




BVSC

Bexley Voluntary Service Council
Strengthening voluntary and community action

IMPACT REPORT

2024 - 2025

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Chair's Foreword

It is a privilege to introduce this year's Impact Report, which reflects continued strength, resilience and contribution of the voluntary and community sector in Bexley, and BVSC's role in supporting and championing that work.



Over the past year, voluntary organisations have continued to respond to increasing demand, financial pressure and complexity in the needs of our communities. In this context, BVSC has played a vital role as a connector, supporting local organisations to remain resilient, amplifying their voice within the local system and helping to ensure that community insights inform local decision making.

The Board continues to focus on strong governance, organisational development and financial sustainability, ensuring that BVSC remains well-placed to support the sector through ongoing change. I would like to thank our staff team for their commitment and our partners for their continued trust.

Nigel Adams
Chair

Chief Executive's Report

Throughout the year, our focus has been on ensuring voluntary organisations are supported to respond to rising demand, secure resources, develop their capacity and have a meaningful voice within local decision-making.



Our work has ranged from direct support and development, to partnership working across health & social care, reflecting BVSC's role as an infrastructure organisation and bridge between sectors.

This year has also been one of organisational development and change. We have invested in strengthening our internal capacity, with an internal restructure to increase our leadership capacity so that we can be more responsive and aligned to the needs of the sector. None of this would have been possible without the commitment and expertise of the BVSC team, the support of voluntary organisations and our system partners. As we look ahead our priority remains clear; to continue strengthening the voluntary sector and working together to support resilient communities in Bexley.

Jattinder Rai,
Chief Executive

WHO WE ARE

BVSC (Bexley Voluntary Service Council) is the Council for Voluntary Service (CVS) set up to offer support to organisations and residents of the London Borough of Bexley. BVSC is the 'go-to' place for all things community and voluntary related; whether you want to volunteer your time, are looking for volunteers or want to find out about local organisations.



If you are a new or existing group and would like to develop your infrastructure for your organisation please get in touch for a range of support, including: training, governance support & connecting to peers. Our monthly bulletin ensures that you are kept up to date with the latest voluntary sector and local news. BVSC is the hub for advice, signposting and influencing the public sector, and we ensure that the voluntary sector voice is represented in strategic meetings and local decision-making.

OUR MISSION AND VALUES

Mission

BVSC exists to promote voluntary and community action as a means of improving the quality of life for people in Bexley by:

- Supporting the work of voluntary organisations and volunteers in Bexley.
- Assisting them to promote their views on issues and decisions that affect them.
- Helping them to identify and respond to the unmet needs within the community.

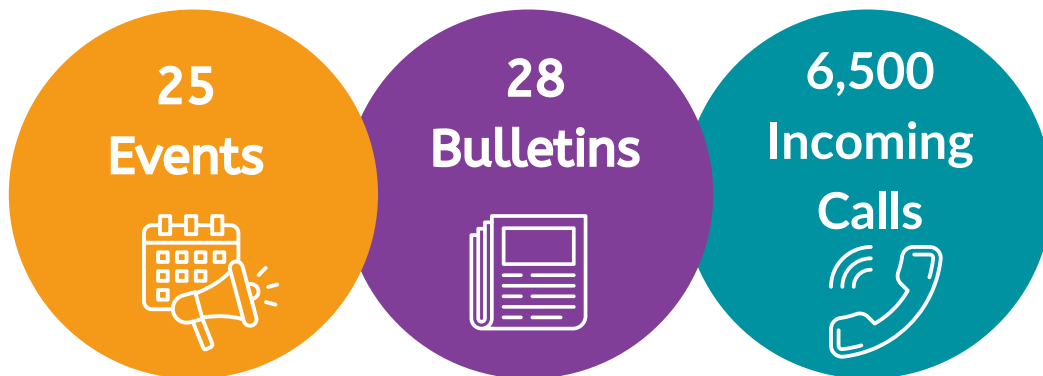
Values

In the course of our work we will:

- Work in a trustworthy and transparent manner
- Develop our expertise and strive for an excellent standard of professional behaviour from all staff, volunteers and trustees
- Maintain our independence from government
- Base our responses to consultations that we submit on behalf of the sector, on our consultations with groups
- Help foster a culture of co-operation, understanding and tolerance within the diverse community in Bexley
- Promote volunteering as an integral part of life in Bexley
- Promote the role of the voluntary sector based on our belief that the sector is an equal partner and should have an active role in the planning and delivery of services in Bexley

BVSC HIGHLIGHTS

BVSC plays a vital role in strengthening local communities by supporting VCSEs to develop, connect and influence across Bexley. Through partnership building, system engagement, and capacity building support, BVSC acts as a bridge between voluntary organisations and statutory partners, helping community insight shape local priorities and response.



