

Impact Report



Incorporating Bromley Scope



2024-2025

Message from Interim Chief Executive, Steve Barnes, and Chairman, Adrian Hilderly



Steve Barnes
Interim CEO

We are delighted to share this Impact Report with you!

This has been a year of significant change and progress for Bromley Mencap. Following a leadership transition in July, with Steve Barnes stepping in as Interim CEO, we have ensured continuity and continued to thrive. Our finances remain healthy, and we are carefully managing funding and cost pressures to maintain high-quality services and excellent value.



Adrian Hilderly
Chairman

Strengthening our organisation

Merger: The Board approved plans to pursue a formal merger with Lewisham Mencap.



At the time of writing, the merger is close to completion, and we look forward to welcoming our colleagues and members from Lewisham into a newly united organisation.

Governance: We appointed five new trustees, whose varied expertise strengthens our boards and committees.

Quality and commitment

Quality lies at the heart of all we do. We retained the Advice Quality Standard, Investors in People, and the DWP Disability Confident award, demonstrating our commitment to excellence and continuous improvement.

Co-production at the centre

This year saw a major step forward for our co-production work. We formed a Strategy Development Group of members, families, staff and trustees to shape our new three-year strategy.

Over 100 people shared their views at our AGM, ensuring that the priorities truly reflect what matters most to those we support.



From April 2025, we began delivering the new strategy through a Strategy Delivery Group, again made up of people with lived experience, supported by our co-production team.

We also strengthened capacity by increasing staff hours and appointing a new Peer Support Worker role.



Our strategy is focused on four key goals:



Social Inclusion – reducing isolation through inclusive activities and events.



Employment & Training – creating opportunities for skills development and independence.



Community Connections – building networks through accessible spaces and outreach.



Campaigning – advocating for fairness, inclusion and change.

These goals are underpinned by four pillars: Partnership, Data, Sustainability and Wellbeing. These guide everything we do.

Partnership



Data



Sustainability



Wellbeing



Once the merger is complete, we will involve Lewisham members to ensure our priorities reflect local needs across both boroughs.

Read our full [2025–2028 Strategy](#) by visiting our website or scanning the QR code.



A Tribute to Ann Kean

We were deeply saddened by the passing of Ann Kean in April 2025.

Over five decades, Ann made an immense contribution as fundraiser, trustee, Vice-Chair and Vice-President. In her memory, we are introducing the Ann Kean Memorial Award, to be presented annually at our AGM to a member who has gone above and beyond to overcome challenges and achieve their goals.



Celebrating 75 years

The coming year marks a remarkable milestone: 75 years of Bromley Mencap. Since 1951, the charity has grown from a small group of parents into a thriving organisation at the heart of the community. We are proud of our history and throughout 2026, we will host a series of celebratory events with members, families, staff, partners and the wider community.

Thank you

Bromley Mencap continues to thrive thanks to the dedication of our staff, trustees, volunteers, funders and partners. Whether through direct support, behind-the-scenes work, or fundraising efforts, every contribution makes a difference.

Together, we will continue to build an inclusive future for disabled people, carers and families.

Steve Barnes

Adrian Hilderly

Organisational Development

Key Achievements (at a glance):

- » Launching our new three-year strategy, which was directly shaped by the voices of the people we support, their families, and our dedicated staff.
- » We expanded our co-production team to work more directly with people who draw on our support including many members.
- » Securing funding from the Glasspool Charity Trust's Flexible Frontline Fund which enables our members a grant for goods or services, alongside the advice and support which our services provide.
- » Achieving a positive report following the initial monitoring visit from Ofsted for our new accredited Training Centre for young people with special educational needs and disabilities (SEND).
- » Piloting extended hours services in our Day Opportunities service, including a choir, ceramics and cookery classes.



“Leaders, managers, and staff know the learners well. They generate a warm sense of belonging and community at the college.”

Ofsted Report: January 2025



Referrals and Membership

Demand for our support has continued to remain very high, and this year we supported **2,740** people across all our services.



2,740

people supported
across all services



221

new members
welcomed



948

total members as
of 31 March 2025

Self Funded Services

» Our Day Services run on weekdays across three sites:
The Lodge in Norman Park (Bromley), Cotmandene (St Paul's Cray)
and Eden Park (Beckenham).

