

**BROMLEY VOLUNTARY AND
COMMUNITY SECTOR
COVID-19 EMERGENCY
RESPONSE FUND**

**OCTOBER
2021**

FINAL IMPACT REPORT



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INTRODUCTION AND EXECUTIVE SUMMARY

Last year, the Direct Line Group approached Bromley Council with a generous offer to provide emergency funding for voluntary and community groups and organisations in the borough who were facing unprecedented challenges as the COVID -19 pandemic grew. As a trusted partner, Community Links Bromley was approached by Bromley Council to manage the grant process in an equitable way to ensure a wide variety of the borough's community and voluntary organisations benefited from the funding.

The scheme was launched on 1 May with a grant pot of some £170,000. The scheme offered grants of up to £10,000 to support organisations working in Bromley that were either delivering COVID-19 front line services, or whose operations had been disrupted by the measures put in place to stem the COVID-19 pandemic.

The scheme was quickly oversubscribed and bids amounting to over £347,000 were received. Weekly panels were set up to make fast decisions and get funding to where it was most needed as quickly as possible.

The grants were distributed to 38 groups of various sizes covering a range of services across the whole borough. The interactive map on page 4 shows the geographical base of the organisations who received funding, but we know that many organisations have an extensive reach outside of their immediate postcode. A full list of recipients can be found at Annex 1.

This final report summarises how the grants have been spent and the positive impact that the funding has had on the organisations and the communities that rely on them. In brief, many thousands of vulnerable people and their families have been supported during what have been especially challenging times for both them and the organisations and groups who adjusted their programmes, staffing and delivery mechanisms swiftly in order to provide help and assistance where other more formal routes may have been difficult to access.

Many of the organisations have freely admitted that without the grants from Direct Line they would have been unable to respond in the way that they have.

The grants helped to support the mobilisation of volunteers across the borough from Mottingham to Biggin Hill, from Penge to the Crays.

They enabled organisations to refocus delivery models and engage in new and innovative ways. Whether by Zoom, WhatsApp, or radio podcasts the support enabled a huge growth in online activities locally helping address real challenges of isolation and loneliness.

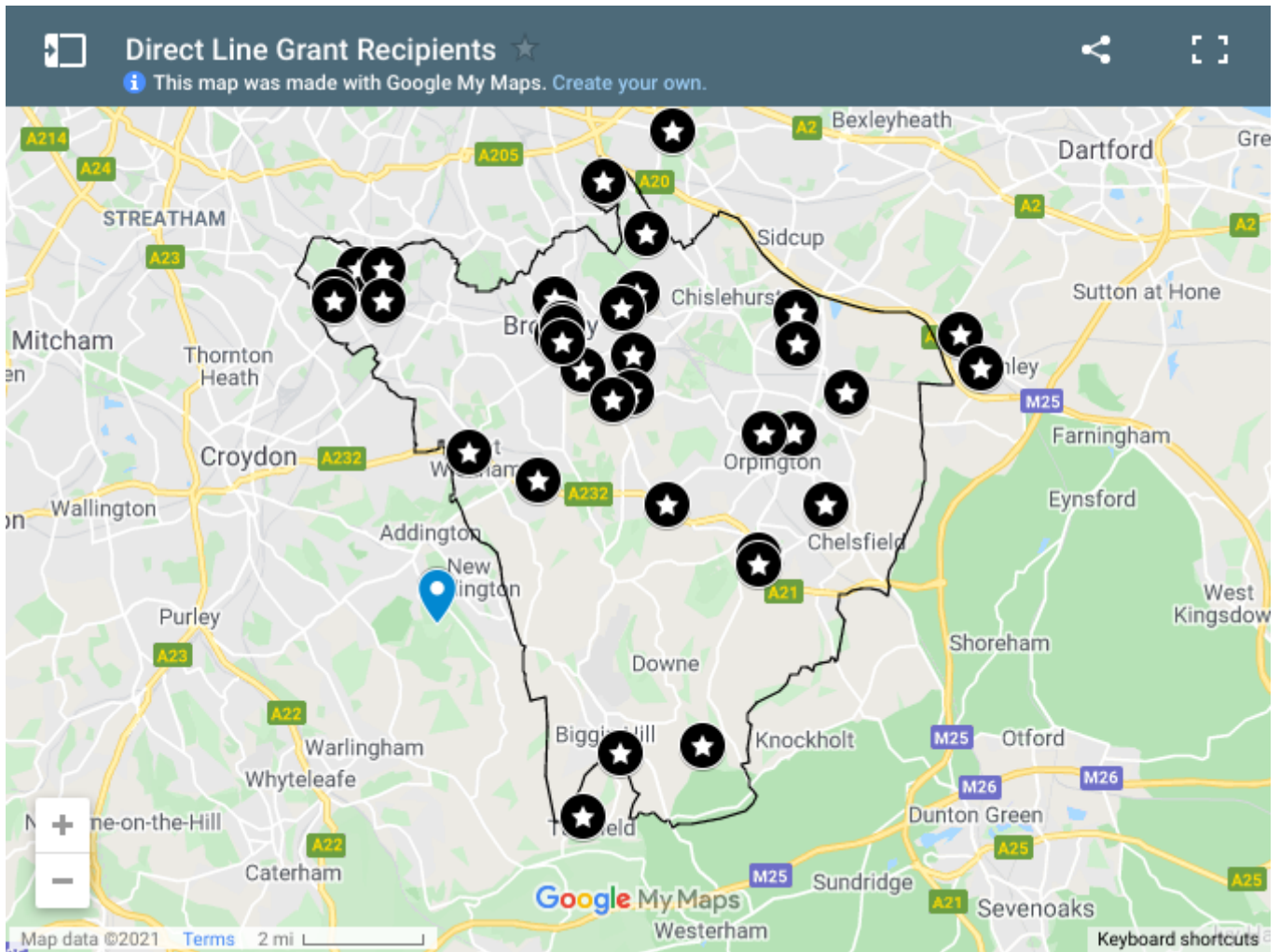
Importantly, the grants provided much needed support to enable the supply of food to families throughout the pandemic via the TBB Food Partnership, St Edwards Church in Mottingham, the Central Eltham Youth Partnership, Living Well Bromley and other providers.