We have held 25 events throughout the year with a total of 457 attendees across all of our services. We share information digitally, with our main bulletin going out bi-weekly, packed with essential information such as funding opportunities, training available and policy updates.

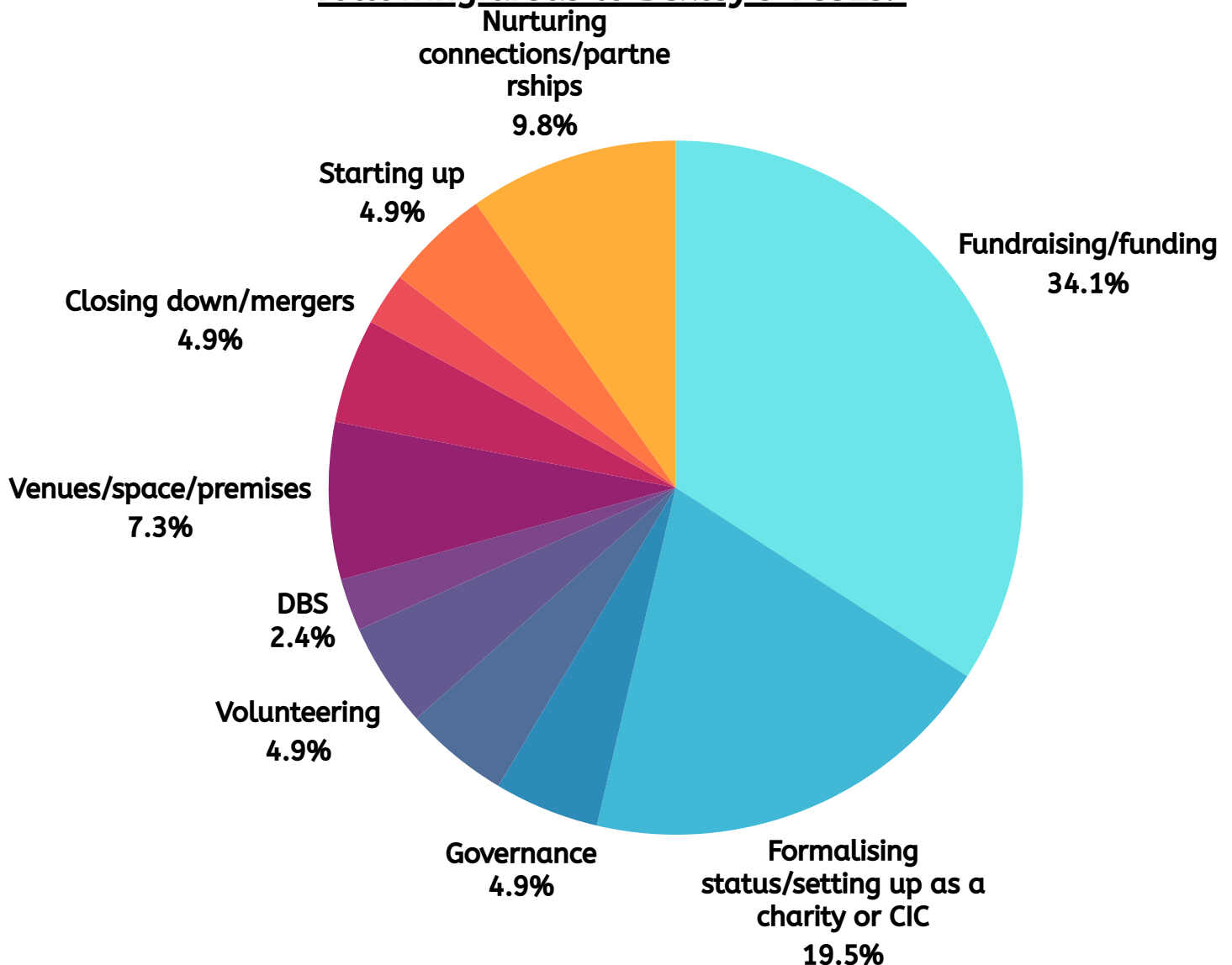
We sent **28 mailings**.