In 2024/25 we supported 101 disabled adults to build independent living and work-readiness skills, with over 8,700 visits to sessions. That's 285 more than last year.

- **Last year: 8,430 visits to sessions**
- **This year: 8,715 visits**

+ That is 285 more visits



101 disabled adults supported across Day Services



We worked with more local community groups to give disabled people extra opportunities.

We started accredited learning at The Lodge. This helps us celebrate success and show evidence of skills for jobs and volunteering.



The Lodge is part of the AQA Unit Award Scheme, ensuring all learning is nationally recognised.



Family Support and Information Services

Key successes and achievements within our children and adult support services over the last year include:

» **260 people supported by our All-Age Autism Welfare Benefits Service.**

We provided information, advice and follow-up on benefit entitlement for autistic people, their families and carers.



» 239 people supported through our Cost of Living Project.

We provided 1:1 sessions and group workshops on welfare benefits and debt to help disabled people with complex needs build financial independence and practical skills like cooking and shopping on a budget.



» 174 people supported by the Autism Service for people aged 16+.

When funding ended in January 2025, we kept support going with monthly workshops focused on building networks, developing peer support, and creating chances to connect and share experiences.

» 106 people supported through our Information and Advice Service.

» 77 families supported through the Specialist Autism Family Support Service.

Families received targeted 6–12 week support. Each family worked to key goals set in an individual family plan, with tailored advice and regular check-ins to help meet those goals.



» Twice-weekly drop-ins for people with learning difficulties and autistic people – reducing isolation and building peer support.

» 20 coffee mornings helped mutual carers feel less isolated.

B's Story

From Money Worries to Money Confidence



B lives alone and, for several years, relied on a combination of Personal Independence Payment (PIP) and personal savings. When their savings ran out, B began to struggle, with bills quickly spiralling out of control – their phone bill averaged £178 per month, and utilities were close to £200, exceeding their monthly income.

Through our Cost of Living Service, B received tailored, practical support. We helped them successfully claim Universal Credit, reduced their phone bill by over £100 a month by blocking premium numbers and switching tariffs, and cut utility costs by a similar amount through tariff changes and energy-saving habits.

Daily reminder sheets encouraged energy-saving habits and home cooking rather than takeaways.

Achievements at a Glance

- Phone bill cut by £100+ per month
- Utilities reduced by £100+ per month
- Heating changes saved £70 per month in summer
- TV package costs reduced
- Learned budgeting and cooking skills
- Increased confidence and spending awareness

TV packages were streamlined, keeping only the channels B watches. B also attended our cookery and budgeting courses, learning new skills to make their money go further.

Initially reluctant to switch from branded to store-brand products, they proudly embraced the change during a supermarket trip, saving more on their weekly shop.

With continued support on budgeting and food shopping, B is now more money-aware and making positive changes every week.

Our Cost of Living service has cut B's costs by over £2,000 a year.

Respite and Short Breaks

» 67 families received 7,475 hours of support through Community Support Workers, Buddies and Childminders.

This is an increase on the 6,120 hours of Short Breaks support provided the previous year.



» 78 disabled children attended leisure activities.

Events included Easter craft activities, bowling, giant games, baking, horse riding, soft play, science and a Christmas party.

"Thank you for coming to our aid when we desperately needed help"

"The activities gave my daughter a chance to make friends with children like her and allowed me to connect with other mums"





K's Story

Travel buddy made a dream placement possible

K was offered work experience at a radio station in central London, a dream opportunity, but travel was a major barrier.

K's parent couldn't take time off work each day to accompany him, and the busy routes into central London felt daunting. Our Short Breaks Service matched K with a buddy who shared his interests. Travelling together with someone close to his age made the journey possible and enjoyable. Once on placement, K thrived in a role he loved.

“Without Bromley Mencap’s buddy support, this wouldn’t have been possible”

The experience boosted his confidence, independence and optimism about the future, while providing essential respite for his parent.



Leisure and Activities

» **125 disabled adults attended social and leisure activities.**

This included Monday Afternooners, Keep Fit, the Outdoor Activities Club and Discos – with new evening options such as choir, ceramics and cookery.

We also run a free bike-loan service from The Lodge Community Hub, Norman Park.



Communications

- **Bulletin & e-newsletter:** Every two months, reaching members, community groups, professionals and local councillors.
- **Social media:** Regular posts that speak up for disabled people on local and national issues, with steady community engagement.
- **Website:** Up to date and accessible, so people can quickly find services and get in touch online.



