

Impact Report 2022-2023



Incorporating Bromley Scope

Message from the Chairman, Peter Prentice, and Chief Executive, Eddie Lynch MBE

This year saw significant growth within the organisation as we continued to expand our services, establish new partnerships and increase our annual income. Despite the challenges of high inflation and rising costs, we are delighted that we have ended the year in a financially healthy position.

Our dedicated team of staff and volunteers delivered a wide range of quality, person-centred services and set up new services to meet the needs of more disabled people, carers and families.

Demand for our popular day opportunities programmes grew and we secured new premises at Eden Park for our West Wickham service. This becomes our fifth property and, in response, we created a new role of Facilities Manager to oversee responsibilities across our growing property portfolio.

Staying with premises, our Training Centre at Station Road was fully refurbished with the support of capital grants. The Centre was approved by the Department for Education to deliver accredited vocational and life skills courses to young people with social, emotional and communication difficulties. This year the building has been used as a community hub providing a variety of activities and workshops across our range of services.

The expansion of our services and extending support to more people was boosted by a five-year Lottery Community Fund grant of £367,000 which will fund our new Cost of Living Support Service and continue our Digital Champions project. This year we saw the growth of our Supported Internship programmes across Bromley and Bexley and we successfully retendered, in partnership with the



Peter Prentice, Chairman



Eddie Lynch, CEO

Bromley Third Sector Enterprise, to deliver the Bromley Well contract for a further five years. We were pleased to receive additional funding for a new Employment Retention Officer along with more resources to support people with learning disabilities and to redevelop our app for young carers.

Digitalisation became further embedded across Bromley Mencap, and we employed two people with a learning disability to act as Digital Champions in our Day Opportunities services. This has provided valuable learning to inform the future development of our digitalisation strategy for the organisation.

Our User Involvement Project grew throughout the year and was actively involved in the development of our Training Centre and in our recruitment of new staff. In August we held a successful Garden Party (photographed right), attended by over 50 people, to seek views on our user involvement strategy across the organisation.



The continued growth of Bromley Mencap is led by the need for the various services and activities in Bromley and neighbouring boroughs. The ability to provide these services and activities to such a high standard, is thanks to the dedication and commitment of the staff, supported by volunteers and Trustees at every level. Quality lies at the heart of our services and we are delighted to have retained our accreditation for Investors in People, the Advice Quality Standard and the DWP Disability Confident award.

We hope you enjoy reading this year's Impact Report.

Thank you to everyone involved with Bromley Mencap – staff, volunteers, funders and partners – and we look forward to continued success into next year and beyond.

Growth in Referrals and Membership

Demand for our support increased significantly, and this year we saw 2,201 new referrals to the organisation.



2,201 new referrals.



This is an increase of 401 on the previous year.

This year, through our outreach programmes, we saw 195 new members join the organisation and we continue to have a membership of over 1,000 people.



195 new members joined the organisation this year.

A 25% increase from last year.

Self Funded Services

- » Our Day Opportunities community-based programme was attended by 61 disabled adults at our two centres in Orpington and West Wickham. The services delivered outcomes around increasing independence and promoting life skills.
- » At the Lodge we expanded the capacity of our training courses in Horticulture, Catering and Bicycle Maintenance which now run 5 days a week. This year the numbers of students per week increased from 32 to 36.



The Lodge Case Studies



R joined the Lodge prior to the Covid pandemic and was making good progress with all her catering skills. She worked hard to complete both Level 1 and 2 Food Hygiene Certificates.

From a skills perspective, R was ready to take the next step towards employment, but the lockdowns started. Many of our clients lost their confidence, and their wellbeing was impacted during this time.

When the restrictions were eased, a volunteering opportunity arose for R, to prepare and serve hot drinks for a running group who used the local park.

With her confidence growing, we secured a new volunteering placement

B, another of our catering clients, has also been volunteering at the cafe.

He said, “I enjoy serving the coffees and meeting new people. I am also enjoying travelling on the bus independently to get to the café each week.”

at a café in Beckenham. R has been doing this for several months now and is really enjoying the experience.

“I am really enjoying my new role and have met lots of new people. It is exciting to be working in a café”

Family Support and Information Services

» Bromley Mencap Supported 2,021 people through our telephone helpline, an increase of 700 on last year.

» We provided advocacy for parents and carers, families with complex needs and people in transition.

