

COMMUNITY
LINKS
BROMLEY



ANNUAL REVIEW 2022 - 23



Supporting Voluntary Action

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Chair's Report

Achievements and Performance

Janet Tibbalds, CLB Chair

Last year, we reflected on the continued impact of the pandemic with acute challenges for the sector and our members. This year, global, national and regional challenges continued to impact on the sector and our members.

Internationally, we saw the outbreak of the war in Ukraine, with many organisations locally mobilising to welcome those fleeing the conflict.

Nationally, we saw the introduction of system changes to Health and Social Care governance, with the introduction of the Integrated Care System. South East London's Integrated Care System brings together all the organisations in six South East London boroughs responsible for delivering health and care for our communities. Its aim is to offer more joined up support for people facing significant challenges. The voluntary and community sector is a key element here and we are proud to be hosting the sector representative on the Partnership.

The cost-of-living crisis presented ongoing challenges to the voluntary sector. It faced increased demand for its services from people struggling with price rises and poverty. At the same time, the sector is dealing with increased costs, falling donations, and depleted reserves due to inflation and the pandemic.

We worked with the sector locally to highlight the impact of the crisis by hosting a voluntary sector assembly in November 2022, and provided a small grants programme to assist local providers with costs and demand challenges.

We have grown our audiences across all social media platforms, secured substantial new inward investment into the sector, and highlighted best practice at conferences and events. We did this with a small and resolute team of staff and volunteers.

Bromley can be proud of the way our members, our local communities and our service responded. It is our view that the response of the voluntary sector and volunteers has remained a shining light in dark times.



Janet Tibbalds, Chair of trustees



Christopher Evans, Chief Executive

Information, advice and guidance

A key objective of our service is to provide the sector with information, advice and guidance to build capacity and support within the community.

This year, we engaged with over 268 organisations and groups. We did this in different ways, through the distribution of weekly e-bulletins; the provision of a dedicated website for the sector; and with training and support, particularly for smaller and newly formed groups. This included the provision of “business support or toolkits” with model policies and procedures.

We are committed to growing our audience and, encouragingly, growth is apparent across all our communication platforms, with our Twitter (X) followers reaching 1,836.

Impressive growth was also apparent on Instagram which had a 30% increase in followers, whilst our e-bulletin readership also grew by 8%.

Our website was well used with 19,556 visitors across the year.

“I just read [the e-bulletin] with my morning cuppa, and I thought it was great! Thank you for helping us promote befriending week to so many people in the voluntary sector”

Helen Jenkins, Boarding Council



19,556

CLB website visitors across financial year

268

organisations and groups engaged with

Training Events

20 training courses were delivered during the year, meaning we exceeded our annual target. This rich and varied offer included sessions on making use of social media; Impact and Evaluation; engagement events with funders; cyber security for charities, updates on the Disclosure and Barring Service, and measuring your social value.

We provided direct personalised training and support to Trustees and team members, seeking help to develop in their roles, whether as trustees, staff or volunteers.

Much of this work was delivered in partnership with providers and specialists, and our thanks go to them.



To support those organisations working with volunteers, we provide best practice advice and guidance as well as 1-2-1 advice. This training and support continues to be well received.

This year, we delivered the following training sessions:

Social Media Workshop; DBS Session; Dealing with Difficult Situations; Supporting and Supervising Volunteers; Volunteer Inductions; Writing and Developing Role Descriptions; Recruiting Volunteers

It was a very useful session, which has got me thinking about the different ways of how our organisation can recruit volunteers

Shirley Lane Thomas, an volunteer recruitment workshop



Funding and Investment

A key role for the service is to support and advise organisations to secure funding, in addition to Council funding, as this will add value and increase sustainability. We do this in several different ways, including highlighting funding opportunities and by providing advice and training on bid-writing.

Our programme of engagement events with funders continues, and this year we hosted The National Lottery, the BBC Children in Need Emergency Essentials Programme, The Jack Petchey Foundation, online webinars on the Greater London Authority's Building Strong Communities Fund; the Easyfundraising platform, as well as encouraging applications to the second round of Untold Stories and Building Stronger Communities, The Civil Society Roots grants programme and the Innovation Fund.