The scale of these interventions is difficult to aggregate. What we do know is that on average the TBB Food Partnership helped feed approximately 1,250 adults and children every week and nearer 1,400 in their busiest week, during the first four months of operation. The Partnership has been handling up to 5 tonnes of food weekly. Another provider, CEYP, estimated 31, 374 individual meals were provided.

INTRODUCTION AND EXECUTIVE SUMMARY

The direct health and well being support provided should not be underestimated either. Whether enhancing speech therapy support, expanding the availability of counselling and therapy, or encouraging on going physical activities, the grants all helped to make a massive and, in some cases, sustained difference to our local communities.

We would like to thank Bromley Council for facilitating this work and its officers for assistance with the panels. Lastly our thanks to Direct Line for their generous support at a time of great need.



Yvette Speed-Sustainability Executive, Direct Line Group

'Direct Line Group are proud to partner with Community Links Bromley. As well as providing finance via our Community Fund to help provide grants to the most vulnerable, we're supporting the charity with important messages to our 10,000 colleagues via the company internet, about the fantastic work the charity do in the communities where we live and work.'



COMMUNITY

The funding has been used by **Community Links Bromley (CLB)** to assist in the recruitment and coordination of volunteers across Bromley during the height of the first wave. **Over 4,000 residents** registered to offer their time to help the most vulnerable. Approximately **1,800 individuals** were referred to CLB as potential volunteers. CLB matched **1089 volunteers to 1151 residents** requiring help. As the project began to wind down those who volunteered were offered other opportunities for longer term volunteering roles through our online portal and advice service.

"It was a lovely experience to walk the dog. Kept me sane during the pandemic!"

"I have enjoyed volunteering, and will continue to do so."

Green Street Green Association used the Direct Line funding to increase supply and frequency of newsletters to send to those who were without the internet, to provide up to date information on support and help available locally. **300 copies** were distributed by foot and **100 posted** to the remaining members. Just under **200 members** receive emails advising when the newsletters are available online. The increase in email use has reduced the number of printed newsletters required. There has been an encouraging increase in members paying online or by cheques/cash at the HQ. The Association has also taken the opportunity of the closure of the Greenwood Centre and the funding to replace some hall equipment and ensure it meets Covid-19 requirements. Green Street Green were also awarded a grant to upgrade facilities, to provide better disability access, with a new separate toilet and levelled forecourt. The increased engagement has led to the appointment of three very able and younger trustees, who are keen to expand community engagement.



Biggin Hill Covid-19 Mutual Aid established the local area volunteer support network at the beginning of March. The initial biggest outlay was to print **5000 leaflets** for a mail drop to all local households. Approximately **160 volunteers** were recruited at the start of the pandemic who provided support to approximately **130 households** during the first national lockdown. This included a core group of around **35 households**, the majority shielding due to age and pre-existing health conditions, for whom the group were shopping on a regular basis. Support was also provided to young families who were shielding because of a child or parent with complex conditions causing them to be more vulnerable.

