

# SOLIHULL BEREAVEMENT COUNSELLING SERVICE

England & Wales · Charity number 518753

## Details

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Other names	SOLIHULL BEREAVMENT COUNSELLING SERVICE (SBCS), SOLIHULL BEREAVMENT COUNSELLING SERVICES (SBCS), S B C S, SOLIHULL BEREAVEMENT COUNSELLING SERVICE (SBCS)
Status	Registered
Legal form	Other
Registered	1987-04-27
Register	<a href="#">View on the Charity Commission register</a>

## Contact

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Address	Ullswater House Solihull Hospital Lode Lane Solihull B91 2JL
Phone	01214245103
Email	<a href="mailto:bereavement.counselling@heartofengland.nhs.uk">bereavement.counselling@heartofengland.nhs.uk</a>
Website	<a href="http://solihullbereavement.org">solihullbereavement.org</a>

## Activities

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**Objects:** THE PROMOTION FOR THE BENEFIT OF THE PUBLIC OF ANY CHARITABLE PURPOSE DIRECTED TO ALLEVIATE THE DISTRESS OF THOSE WHO ARE FACING THE LOSS OR WHO HAVE LOST THROUGH DEATH, A RELATIVE OR FRIEND AND IN PARTICULAR THE PROTECTION AND PROMOTION OF GOOD HEALTH , BOTH MENTAL AND PHYSICAL (II) THE ADVANCEMENT OF EDUCATION IN MATTERS RELATING TO THE NATURE OF GRIEVING AND BEREAVEMENT..

**Activities:** BEREAVEMENT COUNSELLING in the area of Solihull and some surrounding local areas: Training of prospective counsellors and the provision of guidance and on-going training for all SBCS Counsellors including a service in trining to local industry, hospitals and local authorities.

## Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** Children/young People, Other Defined Groups, The General Public/mankind

## Geography

- **Area of benefit:** AS DEFINED BY GOVERNING DOCUMENT
- Solihull

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£66,978	£64,662	-	-
2024-03-31	£56,505	£86,959	-	-
2023-03-31	£61,163	£63,929	-	-
2022-03-31	£84,939	£58,095	-	-
2021-03-31	£90,009	£63,662	-	-

## Trustees

Name	Role	Appointed
Cllr Kate Jones		2024-05-22
Colin Hill		2026-01-14
ISOBEL JOAN FORD		2012-03-21
JACQUELINE ANN CLINTON		2021-08-01
Martin Alan Hewings		2015-05-08
Susan Ann Clements		2024-05-22

**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

England & Wales - Charity number 518753

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# Accounts

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**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*

# **Solihull Bereavement Counselling Service**

# **Annual Report**

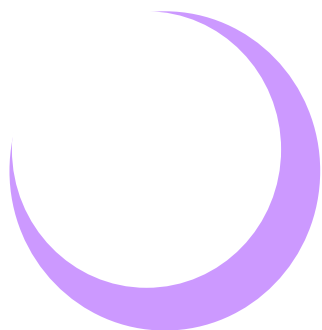
**2024-2025**



*'To be able to talk to Sonia about my feelings, my loss of Bas, to say things out loud and have Sonia respond with words that made me feel heard and the loss acknowledged.*

*Sonia is caring and genuine she made me feel understood and I cant thank her enough'*

*Jayne*



Looking back over the past year SBCS has continued its valuable contribution to supporting the Solihull Community. First and foremost our work with people experiencing bereavement through various types of loss has continued unabated.

A huge debt of gratitude is owed to our Counsellors who freely give of their time and to our Supervisors who ensure our work is to the standard expected of a BACP affiliated professional organisation. None of this would be possible without the dedication of our Service Manager Julie Swiffin and her office staff. Again much appreciation goes to them all.

During the year we have had to say goodbye to Kay Kennea, our Office Administrator and we wish her well in her new life in Devon. Her role has been taken on by Val Whitlock who is also our Counselling Co-ordinator. Meanwhile Lisa McNamara continues in her role as Finance Administrator.

We have also reviewed and updated our Constitution and welcomed two new Trustees to the Board, Sue Clements and Kate Jones. There is still one vacancy. Should anyone be interested in supporting the work of SBCS in that way please contact the Office. My thanks go to all the Trustees, especially Malcolm Pratt our treasurer for his meticulous care of our finances, for their unstinting support of the service.