These sessions are important to local charities, but equally important, they are of value to funders and providers. One commented,

"Great result! We have gained 4 new referrers in Bromley since October. Thank you so much for all your help, it was useful. If there is anything we could help you with, please do let us know"
(Emma Walton, Family Fund, BBC Children in Need)

"Thanks to funding from the Bromley Council and NHS SE London Innovation Fund received in 2023, we have been able to secure storage and have been able to increase our capacity and meet growing demand."

Leanne Waters, The Hygiene Bank Bromley

£661,000

Total funding applied for through Innovation Fund in 2023/24 (see page 8)



NHS National Development Programme - Embedding the Voluntary Community and Social Enterprise (VCSE) Sector within Integrated Care Systems (ICS) 2022/2023

A successful application was submitted to the NHS National Development Programme. This is a programme that aims to embed the Voluntary Community and Social Enterprise (VCSE) Sector within Integrated Care Systems (ICS).

The funding is to enable the development and delivery of the strategic network/ alliance in South East London and is a budget that the SEL Director of Voluntary Sector Collaboration and Partnerships is responsible for managing. The focus is to carry out a mapping and opportunities analysis of the VCSE sector in South East London, to identify new opportunities for SEL ICS and SEL VCSE Strategic Alliance to diversify their collaboration opportunities with the sector.



£60,532

Investment into the sector through successful Innovation Fund (Round 4) bids

Innovation Fund

During the year, Bromley Council asked us if they could use our Good Grants (formerly Award Force) platform to manage the Innovation Fund. This is a funding programme financed by Bromley Council and NHS SE London ICB, with a commitment to support prevention and early intervention projects. The aim is to ensure residents receive more of the right care, in the right place, at the right time, and remain independent for as long as possible.


We actively promoted the availability of the Innovation Fund, as well as advising organisations on possible approaches. This year, there were unusually 5 funding rounds, which resulted in 34 organisations registering an interest in the fund, with 25 submissions applying for a total of over £661,000 of funding.

In Round 4 alone (December 2022), there were three successful applications, resulting in an investment of £60,532 in the sector. The bids, from Good Gym, St Christopher's Hospice and The Hygiene Bank, focus on a number of different, but important, activities.

SGN Safe and Warm Grant

CLB lead a successful partnership application for a SGN Safe and Warm Grant. The Safe and Warm community scheme was set up to establish and support a network of small community organisations, through which vulnerable customers in target communities will:

- Be provided with current information on help available this winter and offered access to support if they need help to maintain a safe and warm home.
- Be supported with critical primary needs, energy and food poverty and debt support where needed.
- Be supported to join the Priority Services Register, where eligible.
- Be more aware of the risks of Carbon Monoxide and how to mitigate these.



In meeting these objectives, Community Links Bromley is working with several partners: South East London Community Energy co-operative (SELCE), Transform Bromley Borough (TBB) and St Edwards Mootingham.

Income generated for the sector

We lead on and facilitated 5 sector-wide bids to attract and secure resources into the Borough. This included work with partners to address food insecurity; work to provide support to vulnerable residents, to ensure that they have access to safe and warm homes; and work to map the third sector offer across the South East London Integrated Care System.

Importantly, we know that this work makes a difference. The result of this work was that we generated over £502,559 new money for the sector in Bromley. We have a target of £1.25 million to secure over the term of the contract with the London Borough of Bromley, and, to date, have secured £926,000, so we are on track to accomplish this goal.

We also know it makes a difference through feedback from service users. For instance, one said,

"I wanted to let you know that CoreDogs won the grant from TfL's walking and cycling grants! Thank you so much for suggesting it to us - we really appreciate it"

Volunteering



As a service, we are committed to encouraging volunteering in the borough. To achieve this, we:

- Provide practical advice and guidance on all aspects of volunteering to both prospective volunteers and volunteer involving organisations.
- Raise awareness of the benefits of volunteering.
- Maintain a database of volunteering opportunities and operate a volunteer online portal and phone line for people looking to volunteer.
- Monitor the progress of the volunteers and use feedback on their experiences to inform future work.
- Support those organisations and businesses working with volunteers, by providing best practice advice and guidance.

In meeting these objectives, we have hosted Volunteers Managers Forums; held our annual Volunteer Awards ceremony; contributed to the national debate on a Vision for Volunteering; coordinated pop-up volunteering sessions at local libraries and volunteering fairs; as well as run training and support sessions for organisations that work with volunteers (see page 6).