The group also collected and delivered approximately **310 prescriptions** for many more than the core group. During the first lockdown period they completed **740 tasks** which included shopping, collections of medicine, delivery of emergency food packs and other support.

Cudham Environmental Activities Centre closed temporarily due to Covid 19 in March 2020. Volunteers undertook maintenance, decorating, gardening and other activities. Webinars were delivered by Woodcraft Folk's Lead Safeguarding Officer and other experts on various themes including engaging young people safely online. This campaign reached over **5,500 unique users**. Cudham provided weekly challenges to children and families to do online and in their household groups. They also facilitated LIVE programme, including issue-based activity linked to Black Lives Matter and on UK wildlife. Cudham supported **3,000 programme engagements** in online activities. They also created over **300 activity ideas**, children and families can do online, at home and in their household groups.



The grant awarded to the **Hilda Lane Community Association (HLCA)** was entirely used to cover the Senior Community Organisers salary for July, August and September of 2020. This meant spending time organising and delivering free food boxes to those in need throughout the local area in conjunction with Living Well and Legacy. To achieve this the organisation reached out to the community, creating a team of volunteers available to collect and deliver food as well as offer assistance to those that were self-isolating or in high risk categories. Communication was maintained with the young people who use the centre either via Zoom and by arranging outside activities when restrictions allowed.

HLCA worked in partnership with the Crystal Palace Development Trust at Anerley Town Hall on a programme of youth activities which ran throughout the summer holidays. This helped young people get out and about, meeting with friends and joining in activities to help with anxiety which increased during the pandemic. The aim was to get them ready to return to school in September.

"Without the Direct Line Covid-19 Emergency Response funds, HLCA would have had to furlough the Community Officer and none of this important work would have happened."

FOOD DISTRIBUTION

The grants have provided much needed support to the supply of food to families throughout the Covid-19 pandemic. **The Mottingham Foodbank** estimate to have met the food needs of **500 households** including over **700 children**. Their other activities included prescription collection and delivery to some **44 households**. The volunteer pool reached **over 50 volunteers**. The amount of **advice work** they undertook, alongside provision of food, grew significantly, particularly around debt, benefits, housing and IT access. In order to cope with the volume of customers and volunteers and paperwork generated, a part-time administrator was employed. Other sources of funding has enabled the Foodbank to keep going and invest in improved storage.

The grant to the **TBB Food Partnership** enabled the purchase of **40 insulated boxes** for the transportation of chilled and frozen food from the warehouse. A large part of the grant was directed to the purchase of fresh and frozen food. The grant has also been spent on PPE for Warehouse and TBB Food partners. On average the TBB Food Partnership has helped feed approximately **1,250 adults and children** every week and nearer **1,400 in their busiest week**, during the first four months of operation. The Partnership has been handling up to **5 tonnes of food** weekly.

“When I received your offer of assistance I nearly broke down in tears. Our cupboards were nearly empty and genuinely didn’t know where I was going to get food to feed myself and my children. The weekly foods parcels and contact with people have really made a difference at a time when I couldn’t help myself.”



FOOD DISTRIBUTION

The grant to the **Central Eltham Youth Project** was used to purchase essential food supplies to distribute to local people in need. The food was included in "comfort boxes" that were distributed during July to September 2020 to **83 households**. The project estimates that it helped **249 different individuals** by distributing a cumulative total of **31, 374 individual meals**.

"We could not have achieved this without help from Direct Line."

The funding provided to **Living Well Bromley** allowed them to build an outside storage area where dried foods could be safely stored, and donations taken, freeing up space elsewhere for other food items. From March through to the end of July 2020 Living Well gave out **2,266 food bags, made 495 home deliveries, made 120 family home deliveries**. Having the increased capacity allowed Living Well to reorganise their food stores adopt to a numbering system on a database which shows what is available to give. Living Well can then put out an appeal for items that they are short of. Living Well estimates that the number of people supported could **exceed 4400** during this period. This compares to 2804 in 2019, up 57%.

Living Well was inundated with donations over the Christmas period. A Christmas bag appeal was organised with an aim of 200 bags to be donated....they ended up with **over 500!** Without the additional storage space, the organisation of this would have been impossible. The move to a new database in December allows more accurate data on service users. Living Well has seen a change in those visiting the foodbank as more families are needing support and are being referred by local schools.

- Support on average **100 adults a week and 40 children** at food bank.
- Friday continues to be the busiest day with on average **100 take away meals** being served during the food bank session.
- Continue to deliver to **44 adults and 26 children** every week.

"Thank you so much for all the lovely things you have delivered to me, it has cheered me up big time! Also, for your lovely smiley faces!"



