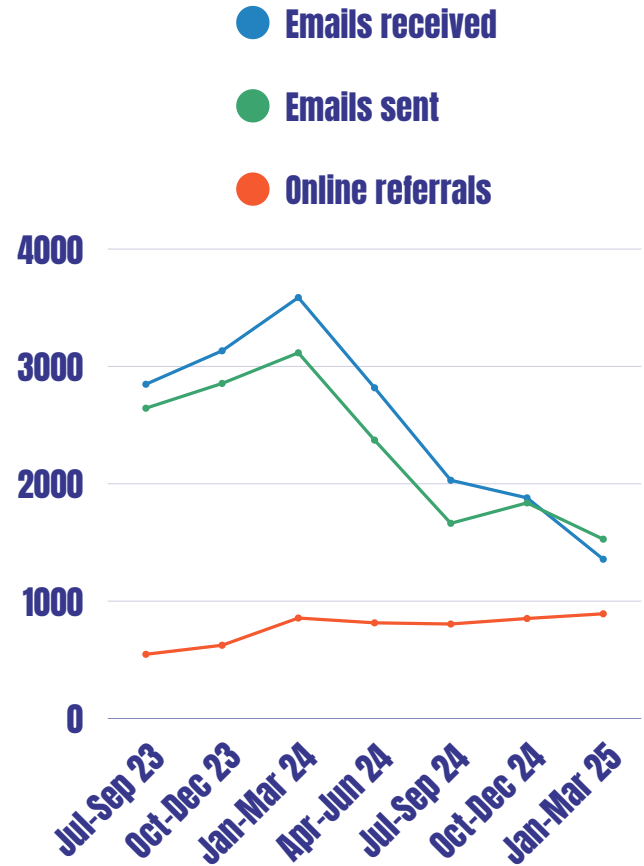
Since we introduced online referrals in June 2023, we have been receiving consistent numbers of both self-referrals and professional referrals via the website.

Online referrals have also cut email traffic to the contact centre by 62%, reducing the time-consuming to-and-fro of emails, and one of the main reasons for introducing it.

## DATA GATHERING

By refining our data dashboards that show the demographics and geography of our referrals, we are now able to identify which partners are referring to us, and for what services. This means we can have strategic conversations about referrals and demand for our services.

We have also shared data with statutory partners to inform discussions on service provision.



# SHAPING THE SYSTEM



South East London



To deliver the best outcomes for Bromley residents, we work in partnership with the London Borough of Bromley, Bromley NHS, One Bromley and many other organisations.

We see our role not just as delivering services but also using our charity partnership's combined knowledge and experience to help shape the future of the health and social care system.

Much of our work has been through One Bromley, a partnership between nine health and social care services, who work together for proactive and personalised care for Bromley residents. BTSE represents the voluntary sector within the partnership.

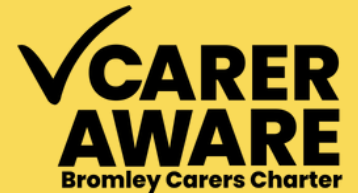
- **DEEPENING RELATIONSHIPS TO BETTER UNDERSTAND DEMAND AND DRIVERS**
- **BUILDING BETTER SYSTEMS AND UNDERSTANDING REFERRALS**
- **SHARING OUR DATA WITH COLLEAGUES SO WE CAN MAP DEMAND AND AREAS NEEDING ADDITIONAL SUPPORT**

Last year, we took the lead within One Bromley on raising the profile of carers and developing a Carers' Charter. We continue to champion unpaid carers and, in 2024-25, one year on since the launch of the charter, we've seen a 14% increase in carers registered with their GP, ensuring more carers are recognised and supported within primary care. Carer Champions have been identified across One Bromley organisations, helping to embed a "Carer Aware" culture in everyday work.

The Bromley Well and Bromley Council carers' website pages have been updated, making it easier than ever for carers to find the information and support they need. We've also seen the recorded number of primary age young carers double since 2023, because of our outreach to Bromley's 73 primary schools. We continue to advocate for unpaid carers across the health and care system, aiming to keep them consulted and included as services change.



# CHAMPIONING UNPAID CARERS



 **14%**  
**INCREASE IN CARER  
REGISTRATIONS WITH GPs**

# ONE BROMLEY WELLBEING HUB

**261**  
CLIENTS BETWEEN  
JUNE 2024 AND  
MARCH 2025

We have also been a leading partner in developing the One Bromley Wellbeing Hub in The Glades shopping centre. This is an in-person, drop-in advice hub – the only one of its kind in Bromley – which helps with general advice and refers into our wider services. It also provides information, legal advice and guidance to address social issues linked to wellbeing.

After a soft launch, an official launch was held on 19 July 2024 with the Mayor of Bromley, Sir Richard Douglas - Chair of South East London Integrated Care Board, former MP for Bromley Sir Bob Neill, and Clive Efford - MP for Eltham and Chislehurst in attendance.

We have already seen significant demand, demonstrating the need for in-person support in Bromley. A larger number of attendees were men, notably different to our usual demographic.



Over the past year, we have strengthened our relationships with Adult Social Care colleagues, partnering on strategic issues relating to service improvements and challenges. One important example has been our work with the Adult Services Digital Transformation programme, which uses technology to transform health and wellbeing outcomes for residents, ensuring they receive the right response.

As the biggest organisation providing non-statutory support in Bromley, we have used our experience to champion a new service that is digital-first, not digital-only. We coordinated voluntary sector colleagues to ensure our collective voice is heard and that we have regular updates on progress.

BTSE has taken a strategic lead in developing Integrated Neighbourhood Teams - a key aspect of the holistic, preventative and community-based health and wellbeing delivery envisaged in the new NHS 10-year plan.

