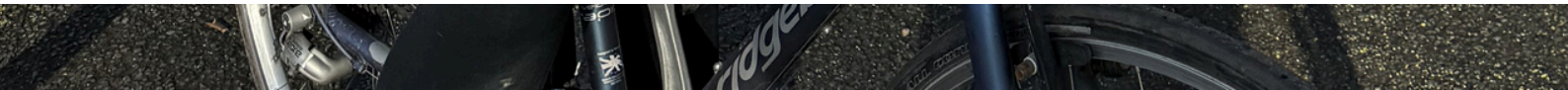
Impact Report

Bromley mencap



2025-2026



Welcome Message

Chair's Report

It is a privilege to introduce Bromley Mencap's Impact Report for 2025–2026.



This year has shown again what can be achieved when people with lived experience, families, staff, volunteers, trustees and partners work together with a shared purpose.

We have continued to put our 2025–2028 Strategy into action, with the new Strategy Delivery Group helping us oversee progress and keep lived experience at the heart of decision-making.

Alongside this, the Board has maintained its focus on strong governance, financial stewardship and the quality and sustainability of our services.

The year also marked an important period of preparation for the future, including completing the preparatory work for our merger with Lewisham Mencap.
This will strengthen our ability to respond to changing needs while preserving the personal, local support that matters so much.

On behalf of the Board, I would like to thank everyone who contributed during the year, especially the people and families who shared their experiences, our dedicated staff and volunteers, and the funders, donors and partners whose commitment makes our work possible.

Adrian Hilderly

Adrian Hilderly
Chair

Chief Executive Officer's Report

Throughout 2025–2026, Bromley Mencap remained focused on a simple ambition: helping disabled people and their families and carers live with greater choice, independence and connection.



Demand for our services remained high, and we supported more than 2,500 people across all our services. Behind that figure are thousands of individual achievements: people building skills through day opportunities and accredited training; young people gaining workplace experience through supported internships; families receiving specialist autism and Short Breaks support; carers accessing practical and emotional help; and people receiving advice, social opportunities and support with the cost of living.

This was also a year of development. We relocated our accredited Training Centre to Rutland House, introduced a new Short Breaks Saturday Club and secured funding to expand our evening and weekend activities.

We also strengthened participation through our Working Together Group, Parent Carers Action Group and new Strategy Delivery Group, helping ensure that people who draw on our support continue to influence our priorities and services.

Thank you to everyone who trusted us, worked with us or supported us this year.
In the year ahead, we will build on this progress as we celebrate our 75th anniversary and begin delivering a wider range of services across Bromley and Lewisham as a newly merged organisation.

Steve Barnes

Bromley and Lewisham mencap

Steve Barnes

Chief Executive Officer (CEO)

Our Year at a Glance

Here are some of the key achievements and developments that shaped 2025/26.



Strategy in Action

Established a new Strategy Delivery Group, bringing together people who draw on our support, family members, staff and trustees to help oversee our 2025–2028 strategy, monitor progress against its priorities and ensure that lived experience continues to shape our work.



Improving Access to Healthcare

Worked with the Royal Mencap Society to deliver the ‘I’m In’ campaign locally, which seeks to help more people with a learning disability get the healthcare they deserve.



Training Centre Move

Relocated our accredited Training Centre for young people with special educational needs and disabilities (SEND) to our main site at Rutland House.



New Saturday Club

Introduced a new Saturday Club as part of our Short Breaks service, enhancing the respite options available to families.

Growing Out of Hours Activities

Secured funding for a new Out of Hours Activity Coordinator to help us grow evening and weekend social and wellbeing activities for members.



Recognising Achievements at The Lodge

Awarded the first round of AQA Unit Award Scheme certificates to people who attend the Lodge, ensuring all learning is nationally recognised.

AQA
Questions matter

Coming together with Lewisham Mencap

Finalised the preparatory work required to complete our merger with Lewisham Mencap.

Lewisham mencap

Working Together

Making sure lived experience shapes what we do

Our 2025–2028 Strategy was shaped with people who draw on our support, families, staff and trustees. Throughout the year, we continued to create opportunities for people to share their experiences, influence decisions and help shape how our work develops.



Working Together Group

Our group gives members a regular space to share feedback on our services, communications, recruitment and events.

By involving people directly in decisions, we can better understand what is working, what could be improved and what matters most to the people we support.