The Bromley Children and Families Voluntary Sector Forum has some 250 member organisations, many of which are small. During the pandemic the demand on the Forum increased, requiring the delivery of more support, funding opportunities and information to members' during very challenging times. The funding allowed for the transfer of services to online, to increase the frequency of forum meetings to share information and advice and to be more responsive to a dramatic increase in demand for help and support from members. The forum held **6 Zoom** open 'Keep Connected' meetings during the Pandemic with between **10-30 in attendance**. They discussed a range of topical issues that organisations were facing.

The funding helped provide the capacity to design and deliver a summer camp for **1,600 children** to support mental health and wellbeing after Covid. The Forum also trained **13 Parents/Carers** in Mental Health First Aid.

"I was impressed at the number of participants on the calls. I found the meetings just as effective, helpful and supportive as face to face meetings so credit to the BCFForum team who managed the online sessions so effectively."

During Lockdown **JusB** continued to interact and connect with young people via Zoom, telephone calls and activities in the local parks and woodland areas when permitted.

These meetings included quizzes, games, breakout rooms, music events and dress-up (or dress-down) Fridays. JusB had an attendance of **4-11 young people** at each of these meetings. Young people talked about their anxieties concerning missing school, about the difficulties of being at home all the time and the tensions between them and siblings and the tensions with parents. Youth workers were able to use these meetings to reassure young people that they were not on their own and use games and activities to help relieve stress.

"We knew that one young girl had not been outside of her home from the beginning of Lockdown to the middle of June. She was very anxious about catching COVID-19 and also about how people would view her if she wore a mask. Youth work staff worked with her, helping her to make a mask that she felt comfortable with and encouraging her that it was important to go out for a walk and get some fresh air. It was a great delight to us when she sent us a photo of her and her sister wearing masks going to the shop."



YOUNG PEOPLE

Several of Bromley's Scouts and Guiding organisations who provide for young people were awarded small grants. **4th Scout Bromley, 5th Bromley Scout Group, 7th West Wickham Scout Group, Orpington Division Girl Guiding and Goddington Girlguiding** all received grants of varying amounts.

The grants have eased pressures on funding at a time when normal fundraising activities were cancelled, and many were falling back on reserves. Many reverted to delivering their activities online through Zoom meetings which involved games and quizzes and kept the scouting spirit alive.

Some face-to-face activity began in September 2020. This included fun days at Cudham Girl Guiding Camp Site. A Ranger group met for an Outdoor Movie Night. Other groups met outside where their units took part in games and various other socially distanced activities.

Christmas craft packs were prepared by leaders. Other highlights on the run up to Christmas included making Christmas cookies and doing quizzes. Snowman Bingo on zoom was also popular. The grant helped units struggling financially to pay the annual subscriptions as many families were unable to afford the subs.

"without financial support we may not have been in a position to be able to quickly open our doors and start as we have. We may have needed to increase our membership fees making it less accessible for low-income families. So, thank you direct line!"

"...to provide financial help to pay the annual fees for two of my Guides whose families have been having a particularly difficult time recently. The mother of one of the girls very sadly passed away over Christmas after a sudden and unexpected illness, leaving her husband and four children all devastated."



PEOPLE WITH DISABILITIES

New Lodge Riding Disability Association received a grant which helped to cover the main day to day running costs that are normally covered from revenue from the rides. The cost of keeping the horses and premises increased as many volunteers had to self-isolate so extra help was paid for.

During lockdown no riding was possible, but children with special educational needs were still able to interact with their favourite horses and do some grooming which helped them. Starting back was a fantastic moment after all the preparations had been put in place to make riding safe. The children were delighted at being able to return and made it very clear how much the riding means to them. Parents commented that the mental health of their children had suffered during lockdown and that this was the first activity they were returning to. As children return, the Association is giving rides to approximately **30 riders** each week. Schools have still not returned.

"Without the help and support of grants such as the one from Direct Line we would have definitely run out of funds by now and been in a really difficult position and at serious risk of closure."



Many vulnerable clients that **Bromley Mencap** supported were isolated for long periods and most services they regularly attended were closed. With the support of the grant Mencap was able to enhance the virtual support they delivered, and this helped to bring families together and ensure lines of communication remained open. The funding enabled Mencap to provide weekly wellbeing telephone calls to **65 client** and radio Podcasts. Mencap also organised a virtual disco and they had **61 people** on a zoom 'watch party' disco. In addition, activity boxes were delivered to **60 clients**. The boxes contained a selection of activities which clients could do either by themselves or with their families. Project staff set up closed Facebook pages for groups of clients which created safe spaces to chat and share information.

"Thank you for the opportunity to exercise virtually and keeping in touch with my friends. I would have been so lonely and depressed without your support. You have really helped my mental wellbeing."