We actively showcase Bexley charities, upcoming events and case studies on our social media channels. We created **368 posts via our social media**, which were **viewed, 87,237 times** and had **2,275 different types of engagement** (including likes, comments, and shares).

CAPACITY BUILDING SUPPORT



We spent our time in 2024/25 providing advice, guidance and support in the following areas to Bexley's VCSEs:



CAPACITY BUILDING SUPPORT

Meet the Funder Event

🗨️ It was a very positive and eventful day! 🗨️

In February we hosted over 40 Bexley-based VCSE organisations and 12 funders at the Civic Offices for a dynamic event designed to connect local groups with potential funders. Attendees had the opportunity to hear directly from funders about their priorities, gain practical tips

on successful funding bids, and engage in one-to-one conversations at a marketplace to explore funding opportunities. This event fostered valuable networking between local groups, both established and new, and national and local donors. This is the fourth successful meet the funder event that BVSC has held and look forward to hosting more in the future.



BVSC coordinated a joint letter to Bexley's three MPs (*Abena Oppong Asare - MP for Erith and Thamesmead, Daniel Francis - MP for Bexleyheath and Crayford; Mr Louie French - MP for Old Bexley & Sidcup*) on behalf of 50+ local VCSEs, calling for stronger collaboration, better funding, improved venue access, and greater representation for small charities. MPs were invited to meet sector leaders in April 2025.

Securing dedicated support to Bexley's Grassroots organisations

We were proud to secure funding for a new Grassroots Development Officer. This dedicated role strengthened and empowered small community groups across the borough in the coming years—supporting better governance, unlocking funding opportunities, and fostering meaningful collaboration between grassroots organisations and health partners.

CAPACITY BUILDING SUPPORT

Men Matters Builds Momentum with First Grant Success

BVSC worked closely with Men Matters Community Group to strengthen their approach to funding applications by helping to demonstrate and articulate impact and align messaging with funder expectations. Through tailored one-to-one support and feedback on a draft bid, the group successfully secured £3,000 from the Thamesmead Community Fund. This was their first successful funding award and has boosted their confidence to pursue future opportunities.

Connected Bexley



An information and guidance hub connecting residents to local services and support. Connected Bexley is being more widely utilised to advertise services and events across the borough. Our community directory grows year on year with a total of 254 organisations registered.

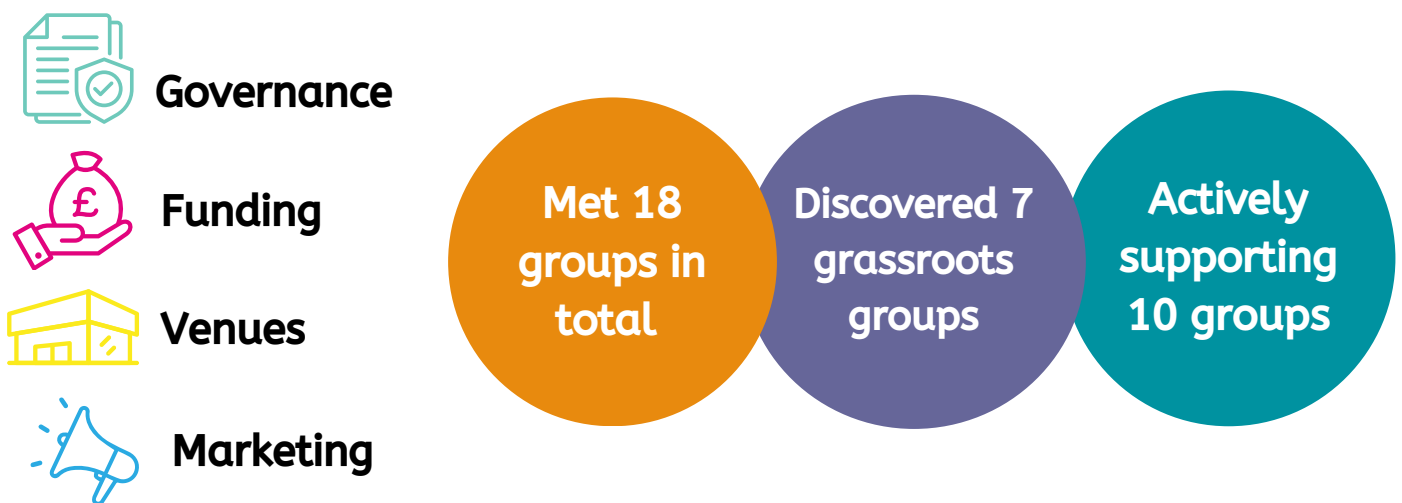
If you would like support with adding your organisation to Connected Bexley, please do not hesitate to get in contact with us.

