



**STRONGER PARTNERSHIPS  
SMARTER SERVICES  
BETTER OUTCOMES FOR BROMLEY**



**2025-2026  
IMPACT REPORT**

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.



**65,000**  
**BROMLEY ADULT RESIDENTS**  
**SUPPORTED SINCE 2017**

**20%+**  
**OF BROMLEY ADULT RESIDENTS**  
**HELPED BY BROMLEY WELL**

**296**  
**YEARS' COMBINED EXPERIENCE**  
**AMONG OUR PARTNER CHARITIES**

**“Working alongside our voluntary and community sector partners remains as important to the Council as ever, as we continue to develop and deliver with our residents services that respond to what is important to them.**

**We look forward to moving into the year ahead together, as we continue to make Bromley even better.”**

**Donna Glover, Director of Adult Services, London Borough of Bromley**

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# INTRODUCTION FROM THE CHAIR AND CEO

**2025-26 was another year of increased demand and delivery, met through continued innovation and service improvement by our dedicated teams and partners.**

Bromley Well received 18,593 referrals (a 10.4% increase on last year) and supported 13,039 clients (a 7.7% increase on 2024-25).

Since 2017, Bromley Well has supported over 65,000 Bromley residents, delivered tens of millions in financial benefits and helped thousands of older, vulnerable and disabled people and their carers to live independent, healthy lives for longer.

We now support 3,000 more residents than we did two years ago with the same level of resources and despite significantly increased costs. Innovations including our online form, website development, and advice and guidance presence at Bromley's Health and Wellbeing Hub have helped focus resources on front-line support and fulfil our three strategic pillars of Sustainability, Reach and Impact.

During the year, we supported residents to claim more than £6.5m of benefits, grants and debts written-off, to which they were entitled but had not otherwise been able to access. This included the Forms Completion Service helping residents to access over £2.5m.

Continued cost of living challenges are driving demand for support with benefits, while housing issues have notably risen. More clients now present with multiple, interlinked problems requiring intensive casework and cross-agency co-ordination.

Addressing these issues requires deeper engagement with partners and we've helped develop neighbourhood working with health and social care partners. After nine years supporting Bromley residents' independence and wellbeing, our commitment continues as we work to address new challenges.



**Colin Allies**  
Chair of Trustees

**David Walker**  
CEO

## BROMLEY WELL IMPACT 2025-26

**18,593**

**REFERRALS RECEIVED**

 **10.4%**  
**RISE IN DEMAND COMPARED TO  
THE PREVIOUS YEAR**

**13,039**

**CLIENTS SUPPORTED**

**7.7%**  
**NEW CLIENTS\***

*\*Some people are referred to us more than once and for more than one service*

# 180+

## **CALLS ANSWERED PER WEEK**

Supporting 3,000 more residents than two years ago, with the same resources and despite significant cost increases.

# £6.5M

## **CLAIMED FOR RESIDENTS**

Our work enabled residents to claim more than £6.5m in benefits and debts written off, to which they were entitled but not otherwise able to access.

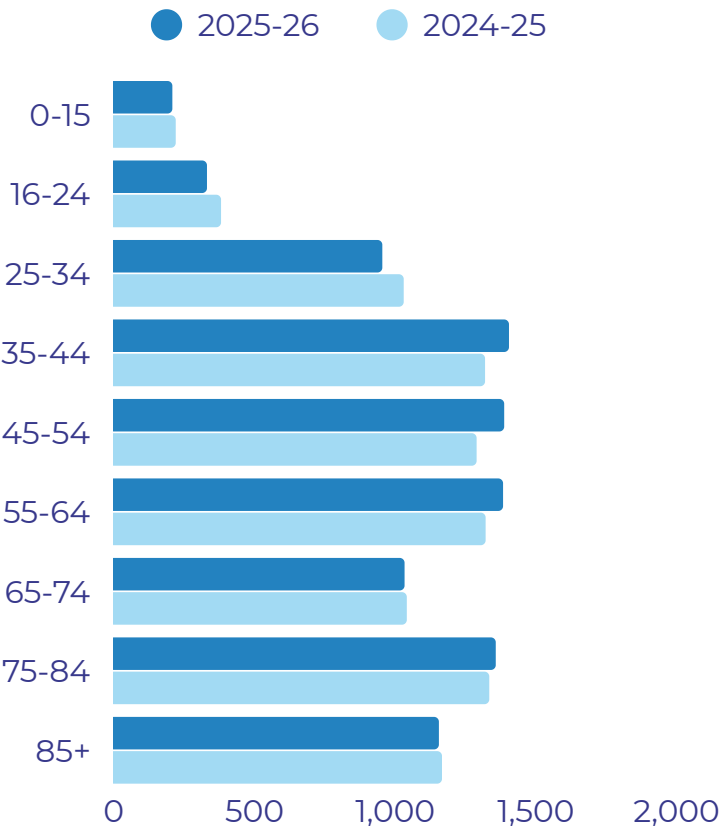
# 29,000

## **VOLUNTEER HOURS**

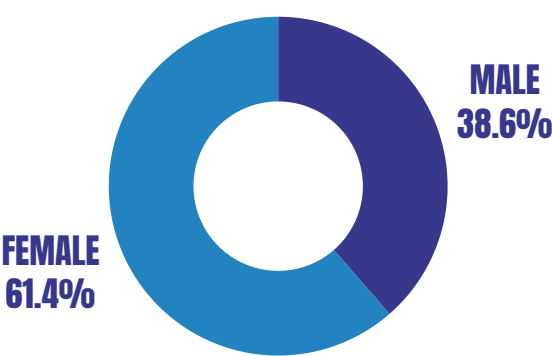
Without our volunteers, we simply couldn't do all that we do. From helping people access vital services to offering a friendly chat to someone who's feeling isolated, our volunteers are involved in a wide range of roles that make a real difference. They support wellbeing, independence and connection across our community, bringing invaluable life skills and experience.