500 LinkedIn followers



1,600

Instagram followers



1,800

Facebook followers



3,200 X followers

Volunteering, Training and Employment

Demand for our Education and Employment services remains high. We build skills, confidence and independence, and help people plan their next steps into work and beyond through work experience, tailored volunteering and paid jobs.

» **385 people have been supported through all our employment and training programmes this year.**

Supported Internships

We partner with London South East Colleges (LSEC) at its Bromley and Bexley campuses, and with Learning and Enterprise College Bexley (LECB), to help students gain valuable work experience and progress into paid employment by providing job coaches and support with Access to Work applications.



Princess Royal University Hospital (PRUH) Supported Internships

We provide job coaching support as part of our partnership with LSEC, delivered in association with King's College Hospital NHS Foundation Trust at the PRUH. Interns complete three workplace rotations across the academic year and gain experience in real NHS roles.



75

students supported
in total



41

students supported
in academic year



19

students supported on
PRUH programme

Jonathan's Story

Jonathan began a supported internship at the Princess Royal University Hospital (PRUH) in September 2024. Through our partnership with King's College Hospital NHS Foundation Trust, London South East Colleges and Bromley Council, he received specialist job coaching to move from training into sustained work.



Placed with the Pharmacy team, Jonathan learned day-to-day tasks and routines. With brief, targeted coaching using simple task breakdowns, checklists and short review meetings, he grew in independence, proved consistently reliable and maintained a positive attitude. Supervisors worked closely with our job coaching team to agree small, practical adjustments so Jonathan could succeed because of his skills and effort.



Jonathan progressed into full-time employment as a Pharmacy Runner at the hospital in 2025.

Coaching tapered as he settled into the role, with short follow-ups to support a smooth transition. Well done, Jonathan.



With a quality placement, supportive employers and targeted job coaching, Jonathan moved from work experience to sustained paid work, adding value to his team and the organisation.

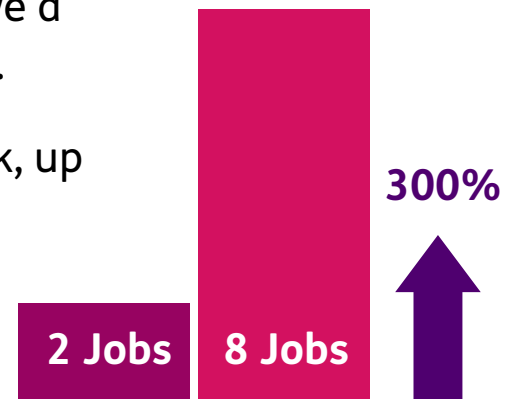
Job Brokerage Service

Our Job Brokerage Service helps adults with learning disabilities and complex needs into training, volunteering and paid work. We link with our job coaches, using Access to Work for on the job support.

» 25 adults with a learning disability were supported by our Employment Brokerage Service this year.

» 18 people with a learning disability who have a care package moved into paid employment.

» 8 people secured jobs of 16+ hours per week, up from 2 last year, a 300% increase.



Job Coach Agency

Our Job Coach Agency helps people with learning disabilities and autistic people in Bromley and nearby areas keep and succeed in paid jobs.

» 9 people received support from a trained job coach with interviews, inductions, independent travel, work performance and training.



The Transitional Employment Support Service (TESS)

The TESS Service supported young disabled adults (18–25) who were not in education, employment or training. It provided one-to-one coaching, employability workshops, person-centred job searches, and help with CVs and applications.

» 34 young people received one-to-one employability support, workshops and help with CVs and job searches.

» 29 reported improved employability and stronger interpersonal skills.

The Transitional Opportunities Project (TOP)

The TOP project supported young people aged 18–25 with employability workshops and one-to-one coaching to move from school into further education, build independence, try volunteering and progress into paid work. The three-year project ended in December 2024 and was funded by the Masonic Charitable Foundation.

- » 20 young people received one-to-one help with next steps: college or training, independence skills, volunteering and paid work.



Station Road Training Centre

Our Training Centre delivers nationally recognised Open College Network London (OCN) qualifications, helping students with an Education, Health and Care Plan (EHCP) build skills for independence and employment.