» 72 families were supported by our Specialist Autism Family Service for 6 to 12-week periods to meet key targets identified through individual family plans.

“A vital service for our family that is ever growing, we would be lost without it”

“This has had a massive, positive effect on my life. I am seeing my children again, which is such a relief”

“My life was in a total mess until I came to you for support. I dread to think where I would have ended up if it hadn't been for you”



» We delivered 36 workshops each for adults with learning disabilities and adults with physical disabilities covering issues around wellbeing, cost of living, debt management, housing and scams.

» We held twice weekly drop-ins for clients with learning difficulties and/or autism to reduce isolation and encourage peer support.

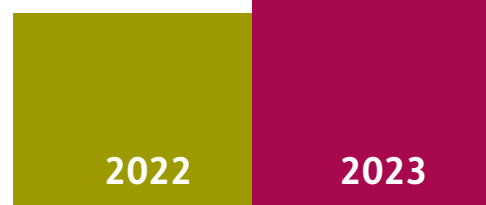
- » We recruited and trained 5 telephone support volunteers to deliver emotional support to clients.
- » Twenty informative workshops and lunches were provided for mutual carers as well as a monthly cookery class for carers with learning disabilities.

“You helped me to make a weekly budget to follow and, with the extra income from my benefits, I am able to put some money aside for the first time in my life”



We supported disabled people and carers to claim over **£600,000 in welfare benefits.**

An increase of **£350,000 on last year.**



- » In addition, we supported people at Tribunals to gain **backdated payments** of **£20,000**.
- » We also secured a range of grants to provide disabled people and carers with **new white goods and specialist equipment**.

Respite and Short Breaks

189 families received 6,783 hours of support from our Short Breaks Service through Childminders, Community Support Workers or Buddies.

The number of families supported increased by 125% from last year.

“The support you provide gives us time to reboot as a family and stay refreshed for our child”

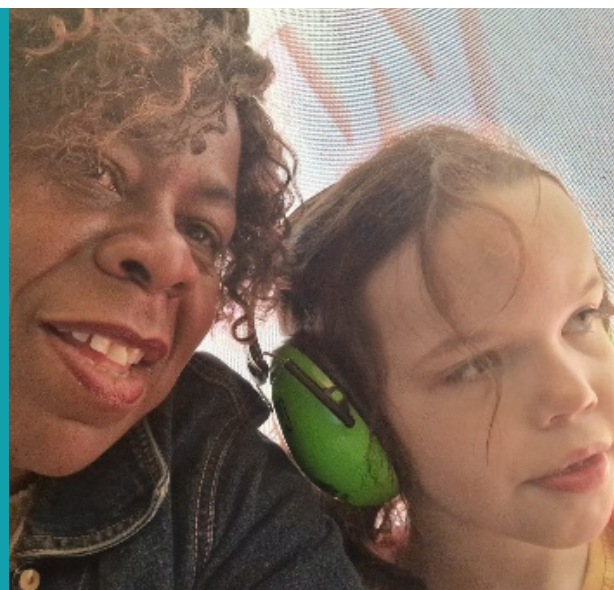
“We have been able to take time to be together as a couple knowing our child is safe and in good hands”

Case Study

J is a Bromley Mencap Community Support Worker and has been supporting A for nearly six years. A has Global Development Delay and Hypertonia. Support usually takes place on a Saturday, occasionally after school, and also during the school holidays.

J provides a variety of fun and engaging activities both in and out of the family home. J organises arts and crafts, plays games and prepares meals alongside A, for example, making pizza. J helped A design a T-shirt recently which A was very proud of.

Outside the home, J takes A out for rides on her trike, visits parks and shops and accompanies A and her mother on trips to the hospital. J recently took A to London for a day out at A's request. They went by train and visited Trafalgar Square before taking a tube to Harrods. A participated in sensory play in the store's toy kingdom and thoroughly enjoyed her day out!



Leisure and Activities

85 disabled adults attended social and leisure activities.



This included Monday Afternooners, Keep Fit, the Outdoor Activities Club and Discos, **an increase of 20% on last year.**

Our community hub provided free bike hire to members of the local community and ran sessions on positive wellbeing.

“I want to do more for me and my wellbeing. I am ever so grateful for the service. I have encountered and conquered so much!”