As always it is a privilege to be connected with SBCS and you will see from various comments from clients that are included in the report that our work makes a huge difference to many people's lives just at a time when they are struggling. I can only give a heart-felt vote of thanks to all involved.

2024-2025

As always it is a privilege to be connected with SBCS and you will see from various comments from clients that are included in the report that our work makes a huge difference to many people's lives just at a time when they are struggling. I can only give a heart-felt vote of thanks to all involved.

Isobel Ford



## Service Manager's Report

The start of 2024 was a difficult one as several of our long-standing colleagues died. I would therefore like to take a moment to remember Ray Walters, Jan Flint and Sue Rose. They were all a huge part of SBCS for many years and I worked closely with them all. They were all kind, thoughtful, and good people, and we still miss them today.

There's no doubt 2024/2025 has been a year of change for SBCS, as we welcomed 2 new Trustees to SBCS, and remember those who have died. But there's also no doubt we are in a stronger position to take on new challenges and build on what we do best, making a difference to the lives of bereaved people.

As always, I have been proud as Service Manager to see how we have performed and continue to perform, helping those who need it.

We all encounter bereavement at some point. Grieving is a natural process, with its impact on mental and physical health well understood. Many people can find their way through this time with the support of friends or family, plus there is still a certain societal expectation that we should 'get over it' in a relatively short time.

During 2024/2025 we delivered 1,366 counselling and assessment sessions and we received 225 referrals. Demand for our service continues, and it is the hope that our input may potentially reduce the need for more complex or longer-term interventions.

This year SBCS has been working closely with Cruse, Solihull Integrated Care Board (ICB) and other partner agencies across Birmingham and Solihull.

Supervision for our counsellors is provided monthly for 32 counsellors in groups of 4, for 3 hours. Our counsellors receive 1.5 hours per month each, which BACP states is the required number for safe practice. The team responsible for supervision are Bob Smallwood, Alison Wilkinson, Gail Roberts and Harry March. I would like to thank them all sincerely for all that they give to SBCS, and offering counsellors additional supervision as and when needed.

2024-2025

I would like to thank Val Whitlock, Lisa McNamara and Kay Kennea ( Kay left the service in December 2024) for their support, hard work and commitment to the service, and helping me keep the wheels turning.

Thanks to the Board of Trustees for their support and trust in me; not forgetting our funders, Solihull Integrated Care Board, without whom this service would not be possible.

SBCS continues to develop strong relationships with partner agencies. We have good working relationships with Cruse, Marie Curie, Healthy Minds, Lyndon Clinic, Newington Centre, SIAS (Solihull Integrated Addiction Services) and many more.

Our counselling hours and number of referrals clearly show a need for bereavement counselling in the Solihull Borough, and, as an organisation, we endeavour to help those who need it.

Julie Swiffin M.A. P.G.Dip MBACP (Accred)  
Service Manager

**Counselling  
Service**

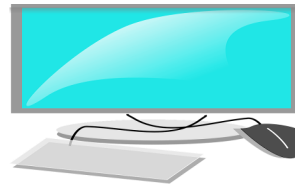
**VOLUNTEER**



*32 volunteers donated their time*



*We provided 1,366 counselling and assessment sessions*



*1,673 unique users viewed our website*



*We received 225 referrals*

**2024-2025**

*"Learning the stages of grief and also the ways of channelling my emotions in a positive way. Lorraine was absolutely brilliant, she was so helpful and made me feel comfortable about my feelings."*

Dan

Appendix 1 at the end of this report shows a breakdown analysis of the yearly client referrals for 2024/2025



## Counselling Service

Clients who do not progress to counselling are either signposted to other agencies, or the clients themselves decide that one-to-one counselling is not what they wanted at the time of the assessment. SBCS's aim is to assess clients within 5 weeks of their referral, and to allocate to counsellors within acceptable timescales. We train new volunteers each year, so we are fortunate to have counsellors available at all times. However, there are occasions during peak holiday periods when we have to delay allocations. Clients are always kept informed if there is a change to the standard allocation time.

We offer counselling appointments Monday-Friday from 9.00am till 7.00pm, ensuring we meet the needs of people who work, or have childcare issues. We offer face to face or telephone sessions.