GRASSROOTS DEVELOPMENT

In January 2025, we launched our grassroots capacity building programme. This project is funded by South East London Integrated Care Board to provide targeted support to micro organisations.

The focus is specifically to support ‘by and for’ organisations with a turnover of less than £100k. These organisations are often locally embedded, know their communities better than anyone but are restrained by a multitude of factors including not enough time, lack of resources, access to training and are often unknown to the wider system.

We have supported grassroots organisations in the following areas:



GRASSROOTS DEVELOPMENT

CASE STUDY

Morris Mission is a Community Interest Company (CIC) that provides workshops for people facing eviction and living in temporary accommodation.

The founder, Shantel Morris (pictured below) approached BVSC for advice to develop her organisation. Shantel draws on her own lived experience living in temporary accommodation to offer advice and tips to people in similar situations.

Morris Mission provides support to vulnerable homeless families, especially those facing temporary eviction or displacement



Shantel Morris, Founder of Morris Mission

Working through the Morris Mission business plan, we developed ways in which Shantel could raise the profile of the Morris Mission, and build local connections to further its aims.

We supported her in developing a communication plan, including promotional materials, a marketing strategy, and securing a venue.

She then delivered her first workshop at a survivorship coffee morning, presenting and leading discussions on housing issues. Afterwards, we helped her gather key feedback to build on the workshop's success.

DISABILITY SPORTS NETWORK AND SPORTS INCLUSION

The Bexley Disability Sport Network (BDSN) is a collaborative initiative that aims to increase sports and physical activity opportunities for the deaf and disabled community in Bexley. It brings together organisations to share knowledge, understand barriers, and work collectively to overcome them through training, guidance, and the development of inclusive activities.

We successfully secured continued funding from The Peter Harrison Foundation, extending the Bexley Disability Sports Network (BDSN) and Sports Inclusion Officer role for 12 months, increasing the position from 2 to 3 days a week. The two-stage application was supported by a site visit and trustee review.



We held 3 BDSN meetings, engaging 15–20 attendees each, with 2–3 new participants and 3 inspirational deaf/disabled guest speakers. We also led 2 steering group meetings with key partners including Access Sport, Bexley Council, Bexley Mencap, and London Sport.

During Learning Disability Awareness Week we supported Oxleas NHS to connect with different sports and activity providers through the BDSN to attend and deliver sessions as part of the event (e.g. cricket, tennis, football and rugby).

Bursted Woods Surgery

Our Sports Inclusion Officer recently supported the Bursted Woods Surgery Coffee Morning & Afternoon sessions by carrying out chair-based exercises and a lengthy boccia session in which participants were taught how to play and practice before engaging in a competitive game.

The feedback for both sessions was excellent with many residents expressing their gratitude in being able to participate in physical activity which they would not usually engage in. The purpose of this session was to raise awareness of the existence of the disability-focused sport and to promote regular physical activity.



Dandelion Collective

Since May 2024, BVSC has supported Kuan-Yu Chen of Dandelion Collective in launching inclusive Creative Dance sessions in Bexley.

Kuan-Yu recently relocated to Bexley and received local support after attending the August BDSN meeting, connecting with Access Sport and Greenwich Mencap—leading to funding and the launch of sessions for children and young people in Bexley and Greenwich. BVSC has since connected her to further funding opportunities, volunteer recruitment, and an ongoing National Lottery Community Fund application to sustain the programme.

Volunteer Centre Bexley

Overview of Volunteer Centre:



The Volunteer Centre plays a vital role in connecting residents with meaningful volunteer opportunities and strengthening the voluntary and community sector across Bexley. This year we have increased our presence across the borough, delivered targeted sessions to raise awareness of volunteering, and supported organisations to embed inclusive practices.