# BROMLEY WELL CLIENT PROFILE

NUMBER OF CLIENTS BY AGE GROUP



NUMBER OF CLIENTS BY GENDER



We have seen clear growth among working-age adults needing our support, with notable increases across the 25–64 age groups. This suggests rising pressures linked to employment, health, caring responsibilities and ongoing cost-of-living challenges. Older adults remain a stable part of the client base, while women continue to engage more frequently, making up 61% of all clients compared to 39% men.

# BROMLEY WELL SUPPORT ACROSS NEIGHBOURHOODS

## NORTH WEST INTEGRATED NEIGHBOURHOOD TEAM (INT)

(INT)

Bromley

NORTH EAST INT

Beckenham

Orpington

SOUTH WEST INT

SOUTH EAST INT

Biggin Hill



Legend illustrates number of clients in each ward



Indicates  
Bromley Well  
outreach  
locations

The map highlights the highest concentrations of clients, illustrating where need is greatest across the borough.

Outreach locations are at key points across the borough, with sessions intentionally hosted in higher-demand areas. Some locations are used by multiple services on different days, providing residents opportunity to access Bromley Well as a whole.

Our in-person presence in communities serves to strengthen delivery of early intervention and prevention support across the four Bromley Neighbourhoods.

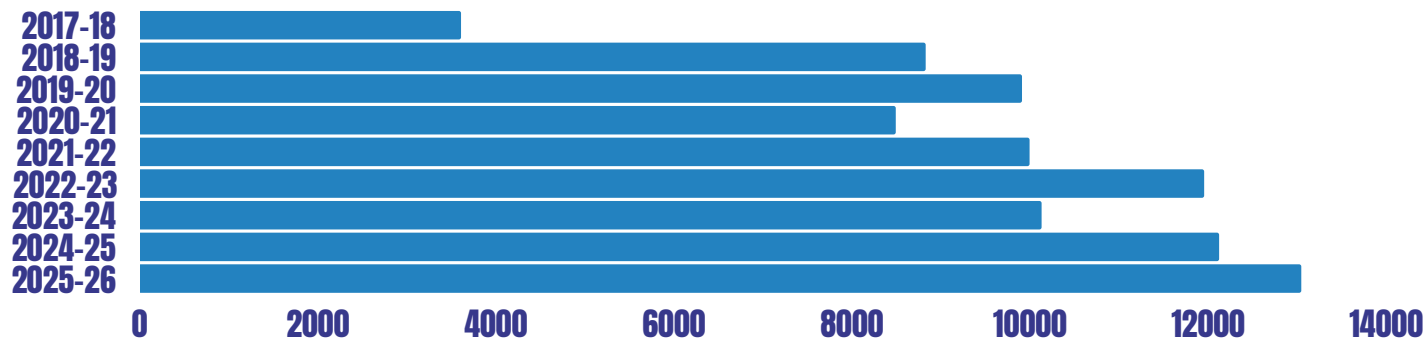
## THE IMPACT SINCE BROMLEY WELL BEGAN

**65,000**  
CLIENTS HELPED SINCE 2017

OVER  
**1 in 5**  
ADULT  
RESIDENTS  
SUPPORTED

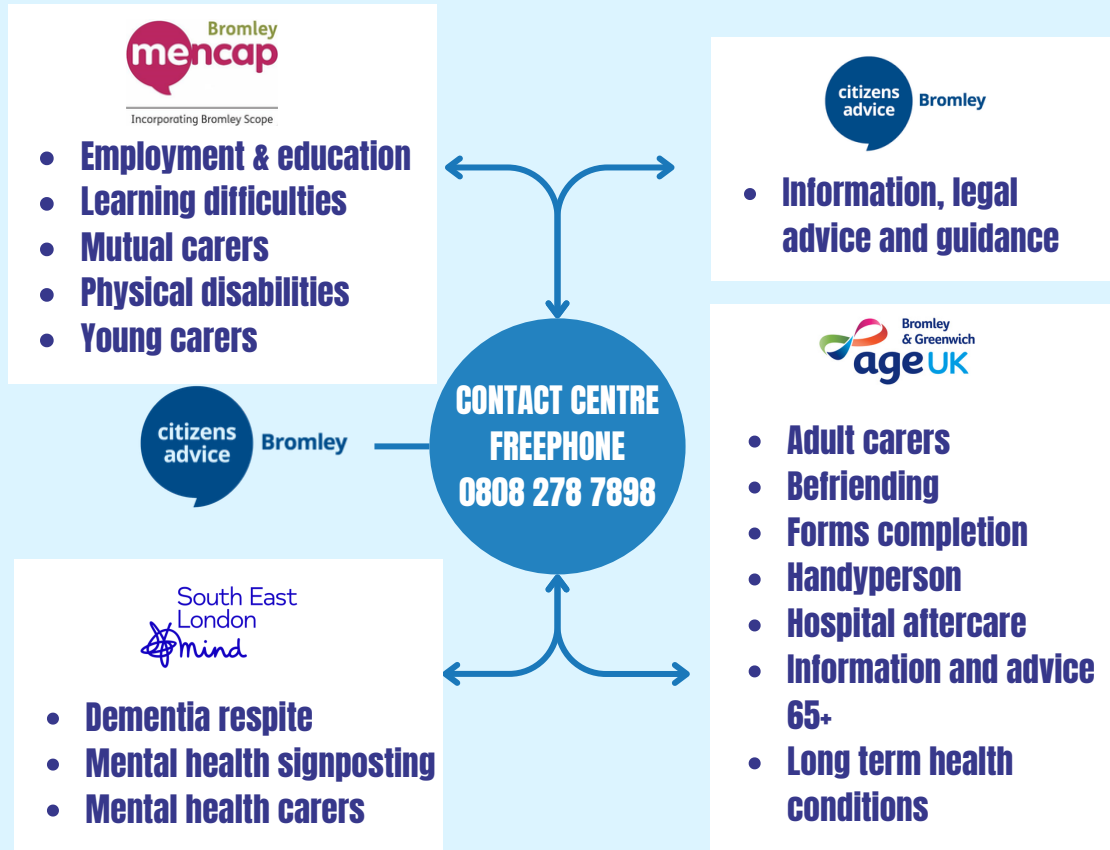
**1.4**  
AVERAGE ISSUES  
RESOLVED PER  
PERSON