Well organised. Great to meet so many charities

Feedback from www.stambs.ac.uk/volunteering-fair

Volunteering Fairs

We hosted a number of Volunteer Fairs during the year at Community House and in Orpington, as well as a Charity Marketplace in Azelia Hall. These were a great success for both volunteers and organisations. The fairs enabled organisations to showcase the fantastic work they do, and to recruit volunteers offering a variety of different opportunities.

Community Links Bromley 13th Annual Volunteer Awards

The annual Volunteer Awards is our way of celebrating all the fantastic work volunteers do in their communities. We held this year's Awards ceremony on 16th June 2022; the preceding week was Volunteers Week, so it was entirely fitting that the dedication and selflessness of our local volunteers should be recognised in this way.

It was great to be back at Bromley Central Library after a 3-year absence, with an amazing 100 plus guests attending.

We were honoured to have the Worshipful the Deputy Mayor of Bromley, Cllr Christine Harris, join us on this special occasion to present the awards. Special thanks to our event sponsors: London South East Colleges, The Fairlight Group, and London Biggin Hill Airport.

We were also delighted to have Maggie Dance as our pre-awards entertainment, who performed to a very appreciative audience.

We tweeted live throughout the ceremony, with our tweets reaching over 5,000 impressions.



"Huge congratulations to all winners at this evening's Volunteer Awards Ceremony! Thank you to @CommLinksBrom for having us and allowing us to be part of such a fantastic ceremony! #bromleyvols2022"



Tweet from London South East Colleges



Corporate volunteering

Business can also make an important contribution to the community via corporate volunteering. So we were delighted to match up the Direct Line Group with Biggin Hill Community Care Association (BHCCA) for a team building day that proved to be an enormous success.

Neil Walker, BHCCA Chairman, said, *"The day went really well."* He continued, *"The team has been in touch since and has offered to use their next team event (climbing Snowdon I believe) and will set up a JustGiving page with the Direct Line Group to raise some funds for us. The team also seemed to indicate that they would like to come back next year. (They will be very welcome if they do!)"*

Andrew Godley from Green Flag commented, *"Massive thank you to Stephen Smith at Community Links Bromley for introducing us to Biggin Hill Community Care Centre and being the ambassador between all organisations. It was a fantastic day; we had a great time and managed to get all the garden area completely gutted of weeds and looking good as new as well as the furniture that needed life put back into them looking good as new."*

The team at Biggin Hill were fantastic and very accommodating. It was a great day and really highlighted to me the value such organisations as Community Links Bromley adds to local communities"



Volunteering and the pandemic

The start of the year also witnessed the end of our support for clinical volunteering at vaccination centres in the borough. We made over 4,425 assignments to 964 clinic sessions.

During the recruitment drive for volunteers at the Vaccination Clinics, we had 508 people who expressed an interest and 370 who went on to volunteer. This included 13 volunteers out of the 370 who have covered 50+ sessions totalling 1,024 sessions, with 1 volunteer covering an exceptional 153 sessions.

COVID-19 has seen innumerable acts of kindness, with thousands giving unpaid help to people who are not relatives. Our thanks to them all.

Voice and Partnership

The service is committed to facilitating and developing the voluntary sector role in strategic partnerships throughout the borough and sub regionally.

The impact of this is most evident in the progress made in relation to the new Integrated Care System. It is also evident in our partnership work with Pro-Active Bromley; our work on the Collaborate Partnership, and the Bexley and Bromley Young Londoners Network.

Work with the Integrated Care Systems (ICS)

Health has always been a significant area of work for our network, but over the last few years it is a constant thread that cuts across so much of what we do as an infrastructure organisation.

Over the last few years, we have seen health and wellbeing being a key area of focus both within our strategic advocacy and within our operational coordination function.

This was especially the case this year, where we worked with partners to embed the sector within Integrated Care Systems (ICS). Importantly the sector now has a place on the South East London ICS Partnership Board.



To give this role credibility, the ICS agreed funding for a newly created Director of Voluntary Sector Collaboration & Partnerships role. They are providing £120,000 per annum for a 3-year period, with Community Links Bromley hosting the role.