Strategy Delivery Group

Our group is one of the ways we are making sure people who draw on our support and their families have an ongoing role in shaping our work.

Parent Carers Action Group (PCAG)

PCAG brings together parents and carers to share their experiences and views. Their feedback helps inform the Learning Disability Partnership Board and contributes to discussions about local services and support.



You Said, We Did, What Next?

At our 2025 Annual General Meeting (AGM), members took part in a “You Said, We Did, What Next?” session. This gave people an opportunity to look at progress against our strategy, hear what had happened as a result of previous feedback and tell us what they would like us to focus on next.

Membership and Referrals

Demand for our support remained very high.
This year we supported 2,526 people across all our services.

2,526
people supported across all services

121
new members welcomed

925
total members as of 31 March 2026

We are committed to maintaining high standards across our services. During the year, we retained the Advice Quality Standard, alongside our Investors in People accreditation and DWP Disability Confident status.

Children and Adult Support Services

Helping people to build skills, confidence and connections.

Day Opportunities

93
disabled adults supported

8,248
session attendances

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



We provide a range of activities that help people develop life and independence skills and prepare for employment.

Social and Leisure Activities

Our social and leisure activities give disabled adults, young people and children opportunities to meet others, try new activities, keep active and have fun.

131

disabled adults attended social and leisure activities.

Up from 125 the previous year.

100

disabled children attended social and leisure activities.

Up from 78 the previous year.



Activities for adults

131 disabled adults attended activities during the year, including:

- Monday Afternooners,
- Keep Fit,
- Walking and Cycling Club
- and Discos



Activities for children and young people

100 disabled children attended activities during the year, including:

- Easter craft activities
- horse riding
- and a Winter Wonderland-themed Christmas party

Specialist Autism Family Support Service

We provided specialist support to 83 families with autistic children, working with families over a period of 6 to 12 weeks to identify their priorities and work towards goals set out in individual family plans.

83

families supported

Up from 77 the previous year.

"It has really helped us feel less alone. The strategies are very helpful – thank you."

"Thank you again for all you did to help and support our family – it is so appreciated and has made a huge difference!"

Respite and Short Breaks

55 families received 5,330 hours of support through our Short Breaks Service, provided by Community Support Workers, Buddies and Childminders.

When our contract with Bromley Council to deliver Short Breaks ended in September 2025, we continued to provide support to families through direct payments and self-funding. We also launched a new Saturday Club at The Lodge, giving disabled children opportunities to socialise, have fun and develop skills for independence.



55

families supported

5,330

hours of support

K's Story

Finding the right match



K is 17, has cerebral palsy and uses a wheelchair. She had previously used Bromley Mencap's Short Breaks Service before the Covid-19 pandemic and had a positive experience.

In 2025, K's family got back in touch to ask about support that would give her more opportunities to get out, spend time with others and take part in her local community.

Our Short Breaks Service matched K with a young Community Support Worker who could support her at home and out in the community.

The connection was there from the beginning.

At their first meeting, K noticed that they had both dyed their hair and had their nails painted, and said she thought they would get on well.

As they spent more time together, K and her support worker developed a strong bond. K became increasingly comfortable and confident with her support worker, while her family also developed trust in the arrangement.

The family's confidence in the relationship was reflected in the fact that they were happy for K's support worker to help her dye her hair during a session.

By finding a Community Support Worker who is a good match for K, the Short Breaks Service has helped her build confidence, develop a positive relationship and have more opportunities to get out and take part in her local community.



Information, Advice and Support

Weekly Drop-ins

Our weekly drop-in sessions provide a welcoming space for people with a learning difficulty or learning disability and autistic people to meet others, access support and build connections, helping to reduce isolation and encourage peer support.



Cost of Living Service

313

people supported

Up from 239 the previous year.



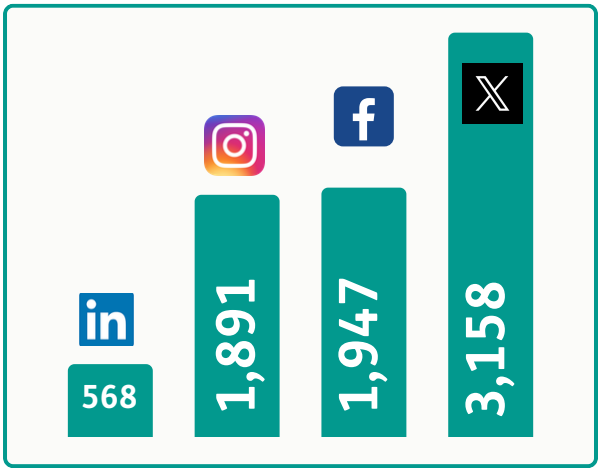


Through one-to-one sessions and group workshops, we provide practical advice and support with welfare benefits and debt, helping disabled people with complex needs improve their financial independence.

