



Living Well
Bromley

‘Joining together’

Trustees’ Report and Accounts
for the Year Ended 31 March 2015

About Us

Living Well Bromley is a caring community which aims to be a place where people feel accepted, loved and valued. Our objective is to provide a safe and welcoming environment for vulnerable men and women, working with partners to support people with different needs, including social isolation, addictions, mental health issues, debt and homelessness. Our services are free to use and include a foodbank, a clothes bank, sewing/repairs service, a weekly community lunch, a community garden, mental health support, debt advice and help with addiction. We run a benefits clinic, an Art Therapy Group and have a new Music Group. Living Well Bromley serves the entire community and works with a number of diverse partners to ensure we reach as many people as possible who are in need with all aspects of their lives taken into account (physical, emotional and spiritual). This approach to the whole person is at the heart of our vision and values.



Legal and Administrative Information

Trustees

Revd Dr Nick Read (Co-Chair)
Dr Claire Forbes (Co-Chair)
Grant Bones
Thomas Lee-Smith
Jean Marzetti
Robert Patterson (appointed Oct 2014)
Andrew Peake (appointed Oct 2014)
Nigel Poole (appointed Oct 2014)
Dr Christine Stone

Registered Office

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London
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Independent Examiner

Tony Catherall

Registered Charity

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Message from the Chairs

A few months ago, we asked some of the people who come to Living Well what they like best about it and how we could improve in future. One person told us: *“There is a great sense of equality (at Living Well), no labels, just being, we are all equal.”* This is our first Annual Report and, as we look back over the last twelve months, we see a community which has grown in breadth and depth and where we hope that everyone, no matter who they are, feels accepted, loved and valued.

Living Well has grown over the last year – with more people taking part and more activities on offer. As you can read on page 5, the numbers of bags of food given out by our foodbank has increased by nearly a quarter (23%) year on year and we have started a music group, a regular benefits clinic and a clothes bank.

During the year we have had to address some of the challenges that come alongside such growth. Our status as a registered charity demands greater transparency about how we manage Living Well and we have developed policies to keep our activities running safely and smoothly. Our new website www.livingwell.life provides both a shop window and a knowledge management system to help us improve our record keeping. And we have taken the significant step of deciding to employ our first full-time member of staff to manage our day to day operations.

Living Well would not exist without the commitment and skill of our volunteers who give up their time to run the food and clothes banks, provide expert help and advice, prepare, serve and wash up delicious meals, lead our meditations, run art and music therapy, nurture our community garden and make countless cups of tea and coffee. So many people contribute in so many different ways and our thanks go to all of them for their generosity and care.

We have ambitious plans for the future of Living Well. You can read about these on page 9 of this report. Our plans are best summed up by another answer to our questions about Living Well in future. One person told us: *“Keep going and please keep that integrating force of community life rather than be over-labelled and organised.”* As we move forward, we ask for your support in achieving this, and keeping Living Well as a place of warmth, welcome and friendship for everyone who takes part.

Rev Dr Nick Read

Dr Claire Forbes

Co-Chairs, Living Well Bromley

Year at a glance (2014-15)



New this year

- Website launch: www.livingwell.life
- First Concert by the Living Well Singers.
- Art Therapy group pilot project.
- Music group.
- Clothes Bank.



Foodbank

- We opened our foodbank 3 times a week, every week.
- 568 registered users - 35% are homeless, sofa surfing or in hostels.
- In 2014-15 we gave out 2,767 bags of food, a 23% increase year on year.



Community

- Our volunteers contributed over 4,000 hours of work; the equivalent of over two years work for one person working full time.
- Our community lunch has grown from a handful of people to up to 80 each week.
- The vegetables grown in our community garden are used for our weekly lunch.



Support and advice

- Listening and drop-in.
- Mental Health Support.
- Help with addiction.
- Debt advice.
- Benefits Clinic.

“I like that many different people can come in and find help, food, encouragement and friendship. I like that it provides a safe place that hopefully says we care and we believe that God cares.”

Living Well volunteer

Activities

Our activities aim to support the whole person and their different needs – physical, emotional and spiritual. We do this by giving food, offering friendship and providing the time and space for individuals to stop and reflect or simply be.

Foodbank

Our foodbank is open to adults of all ages three times each week, every Tuesday, Friday and Saturday. Over the past year, demand for food has grown steadily and we



now give out over 250 bags of food each month. In 2014-15 we gave out 2,767 bags of food, a 23% increase year on year. We currently have 568 registered users with an average of 20 new users per month. 35% of users are homeless, sofa surfing or in hostels and 14% of users have no income at all (often this is because their benefits have been sanctioned). Unlike other foodbanks, we do not operate a voucher system. Instead we spend time

with each person who asks for food to find out their circumstances and any other help they might need. Most people use the foodbank between one and five times before moving on.