- » 16 accredited qualifications were achieved in the last academic year.
- » 23 students were supported in 2024/25, including 17 in the 2024/25 academic year.

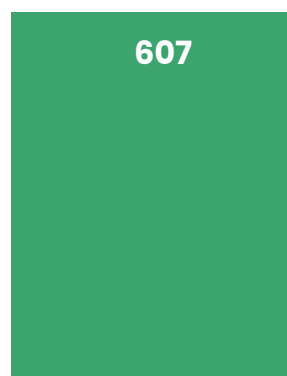
“The dedicated team provides a welcoming and supportive environment, helping learners make strong progress in their education and personal development.”

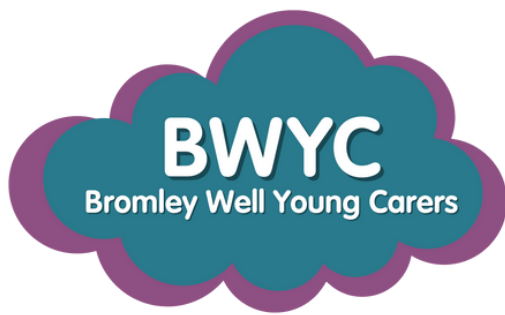
Ofsted Report: Jan 2025



This year, Bromley Well services provided preventive support to 1,885 disabled people, vulnerable residents and carers.

- ✓ 499 adults with learning difficulties and/or disabilities benefited from individual support and a range of workshops and drop-ins to enhance independence and resilience.
- ✓ The education and employment pathway supported a total of 229 people and helped 47 disabled people into paid employment and 75 people into volunteering and work experience.
- ✓ 70 mutual carers received individual support at health-related meetings, solicitors, banks, social care and with their general correspondence.
- ✓ 722 adults with physical disabilities took part in workshops and drop-ins and received one-to-one support to build independence and manage their health – this is up 115 from 607 last year.





Young Carers Service

✓ **493 young carers were supported by our trained advisors.**

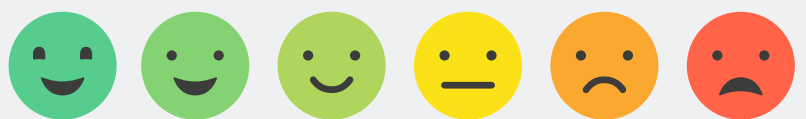
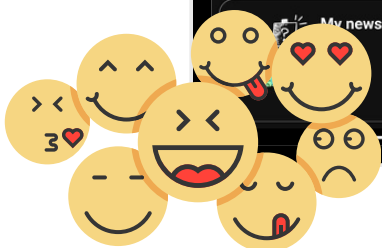
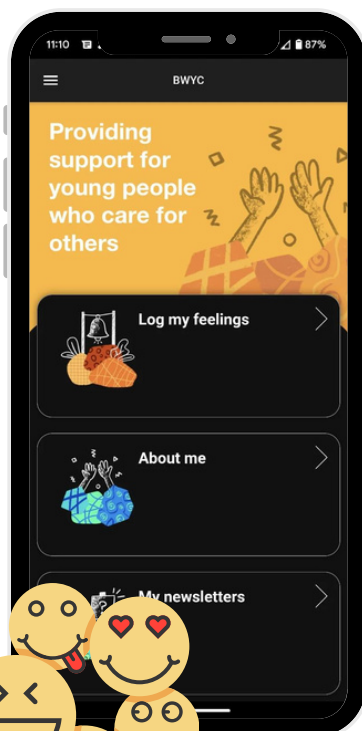


Young carers enjoyed horse riding, paddleboarding, music, arts and crafts, and transition events.

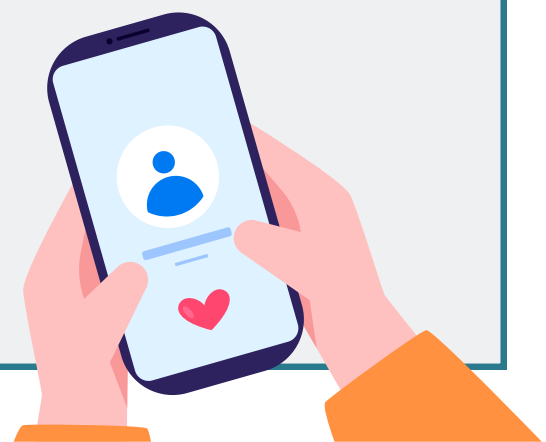
These activities gave them a break from caring and helped them make friends and support each other.