2024-2025

"It has given me the opportunity to share my thoughts and feelings about my bereavement. Some of the thoughts I shared with my counsellor, I had not shared with anyone before.

This was my first experience of counselling and I have found it to be a positive one. My counsellor showed empathy at all times and was a good listener."

Stephen



## Volunteers

The service has 32 volunteer counsellors. Each counsellor manages a caseload, which can vary from one to five clients. To ensure cover for the number of referrals we receive each year, SBCS endeavour to have approximately 30 to 34 volunteer counsellors available.

Volunteers at SBCS need to have a Diploma in counselling, or be studying on a Diploma course. This high standard we require reflects in our service delivery and quality assurance.

We are very proud of our volunteers, and to show our appreciation we present a long service certificate at our Annual General Meeting to any counsellors who have completed 5 years service initially, and every subsequent 5 years thereafter. This is our opportunity to acknowledge the commitment and loyalty of our counsellors.

2024-2025

"Lorraine has been so helpful in listening and understanding where my bereavement and grief is moving and manifesting.

Lorraine's brilliant active listening and caring approach, and the understanding of what 'goals' should look like. It was an amazing safe place."

Bethany



## Training and Supervision

In compliance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework, SBCS continues to provide on-going training to all our counsellors.

Each counsellor is required to undertake a minimum of ten hours continuing professional development training (CPD) per year as part of their contract with SBCS.

SBCS has tried to reduce the costs of training by external trainers and are grateful to those who have lowered their fee because of our charitable status.

The following topics have been covered during the year (April 2024– March 2025)

Suicide Awareness	June 2024	(5 hours in person)
Autism Awareness	January 2025	(5 hours in person)
Safeguarding	March 2025	(5 hours in person)

BACP Ethical Framework states that supervisors remain competent to carry out their role by attending monthly external supervision. SBCS pays for the supervision of our supervisors.

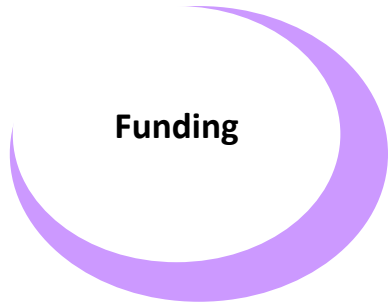
Counsellors attend group supervision sessions for 3 hours per month. This meets BACP guidelines of 1.5 hours supervision per month per counsellor.

2024-2025

*"Fantastic experience, this has really helped me cope. The counsellor was excellent, non judgemental, caring and empathetic. A great experience.*

*I am so thankful for the support. They understood my emotions and grief."*

*John*



## Funding

Core funding from Solihull Integrated Care Board (ICB) is specifically for clients who live in the borough of Solihull or whose GP is part of the Birmingham and Solihull ICB.

We would like to thank our funders Solihull Integrated Care Board (Solihull & Birmingham Mental Health Trust) for having confidence in SBCS and work in partnership with us. Thanks also goes to Charitable Trusts, who donate funds and support us. Without you, our work would not be possible.

2024-2025

*"It helped me get through a really tough part of my life. The things I have learnt will help moving forward.*

*Speaking to Paul has been so lovely and the outlet I knew I needed and more .*

*I want to thank Paul again, I will never forget how much he helped me."*

*Lucy*

# Finance Report



Accounts to **31/03/2025**

<u>Income</u>	<u>y/e</u> <u>2025</u>	<u>y/e</u> <u>2024</u>	<u>Expenditure</u>	<u>y/e</u> <u>2025</u>	<u>y/e</u> <u>2,024</u>
Core Funding	42982	40,128	Salaries	51864	52,304
Client Contributions	8815	8,719	Pensions	4556	4,344
Major Donations	8800	3,527	Travel & other	960	867
Other Donations	575	233	Office Expenses	2604	2,446
Training Fees	2280	1,875	Staff Supervision	2455	2,356
Bank Interest	1810	1,693	Training	705	2,025
Gift aid donations	1004	330	Fees/Subscriptions	466	468
Gift Aid tax	712		Insurances	440	421
			AGM Costs	0	
			Advertising	0	
			Equipment	552	
			Bank Charges	60	60
			Web Costs	0	
	<u>66978</u>	<u>56,505</u>		<u>64662</u>	<u>65291</u>
<i>Deficit</i>		<i>8,786</i>	Surplus	2317	
	<u>66978</u>	<u>65,291</u>		<u>66978</u>	<u>£ 65,291</u>
Deposit a/c c/f	£ 78,906		Equity b/f	77,740	
Current a/c	£ 1,151			-	
Cash in hand	£ -		Surplus	£ 2,317	
	<u>£ 80,057</u>			<u>£ 80,057</u>	

Malcolm Pratt  
Treasurer  
31 March 2025

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.