Community lunch

Every Friday we welcome people for a free two-course drop-in lunch and lively conversation. We open the doors at 1pm, serving tea and coffee before lunch is available. People from all walks of life come and enjoy home cooked food and the chance to relax, catch up with old friends and make new ones.

“I like the food and the company.”

Living Well participant

Over the past year, our community lunch has grown from a handful of people to over 80 each week.

Help with addiction

Our partnership with Bromley Drugs and Alcohol Service (BDAS) means we can provide access to help for those struggling with addiction. BDAS run regular detox sessions and a drop-in clinic alongside our community lunch on Fridays, providing both one to one and group support. Working together in this way means that individuals can relax and enjoy conversation over a nutritious lunch while also accessing the expert support that BDAS provide. We are grateful to BDAS for their ongoing support and look forward to working with them in future.



Community garden

Our community garden continues to thrive and people of all ages have helped out this year with digging and planting. The vegetables we grow are used in our community lunch on a Friday and the garden provides a quiet space for people to sit and talk, or to relax in the midst of a busy day.

Debt advice

Often, people who come to Living Well or use our foodbank are struggling with debt. This may be caused by unemployment, relationship breakdown, or problems with benefits. Some people turn to payday loans, or other forms of borrowing but if they are unable to keep up the payments, the debt can grow very quickly. We work closely with Christians Against Poverty, run through St John's Pence, to provide one to one support for people looking to become debt-free. You can find out more about the work of Christians Against Poverty on their website www.capuk.org.

Listening and drop in

Loneliness and social isolation is one of the biggest challenges facing society today and is one of the major causes of mental health issues. At Living Well, we aim to provide a place where everyone, whoever they are, feels welcome and heard. On Tuesdays, Fridays and Saturdays we offer the chance for conversation over a cup of tea or coffee. Over the last year many friendships have developed at Living Well, with people supporting each other through illness, recovery, help with addiction and debt.

“Often it is the only time I get out of the house in a whole week and socialise.”

Living Well participant

Mental health support

It is well known that people with mental health issues show better recovery when they become members of a caring community and that they are less likely to relapse. This has been our experience at Living Well as over the year we have watched people with mental health issues join us and start to engage with the different activities we provide. In addition we are fortunate to have retired GPs and a counsellor who can provide support and advice. We have also established strong links with local mental health teams and with Bromley Mind, which enables more joined up thinking in supporting our guests in the wider community.

Art therapy

This year we started an Art Therapy group pilot, funded by the Big Lottery, for people struggling with mental, emotional and psychological difficulties. This is a supportive group where members use the art materials to explore their feelings and be creative, to help them feel more in control of managing their mental health. The project was attended by approximately 30 people over the past year and a significant proportion moved into some kind of voluntary or community work following the therapy.

Music group

Our music group met this year for the first time, led by Kerst Sikkema. In July, a group of Living Well guests and volunteers provided an evening of music at the first Living Well concert, held at Holy Trinity church. The Living Well Singers came together from participants in a music group, which meets every Friday after our community lunch.

Christian meditation

After our community lunch there is a chance to take part in Christian meditation. This is a time of silence and reflection, led by one of our volunteers. The numbers of people choosing to take part has grown steadily over the last few months and people enjoy the stillness and quiet meditation provides.

Benefits clinic

The Benefits clinic is held on the second Friday of each month. Two members of staff from the London Borough of Bromley Benefits Office attend each session and see people with queries or problems about their benefits and have said that it is a productive use of their time. Even if people who attend do not live in Bromley their problem is heard and they are advised who to contact in their own Borough. Our guests value the opportunity to talk to an adviser face to face about their concerns and difficulties.

“I am supported during a stressful time in my life, whereby I would have no support otherwise. I help out occasionally, yet eat more than I help!”

Living Well participant

Clothes bank

The clothes bank, which runs with the support of Penge Congregational Church, takes place every Saturday and offers free clothes for those who need them. The clothes bank provides clothes for all circumstances – warm jackets and trousers for those sleeping rough and smarter outfits for those going for job interviews.

Shower and washing machines

A real challenge for those who are sleeping rough or sofa surfing is keeping clean and healthy. The provision of a shower and clothes washing facilities has meant that they are not at a disadvantage when meeting others or when going for job interviews.