“The workshops and meeting others helped with my confidence and with being socially isolated. I now can’t wait to meet up with my new found friends”

Social Media

Our social media presence continued to grow. We communicated about our activities and local and national issues relating to disabled people on a regular basis.



1,200

Instagram followers



1,500

Facebook followers

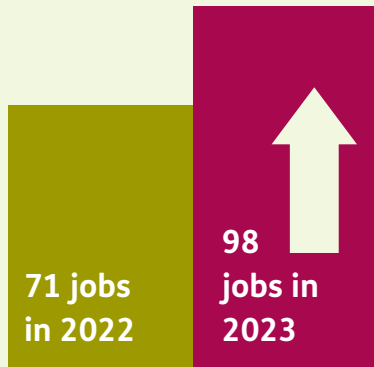


3,100

Twitter (X) followers

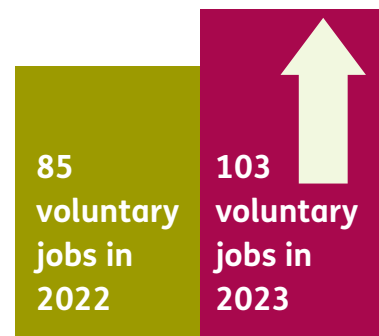
Volunteering, Training and Employment

The Education and Employment Service has supported **98 disabled people** into mainstream jobs.



A **38%** increase from last year.

A total of **103 volunteering and work experience opportunities** were created.

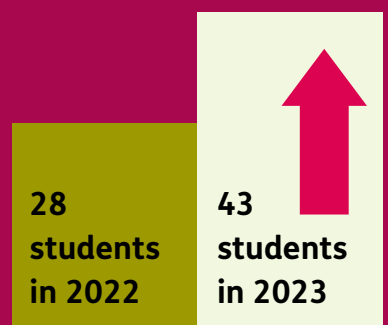


A **21%** increase from last year.



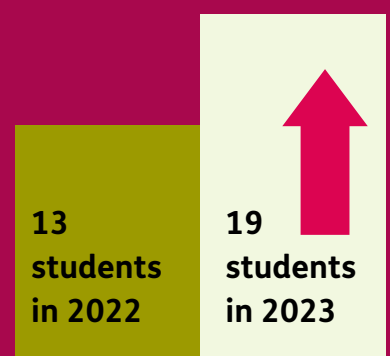
43 students from Bromley and Bexley attended our Supported Internship programme.

A **54%** increase.



19 High Needs students secured outcomes including employment and volunteering placements.

A **46%** increase.



Job Brokerage: Case Study

Our new Employment Brokerage Service supported 20 adults with a learning disability, who have a care package, into employment and engaged with 60 employers during the year.

When M was referred to Employment Brokerage he had lost all his confidence and had not left his home for three years. He was unable to travel independently and was doubtful he could hold down a paid job.

Our consultant met with M to offer one-to-one support, attended job clubs with him and encouraged him to join new social activities.

M's confidence started to grow and he began to travel independently on local buses and support others at job clubs. M applied for a Freedom Pass to widen the prospect of finding employment.



The Brokerage Consultant supported M to get a three-month paid placement at CBRE's head office in London. A travel buddy was arranged for M along with job coaching support. M started to work front of house, meeting and greeting customers. He also worked in the busy postroom, delivering parcels and letters to employees.

M's confidence grew so much that he started working independently without support from his job coach.

M's commitment to his role was recognised by being voted Employee of the Month in February. M said the support he received was excellent and has helped him 'get back on his feet'. He has just signed a permanent contract! Congratulations.



Our Retention Worker supported 10 individuals to remain in employment by working closely with employers to help them make reasonable adjustments to individual roles and provide disability awareness training.

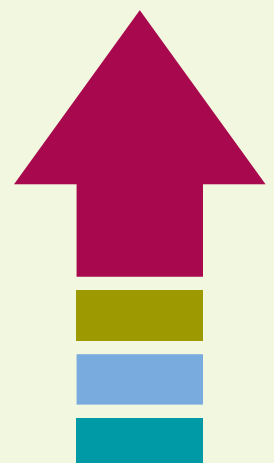
“I love my job, I love everything about it and I couldn’t have got it without your support”

“With the support of your Retention Worker, my mental health has greatly improved and I’m so much more happier in my work”

Our Job Coaching Agency supported disabled people in employment through support at interviews, inductions, travelling independently, performance at work and training.