Financial Examiner

Date



## Staff

We have 7 Trustees and this is an appropriate time to thank the Board of Trustees for their support and commitment to the service.

Over the year the service employed one full-time Service Manager, three part-time office staff, and three clinical supervisors.

Service Manager	37 hrs per week
Counselling Co-ordinator	7 hrs per week
Administration Assistant (Finance)	7 hrs per week
Administration Assistant	10 hrs per week
Supervisors x 3	7.5 hrs. – 10.5 hrs per month, depending on how many supervision groups they supervise.

2024-2025

*"I have found the sessions to be really helpful. I still miss my husband and coming home to an empty house is no longer as painful as it was. I'm learning to deal with the day to day running of the house and have more confidence, I was surprised with that.*

*I now go out with friends and help out at a charity shop once a week. I have also joined a small craft group.*

*Thank you so much"*

*Heather*



## Achievements 2024-2025

### Achievements for 2024/2025 were:

- ◆ Ensured our counsellors received guidance, support, and training through supervision.
- ◆ Continuing our in-house CPD to all counsellors, in person.
- ◆ Maintaining our supervision groups via Zoom/ in person
- ◆ The opportunity to now offer clients telephone counselling in addition to face-to-face counselling, whilst still ensuring our service meets the needs of individuals, and keeping clients and counsellors safe.
- ◆ Being able to keep up with demand for our service and continuing to keep our waiting times at a reasonable level, ensuring this is managed appropriately.

2024-2025

*"Since my counselling sessions I have made progress in coming to terms with the loss of my mother.*

*I understand how my grief was affecting my ability to deal with other situations in my adult life., and the sessions with Maria really did save my life.*