Following recruitment, Tal Rosenzweig was appointed. Whilst it is early days for the role, she is already making a difference. Tal has:

- Led on creation of the SE London VCSE strategic Alliance - a coalition of sector leaders from across the 6 SEL boroughs.
- Written a response on behalf of VCSE's in SE London to the Hewitt review, which seeks insight on effective collaboration and accountability between ICS's and national bodies.
- Represented the sector at the Integrated Care Partnership board meetings.



Our achievements include:

- Securing £130,000 for the sector to support representation and enable collaboration with smaller black and global majority led organisations.
- Securing £250,000 funding from Health Education England towards VCSEs working with communities most removed from the health and care workforce, to gain insight into barriers for those groups/communities in accessing careers in health & care, and developing possible solutions for breaking down those barriers.

Simply Connect Bromley

Simply Connect Bromley is one way we support effective collaboration, by providing information on local voluntary organisations and groups that provide services to support health and wellbeing.

With this searchable online tool, we aim to provide a comprehensive directory of local community services and provide a resource for health and social care professionals and the public to search for appropriate providers.

We continued work on the development of this platform, and, due to this, registered organisations have increased from 74 organisations to 353 (a net increase of almost 500%). Activities have increased from 200 to 753.

Relatedly, we have identified gaps in sector service provision, with the local authority keen to use the Innovation Fund to address some of these gaps.

To celebrate the platform, we hosted a launch event in September 2022. The event included presentations from Cllr Mike Botting (Lead member on Isolation and Loneliness, Bromley Council) and Sirinda Bhandal (CEO/ Founder, Simply Connect).

500%

Approximate net increase in registered organisations on Simply Connect Bromley platform



Voluntary Sector Strategic Network (VSSN)

The Voluntary Sector Strategic Network continues to meet periodically, where officers from the Borough's leading charities meet as a group. The Network Chair, Lynn Sellwood, stood down this year, and we thank her for the support and advice she has provided over the years.

The network provides a space where we come together as a sector to identify changing and emerging social and community needs, and work with the sector, public and private agencies to address them. This year, we focused on the development of Bromley's Sport & Physical Activity Strategy; received a presentation on the Integrated Care Partnership's emerging priorities; and considered the implications of the cost-of-living crisis for the sector and beneficiaries, as well as local recruitment challenges for the sector.

To broaden the conversation, we convened a Voluntary Sector Assembly which focused on how we could work together to support Bromley residents with cost-of-living pressures.

Speakers highlighted growing service pressures, fuel and food poverty challenges, and the emerging sector response of warm space hubs. Following the assembly, we worked in partnership with Bromley Well to map Winter warmth support, and promote available funding to support the Warm Winter Welcome campaign.

Useful having the opportunity to hear from and to speak to other organisations

— Feedback from attendees at Voluntary Sector Assembly



The aspiration is to grow the assembly and encourage further participation from volunteers, trustees, and staff from voluntary organisations.

We separately hosted a gathering of Council officers and the sector to assess the needs of Ukrainians arriving in Bromley, and how we could work together to assist.



Projects

Mottingham Big Local Refocused

Providing at least £1m to each of 150 communities in England, Big Local is funded by The National Lottery Community Fund and managed by Local Trust.

We continue to act as the Local Trusted Organisation for Big Local in Nottingham. In terms of scale, time horizon and ethos, nothing like Big Local has ever existed previously. Designed from the outset to be radically different from other funding programmes, at the heart of Big Local is a vision of empowered, resilient, dynamic, asset-rich communities, making their own decisions on what is best for their area.

To progress the local plan for Nottingham, the partnership and residents agreed on the employment of another worker, and recruited an external Independent Chair to support the Partnership. We welcomed Gavin Maynard to the team, and he was subsequently joined by a new Partnership Coordinator, Karyn Jones.

The year saw the ongoing delivery of the local plan, supporting a range of activities in the community. It included some brilliant events, one of which was the Nottingham Silks flags procession. Residents had a wonderful time displaying the Nottingham Silks flags; they were truly traffic-stopping designs by the local community!

The flags, which celebrate Nottingham, were all designed and inspired by the community. This project was delivered by community arts company, Kinetika, in partnership with St. Edwards and StEP.