## TOTAL NUMBER OF CLIENTS



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

# HOW WE WORK



**UNPAID CARERS IN  
ENGLAND OUTNUMBER THE  
PAID HEALTH AND CARE  
WORKFORCE BY**

**2:1**<sup>1</sup>

**FOR EVERY £1 SPENT ON  
INFORMATION, ADVICE AND  
GUIDANCE, CLIENTS BENEFIT BY**

**£7.47**<sup>2</sup>

**EARLY ACTION AND SUPPORT HELPS US  
MAINTAIN OUR INDEPENDENCE, MANAGE  
OUR CONDITIONS AND ACCESS  
OPPORTUNITIES, ACTIVITIES AND  
SERVICES WHICH WORK FOR US IN OUR  
COMMUNITIES**<sup>3</sup>

**BUILDING A HEALTHY SOCIETY  
IS LIKE CONSTRUCTING A  
STURDY BUILDING. TO  
SUCCEED, WE NEED ALL THE  
RIGHT BUILDING BLOCKS IN  
PLACE**<sup>4</sup>

1. Carers UK & Carers Trust, 2025

2. Citizens Advice Bromley, 2025-26

3. Earlier action and support: The case for prevention in adult social care and beyond, Local Government Association, 2024

4. What builds good health? The Health Foundation, 16 May 2024

**“The Bromley Well partnership works so effectively because it brings together the experience, compassion and knowledge of well-established local charities, working closely with health and social care partners. Together, we help local people access timely, friendly support that reflects their individual circumstances.”**

**Steve Barnes,  
Chief Executive,  
Bromley Mencap**

## **IMPROVING WELLBEING FOR ALL**

Bromley Well delivers practical community and neighbourhood working in action. The borough’s population is the second oldest in London and is increasingly diverse, putting more and more pressure on public services. The need for our support is greater than ever.

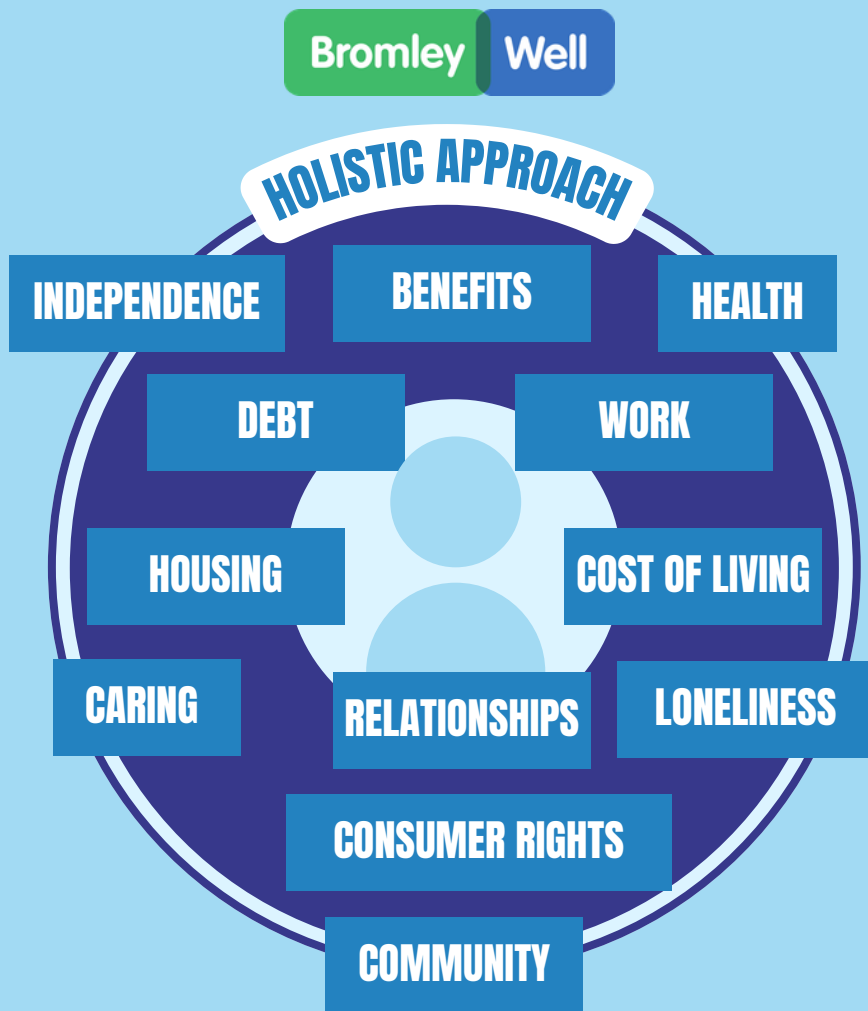
Our ability to work with residents directly in their communities – through our staff, volunteers and peer support services – helps them stay independent and resilient for longer, reducing the need for health or social care services. As well as universal support and advice, we have a cohesive offer for those who need more help to maintain their independence. This emphasis on early intervention and prevention fully aligns with the NHS 10-year plan and neighbourhood working.