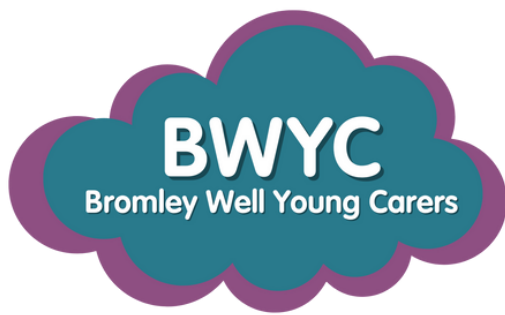


They also received mentoring, coping-strategy workshops and emotional wellbeing support from our staff.



The Young Carer App provided forums, an activity calendar, newsletters, and an easy way to track mood and progress.





Bromley

Well

Young Carers Service

Amber's Story

Amber, photographed left with her younger sister, has been supported by the Young Carers Service (BWYC) since she was six years old.

Amber first became a young carer in 2017 when her mum broke her back, and her responsibilities increased further after her mum had a stroke in 2023.



Through BWYC, Amber has received emotional support and mentoring, respite trips and activities, and regular online check-ins while the family shielded during Lockdown.

“BWYC pretty much shaped the person I am today”

The app's forums connected her with other young carers, so she didn't feel alone. Taking part in the BWYC's Book Club and a musical theatre course helped her build the confidence to perform in school productions and at public events.

Amber now champions the service, encouraging other young carers to get involved and has recently used her position as Orpington May Queen to raise funds for the BWYC's service.

Representation

Throughout the year, we joined important planning and delivery meetings in Bromley and spoke up for our members.



These include:

- Voluntary Sector Strategic Network
- Bromley Safeguarding Adults Board
- SEND Governance Board
- Learning Disability Annual Health Check Task and Finish Group
- Autism All Age Partnership Board
- Bromley Adult Learning Board
- Digital Inclusion Action Group
- Learning Disability Carers Forum
- Learning Disability Partnership Board
- Bromley Learning from Lives and Deaths – People with a Learning Disability and Autistic People (LeDeR Steering) Group
- Learning Disability Provider Hub Meeting
- Learning Disability and Mental Health Provider Forum
- Parent Engagement Matters
- Down Syndrome Task Group
- Tackling Loneliness Action Group

Partnership Working

Our partnership work included successful collaborations and joint working with the following organisations:

- Bromley Third Sector Enterprise
- CASPA
- London South East Colleges
- Learning and Enterprise College Bexley (LECB)
- Royal Mencap
- MyTime Active
- Goldsmiths College
- Care Dogs
- Pets As Therapy
- Experts by Experience



- Oxleas Physiotherapy and Psychology Teams
- The Glebe School
- Marjorie McClure School
- Riverside School
- Cabrini Care
- Diagrama
- Bromley Community Learning Disability Team
- The Glades Shopping Centre
- CBRE
- Bank of America
- Restaurant Associates



Funding



Thank you to all our funders – your support made this year's outcomes possible.

We're especially grateful for new and continued funding from the National Lottery Community Fund, BBC Children in Need, the Mercers Foundation, the Masonic Charitable Foundation, the Edward Gostling Foundation, Morrisons Foundation, D'Oyly Carte, the TK Maxx and Homesense Foundation, 29th May 1961 Trust, Douglas Arter Foundation, Shanly Foundation, Trees of David and the Alpkit Foundation.



Our Summer and Christmas Fairs at The Lodge, Norman Park raised just under £4,000 to support our services. The fairs bring together staff, volunteers, disabled people and their families, and give the people we support the chance to sell products made through our social-enterprise projects.

Supporter-led events in the local community, including quiz nights and raffles raised just under £2,000, led by Mike Deves and the Crown and Anchor pub in Bromley for which we are incredibly grateful.