1,542 enquiries made by 821 individuals, 172 volunteers placed into volunteer roles

3,558 active
volunteers

Supported
456
organisations

150 volunteer
roles

131 one-
to-one
tailored
sessions

Inclusive Volunteering

We continue to work towards making volunteering more inclusive and accessible. Initiatives this year included:

EDI Learning: Ongoing participation in London EDI Forum to strengthen our practice and challenge inequality.

Supported Placements: A new model trialled with a volunteer placed at Blackfen Community Library—initially supported weekly by our Volunteer Development Officer, the individual is now volunteering independently.



Aliyah
*Supported volunteer at
Blackfen Library*

Volunteer Centre Events

Bexley Volunteer Excellence Awards



We celebrated Bexley's volunteers at our annual volunteer awards



Awards were presented by the Mayor, Cllr Sue Gower MBE, and celebrity chef Rosemary Shrager.



Featuring a performance by Woodside SEND choir




2 Bexley Volunteer Fairs



more than 60 members of the public attended!



25 organisations showcased their opportunities



"This event was very informative & I enjoyed talking with various organisations which took part"




Trustee Speed Matching



7 local organisations

15 potential volunteers

"It was good to see so many organisations under one roof"




3 Volunteer Managers Network




Attended by 27 local volunteer managers



Covering varied discussions
- EDI
- Successes
- Challenges



"We have been able to get peer to peer support and network."




DIGITAL VOLUNTEERS

Bexley Digital Champions Network

56 active digital volunteers

556 hours of digital support offered in Bexley

The Digital Champion Project was launched with an aim to bridge the digital divide; to help residents develop the required skills needed to navigate a world becoming ever-more digital. With a focus on improving digital accessibility, we now offer digital support at multiple sites across a range of organisations, with the intention of increasing this offer through new partnerships.



117 residents supported with Blue Badge applications

446 Bexley residents supported through this programme

137 learners returned for ongoing digital support



Through this programme, we were lucky enough to partner with Evergreen and hosted a Techy-Tea Party at their Elderberries event. Here we met with Bexley residents and provided one-to-one digital support with their own devices with the aim of tackling isolation and improving access to digital healthcare. This was extremely well met, and this is now an ongoing event with a digital volunteer attending regularly.

The service aims to increase awareness of the NHS App, enabling local people to take control of their health and wellbeing.

Supported 111 patients

64% increase in monthly logins at targeted GP Practices since the programme started in August

Volunteers across multiple sites have also been trained on supporting residents to use the NHS app. This paired with a referral system for local services means that digital healthcare is becoming significantly more accessible in Bexley.

Through partnerships with the GP surgeries, we were able to meet patients who needed support, allowing us to understand common issues and concerns when accessing the NHS app. From this experience we are now developing a referral system, so that GP surgery staff can refer patients directly to our team.



COMMUNITY CHAMPIONS



The Bexley Community Champions Programme, hosted by the Volunteer Centre, continues to play a vital role in supporting the health and wellbeing of residents across the borough.

Community Champions are local residents who are active in a variety of community spaces, such as places of worship, clubs, schools, and neighbourhood groups.

As Champions, they share essential health and wellbeing information, signpost residents to relevant local services, participate in one-off volunteering activities, and contribute to NHS focus groups and community decision-making. Champions are offered free training opportunities that help build their knowledge and confidence across key health topics.

Welcomed
87 New
Champions!