The year also saw Magpie Dance's Global Moves and Grooves Festival of dance and culture; employment and mentoring programmes including St Edward's Training and Mentoring for Skills Project - Gardening Trainees; and art development work with local Primary schools led by the Gerald Moore Gallery.

Mencap Round the World Challenge

In January 2021, we led a bid alongside Bromley Mencap, MyTime Active and Palace for Life Foundation to apply for funding from Royal Mencap to take part in the Round the World Challenge. We were successful in securing funding to run a programme for 12 months.



135 participants registered

3594 hours of activity logged

Lottery Grant Giving Scheme/ Capacity Building Programme

Readers may recall that in 2021-22, we were awarded grant funding from the Big Lottery to provide a post COVID Grant Giving Scheme, with associated monies for capacity building. In total, the sum of £237,500 was provided to allocate across the two boroughs - Bromley and Lewisham. This was split evenly with £118,750 allocated to each borough.

We received a total of 72 bids, with organisations applying for more than £1 million, so the fund was heavily oversubscribed.

Working in Partnership with Blueprint for All, we made awards to 17 organisations. Projects included physical activity for older people, youth clubs, support for young females, food poverty, beds for families, debt advice, events to celebrate black history month, and more.

The funding enabled groups to support 6,302 individuals and enabled organisations to employ or offset wages for around 45 staff (including part time and casual instructors) and over 500 volunteers.

The added value of the volunteer's contribution is significant, and we estimate this amounts to in excess of £100,000.

During the programme, we took active steps to monitor the impact, including outputs and outcomes. We asked projects to outline the difference and outcomes they made. All reported positive impacts with case studies.

They included:

- "All women felt that they were supported through a difficult phase of their lives, that they felt that they were able to connect with other mothers and share similar concerns".

17

organisations were awarded grants through the Grant Scheme

£237,500

grants programme delivered to charitable organisations in both Bromley and Lewisham



Cornerstone Health & Wellbeing Transformation Project

The year saw the conclusion of our Cornerstone Health & Wellbeing Transformation Project. Funded by the City Bridge Trust, the project, delivered in partnership with Enfield, Greenwich, Merton and Hackney Councils for Voluntary Services, aimed to bring local people closer to the design and delivery of health care services within their respective boroughs.

This project explored multiple strands. It included consideration of the role of community health champions; co-production in care settings; and exploration of the 'social value' of the health care services provided by local voluntary sector and community groups.

In Bromley, we worked with organisations to review and explore added 'social value' of their work and started a dialogue with our statutory partners in the NHS, the Council and London South East Colleges to explore and promote best practice.

Our thanks to all the partners for their contributions, including Collaborate, for their research input.



Bexley and Bromley Young Londoners Fund Network

We continued to work with our partners, Bromley Children and Families Voluntary Sector Forum and Bexley Voluntary Service Council, to coordinate the Bexley and Bromley Young Londoners Fund Local Network. Funded by The Mayor of London, who created the Young Londoners Fund (YLF), the aim was to help give young people the support they need to build a better future and avoid getting caught up in crime.

During the year we:

- Worked with local YLF providers to develop exit and evaluation plans following their funding
- Delivered tailored information sessions on emerging funding opportunities
- Provided a cross borough forum on mentoring as a key component of the Mayor's New Deal for Young People
- Supported the development, dissemination & uptake of the mentoring framework by engagement with successful mentoring leads
- Hosted 4 local children and young people's forums to promote engagement with the YLF programme
- Undertook a cross borough training needs analysis (TNA)
- Participated in YLF Local Network meetings and celebration events

The materials from the programme are available on the CLB project page and are accessible to all.



Feedback on this work was positive and enabled further engagement with Lee Ritchie and the Team at London Youth. Others were equally positive. For example, Jane Myles from Active Involvement Youth Worker Bromley CLA said ***"This was a brilliant session with lots of info! thank you."***

The legacy means that there is a continuing appetite to host further cross borough activities. One participant commented ***"It would be good to continue with these sessions in the future"***. Work undertaken as part of the TNA will also enable us to plan and support the development of a future training programme. The programme has also cemented ties between organisations across boroughs and helped the development of a stronger network.

The TNA and subsequent survey of local youth organisations has also been used to shape subsequent conversations with London Youth about future support and funding for local charities.

Other projects

This report can be no more than a snapshot of the project work undertaken during the year.