We also support Bromley residents through our partnerships, including the London Borough of Bromley, and NHS Primary, Secondary and Community services, and through our network of voluntary and community organisations. In 2025-26, we continued flexing our services and innovating, seeking new ways to deliver our services within existing resources, as the following pages show.

Bromley Well aims to:

- **HELP RESIDENTS GET SUPPORT AT THE EARLIEST OPPORTUNITY**
- **HELP THEM TO 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.



**UNIVERSAL SUPPORT AND ADVICE**

**RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES**

**PRACTICALLY JOINING UP THE SYSTEM**

**ADVOCATING AND INNOVATING**

# UNIVERSAL SUPPORT AND ADVICE

**By working holistically and providing a cohesive offer for those who need more support, we help clients maintain their independence for as long as possible.**

## MULTIPLE ACCESS ROUTES TO SUPPORT AND ADVICE

Through online and telephone support, as well as in-person outreach, we help people apply for benefits or work, debt, energy or cost of living support, or deal with housing and rent issues, relationship issues and consumer rights. In many cases, residents have several related issues, such as rent arrears and debts.

Our services combine to support residents to maintain their independence, remain in their own homes, stay warm and feed themselves, ultimately reducing costs to both health and social services.

Our contact centre is the main point of access for all Bromley Well services. It acts as a single point of access (SPA). Many people who contact us can get the advice they need without an onward referral.

We tailor our services to meet the needs of our communities and based on the resources available. People can contact us online or by phone, and for those very vulnerable residents who cannot access us digitally, we offer in-person outreach.

**9,418**  
**CALLS ANSWERED AT**  
**CONTACT CENTRE**

**72%**  
**OF QUERIES ARE RESOLVED**  
**AT FIRST CONTACT**

## UNIVERSAL SUPPORT AND ADVICE

**£3.2M**

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

**7,427**

**PEOPLE SIGNPOSTED TO  
EXTERNAL SERVICES FROM  
THE SPA (CONTACT CENTRE) -  
THIS FIGURE IS IN ADDITION TO  
THOSE WE HELPED DIRECTLY**

### OLDER PEOPLE'S ADVICE SERVICE

Our Older People's Advice Service helps residents over 65 with a wide range of issues, including support with pensions and benefits.

**2,073**  
**REFERRALS**

**£851,683**  
**GENERATED VIA PENSION CHECKS**

### THREAT OF BAILIFFS REMOVED AS CLIENT IS SUPPORTED WITH DEBT REPAYMENT ADVICE

Client L came to us with £5,000 in rent and council tax arrears, facing bailiff action that was causing severe stress. The Contact Centre arranged a debt-advice appointment, where the client received a full financial assessment and guidance on their rights and repayment options. Our advisor helped them prioritise

debts and propose affordable repayment plans. With support from our Information and Advice Service, Client L negotiated manageable repayments and bailiff action was stopped. Their confidence improved, stress reduced, and they felt reassured that ongoing support was available.



# UNIVERSAL SUPPORT AND ADVICE

## FORMS COMPLETION SERVICE

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

**745**  
CLIENTS HELPED

**£2.5M**  
INCOME GENERATED  
FOR BROMLEY  
RESIDENTS

**527**  
FORMS COMPLETED

**98%**  
CUSTOMER  
SATISFACTION

**£1 = £170**

**EACH £1 SPENT = £170  
RETURNED TO THE LOCAL  
ECONOMY THROUGH  
INCREASED CLIENT INCOME**

## FRAIL CLIENT REASSURED THEY'RE RECEIVING THE RIGHT BENEFITS AND SUPPORTED BY HANDYPERSON

A very frail and confused client was put in touch with the Forms Completion Service when she contacted us for help finding new external carers, as she was unhappy with her existing ones. She also needed her living room light fixing.

One of our volunteers visited to check what benefits the client was on, as she was unable to tell us over the phone. The volunteer

established she was receiving the higher rate of Disability Living Allowance and reported concern over the client's overcrowded living conditions. A handyman went round to fix the light, and the client was referred to Social Services for support with her living situation. She was very grateful of our help and felt reassured that she was receiving the correct benefits.



# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES

Strong social connections are vital to our health and wellbeing. Yet older people and those with long-term health conditions in particular struggle to get out or socialise.

Bromley Well plays a pivotal role in supporting the Council's Tackling Loneliness Strategy, which focuses on preventing people from feeling lonely.

Through our befriending, peer support, social groups and long-term health conditions services we identify hidden loneliness in the community and help people to stay connected and build resilience.

While many residents need one-off support, others need longer-term or ongoing support to maintain their independence and social connections or prevent their situation from worsening.

Whether one-to-one, group or peer support, or practical advice, our teams ensure we are responsive to their needs.

# 5.7%

**OF BROMLEY  
RESIDENTS SAY  
THEY OFTEN OR  
ALWAYS FEEL  
LONELY\***

*\*The Health Foundation*

# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES

## CASE STUDY



### IMPROVED MOOD THANKS TO REGULAR FRIENDSHIP GROUP ATTENDANCE

Living alone at 85, the client contacted us as she was feeling very lonely - most of her friends had died or moved away. She found the lack of meaningful conversation was affecting her confidence and willingness to venture out.

Advised of local friendship groups and transport options, the client started attending the Bromley group.

She has been going regularly and is mixing well with other attendees, saying she really enjoys the human contact with like-minded people. She also has more to speak to another friend about in their weekly phone calls, and reports improved mood, sleep and wellbeing.

### BEFRIENDING SERVICE

Our Befriending Service supports those over 65 to stay socially connected, meet others and make new friends. Activities include regular events, exercise classes and walking groups. For those unable to attend group activities, we provide regular one-to-one home visits or telephone calls. Many clients start their own social activities outside of the service, such as lunch clubs and crochet groups. which deepen social connection.

**3,371** HOURS OF IN-DEPTH  
SUPPORT CALLS

**280**  
SUPPORT  
SESSIONS HELD  
ACROSS BROMLEY

**100%**  
OF CLIENTS FEEL LESS  
ISOLATED AND MORE  
CONFIDENT

# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES



## SUPPORTING UNPAID CARERS

Unpaid carers play a vital role in holding families together across Bromley. They provide much-needed support so their loved ones can lead as normal a life as possible. But caring duties can have a negative impact on their health, wellbeing or 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.

## RESPIRE BREAKS HELP RECHARGE STRESSED CARER

Based in Bromley and also caring for her son with ADHD and her brother with learning difficulties, the client's main caring responsibility was for her mother living in central London. The cost of travelling to and parking at her mother's home in central London was crippling her, and she was also under considerable stress due to a broken

mobile phone – her lifeline for many of her caregiving responsibilities.

Thanks to our help, the client received a £300 Carers' Trust grant for a refurbished, working phone. She also managed to book respite breaks through our referral, so she could rest and recharge.



# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES

**1,118** CARERS  
SUPPORTED

**808** REFERRALS

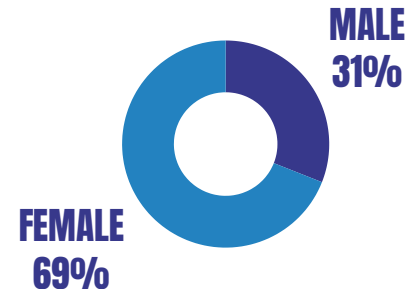
**25,362 UNPAID  
CARERS IN BROMLEY** | **APPROXIMATELY  
1 IN 12 PEOPLE**



Source: Census 2021

**49%**

**PROVIDE CARE FOR MORE  
THAN ONE PERSON**



**89%** SAID THEIR PHYSICAL OR MENTAL HEALTH HAD  
BEEN NEGATIVELY AFFECTED BY CARE DUTIES

Source: Bromley Carers Plan

# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES

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 2025-26, our carers team successfully applied for grants worth £5,394.98 to support unpaid carers who are registered with us.

A Network Partner of

**CARERS  
TRUST**



**EXCELLENCE  
FOR CARERS**

Carers Trust Quality Award

## HELP WITH COOKING, SHOPPING AND FINANCIAL SUPPORT FOR STRUGGLING CARER

Struggling to care for her partner, the client was referred to us by a social prescriber. She was also facing financial difficulties and straining to cope with cooking, shopping and replacing broken items at home. Our advisor referred her to social services for a carers assessment and

a care needs assessment for her partner. Within 24 hours, the client and her partner were receiving help from external carers.

We were also able to secure her £1,000 in vouchers through the Carers Crisis Fund, so she could replace a broken microwave and have support with her shopping. She is now receiving regular help from social services, along with support for cooking and shopping.



# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES

## GAINING CONFIDENCE THROUGH ATTENDING SUPPORT GROUPS

Living with fibromyalgia and chronic pain, the client contacted us to ask about attending one of our peer support groups. He was keen to meet others with similar long-term health conditions and get out of the house more.

After we spoke with him, he also revealed he'd been experiencing falls and dissociative episodes, and he was exploring this with his mental health team.

The client has so far attended four in-person support groups, slowly increasing how much he talks to other attendees each time. He sometimes has dissociative episodes during the meetings and is encouraged to take breaks from speaking.

Since joining the group, the client has gained confidence in group settings and is accessing the emotional support he needs for his wellbeing. He's also started attending another of our support groups, including online groups, and is gradually engaging more frequently with the service.