With a
total of
572



Why Champions Get Involved

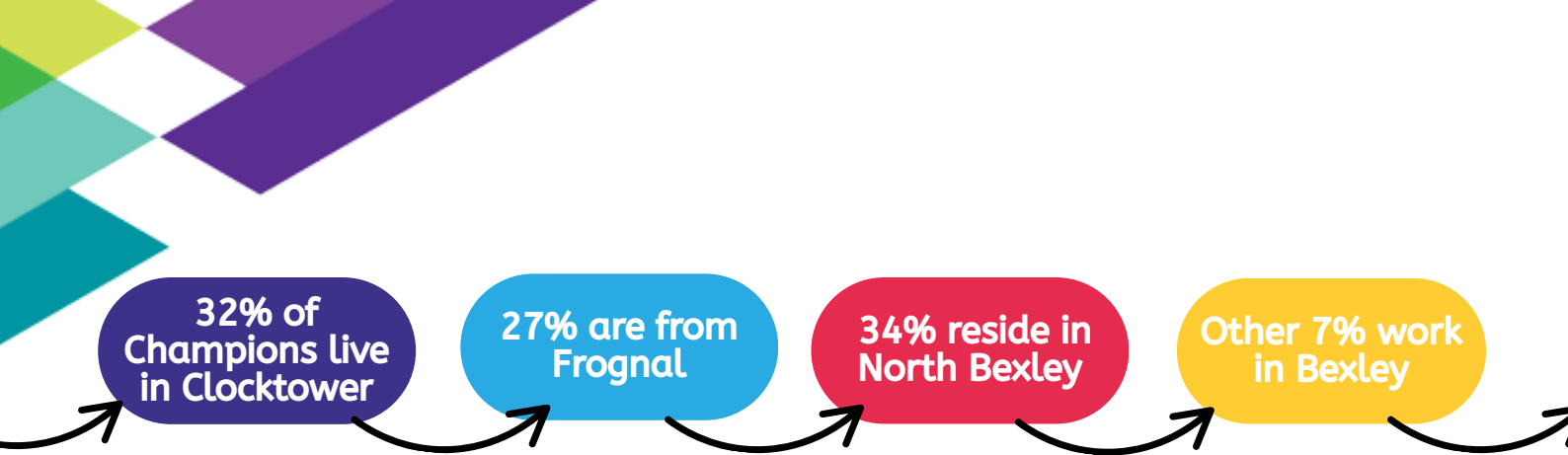
The motivations for becoming a Champion are varied and personal, but all are rooted in a shared commitment to community.

“Help my neighbours and provide them with relevant support”

“I love supporting the community in the best possible way I can!”

“To make friends from Bexley”

“I have the time and want to give back to the local community”



We aim to unite individuals and strengthen community cohesion.

15 Community Events



9 Training sessions



Funded 10 local organisations & 9 individuals



Grants

The programme awarded grants of £5,000 or less to 10 local organisations for community projects totalling £32,099.40

The programme awarded grants of £500 or less to 9 individuals for community initiatives with a total of £4,460



Cancer awareness Training
14.03.2025



Care home visit
30.11.2024



Champions get together
10.09.2024

COMMUNITY CONNECT VOLUNTEERING AND VOLUNTEERING FOR HEALTH

Volunteers have been central to our Community Connect social prescribing service, especially through telephone-based wellbeing support launched during the COVID-19 pandemic. Initially created to keep people well during the pandemic, this service revealed just how powerful volunteer interaction can be in helping individuals feel connected and supported.

Following the end of the pandemic we transitioned from open-ended calls to structured, motivational support—guiding clients to engage with community resources and improve their wellbeing. This six-month model prevents dependency and offers volunteers a clear, time-bound commitment. Over the past year, 22 volunteers made 740 calls, supporting 24 clients.



Telephone Wellbeing lunch

“

It's been so rewarding seeing John* grow in confidence. I learned a lot from her as well, she is such a strong and wise woman. The volunteer role is truly a two-way street. I just listened to her and helped her break down some of the challenges so it was easier for her to see how she could tackle the problems one by one.

”

As the impact of isolation caused by Covid eased, in October 2024, we began winding it down, helping volunteers find new roles. It officially closed in April 2025, after the last client on the waiting list was helped or referred, allowing us to refocus efforts on in-person support through our Bexley Buddies pilot.

In October 2024, we began piloting volunteer-led support at Bursted Woods GP Practice, inspired by Hackney's 'Together Better' model, to tackle social isolation, boost mental wellbeing, bridge digital divides, and prevent long-term conditions through a community-driven approach.

Our mission is to empower individuals, reduce demand in Primary Care, and foster a sense of belonging and self-efficacy among patients.

A patient survey (130+ responses) showed strong interest in social and educational events, forming the basis of the Bexley Buddies programme.

GP staff now refer patients for support with non-clinical issues. Activities include knitting groups, health talks, light exercise, and digital skills training, with future topics covering scams, dementia, and community safety.

Our ambition is to increase volunteering in all GP practices and next year we will be focusing on expanding the service into 2 more surgeries within the borough.



Bexley Buddies: knitting club

Over 145 residents attended within the first eight weeks of the programme.