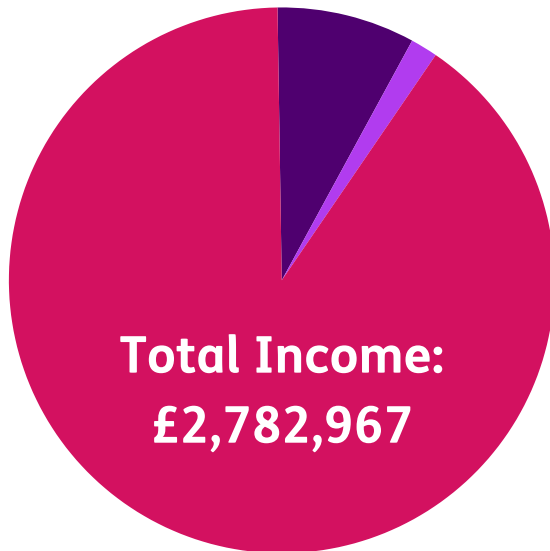
Corporate donations were received from Grove Pension Solutions Ltd and Identity E2E. We were also very pleased to receive donations from local community groups including the Rotary Club of Beckenham, the Parish of St Mary's Green Street Green, and Bromley Methodist Church.

Regular giving remains vital. Thank you to all who donate, fundraise and support us – including those not named here.

Summary of Financial Information

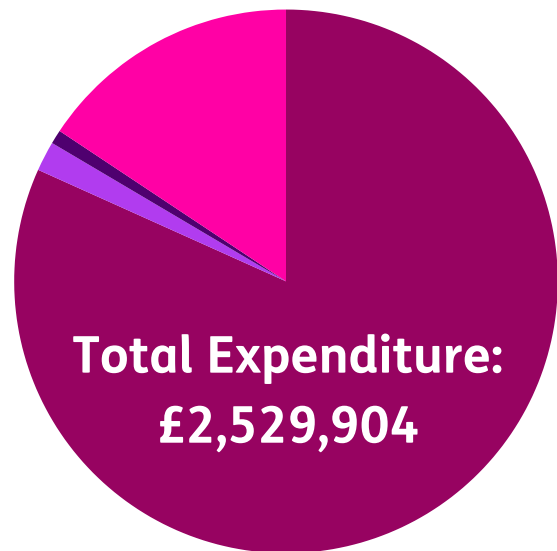
Income and Expenditure for the Year Ended 31 March 2025

Money we received



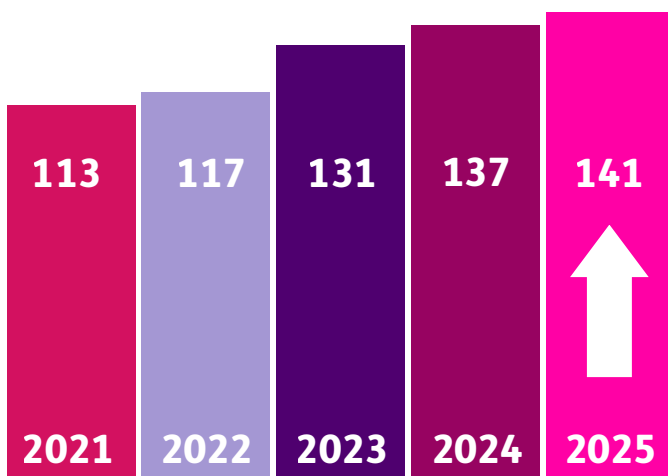
- Grants: £227,560
- Fundraising, Donations and Legacies: £44,835
- Other Income: £2,510,572

Money we spent

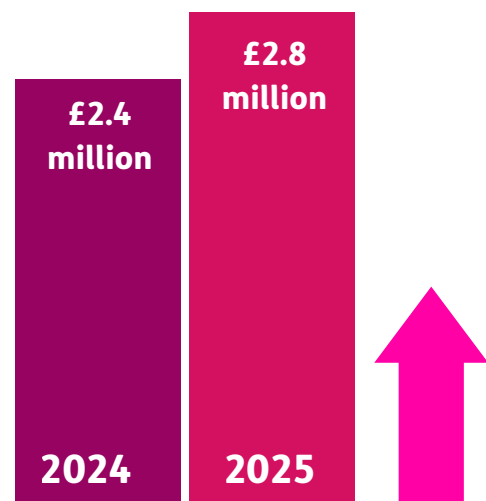


- Salary Costs: £2,067,632
- Premises Costs: £44,829
- Office Running Costs: £21,082
- Other Costs: £396,361

Staffing numbers



Total Income





For more information, visit www.bromleymencap.org.uk or telephone 020 8466 0790