Partners:

We work with a number of statutory and voluntary organisations in order to support the whole person and their needs. Over the past year we have developed a number of new partnerships and continue to rely on the kind donations from individuals, organisations and local businesses. We are partners and work with a number of other local service providers, including:

- Bromley Drug and Alcohol Service (BDAS).
- Bromley MIND.
- Christians Against Poverty.
- Penge Churches Housing Association.
- Affinity Sutton Housing Association.
- Local Councillors
- Local churches.
- Community Police.
- Street Link/ Thames Reach.
- Mental Health Teams.
- Community Links Bromley.
- The Probation Service.
- Sainsbury's, Waitrose, Iceland, Penge Café.
- Men in Sheds



“I like seeing friendly people who I know well now and being relaxed enough to eat and keep it down. Plus nobody judges.”

Living Well participant

Our future plans

As well as maintaining the range of services at Living Well Bromley and supporting our growing number of partners, we have ambitious plans for our future. Our priorities are to:

- Ensure that Living Well remains a safe, welcoming and sustainable community for anyone who wants to take part.
- Improve the support and training we offer our volunteers.
- Encourage our guests to have a voice - both in how Living Well operates and more widely.
- Expand our activities further, so that we are offering support and help every day of the week.
- Develop our capacity to support people who are homeless.
- Work with new and existing partners to provide whole person care - mind, body and spirit - for those in need.
- Work in partnership with other local churches to support our local communities.

We want to grow Living Well Bromley and provide new services and activities for people who need them. Our future plans include:



- Film Project (starting in September 2015).
- Healthy eating / cooking advice.
- Job Club.
- Community Café.
- Full-time Director of Operations.

Structure, Governance and Management

Living Well began in 2011, in response to growing numbers of people calling at the vicarage of Holy Trinity Beckenham church in Penge asking for help. Since that time, over 600 people from across Bromley and South East London have taken part in Living Well. We became a registered charity in June 2014 and depend entirely on the work of volunteers and the generosity of our donors to keep going. We currently have 30 committed volunteers and 1 part-time member of staff who keep Living Well Bromley running smoothly and safely. Each of our main areas of work is overseen by a team leader who is responsible for the activity and the volunteers who help out. Our team leaders are:

- Jean Marzetti (Kitchen)
- Rowena Edwards (Foodbank – managing food cupboard)
- Christine Stone (Foodbank – assessments)
- Mark Mccarthy (Serving meals)
- Kerst Sikkema (Music)
- Fiona Barnes / Sue Rendell (Art therapists)

Our 9 Trustees are the people responsible under the governing document of Living Well Bromley for controlling management and administration. Trustees are appointed by the Chairs in a process of open competition following public advertisement. We have a steering group made up of experts on housing, debt and building community from Bromley and the surrounding area. This steering group acts as an advisory and sounding board as we plan for the future.

The Trustees met four times during the year and have discussed and agreed:

- The recruitment of new Trustees: Rob Patterson, Andy Peake, Nigel Poole.
- Expenditure on Living Well's new website.
- A new fundraising strategy.
- To employ a full-time member of staff to work as Operational Director.
- Long-term goals for Living Well.

Risk Management

Risks are identified, assessed and controls established throughout the year. The key controls used include:

- Strategic planning, budgeting and accounting.
- Clear authorisation and approval levels.
- Safeguarding and Equal opportunities policies.

Financial Review

Living Well Bromley was successful in obtaining financial support from various sources during 2014/15. These included a grant of £20,000 from the Haines Foundation and a grant of £3,000 from Bromley Drug & Alcohol Service. Additionally, support has also come from members of the public and friends of the Living Well community in terms of voluntary contributions that typically range between £10 and £50. The charity did also receive one £10,000 donation from a named private individual. Some individuals who gave to Living Well Bromley chose to do so anonymously; in 2014/15 we received monthly donations of £1,000 from a donor who wishes to remain anonymous.

In addition, the charity was successful in obtaining a grant of £8,903 from the Big Lottery Fund to meet the running costs of 36 weeks' art therapy sessions beginning 1 January 2015. At year end 2015, £2,096.81 of these funds had been spent with £6,806.19 brought forward to 2015/16.

Living Well Bromley was established to take over the Living Well activities of Holy Trinity Church Beckenham, and all money and other assets held by Holy Trinity for Living Well activities were transferred to Living Well Bromley during the year. The income and expenditure of Living Well activities carried out by Holy Trinity during the year beginning 1 April 2014 amounted to £42,451.42 and £13,589.56 respectively.

Living Well Bromley began operating its own bank account in September 2014 and accordingly the following statements summarize Living Well Bromley's financial affairs from 1 September 2014 to 31 March 2015. These show that total receipts amounted to £60,127.68 of which £43,800.13 was transferred from Holy Trinity Church Beckenham. Resources expended by Living Well Bromley in 2014/15 amounted to £25,521.61. The charity carried forward a total of £34,606.07 (including restricted funds) into the 2015/16 financial year. Leaving the £43,800.13 in accumulated funds transferred from Holy Trinity Beckenham out of account the charity incurred a deficit of £9,194.06.