Communications

We keep members, families, professionals and the wider community informed through our website, Bulletin, email communications and social media, sharing information about our services, activities and issues affecting disabled people.

On 31 March 2026, our social media following was:



COMMUNITY FUND

COST OF LIVING SERVICE

B's Story

Reducing financial pressure and improving wellbeing

B first accessed our Cost of Living Service at a drop-in session in November 2025.
She is living with life-limiting cancer and was facing significant financial pressure, with debts and arrears adding to her worry and stress.

Since then, the Cost of Living Service has worked with B to tackle the financial difficulties she was facing and reduce some of the pressure on her day-to-day life.



So far, the Cost of Living Coordinator has helped reduce B's debts and arrears by £6,537.90, including council tax and parking charges.

The Cost of Living Coordinator helped B secure a council tax reduction through the Severe Mental Impairment (SMI) scheme, worth £1,902 a year, as well as a £225 refund from the London Borough of Bromley for council tax she had overpaid. This practical support is helping B live without the additional worry of unpaid bills and debt hanging over her.

The Coordinator has also supported B with her housing situation. She has now been accepted as a medical priority on the housing register, as her current accommodation is unsuitable for her needs and she is exploring other housing options.

The support has gone beyond resolving immediate financial problems. B has started attending Cost of Living workshops and is socialising more, helping her connect with others and feel less isolated.

The Cost of Living Service has helped give B greater financial security and more space to focus on her health and quality of life.

Volunteering, Training and Employment

Demand for our Education and Employment services remains high.

We support people to build skills, confidence and independence, helping them identify their next steps through work experience, volunteering and paid employment.

316 **people were supported through our employment and training programmes this year.**

Supported Internships

Our Supported Internship programmes are delivered in partnership with London South East Colleges (LSEC) at Bromley and Bexley Colleges, and Learning and Enterprise College Bexley (LECB). We help students find work placements and employment opportunities, support Access to Work applications, and provide support from our Job Coaches when young people move into employment.

LONDON SOUTH EAST COLLEGES

Learning & Enterprise College Bexley

85 **students were supported on the Supported Internship programme in 2025/26.**

The programmes run over an academic year and include six months of employment retention support after the internship.

Princess Royal University Hospital (PRUH) Supported Internships



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

32 **students were supported on the PRUH programme.**

Bromley Mencap Training Centre

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

23

OCN London qualifications awarded in 2024/25.

6

learners achieved the Entry 3 Certificate in Skills for Independence and Employability and Level 1 Award in IT User Skills (ITQ).

11

learners achieved the Level 1 Certificate in Skills for Vocational Studies.

Training Centre qualifications are reported by academic year. Results for the 2025/26 academic year had not been finalised at the time of publication.



Training Centre learner Alan receiving his graduation certificate from trustee Branwen Austyn-Jones in July 2026 (photographed right).

Employment Brokerage



Our Employment Brokerage Service supports adults with a learning disability who have a social care-funded needs assessment and an active adult care package. We help people move towards training, volunteering and paid employment, providing support tailored to their individual needs and goals.

25 **adults with a learning disability supported this year.**

Mark (centre) with Ian from our Employment and Training Team (left) and trustee Pat Heavey at a CBRE awards ceremony held at Bank of America in London.

Ellie's Story

Building confidence and looking to the future



Ellie first joined Bromley Mencap through our 'Employ Me London' programme, where work experience at a local nursery led to a paid, part-time role.
She later joined our Training Centre, developing practical skills, friendships, confidence and independence.

> **"I liked making new friends... and the staff are all really nice. My favourite part was the practical sessions."**

Ellie then progressed to the DFN Project SEARCH supported internship at Princess Royal University Hospital (PRUH). During placements in hospital housekeeping, Bromley Mencap Job Coaches supported Ellie to develop her workplace skills, confidence and independence. By her final rotation, she was working more independently.