Across Bromley Well partners, we are also working to build effective operational systems, including sharing data and insights on where we have identified service demand.

We have engaged in shaping South East London Integrated Care Board's priorities, via their Voluntary, Charities and Social Enterprise (VCSE) strategy group.

# ADULT SOCIAL CARE

# OTHER PARTNERSHIPS

# ASSOCIATE MEMBERS

We have 69 Associate member organisations, all not-for-profits working to support the health and wellbeing of people in Bromley.

At quarterly online forums, we invite speakers from the wider health and social care sector to inform, engage and consult with them.

Discussions in 2024-25 included the adult social care digital strategy and plans for new NHS Integrated Neighbourhood Teams. We also continue to support communication about Bromley Council's Innovation Fund.

**“The BTSE quarterly meetings mean we get to connect with other local organisations, as well as hear directly from health and care system leaders about wider system changes. Putting names to faces and building stronger relationships has made collaborative working faster and more effective – ultimately helping us deliver better support to local residents.”**

**- RAY, COMMUNITY MOBILISATION COORDINATOR,  
BROMLEY BOROUGH FOODBANK**

**69**  
**ASSOCIATE**  
**MEMBERS**

**BTSE**  
BROMLEY THIRD SECTOR ENTERPRISE  
**ASSOCIATE MEMBER**



**WE COORDINATED THE 5TH ANNUAL  
SELF CARE WEEK IN NOVEMBER 2024**

**19**

**ORGANISATIONS  
PARTICIPATED**

**54**

**SELF CARE EVENTS  
TOOK PLACE  
DURING THE WEEK**

# CAMPAIGNS

In line with our strategy to improve our reach, we collaborated with colleagues across the health and care system to help plan, attend and support various community events and campaigns. This included Know Your Numbers Week in September for blood pressure awareness and Self Care Week in November.

**"Bromley Third Sector Enterprise is a valued partner of One Bromley, our local place-based care partnership. Their role in working with health and social care services, and raising awareness of residents' issues, is crucial to improving the wellbeing and health of Bromley people."**

**- DR ANGELA BHAN, PLACE BASED EXECUTIVE DIRECTOR,  
ONE BROMLEY, NHS SOUTH EAST LONDON INTEGRATED CARE BOARD**

## HOW WE ARE FUNDED

BTSE receives income predominantly for the Bromley Well contract for Primary and Secondary Intervention Services (PSIS). This is jointly commissioned by the London Borough of Bromley and the NHS South East London Integrated Care Board (ICB).

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

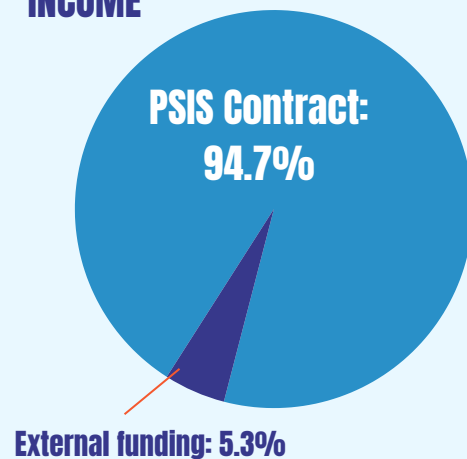
**2024-25**

**£2.828M TOTAL INCOME**

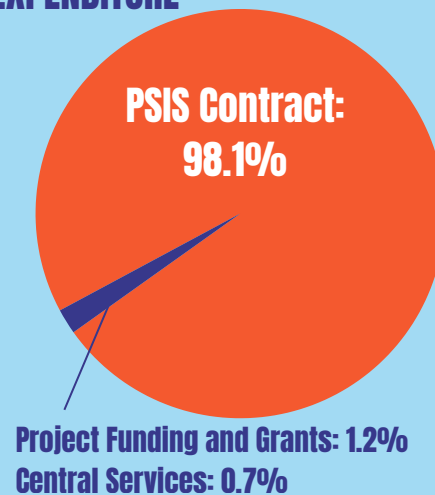
**£2.742M TOTAL EXPENDITURE**

**92%** SPENT ON SERVICE DELIVERY AND  
LESS THAN 8% OF FUNDING SPENT  
ON BTSE COSTS

## INCOME



## EXPENDITURE



# GOVERNANCE

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

The Board meets four times a year and delegates functions to three sub-committees. Our Operational Committee

oversees performance, our Finance Committee ensures sustainability and financial rigour, and our Policy Committee ensures we are meeting our legal obligations in line with best practice. Each is chaired by an independent trustee.

Trustees also regularly review our strategy and horizon-scan to ensure we effectively manage risk.

## STAFF

**David Walker** CEO

**Sue Potter** Communications, IT & Projects Manager

**John Bidemi Ayeni** Data Manager

**Rebecca Davies** Communications, Design and Administration Officer

**Debbie Miles** Finance Manager

## OUR TRUSTEES

**Colin Allies** - Independent Chair  
**Mark Ellison**

CEO, Age UK Bromley and Greenwich

**Christopher Evans**

CEO, Community Links Bromley

**Eliana (Nana) Kingnuthia**

Independent Trustee

**Anna McEwen**

CEO, Bromley Mencap

**Rachel Moriarty**

Independent Trustee

**Gavin Simpson**

Independent Treasurer

**Ben Taylor**

CEO, South East London Mind

**Loraine Whittaker**

CEO, Citizens Advice Bromley


**Aneeta Williams**

Independent Trustee

All trustees listed were in post for the reporting period.




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 **BTSE Bromley Third**  
**Sector Enterprise**

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 **ONE BROMLEY**



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## FUNDED BY



## BROMLEY WELL PARTNERS