We matched 36 clients with a trained job coach.

A 29% increase on the previous year.



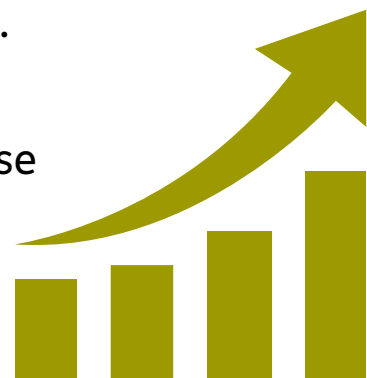
Job clubs were held weekly across the community and involved independence and employment exercises, IT training, mock interview practice and one-to-one job searches.

227 disabled people accessed our Job Clubs.

A 29% increase on the previous year.

Our Transitional Opportunities Project (TOP) supported 20 young people, aged 16 to 25, through Employability Workshops supporting 6 into volunteer placements and 5 into paid employment.

16 young people completed a certificated training course on Preparation for Employment which included work placement, volunteering and paid employment outcomes.



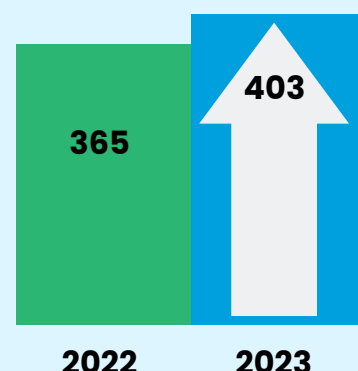
The Employ Me London programme supported 87 participants, from 16-24 years old.

20 young people entered employment or apprenticeships and 16 accessed education and training.

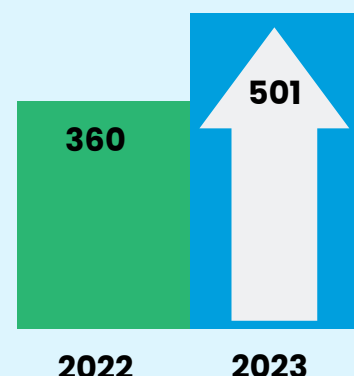


Our Bromley Well Pathways provided preventative support to disabled, vulnerable people and carers.

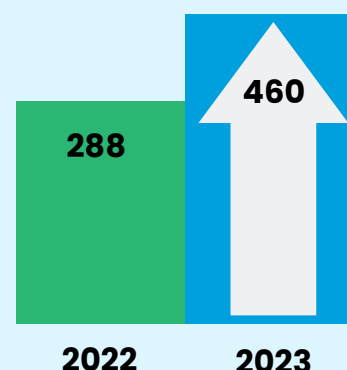
✓ 403 adults with learning difficulties/disabilities, up from 365 last year, benefited from individual support and a range of workshops and drop-ins to enhance independence and resilience.



✓ 501 adults with physical disabilities, an increase on 360 last year, benefitted from workshops and drop-ins and were supported individually to enhance their independence and manage their medical impairments.



✓ 460 autistic young adults, up from 288 last year, accessed the Autism Pathway and received support around employment, welfare benefits and maintaining positive wellbeing.



“My mental health is now improving as I have the tools to cope better and manage my conditions”

“By accompanying me to medical appointments, you have enabled me to receive medical advice and interventions to help with my pain, which has supported me to care for my son”

Bromley Well

The Education and Employment Pathway supported 142 people with learning disabilities, physical disabilities, long-term health conditions and mental health issues. 46 people secured employment and 92 gained volunteering and work experience.

There were 158 new referrals to the Young Carers Support Service this year.



437 young carers were supported by our trained advisors.

Young carers attended leisure activities as a break from their caring duties as well as mentoring, workshops around coping strategies and individual counselling. A new Young Carer App was developed with access to forums, an activity calendar, newsletters and improved communication systems.



Case Study: Autism Support Service

G was referred to the Autism Service as she was extremely anxious about her benefits, which were due to be renewed. She was awaiting an Autism diagnosis, was not coping with day-to-day life and felt lonely and isolated. Her mental health was badly affected and she had no one to turn to.

The Autism Officer referred G to the Mental Health Team for support with her anxiety and depression and also to the Long Term Health Pathway for support with a number of health conditions. The officer supported G in preparing for her benefits tribunal and attended with her on the day. The worker also arranged support for G who was caring for her mother. G was supported to attend peer support groups which helped reduce her social isolation and manage relationships.