## LONG-TERM HEALTH CONDITIONS

Our Long-Term Health Conditions Service helps those with conditions such as arthritis, fibromyalgia, long covid, chronic pain, HIV, diabetes and heart disease to access free, practical support to better manage their wellbeing.

We recognise that social connection and emotional resilience are key to living well with a long-term condition.

Support includes workshops, online and in-person peer support groups, quarterly newsletters and one-to-one support.

# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES

## LEARNING DIFFICULTIES

For adults 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.

**482** REFERRALS

## PHYSICAL DISABILITIES

For those with physical disabilities, we provide a range of support to help them remain independent, keep fit and meet new friends. They can also subscribe to our regular newsletter and attend monthly social gatherings.

**614** REFERRALS



# RESPONSIVE SERVICES MEETING THE NEEDS OF COMMUNITIES

## EMPLOYMENT AND EDUCATION SERVICE

Being in employment or volunteering supports people's mental health and physical wellbeing. It builds their confidence, brings them stability and enables them to actively contribute to society.

Our Employment and Education Service plays a vital role here. Our advisors help those with

learning difficulties, physical disabilities or long-term health conditions overcome barriers to work.

Support includes CV writing, interview preparation, job coaching and ongoing guidance for the first few months in employment or volunteering.

**182**

REFERRALS

**183**

ACCESSING JOB CLUBS,  
COURSES AND INFORMATION  
SESSIONS

% OF CLIENTS STAYING IN EMPLOYMENT FOR MORE THAN 3 MONTHS

**98%**

OF THOSE WITH A  
LEARNING  
DIFFICULTY

**100%**

OF THOSE WITH A  
PHYSICAL  
DISABILITY

**100%**

OF THOSE WITH A  
LONG-TERM  
HEALTH CONDITION

**“As well as delivering Bromley Well services directly to residents, including in-person advice at the One Bromley Wellbeing Hub, BTSE continues to play a vital role as a voluntary sector representative for One Bromley. Their experience and insight have helped shape our approach to neighbourhood working and we look forward to continue working with them”**

**Dr Angela Bahn, Place Based  
Executive Director, One Bromley,  
NHS South East London Integrated  
Care Board**

## **PRACTICALLY JOINING UP THE SYSTEM**

By working with others and building relationships, we join up the system and achieve better outcomes for our clients.

Our services are designed to work flexibly and in combination with each other, providing a holistic approach for those we help.

Supporting people to return to and live independently in their own homes, and preventing unnecessary readmission to hospital, is a good example of how we do this.

Not only do we ensure the NHS can focus on treating more patients, but it also reduces the numbers entering residential care before they need to.

# PRACTICALLY JOINING UP THE SYSTEM

## 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.

## HOSPITAL AFTERCARE SERVICE

This service provides six weeks of post-hospital support and helps tackle loneliness and isolation that clients can experience when they are recovering at home alone.

# 76%

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

## POST-DISCHARGE SETTLING SERVICE

This is support for vulnerable Bromley residents who live alone, without anyone nearby to help, when they leave hospital. Our team also supports them with one or more home visits in the first few days after discharge. This helps them regain confidence and independence. The team can also refer them to other Bromley Well services, such as the handyperson, befriending or advice services for help with benefits and allowances.

# 473

**CLIENTS**

# 25%

**INCREASE ON  
LAST YEAR**

# 88%

**OF CLIENTS AGED  
OVER 75**

# PRACTICALLY JOINING UP THE SYSTEM

## TAKE HOME AND SETTLE SERVICE

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.

**1,527**

**CLIENTS**

**98%**

**COLLECTED FROM  
HOSPITAL WITHIN  
30 MINUTES**

## PERSONALISED, SENSITIVE POST-HOSPITAL CARE TO SETTLE BACK AT HOME

When multiple hospital teams had struggled to contact the client's next of kin about her discharge, our Take Home and Settle Service (THAS) was asked to step in.

The THAS assistant assigned to the case made multiple visits to the client's home, providing clear, calm guidance on

preparations, clean-up, equipment delivery and food shopping arrangements.

Acting as a bridge between the next of kin and the hospital staff, the assistant was sensitive, patient and attentive.

Thanks to the assistant's interventions, the patient returned safely home and social services were introduced to ensure she had ongoing support.

# PRACTICALLY JOINING UP THE SYSTEM

## MOBILITY MAINTAINED THROUGH COORDINATED POST-HOSPITAL SUPPORT

Recently discharged home following a fall, Client H was at risk of readmission due to reduced confidence, a leg abrasion, head stitches and mobility concerns.

Living alone and given her falls risk, the client received home visits from the Post-Discharge Settling Service to coordinate support for her. The team referred her for district nurse support for her wounds, to occupational therapy for adaptations at home, and gave her information on personal fall alarms.

They also arranged regular follow-up visits to monitor her progress and deal with any other risks that might emerge.

Thanks to their intervention, Client H was safely supported at home, reducing the chances of her being readmitted to hospital. She said she had regained confidence, stayed mobile and felt well supported.

## HANDYPERSON SERVICE

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 installing key safe units, fitting grab rails and other minor works.

Residents are referred to us via hospital discharge teams or health or social care professionals, reducing the risk of falls and making residents feel safer.