Volunteering for Health

The project seeks to bring together 9 core delivery partners (including Greenwich Volunteer Centre, Community Links Bromley and multiple NHS partners such as Kings College Hospital, Oxleas and SLAM) to transform the way volunteering is delivered across South East London. The programme will help people in Bexley engage in volunteering to support local health and wellbeing. By removing barriers to volunteering and providing the right support, we enable residents to make a real difference to patients, staff, and the wider community.

Since launch, we've contributed to over 35 planning meetings, shaped the job description, and conducted interviews with partners to understand priorities and challenges. This informed a data matrix guiding the project's next steps. We're now preparing workshops with people who have lived experience to ensure the model reflects local health needs.

ONE BEXLEY PATHWAYS



One Bexley is made up of 8 Voluntary Sector organisations who came together to form a consortium with the aim of improving lives of local residents, raising the voice of the Voluntary Sector and delivering projects in a collaborative way. The 8 partner organisations are:

- BVSC
- Mind in Bexley
- Inspire Community Trust
- Age UK Bexley
- Carers Support Bexley
- Crossroads Southeast London
- Community Hospice
- Bexley Mencap

Building on local insight and partnership working, Adult Social Care, health partners and the voluntary sector came together to design a more responsive, person-centred model of support for Bexley residents. The Pathways project was developed to ensure people can access the right support at the right time, with delivery secured through a formal tender process.

Within the Pathways project, BVSC plays a key enabling role, providing coordination across partner organisations. This ensures residents are supported by the organisation best suited to their needs, helping maximise the effectiveness and reach of the service.

BVSC are responsible for:

- Providing core administrative and back-office support
- Managing the dedicated phone line for referrals and enquiries
- Triage all incoming referrals to ensure they are directed to the most appropriate partner based on expertise and skills
- Act as the key liaison between the voluntary sector and Bexley Adult Social Care Team
- Support the project infrastructure, including system support, monitoring and KPI reporting

This central coordination ensures that residents are matched with the organisation best placed to support their specific needs, enhancing both efficiency and the impact of the project.

136%
Increase in
Incoming
calls

12%
Increase in
Carer
Assessments

1,059 Care
Act
assessments
complete



I have very high standards, and they were exceeded!



Thank you for doing such a good job; you were so lovely, kind and on the family's level. It's really nice to have the support, we wish we had it years ago.



The support from One Bexley was terrific. I now have lot of equipment such as a chair in the bathroom, a marvellous raising chair, the foot stall is great. I also have a handrail that sits under my mattress which makes is easier to get in and out of bed, especially in the night when I have to get up frequently. I just wanted to say thank you for getting me everything I can ever need; you have changed my life for the better.



COMMUNITY CONNECT



Social Prescribing helps people improve their health and wellbeing by addressing the social and practical issues that can't be treated by medicine alone by connecting Bexley residents to community groups, services and activities.

The adults and children & young people (CYP) service continues to go from strength to strength and in September 2024, we received confirmation of a further two years for the project. We work closely with Bexley Moorings, Counselling Matters Bexley and Littel Fish Theatre as part of of Children and Young People service.

51%

increase in CYP referrals

30%

increase in resident wellbeing scores

3850

referrals received

On average, people have three contacts with us, talking through what matters to them and what change they would like to see, and receive support to access support in the community, offered by other charities.

Across the year we have made 4,330 connections to services.

“ This service is incredible. Isabella is one of those people that make you feel like you actually matter. She doesn't treat you like another number and provided a personal service which comes from the heart.

My friend is also receiving support, we are both full of praise for the way she has helped our children.

She stepped in when we were at a loss. ”

Alex* was referred to our service due to experiencing persistent low mood, anxiety, and suicidal thoughts. Although they had previously engaged in counselling, it was not effective due to a lack of consistency with their counsellor.

In our initial meeting, Alex shared feeling “upset all the time” and unable to “keep this on the inside.” After discussing various options for support, Alex decided to try Talking Therapy.

They began sessions with Counselling Matters Bexley, where they found a safe and supportive space to express their emotions. When Alex first engaged with our service, their YP-CORE assessment score was 25. At the follow-up, this had improved to 15, (a 40% increase) indicating a positive change.

During our follow-up call, Alex's mother expressed deep gratitude for Community Connect's support, stating that “it came at just the right time.”

“You have truly helped me.”