Ellie successfully completed the programme and celebrated her graduation at PRUH in July.

Her mum, Nicola, has seen a big difference:

> **"Ellie comes home and doesn't stop talking about her day. That's how I know she's happy. She's the most confident she's ever been."**

Bromley Mencap has supported the family more widely too. Nicola attends the Bromley Well Carers' Lunch and received support from our Cost of Living Service, while Ellie regularly takes part in our social and leisure activities.

Ellie continues to look for paid work and would love to return to PRUH if a suitable opportunity becomes available.
She has now started the 12-week King's Trust Team Programme at Orpington College, as her next step.

Ellie's journey shows how the right support can build confidence, independence and opportunities for the future, while making a difference to the whole family.



Ellie with her mum, Nicola

Bromley Well

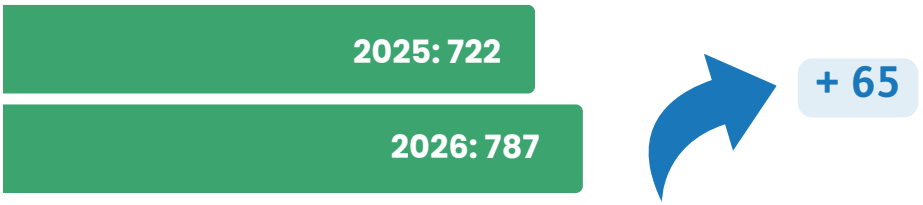
Supporting disabled people, people with long-term health conditions and carers.

Bromley Mencap delivers a number of specialist pathways as part of the Bromley Well service. We provide information, advice and practical and emotional support tailored to individual needs. This can include one-to-one appointments, help with forms, benefits and finances, support at meetings and medical appointments, employment advice, workshops, cookery classes, courses and drop-in sessions.

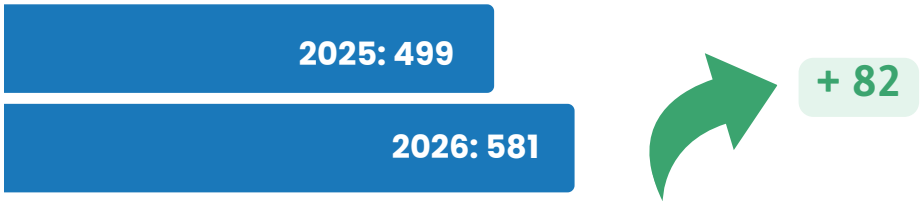
1,917 people received preventative support through the Bromley Well services delivered by Bromley Mencap.
This is up from 1,885 in the previous year.

People supported:

- **787 adults with physical disabilities**



- **581 adults with a learning disability or learning difficulty**





217 people supported through the Education and Employment Pathway.

38 supported into paid employment.

55 supported into volunteering and work experience.

Bromley Well

Supporting people with Physical Disabilities

T's Story

From isolation to greater independence

T has cerebral palsy and learning difficulties, which can make walking, social interaction and communicating their needs challenging. When they first came to Bromley Well's Physical Disabilities Pathway, T often felt anxious and unsure when speaking to healthcare professionals or trying to explain their needs. They spent much of their time at home, which contributed to feelings of isolation, depression and anxiety.

Since 2022, the Physical Disabilities Team has provided T with both practical and emotional support. T's Support Officer accompanied them to medical appointments, helping them communicate their difficulties and make sure their needs were understood.

With this support, T was able to access physiotherapy, specialist footwear, walking aids and further treatment. Their Support Officer also advocated on their behalf and helped ensure they received the appropriate referrals and care.

T is now receiving treatment that has reduced rigidity in their legs and significantly improved their mobility and walking.

As a result, T feels more confident and independent when getting around and more comfortable spending time outside their home.



"I now feel more confident in getting around, and my mobility, particularly my walking, has improved significantly.

This increased independence has helped me feel more comfortable and less out of place when I am outside my home."

The combination of practical assistance, advocacy and emotional support has also had a positive impact on their mental wellbeing. T now regularly attends Physical Disabilities workshops and other Bromley Well meetings, giving them further opportunities to connect with others and access support.

By helping T communicate their needs, access the right healthcare and have their voice heard, the Physical Disabilities Team has helped improve their mobility, confidence, independence and quality of life.