**930** REFERRALS

**97%** FEEL SAFER AND MORE INDEPENDENT

# ADVOCATING AND INNOVATING

## STRONGER OUTCOMES THROUGH SYSTEM-WIDE PARTNERSHIP

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

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.

Our CEO was also part of the National Community of Practice for Integrated Neighbourhood Teams and we were the voluntary sector speaker at their first national event in January 2026.



# ADVOCATING AND INNOVATING

## ONE BROMLEY WELLBEING HUB

The One Bromley Wellbeing Hub has seen significant information and advice client numbers in recent months. Demand has been consistent and 90% of appointment spaces have been filled - high for a drop-in service.

The information and advice offer on Wednesdays is the only drop-in advice service in central Bromley. Due to its success, we obtained further funding to add Tuesdays to the drop-in until end March 2026. The Hub has also recently relocated to the new Bromley Health and Wellbeing Centre, next to the new Civic Centre.

**389** CLIENTS, SOME VISITING  
MORE THAN ONCE

## SERVICE DELIVERY INNOVATION BOOSTS CAPACITY

In response to a reduction in autism services within Bromley causing extra pressure on our advice services, Bromley Well partner Bromley Mencap has integrated advice for those with learning difficulties and physical disabilities into a single Friday drop-in service.

The move has been successful, with over 30 clients being seen in-person each Friday.

## LINKING HOSPITAL WITH THE COMMUNITY AND VOLUNTARY SECTOR

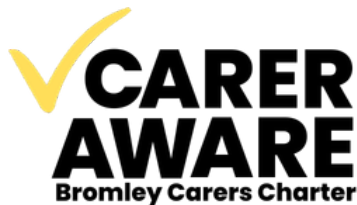
Building on our existing successful hospital aftercare services, we supported the South East London Integrated Care Board and One Bromley colleagues with a new programme to identify the unpaid carers of patients discharged from the Princess Royal University Hospital in Orpington.

We provided information linked to our existing hospital care navigators and created a starter information pack for newly identified carers.

## ADVOCATING FOR CARERS

Our CEO David Walker appeared before the London Assembly's Economy, Culture and Skills Committee on 12 January 2026, as part of their enquiry into unpaid carers in London.

He spoke about the Bromley Well carers service and highlighted the collective work of One Bromley on the Carers Plan, Carers Charter and improving information and awareness to support unpaid carers. His evidence was included in a news article on BBC London.



## ADDITIONAL SUPPORT FOR CARERS

Bromley is one of the leading London boroughs when it comes to support for carers.

We have been working with the Carers Trust and NHS London to get access to the Universal Care Plan (UCP), so we can help carers write their own Care Contingency Plans.

These can be viewed across the health and care systems to improve the care and support available.

# £110,000

**WE IDENTIFIED CARERS IN  
NEED AND ACCESSED  
FUNDING VIA THE  
HOUSEHOLD SUPPORT FUND  
BY MARCH 2026**

# £5,395

**WE ALSO ACCESSED  
CARERS TRUST  
GRANTS TO THE TUNE  
OF £5,394.98 FOR  
LOCAL CARERS**

# ADVOCATING AND INNOVATING

## SUPPORTING PREVENTION THROUGH WIDER WORK

Alongside our core services, we play an important role in supporting wider system priorities by raising awareness of health and wellbeing initiatives, strengthening community connections and promoting opportunities for early intervention.

During 2025, we worked with partners to support national events, including Carers Week and Volunteers Week. In Autumn 2025, we led the sixth Bromley Self Care Week, which is timed to help people prepare for the colder months. We received recognition for Self Care Week from the National Self Care Forum in their annual report.

**73**  
**SELF CARE**  
**EVENTS TOOK**  
**PLACE DURING**  
**THE WEEK**

**33** **ORGANISATIONS TOOK**  
**PART, INCLUDING**  
**19 CHARITIES**  
**4 CIGS**  
**7 NHS TEAMS**  
**PLUS REPRESENTATION FROM THE LOCAL AUTHORITY,**  
**EDUCATION AND THE SOCIAL HOUSING SECTORS**



# ASSOCIATE MEMBERS

We have 72 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.

During the year members heard from colleagues in NHS South East London Integrated Care Board, Bromley Public Health and the Council lead for Tackling Loneliness in the borough.



**“Being a Bromley Well Associate member is beneficial on two fronts. We have the opportunity to connect with other voluntary sector organisations that are working across Bromley, giving us a greater knowledge of the health and wellbeing support available to local residents. In addition, at the Associate members network meetings we hear the latest updates from statutory and voluntary sector leaders regarding changes or developments to the system. Being kept up to date helps us as an organisation with our own planning and communications.”**

**Debra, Partnerships Manager, Mytime Active**

# ASSOCIATE MEMBERS

## PUBLIC HEALTH NETWORKING EVENT

In December 2025, in collaboration with Bromley Public Health, we organised a successful networking event for Associate Members, social prescribers and Bromley Well frontline staff and volunteers. 39 colleagues

attended to hear from the Public Health Team about their campaigns and how to refer residents. Overall feedback was very positive, with a clear appetite for further networking events.