Peter* was referred to Community Connect by his GP. When we met Peter, he explained that he was struggling with poor physical health that was significantly impacting all areas of his life, including his mental health. He also expressed concerns about his finances and being able to afford basic necessities.

We talked through different charities and services in the borough and we referred him to Irish Community services for advice on benefits and made him aware of local mental health services that he could contact when he was ready.

Peter suffered a heart attack shortly after this, which put his job at risk. As a flexible service, we kept in touch with Peter over the period of a year, checking in on him and being a friendly ear during this difficult time.

After the year, Peter’s wellbeing had improved significantly, and he was able to return to work and no longer required our support. His wellbeing score had increased by 123%, reflecting both his recovery and the positive impact of Community Connect.

Peter entered the service with a wellbeing score of 13 and left with a score of 29, which is an increase of 123%.

HOSPITAL SOCIAL PRESCRIBING



In April 2024, we launched a social prescribing pilot at Queen Elizabeth Hospital to support patients with non-medical needs that may impact their recovery and result in hospital readmission.

Two Wellbeing Coordinators were placed within the hospital to provide holistic assessments, make onward referrals to voluntary organisations to ensure they received the support needed, and offer follow-up support to patients in need. As with any new initiative, we faced early challenges, particularly a manual referral process and the time required to embed a new service, establish relationships, and raise awareness among hospital teams so we had to be adaptable in our approach.

Formal referrals were limited, with only 34 being received so we changed our approach. We shifted from a referral-based model to proactive outreach; visiting wards, speaking directly with staff and families, and trialling engagement in A&E and the Urgent Treatment Centre. This flexible, responsive approach helped us better integrate with the hospital environment and connect with individuals who might otherwise have been missed by traditional referral pathways

Promotional efforts helped us connect with:



This pilot provided valuable learning around integration, visibility, and the need for streamlined referral systems to maximise impact in hospital settings.

“ I am really enjoying attending the group. ”

Aoife* was referred to our service by hospital staff, they had identified some issues at home, including hoarding which was raised with Adult Social Care (ASC).

A wellbeing assessment revealed that Aoife was experiencing significant social isolation. While ASC arranged cleaning support, we focused on addressing her social needs, with her consent, we referred her to Age UK Bexley to attend some of their social groups.

Unfortunately, Aoife suffered a setback with her recovery, which temporarily reduced her mobility and ability to engage with the social opportunities that we had initially discussed. To accommodate her changing needs, we made a referral for Aoife to re-engage to attend a monthly tea social group that also offers transport for attendees.

Aoife recovered and began attending the group, which she enjoyed. In a follow-up conversation, she expressed greater confidence, including when using public transport. We provided details for local social groups, supporting her continued engagement at her own pace.

PEER SUPPORT SERVICE



The aim of this project is to provide support and/or intervention through a Peer Support worker to those who are struggling to manage their long-term condition, focusing specifically on chronic kidney disease and diabetes. We were asked to support the project due to the close alignment with Social Prescribing and the experience that we could bring.

230 hours of support provided

Despite only receiving a small number of referrals, we built strong relationships with GP practices and offered appointments at both Lyndhurst Medical Centre (21 meetings with residents in total) and Bellegrave Surgery (9 meetings with residents here in total).

Feedback showed many preferred less clinical settings, so we began meeting patients at Starbucks in Belvedere. Upon meeting clients, it was found that they all had similar struggles with socialising and having the confidence to go out and meet people. They felt that they were too young for the support groups that existed and therefore felt like they were a “missed demographic”. This evolved into a peer support group, which now meets weekly. We partnered with Erith Fire Station, where the group has met every Friday since November 2024 and of the 15 invited, 10 regularly attend.

“As I sat in my car a call came through. I picked it up and thank God I did because that call changed everything. I cried while we talked, but it felt like an angel had reached out. Now I look forward to the support group every Friday. I love being able to meet other people, I have trouble socialising, but the group gives me a place to connect, play games, and talk about life with others my age.”

Celebrating 60 years of Strengthening Communities!

BVSC has been at the heart of Bexley's voluntary sector, empowering organisations, supporting residents and shaping a stronger, more connected Borough.

60 *years of support*

60 *years of partnerships*

60 *years of making a difference*



CONNECTING WITH US

If you would like to enquire about any of our services or discuss your organisation, charity or voluntary group, please reach out. We would love to hear from you!



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