BWYC
Bromley Well Young Carers

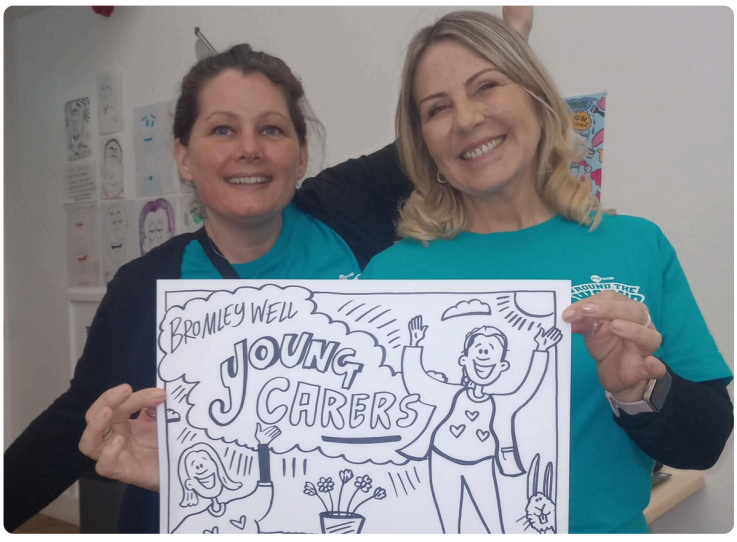
Bromley Well

Young Carers Service

431 young carers were supported by our Young Carers team







Young carers received a range of support to help with the challenges of their caring role. This included one-to-one emotional support, mentoring and workshops to help develop coping strategies.

They also had opportunities to take a break, spend time with other young carers and simply have fun.

Activities throughout the year included laser quest, horse riding, football, go-karting, baking, jewellery making and bowling, helping young carers build friendships, confidence and new skills.

Following a successful pilot, funding was also secured towards the end of the financial year for our Young Carers Youth Club, creating more regular opportunities for young carers to meet, socialise and enjoy activities together.

Our dedicated Young Carers' app provided a space to access forums, activity calendars and newsletters, as well as tools to track mood and progress.



Photographed left: Gina and Maria from the Bromley Well Young Carers Team.

Partnership Working

We worked with organisations across Bromley and beyond to create opportunities, improve support and connect people with their communities.

Our partners included:

- 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
- Bromley Experts by Experience
- Creative and Neuro-Diverse Innovations (CANDI)
- 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



Representation

We are an active member of a range of local strategic groups and forums.

Through these groups, we help shape services, raise issues affecting disabled people and their families, and make sure their experiences and views are heard.

We were represented at:

- 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
- Learning Disability Good Health Group
- 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
- Tackling Loneliness Action Group
- Parent Carers Action Group (PCAG)





Funding and Support

We gratefully acknowledge the generous support of all our funders, whose contributions helped us deliver positive outcomes throughout the year.

Grant Funders

We would like to thank the National Lottery Community Fund, Baily Thomas Charitable Fund, the Mercers Company, Glasspool Charity Trust, Laing Family Trust, Charities Trust, the Jack Petchey Foundation and the TK Maxx & Homesense Foundation for their new and continued support.

Corporate Supporters

We also received corporate donations from Grove Pensions Solution Ltd, Judge & Priestley, Citibank and John Lewis.

Gifts in Memory

We would particularly like to thank Sean Gay for a donation in memory of his mother; Tim and Marina Snook for donations in memory of their son, Daniel; and Toby Marks for a donation in memory of his father, Alan.

Ann Kean Memorial Award



We have also established the Ann Kean Memorial Award, thanks to a gift in Ann's will. Ann was a long-standing trustee and supporter of Bromley Mencap, and we are delighted to honour her memory with an award presented at our Annual General Meeting (AGM). The award recognises a member who has gone above and beyond or overcome particular difficulties.



At our 2025 AGM, the award was presented by the then Deputy Mayor, Cllr Gemma Turrell, to the first recipient, Ethan Rosling, who was nominated by Steve O'Hara from the bike team at The Lodge.

Ethan was recognised for the determination he has shown in rebuilding his strength and confidence following a serious injury.

Registered with FUNDRAISING REGULATOR



Community Fundraising

Our Summer and Christmas Fairs at The Lodge in Norman Park raised £3,870 for our services. The fairs brought together staff, volunteers, people we support and their families, while giving learners and others involved in our services the opportunity to sell products created through our social enterprises.