We also undertook work with:

- Big Local Dartford, to support a participatory budget exercise in Dartford. Our role focused on the distribution of small grants and managing the due diligence process.
- Pro-Active Bromley: Reached agreement to hold/ manage the remaining funds (£35,000).
- Secured funding from London Sport for a programme to help older people become more active after lockdown. Delivered by a Partnership with MyTime Active.
- Secured £1.5k from London Youth to deliver after school football sessions for deprived children and young people. We are working with the newly created Bromley Football Club Community and Sports Trust to deliver this. We are now half way through the programme. Our target is to improve activity for at least 25 young people between the ages of 8-13. Twenty-two young people had registered, and there was some good feedback from the club on the impact it is having on some participants



£1.5k

secured from London Youth to deliver after school football sessions for deprived children and young people

Financial review of activities



The total income for 2022/23 was £702,121, against total expenditure of £573,226. At the end of the financial year, £249,042 remained as restricted funds. The organisations free reserves increased from £102,405 to £152,135.

The team worked hard to keep costs within budgets, and worked hard to secure external resources to support delivery of priority services to our sector. This work resulted in substantial new investment in the Motttingham area, as well as investment from the GLA, the South East London Integrated Care System, and the Cornerstone Fund, to develop and deliver projects to support young people and health and wellbeing.

We continue to obtain our core funding from the London Borough of Bromley. However, we remain committed to diversifying our sources of funding and are pleased that, this year, we secured funds from fourteen different funding sources. It means that the core funding enabled us to secure 77% of our funding in 2022/23 from other sources.

As a service, we are extremely aware of the financial pressures experienced by our funders and, as such, want to thank our core funders, the London Borough of Bromley, for their continued support.

Year ending	2022/23	2021/22
Income Resources	£702,121	£578,051
Resources Expended	£573,226	£555,621
Net income	£128,895	£22,430

49%

Increase in our Unrestricted Reserves carried forward from previous year

The Future

Our financial performance over recent years has allowed the organisation to build our reserves to a healthy level. We will continue to build on this sound foundation.

Key developments for the year ahead include:

Developing our voluntary sector forum

Reviewing staff salaries to manage retention

Hitting our target of securing £1m new investment into Bromley since October 2020

Continuing our work to develop and grow Simply Connect Bromley as the go to resource for organisations and the public to find out about services in the local area and get involved in local activities

Positioning ourselves and the sector to understand the emerging opportunities and challenges arising from the development of the new South East London Integrated Care System

Growing our team by recruiting a new Support Officer for the VCSE Director and South East London sector Alliance

Advocating for stronger, equitable representation for the sector within the Integrated Care Board in South East London



Our Staff

Christopher Evans, Chief Executive

E: christophere@communitylinksbromley.org.uk | T: 0208 315 1903

Steve Smith, Funding and Development Officer

E: ftd@communitylinksbromley.org.uk | T: 0208 315 1919

Fay Millen, Volunteer Development Manager

E: faym@communitylinksbromley.org.uk | T: 0208 315 1930

Tal Rosenzweig, Director of Voluntary Sector Collaboration & Partnerships
(SE London ICS)

E: talr@communitylinksbromley.org.uk | T: 07932 41 7076

Gavin Maynard, MBLR Administrator and Project Support Officer

E: admin@mottinghamblbr.com | T: 07593 443416

Alex Doust, Office Manager

E: alexd@communitylinksbromley.org.uk | T: 0208 315 1902

Kathryn Mitchell, Web and Digital Assistant

(previous staff members)

Jane Walker, MBLR Administrator

Cindy Stedman, MBLR Partnership &
Engagement Co-ordinator

Hugh Stultz, Health and Wellbeing
Transformation Project Co-ordinator

Our Thanks

We are indebted to the support of our volunteers, so a big thanks to those that supported us during the financial year:

Vandana Gandham, Peter Castledine, Julia Knox, Evgeniya (Jane) Shchegoleva, James Oliver, Nicola Berry, Sandra Wanogho-Maud, Sarah Colyer, Matt Champion, Carolyn Jones, Angela Morgan



Community Links Bromley
Supporting Voluntary Action



www.communitylinksbromley.org.uk
admin@communitylinksbromley.org.uk

0208 315 1900