“I feel so much more positive now and can move on with my life with a fresh start”

G now has a more positive outlook on life. She was supported to have an ADHD diagnosis and has found a new GP who relates to her better and understands her autism. She completed a Life Admin course, has developed mental health coping strategies, has increased her income through benefits and is now enjoying a new volunteering role.

What our clients think

“It was nice for me, as a parent, to see how engaged she was with other young carers as she was a little nervous beforehand”

“Helping me to get my own accommodation has given me a new life and a place I can call home, making me feel more secure and happy”

“I now have voice reminders set up on my phone and calendar which gives me reminders for tasks to do each day and when my appointments are. You showed me how to do this and it is such a simple but life-changing thing for me”

“You understand me, you really do, and that makes it so much easier and enjoyable for me to be supported by you”



Bromley

Well

Representation

Throughout the year we attended a wide range of key strategic and operational groups within Bromley, to represent the views of our members.

These include:

- Voluntary Sector Strategic Network
- Bromley Safeguarding Adults Board
- SEND Governance Board
- Learning Disability Annual Health Check Task and Finish Group
- Bromley Children and Families Forum
- Autism All Age Partnership Board
- Bromley Adult Learning Board
- Learning Disability Carers Forum
- Learning Disability Partnership Board
- Learning Disability Provider Hub Meeting
- Learning Disability and Mental Health Provider Forum
- Parent Engagement Matters
- Down Syndrome Task Group

Partnership Working

Our partnership work included successful collaborations with:

- Bromley Third Sector Enterprise
- CASPA
- London South East Colleges
- Royal Mencap
- MyTime Active
- TLC Education Services
- Brent Knoll School
- Oxleas Physiotherapy and Psychology Team
- The Glebe School
- Marjorie McClure School
- Riverside School
- Cabrini Care
- Diagrama

Funding



New grants and funding were received from The National Lottery Community Fund, Neighbourly, The Clothworkers Foundation, The Leathersellers Company, BBC Children in Need, Groundwork UK, City Bridge Trust and the London Borough of Bromley.



Other fundraising included our Summer and Christmas Fairs held at the Lodge in Norman Park which raised over £2,700, quiz nights and raffles.

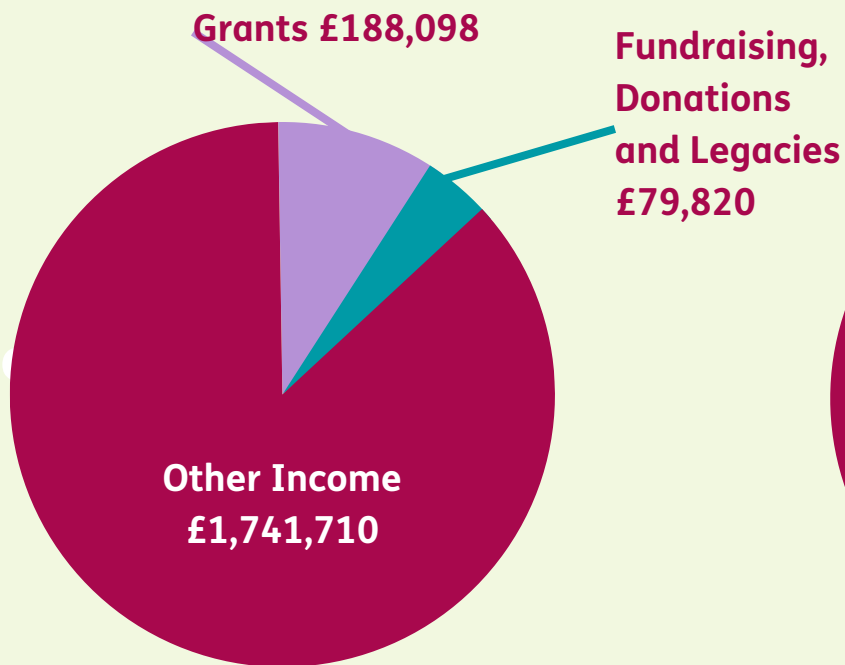


Donations were received from TK Maxx and Homesense Foundation, First Sentier Investment, Grove Pension Solutions Ltd, the Southern Co-op, Identity E2E, members of the Bromley Business Network, the Trinity United Reformed Church, the Rotary Club of Beckenham, West Kent Masons and the Bromley Inner Wheel Club.