PEOPLE WITH DISABILITIES

Advocacy for All identified a need to keep their adult members with learning disabilities connected through IT when face to face meetings and activity was limited. The aim was to reduce isolation and loneliness of members through the roll out of IT. A number of challenges had to be overcome including having secure spaces to use the equipment, access to wifi and also the technical skills to enable clients to use the tablets. Where this proved difficult, games, drawing and writing programmes were delivered to the clients. Where the devices have been rolled out, the focus has been on Zoom and WhatsApp so that individuals have been able to stay connected. The project managed to provide IT support to **44 beneficiaries.**



FAMILIES

Bromley Parent Voice (BPV) Increased the working hours of employees so that the organisation could listen to more families. The number of volunteers rose from **5 to 12**. The themes and situations that were experienced by families have been recorded and used to form a Covid-19 Issues Response Team. The sessions included support for families, signposting, transportation, support on Dyslexia, and transition from various school settings. In total **195 interventions** were made. Twitter followers increased from 345 at the start of the first lockdown to over **817** as of beginning of April 2021 and numbers are still rising. The membership database has similarly increased to over a **thousand members** spanning a mixed audience of parent/carers, educational establishments, voluntary sector organisations and professionals

The Direct Line funding was instrumental in keeping **Winning Stars** going throughout the summer of 2020. **27 families** benefited from the project. Family fun days and gardening challenges were organised. **Three sessional workers** were hired to help run the project. Outings were made to Beckenham and Norman Parks. A gardening workshop was organised in Orpington and plants were distributed to some families.

"This funding has helped us secure more funds for our community garden."

"X is 15 years old, is autistic and has other medical issues. They have attended Winning Stars for three years. This year they are isolated with no activity. Their mother called and sent messages asking whether there would be any activity for the families this year. The whole family was happy when they learned that winning stars received funding for new activities this summer. X never done gardening before, but they love nature. X had never been to an allotment before and did not know where most of our vegetable came from. This year was their first time to see a tomato plant. X was very happy and excited about this project and does not want it to end. Their mum has created a small plot in the garden where X is now growing some tomatoes and onions. X is planning to do some work experience in the local garden centre after their GCSE."



The grant allowed for the recruitment and training of **19 parent volunteers** at **Home-start**. Each of the volunteers was matched to provide befriending and mentoring support to families living in Bromley with at least one child under the age of 5. The online discussion groups were extended which allowed participants to discuss some of the difficult challenges that they faced and gain practical support. The Direct Line funding has enabled Home-start to continue to deliver its one to one support to **43 families and 105 children**. Home-start was also able to deliver some essential supplies to families which included clothing and emergency cash payments. **85%** of the volunteers trained using Direct Line funding are still volunteering at Home-start.

The funding allocated to the **Maypole Project** helped provide support to the existing cohort of **78 families** supported and to respond to a **25% increase** in requests for support from those families and to increase referrals by 20%. The weekly contacts to existing clients continued and requests for contact between sessions for information or support increased, exceeding 30% requests for support. Maypole engaged 4 more volunteer counsellor/therapists during this period, trained up experienced team members to step up to undertake assessments, and engaged one as a Clinical Supervisor.

The additional enquiries from existing clients ranged from support in understanding the status of their child and family regarding “shielding”, financial support, gaining food and connecting to the parent advocacy worker to assist with care needs. Maypole also received requests for different types of support; couple counselling, liaison with parents when they had been working with a child, for example. Maypole received **10 direct family referral enquiries** for services in Bromley related to this grant. This figure increases dramatically if the additional indirect support provided is included.

Bromley and Croydon Womens Aid (BCWA) experienced an increase in demand for their services to provide support to women in the community experiencing domestic abuse. Covid-19 brought additional challenges to these women, with up to **54 women** and **66 children** at any one time in 9 refuges.

To keep service-users and staff safe, it was important to adapt BCWA services from face to face to online. This included remote working and online delivery of a range of specialist support services. In the period of the project between **100 and 150 children and adults** are expected to benefit from this improved communication.

Welcare's COVID-19 support programme has provided intensive one-to-one practical and emotional support to vulnerable families and children in Bromley since July 2020. They developed an online and digital strategy to deliver a MySpace and Strengthening Families group and individual support service for families affected by domestic abuse and emotional and physical trauma, and at increased risk because of Covid-19 and social distancing. The funding enabled Welcare to employ a Family Support Worker in Bromley who has provided support to **32 young people and families**. Welcare achieved a positive improvement in health and wellbeing for over **90%** of beneficiaries of the programme. The evidence gathered demonstrates that **88%** of young people participating in the programme have improved communication, stability and feelings of security within the family relationships. Families reported an improvement in ability to discuss difficult emotions and challenging behavioural issues.