**“It was fantastic to see so many colleagues from across Bromley's voluntary and community sector, Bromley Well and social prescribing teams come together to share knowledge and build connections. Events like this are vital for improving support for residents, increasing awareness of Public Health programmes and strengthening referral opportunities.”**

**Nada Lemic, Director of Public Health, Bromley**

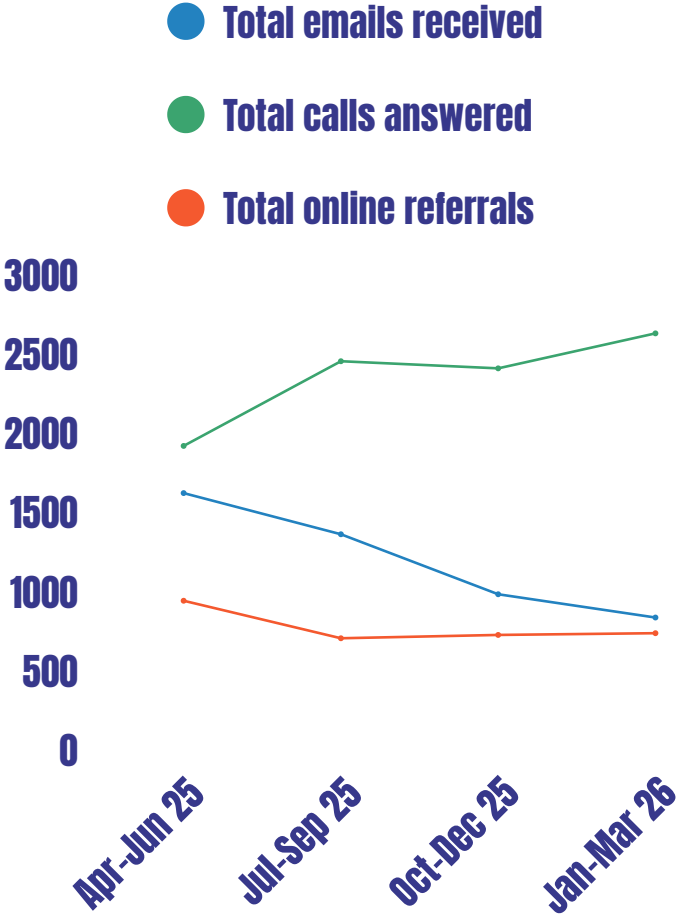
# REFINING OUR SYSTEMS

## ONLINE REFERRALS

Since introducing online referrals in 2023, we receive consistent numbers of both self-referrals and professional referrals via the website. Online referrals have also reduced email traffic, minimising the time-consuming to-and-fro nature of emails. A new version of the online referral form went live in August 2025 and has further reduced email traffic and streamlined operations in the SPA.

## DATA GATHERING

Having refined our data dashboards for the demographics and geography of our referrals, we can identify which partners are referring to us and for which services. We have also aligned our data with the four Bromley neighbourhoods, as part of the NHS Integrated Neighbourhood Teams. 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.



# 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, largely from Carers Trust grants to support individual carers.

**2025-26**

**£2.646M TOTAL INCOME**

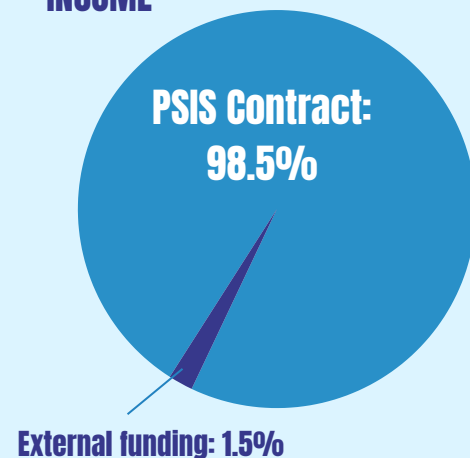
**£2.648M TOTAL EXPENDITURE**

**£2K NET INCOME / EXPENDITURE**

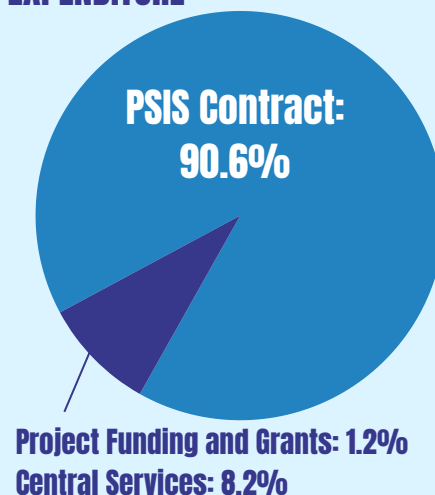
**92%**

**SPENT ON SERVICE DELIVERY AND  
JUST OVER 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

**Steve Barnes** - CEO, Bromley Mencap (*joined June 2025*)

**Mark Ellison**  
CEO, Age UK Bromley and Greenwich

**Christopher Evans**  
CEO, Community Links Bromley  
**Eliana (Nana) Kingnuthia**  
Independent Trustee

**Anna McEwen**  
CEO, Bromley Mencap (*resigned June 2025*)

**Rachel Moriarty**  
Independent Trustee (*resigned August 2025*)

**Gavin Simpson**  
Independent Treasurer

**Ben Taylor**  
CEO, South East London Mind

**Loraine Whittaker**  
CEO, Citizens Advice Bromley

**Aneeta Williams**  
Independent Trustee (*resigned May 2026*)

**Louise Wolsey** - Independent Trustee (*joined September 2025*)



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**WORKING WITH**  




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**CARERS**  
**TRUST**



## FUNDED BY



## BROMLEY WELL PARTNERS