Summary of Financial Information

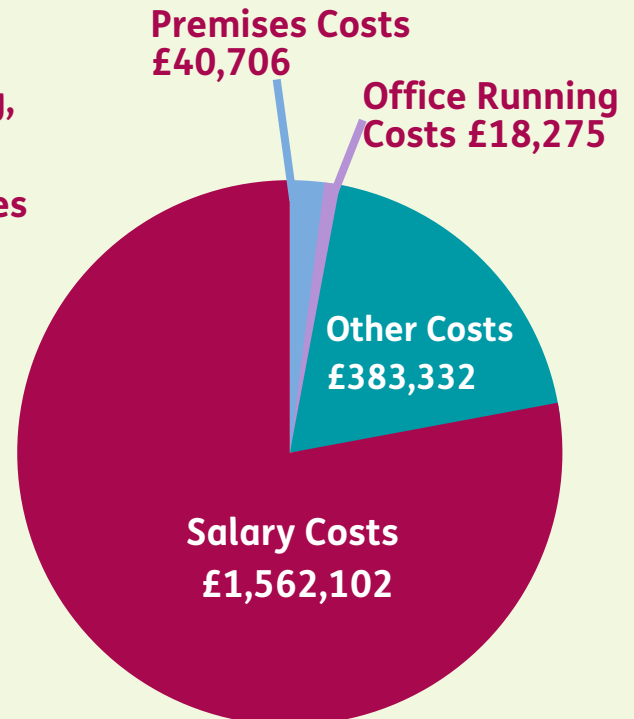
Income and Expenditure for the Year Ended 31st March 2023

Income



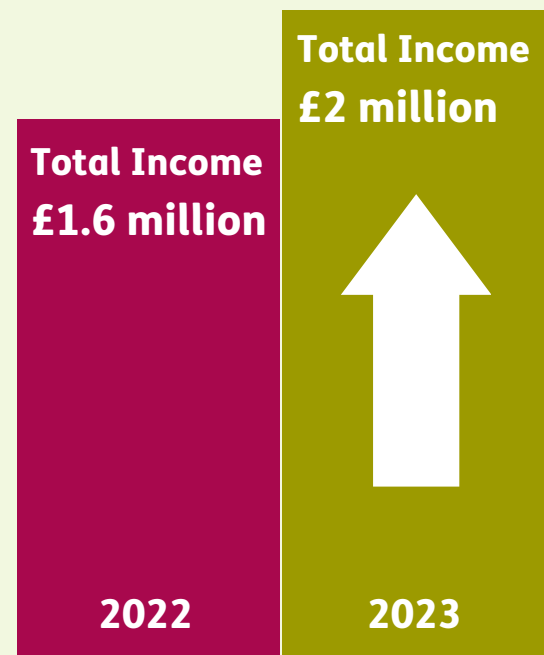
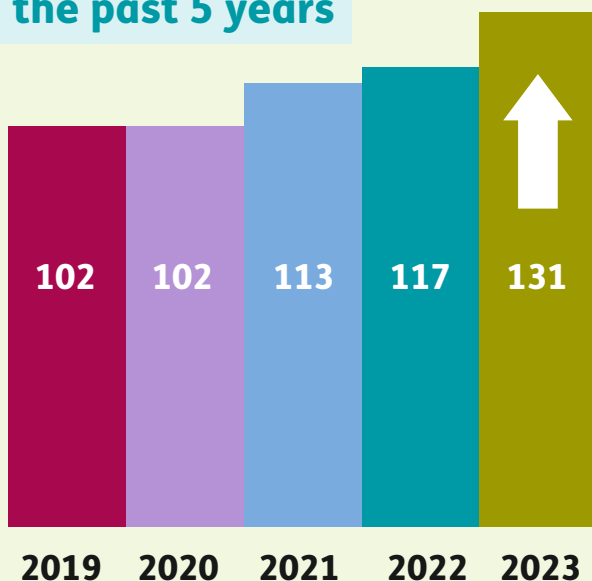
Total Income: £2,009,628
(money we received)

Expenditure



Total Expenditure: £2,004,415
(money we spent)

Staffing numbers over the past 5 years



This information is extracted from the audited accounts for the year ended 31st March 2023. Full accounts are available on request from Bromley Mencap at its registered address.