FAMILIES

CASPA's grant provided a stable base from which to not only deliver frontline, appropriately amended services for young people suffering from autism, but also to apply to other national funds.

Lockdown brought about the CASPA Still Standing campaign, mostly delivered through Facebook which included a broad range of activities. Zoom was also purchased to run workshops, social groups and other meetings. Some face-to-face activity resumed in August 2020. During the COVID -19 pandemic CASPA has managed to retain contact with **250 families** and hundreds more have interacted with the online content and social media. **88 new children and young people** joined CASPA services over the course of the pandemic

"CASPA has been an absolute lifeline for my family during lockdown. The zoom sessions have been amazing for the kids to engage on a weekly basis and keep a routine going but also as a parent being able to access support through the parent zooms has been fantastic at a time where it can be quite isolating and exhausting. I have looked forward to these. The summer scheme meant that we were able to get out and do things as a family that we would otherwise not have been able to do without the support of our CASPA family. We are so grateful to have been able to access this."

"I suspect, because of CASPA, he will not remember 2020 as a year of COVID 19 but of all the awesome things he did, all the friendships he made/maintained and all the fun he had trying new stuff and visiting new places thanks to CASPA."



PHYSICAL ACTIVITY

Orpington FC Supported the club members and their families in meeting their physical health, mental health and community support needs during lockdown. As all football training and games were cancelled abruptly before the end of the season, OFC met the needs of players and their families during this difficult time through weekly fitness training sessions. This included 60-minute training sessions over Zoom that were accessible for all players and their families from age 4-60.

The sessions were attended by over **100 families**. It is estimated that these fitness sessions provided over **2,000 exercise hours** for **150 families** during lockdown which supported peoples' mental and physical health.

OFC created two different Strava Clubs where members travelled to all 20 Premiership Club Stadiums and the Champions League European football stadiums. These Strava challenges recorded over **40,000 miles** of running, cycling, walking and swimming by over **200 participants**. A proportion of the funding was allocated to purchase T-shirts to challenge, engage and reward participants in all the Lockdown fitness programmes.

200 PARTICIPANTS
40,000 MILES

1200 PARTICIPANTS
8,100 VIEWS



PHYSICAL ACTIVITY

Magpie Dance's main activity of weekly dance sessions in Bromley and surrounding areas for people with learning disabilities were cancelled in early March 2020. To support the local community, Magpie created 17 weekly dance classes, welcoming around **150 local people** with learning disabilities and their families to take part. This has been a great success, reaching **1,200 unique participants**, and totaling **8,100 views**.

In December 2020 and March 2021 Magpie staged two ambitious live online performances. These included videos of dance pieces created by participants in their weekly classes, alongside live 'dance-a-longs'. These performances have kept participants motivated during the term, and have given them something to work towards with pride at their achievements.

For **66%** of participants this was the only physical activity they took part in, providing essential regular fitness activity in lockdown. For many in the community, they are in highest-risk group, which is making many still wary of returning to in person activities. Continuing to provide an online offer, is therefore vital to their continued physical and mental health. **100%** of participants enjoyed the classes, with 90% happy to continue dancing online.

"My daughters have participated in Magpie Dance classes for many years and they have thoroughly enjoyed the virtual classes during lockdown, which have made them very happy."



"Amazing show. Incredible talent on display and a huge amount of work and effort from everyone! Was amazing to see my nephew. I live in the north east so it was fantastic to be involved! THANK YOU!"

HEALTH AND WELLBEING

The Chartwell Cancer Trust had its fundraising activities halted by the Covid 19 pandemic. This impacted on the organisation's ability to fundraise and has impacted on current and future fundraising income. The grant enabled the Trust to protect and honour its commitment to fund the vital post of Health Care Assistant at the Chartwell Cancer and Leukaemia unit at the Princess Royal Hospital. As a result, the Trust has been able to maintain the same high level of care for its beneficiaries during this difficult and challenging time.

The benefits from the equipment and software that the grant has secured has already been felt by carers as the **Bromley Chill and Chat** Leaders are easier to contact, leaders can hold small zoom meetings and leaders now are just a dedicated telephone call away. Previously they were having to use their personal phones. Leaders are now able to have group specific email accounts that will enable them to contact supportive organisations and agencies on behalf of their Chill and Chat Groups.