Supporter-led events in the local community, including quiz nights and raffles, raised just under £2,000. We are incredibly grateful to Mike Deves and the Crown and Anchor pub in Bromley for leading this fundraising.



Thank you to our Fundraising Ambassadors for collecting donations at Currys, Tesco and Morrisons over the festive period, and to Vocallective Choir for a special Christmas fundraising performance at The Glades Shopping Centre.

We were also very pleased to receive donations from local community groups including Bromley Lions, Bromley and District Angling Club, Beckenham Methodist Church, the Boys' Brigade and the Rotary Club of Beckenham.

Regular giving by members and supporters continues to be an important part of our fundraising.

Thank you to everyone named here, and to all those who have donated, fundraised or supported Bromley Mencap throughout the year.

£3,870

raised through our Summer and Christmas Fairs

Just under



£2,000

raised through supporter-led events

Summary of Financial Information

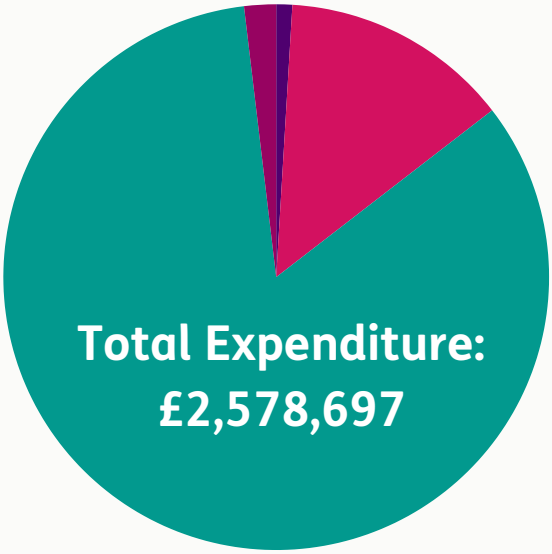
Income and Expenditure for the Year Ended 31 March 2026

Money we received



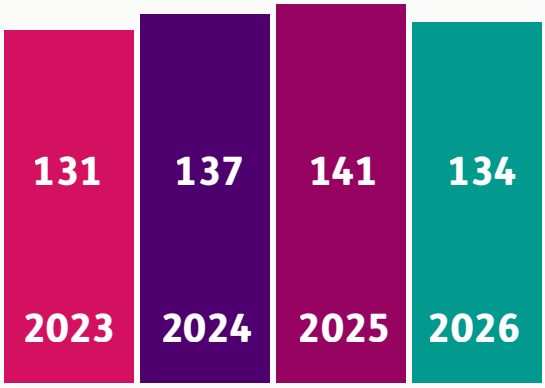
- Grants: £143,902
- Fundraising, Donations and Legacies: £67,294
- Other Income: £2,360,246

Money we spent

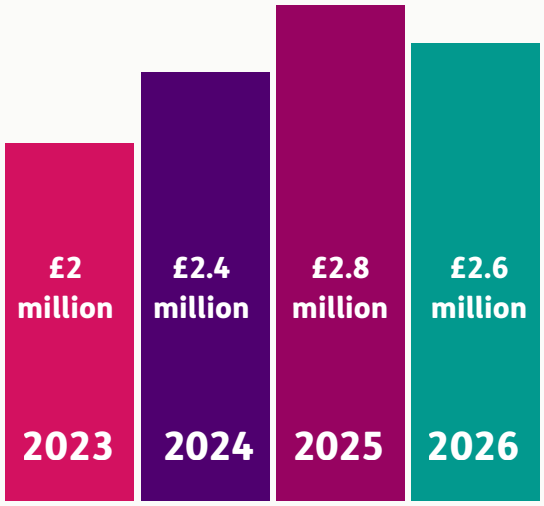


- Salary Costs: £2,155,340
- Premises Costs: £48,632
- Office Running Costs: £24,407
- Other Costs: £350,318

Staffing numbers



Total Income



This information is extracted from the audited accounts for the year ended 31 March 2026. Full accounts are available on request from Bromley Mencap at its registered address.

Bromley Mencap

Bromley Mencap, Rutland House, 44 Masons Hill, Bromley, Kent, BR2 9JG.
Charity Number: 800685

INVESTORS IN PEOPLE
We invest in people Standard
advice quality standard
GOLD MEMBER 2023
disability confident EMPLOYER
London Living Wage Employer
OCN London