Reserves Policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to three months' expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves was maintained throughout the 2014/15 year.



Independent Examiner's Report on the Accounts

Section A		Independent Examiner's Report	
Report to the trustees/members of	(The charity)	LIVING WELL BROMLEY	
On accounts for the year ended	3 1 0 3 1 5	Charity no (if any)	1 1 5 7 3 8 5
Set out on pages	13, 14	<small>(remember to include the page number of additional sheets)</small>	
Respective responsibilities of trustees and examiner	<p>The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. It is my responsibility to:</p> <ul style="list-style-type: none"> examine the accounts under section 145 of the Charities Act, to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act), and to state whether particular matters have come to my attention. 		
Basis of independent examiner's statement	<p>My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.</p>		
Independent examiner's statement	<p>In connection with my examination, no matter has come to my attention (other than that disclosed below*):</p> <p>(1) which gives me reasonable cause to believe that in, any material respect, the requirements:</p> <ul style="list-style-type: none"> to keep accounting records in accordance with section 130 of the Charities Act; to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met; or <p>(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.</p> <p>* Please delete the words in the brackets if they do not apply.</p>		
Signed		Date	18.10.15
Name	T. CAPTAIN		
Relevant professional qualification(s) or body (if any)			
Address	77 MELBURN GROVE BROMLEY U.K. BR 3 3 4F		

Income & Expenditure 1st September 2014 – 31st March 2015

	31.3.15		31.3.14	
Income	Unrestricted Funds	Restricted Funds	Unrestricted Funds	Restricted Funds
Donations and Grants	7,268.25	8,903.00	-	-
Other Receipts	156.30	-	-	-
Transfers From Holy Trinity Beckenham	43,800.13	-	-	-
		60,127.68		-
Expenditure				
Rent/Hire of Rooms	1,557.00	-	-	-
Food Bank	631.83	-	-	-
Community Meals	1,733.03	-	-	-
Art Therapy	1,587.00	2,096.81	-	-
Website Design/Build	16,224.00	-	-	-
Cooking and Washing Equipment	95.00	-	-	-
Other Equipment	284.93	-	-	-
Administration	963.80	-	-	-
Other*	348.21	-	-	-
		25,521.61		-
Surplus Income/Expenses		34,606.07		-

*Travel tickets, mobile phone topups, stationery

The Income & Expenditure account has been prepared on the basis that all operations are continuing operations. There are no other recognized gains or losses other than those passing through the Income & Expenditure account.

Balance Sheet 31st March 2015

	31.3.15		31.3.14	
Assets	Unrestricted Funds	Restricted Funds	Unrestricted Funds	Restricted Funds
Bank	28,519.88	6,086.19	-	-
Cash in Hand	-	-	-	-
		34,606.07		-
Represented by:			Unrestricted Funds	Restricted Funds
Reserve b/f	-	-	-	-
Surplus 2015	28,519.88	6,086.19	-	-
		34,606.07		-

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees:

Signature *Nicholas C. Read*.....
 Full name(s) *NICHOLAS C. READ*.....
 Position *CO-CHAIR*.....
 Date *20/10/15*.....

Signature *Claire Forbes*.....
 Full name(s) *CLAIRE FORBES*.....
 Position *CO-CHAIR*.....
 Date *20/10/15*.....

How you can help

Living Well Bromley relies on the ongoing support and involvement of lots of different people and the generosity of friends and supporters to keep going. It costs £1.25 per person to provide a hot lunch every Friday, while our foodbank gives out over 300 bags of food per month. We are currently fundraising to be able to employ our first paid member of staff, who will be responsible for running Living Well Bromley day-to-day.

We welcome gifts of time, skills, food, clothes and money. Every gift helps us to build our community, providing care, comfort and support to those most in need. Here are some ways you can help:

Volunteer

Our volunteers provide regular help and support to keep Living Well Bromley running smoothly and safely – and in return we offer training and support. There are plenty of opportunities to volunteer – from helping with our foodbank, to providing a listening ear or getting stuck in behind the scenes. We are always pleased to hear from people of all ages and backgrounds who are interested in volunteering. Email us hello@livingwell.life or visit our website <https://www.livingwell.life/p/volunteer>

Donate

There are many different ways you can support Living Well Bromley – by donating money (either via monthly standing order or as a one-off donation), or by donating food for the foodbank, or clothes to the weekly clothes bank. Please remember to Gift Aid your donation if you are a UK tax payer. To donate money, please visit our website: <https://www.livingwell.life/donations/donate>

Keep in touch

Sign up to receive regular news and updates – email us at hello@livingwell.life

Follow us on Twitter [@LWBromley](https://twitter.com/LWBromley)