The Black Heroes Foundation received a grant to run the online Virtual Locomotion Club for the lonely and isolated. The project aimed to stimulate, motivate, and inspire the community. Pride is promoted through cultural awareness, education, and entertainment. The activities included an information session on a local hero and quiz. There is also singing, exercise and dance activity. Participants also received training on using Zoom so they can communicate with others outside of the sessions. The sessions were focused on the elderly and isolated, but attracted a wide range of age groups. 57% of participants had some form of disability and the majority were retired, or self-employed. Over 50% of the participants were of African or Caribbean origin. There was a total of **164 participants** over the 3 month period in 2020.

"The existence of a welcoming online club during these difficult times when many people are feeling very isolated and cut off from their usual support networks has been invaluable. Its fair to say that the mixture of quizzes singing, movement and dance has meant that there is something for everyone."



The Primrose Centre is unique in south east London as the only out of clinical setting for Cancer patients and their families. The charity is financed completely by donations and receives no funding from central or local government or health agencies. Patients have had their diagnosis and treatment delayed whilst they have shielded, and the NHS focused on dealing with COVID -19. This has had a devastating impact on them and their family's mental health as they worry about the short and long-term impact of the delays. This combined with not having access to the Centre with the help and support that is offered has left a big gap and increased anxiety for all concerned.

During the months of closure, some of the talking and mindfulness therapies offered were delivered online which the Direct Line grant of £3,000 helped to fund.

"I realise it is not possible to understand the difference £3000 has and will make but it has, believe me, they are so pleased Direct Line has helped the charity."

The **ICARE Centre** reopened on 19 July 2021 following a closure period of 16 months, which proved very difficult for all of the organisation's clients, staff and the Charity as a whole.

Since re-opening the Centre has welcomed back many of their previous clients, and are now also seeking to attract new clients (sadly, a number of clients passed away during the closure period). All of the returning clients (and their carers) have been overjoyed to return. As might be expected, many of their clients speech and physical capabilities deteriorated during the closure period, so never has demand for the Physio and Speech Therapy that ICARE offers been so high and necessary. All ICARE's clients have benefitted from the physiotherapy that is offered, and 50% have benefitted from the speech therapy.

All ICARE's clients receiving such services have noticeably improved their mobility and speech, and as a result have greater confidence and improved mental health.

"May we say again how grateful we are to you and Direct Line for the generous grant provided. Like all charities I am sure, our financial position has been adversely affected by the ramifications of Covid-19."

HEALTH AND WELLBEING

Throughout the Coronavirus pandemic, St Cecilia's care home run by disability charity **Leonard Cheshire** has been home to **28 adults** with physical disabilities.

The grant to provide Personal Protective Equipment (PPE) contributed significantly in keeping not just service users safe, but also in protecting the carers, their families and the communities they form a part of. The funding has been used to acquire considerably greater quantities of PPE than have ever been necessary before.

'J' is a resident aged in his early 30s. Like several of the residents - he needs advanced personal care and is extremely vulnerable. He is supported daily by his key worker, a further support worker and receives regular assistance from a physiotherapist. A domestic support worker visits his room every day to clean thoroughly. Throughout the home staff in other roles such as catering, and maintenance perform background tasks to support J's everyday needs. During the course of any one day, each of these personnel are required to wear one or more sets of PPE – at varying levels of complexity, dependant on their role and proximity to J. Every care is taken to protect J – by protecting the carers who look after him and by reducing any element of risk to anyone working in the care home setting.

The care home is to J - his home and his family. We will do everything we can in our power to keep him safe and well. To do this, we must protect the support network who care for him. The provision of adequate PPE is a formidable line of defence in protecting our service users and carers in our battle against Coronavirus."



London Search and Rescue's normal fundraising routes were cancelled during most of 2020. The team experienced a higher level of demand to help find missing persons as the mental health impacts of the Covid -19 lockdown restrictions took their toll. The organisation has responded to **6 call outs** between March and May 2020 when there had been just 4 in the preceding 2 months.

HOMELESSNESS

For **LATCH**, the “Everyone In” campaign has dominated the homeless landscape throughout England’s Covid-19 lockdowns since 23rd March 2020. Any person finding themselves at risk of homelessness, caught up in sofa surfing or experiencing rough sleeping is as entitled as the rest of us, to minimise their exposure to the Coronavirus, by being safely housed and able to self-isolate. It became immediately apparent that it was impossible for the homeless to protect themselves effectively against the deadly virus. Driven by this emergency crisis, the work of LATCH has been dedicated to the provision of advice and support for every individual turning to their service. They have presented in an array of homeless situations, many as a direct result of the pandemic which includes sofa-surfing and rough sleeping due to breakdowns in relationships, fleeing domestic violence, sexual and/or emotional abuse, and loss of employment. In all its activities, LATCH continues to offer a message of hope to those in need, in their darkest hour.

During lockdown, the charity has been afforded an incredible, extended insight into the realities and impacts of all kinds of homeless situations, whether people are at risk or entrenched in homelessness and particularly as a direct result of the pandemic. LATCH learned that for some, relationships or family dynamics are more fragile than ever; that for others, going to work or school has doubled as a convenient means of distraction and/or escape from domestic violence or abuse; that stress and tension with the added real danger of Covid-19, has high-lighted how much more the community must do to tackle loneliness and isolation, mental health and wellness.

Latch's main priority in 2021 will be to reinvigorate and rebuild the hosted service, through a renewed host recruitment programme with increased host member socials, workshops and support groups delivered online. This part of the service will also be strengthened with the addition of a newly recruited part-time support worker and the expansion of the new one-to-one counselling service and other activities for clients that will help them to find purpose in the community, learning new skills and helping or inspiring others.

"We wish to thank Direct Line Group for granting us a lifeline to fund a vital 981 extra hours of support work, required to help homeless men and women approaching our service, with nowhere else to turn."

Our Impact in 2020

...helps to build a community where everyone is supported and empowered to fulfil their desire for a safe & secure home.



- Engaged with 253 homeless and vulnerable men and women aged 18-66 in Bromley borough and surrounding areas (includes “at risk”)
- EVERYONE IN! 93 of them safely housed through four local authorities; 41 into private rent; 9 in supported living; 5 in spare rooms of LATCH Hosts.



- 1080+ Extra Hours worked to deliver the service in lockdown
- 615+ Hours of support in welfare calls
- 1400+ pre-loved household items and furniture received from the community and redistributed to those newly housed.
- 78 Household Starter Packs issued to our clients.

The funding provided has enabled the **Bromley CAP Partnership** to continue its work throughout the Covid-19 pandemic and to make an impact in Bromley. This can be demonstrated through the following agreed measures, between June 2020 and end of March 2021:

- **29 new clients** joined the programme with a total of £450,000 worth of debt
- **8 clients have gone "debt free"** in the period, which includes several bankruptcies
- Of these clients, the average debt was £14,000
- The three debt coaches held **60**, mainly phone based, meetings with clients
- No new 'befrienders' joined during the period; however, the Partnership is in the process of opening a Job Club in central Bromley and over the period a Job Club Manager has been recruited and trained.
- The ongoing running costs for the period have been just under £1,400 a month. This figure covers the cost of salary and the professional financial advice and support provided by CAP. A new laptop has been purchased for one of the new debt coaches

Donations provided to support the work of CAP Bromley Partnership have continued to be received but, on a monthly basis are less than the regular outgoings.

"A client, MB, came to Bromley CAP Partnership with debts relating to council tax, rent with her housing association and with the Dart Charge, caused when a relative had apparently borrowed her car in the past. The client had a passion for dressmaking but came to us with mental health and other serious health issues, which were not helped by her debts. However, working with Martin and the team, MB was able to become debt free a year ago and has been so delighted with the holistic support provided by Bromley CAP Partnership that she has remained in contact and in fact recently called to ask if we could help her neighbour who was also experiencing issues with debt. MB has gone on to say that she is now keen to encourage others and regularly talks to her neighbours, many of whom are lonely and have been finding it difficult during lockdown, about her story in order to, in a small way, bring them some positivity and Hope. She is now teaching dressmaking online."

ANNEX 1: GRANT RECIPIENTS

1. 4th Scouts
2. 5th Scouts
3. 7th West Wickham Scouts
4. Advocacy for All
5. Biggin Hill Mutual Aid
6. Black Heros Foundation
7. Bromley and Croydon Women's Aid
8. Bromley Children and Families Voluntary Sector Forum
9. Bromley Chill and Chat
10. Bromley Foodbank
11. Bromley Mencap
12. Bromley Parent Voice
13. The CAP Bromley Partnership
14. CASPA
15. Central Eltham Youth Project
16. Chartwell Cancer trust
17. Community Links Bromley
18. Cudham Environmental Centre
19. Goddington District Girl guides
20. Green Street Green Assoc
21. Hilda Lane Community Lane
22. Home Start Bromley
23. ICARE DAY CENTRE TRUST LIMITED
24. JusB
25. LATCH (Living Amicably Together in Caring Homes)
26. Leonard Cheshire
27. Living Well Bromley
28. London Search and Rescue
29. The Maypole Project
30. Magpie Dance
31. Mottingham Food Bank
32. New Lodge Riding for the Disabled Assoc
33. Orpington Division Girl Guiding
34. Orpington FC
35. The Primrose Centre
36. Somali Well Women's Project
37. Welcare
38. Winning Stars