*I just wanted to say a massive thank you again for your service."*

*Rebecca*

# Appendix 1

April 2024 - March 2025

Referrals 225

Male

51

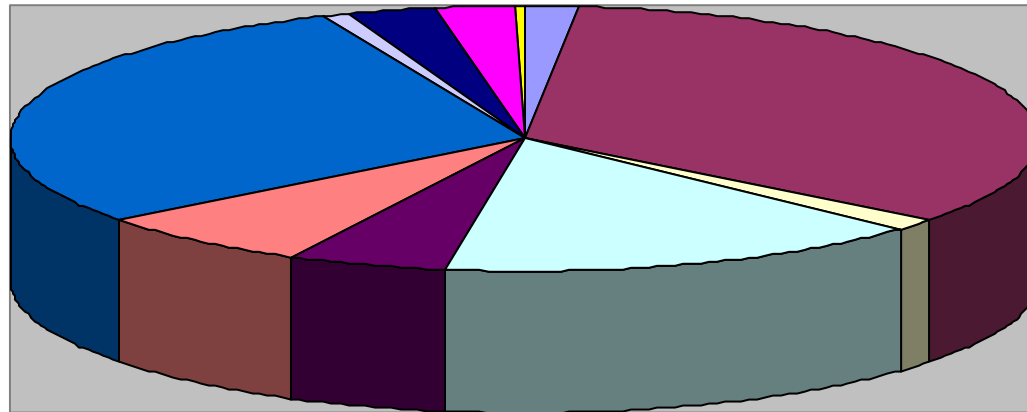
Female

174

## Referrals Analysis

Column 1		Column 2		Column 3		Column 4		Column 5	
Age Group years	Totals	Source of referral	Totals	Death of	Totals	Cause of Death	Totals	Interval from Death to Referral	Totals
11-17	0	Self	6	Husband	35	Cancer	61	Under 1 month	4
18-25	9	GP	87	Wife	6	Heart related	46	1 -3 months	69
26-39	56	Family	6	Father	46	Other illness	48	4 -7 months	44
40-55	66	Health workers	35	Mother	64	Stroke/Aneurysm	4	8 -12 months	32
56-70	64	Hospital/Hospice	2	Sibling	18	Suicide	13	13 - 18 months	16
71-85	27	Social Services	1	Child	13	Accidents	7	19 - 23 months	10
85 & over	3	Voluntary Agency	9	Grandparent	13	Road Traffic Accident	0	2 - 5 Years	39
		SBCS Website	72	Partner	12	Covid 19	2	6-10 Years	7
		Friend	5	In- Laws	3	Murder/Assault	0	11-20 Years	1
		Employer	1	Other relatives	7	Term, still, neo	2	Over 20 Years	3
		Educational Welfare	0	Friend	7	Old Age	8		
		Church	1	Term, still/neo	1	Liver Failure due to Alcohol	3		
						Pneumonia	9		
						Brain Tumor	10		
						Dementia	12		
<b>Total</b>	<b>225</b>	<b>Total</b>	<b>225</b>	<b>Total</b>		<b>Total</b>	<b>225</b>	<b>Total</b>	<b>225</b>

## Appendix 2 PLACE OF DEATH



- Solihull Hospital 3
- Heartlands 59
- Good Hope 3
- Diff Hospital 40
- Marie Curie 9
- Nursing/ Resd 13
- Own Home 69
- Other 13
- Accident scene 8
- Hospice 7
- N/K 1



**Accounts to 31/03/2025**

<u>Income</u>	<u>y/e</u> <u>2025</u>	<u>y/e</u> <u>2024</u>	<u>Expenditure</u>	<u>y/e</u> <u>2025</u>	<u>y/e</u> <u>2,024</u>
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Current a/c	£ 1,151		-

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Malcolm Pratt  
Treasurer  
31 March 2025

**I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.**

Lynsey-Jayne REYNOLDS

Financial Examiner

Date 11/5/25



**CHARITY COMMISSION  
FOR ENGLAND AND WALES**

**Independent examiner's report  
on the accounts**

Section A

**Independent Examiner's Report**

Report to the trustees/  
members of

Charity Name SOLIHULL BENEFITMENT  
COUNSELLING SERVICE

On accounts for the year  
ended

31.3.2025

Charity no  
(if any)

518753

Set out on pages

(remember to include the page numbers of additional sheets)

Responsibilities and basis  
of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30/11/2025

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's  
statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

\* Please delete the words in the brackets if they do not apply.

Signed: [Signature]

Date: 30/11/2025

Name:

LYNBEYJAYNE REYNOLDS

Relevant professional  
qualification(s) or body (if  
any):

ACCA

Address:

2 VIADUCT VILL  
BASNALEG  
NEWRPORT NP10 8FN

Section B

**Disclosure**

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of  
any items that the  
examiner wishes to  
disclose.

**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

England & Wales - Charity number 518753

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# Accounts

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**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*

# **Solihull Bereavement Counselling Service**

# **Annual Report**

**2023-2024**



*Expressing my emotions and  
letting it all out, without feel-  
ing judgement, and feeling  
heard. I felt someone actually  
cared about my feelings.  
Thankyou"*

*Amelia*



## Chairs Report

It is with great sadness that I have to report the death of our Chair Person, Sue Rose, on 18th March 2024 after a very brief illness. Sue was in her eleventh year as Chair of SBCS and leaves a huge gap to fill. Her life was dedicated to public service in many different areas – she worked to make the world a better place and her leaving will be felt by many. SBCS owes her a great deal.

Recently, we have also suffered the loss of Trustee and Ray Walters and ex Counsellor Jan Flint. They both gave many years to SBCS and both will leave a legacy of support for bereaved people, given with generosity and kindness.


SBCS continues to be a very necessary service for many people. Undoubtedly bereavement is a normal event in so many people's lives and many get through it with the help of family and friends. However, the support received from our counsellors is vital for many, helping them rebuild their lives after the traumatic loss of their loved one. Our Service Manager's report gives details of the work that has been done in the last year. During the year we have continued to offer face to face and/or telephone counselling, offering flexibility to clients and counsellors alike.

Huge thanks go to the counsellors, to our Service Manager and to our staff who have given their services to SBCS unstintingly. The Trustees also give of their time and expertise and appreciation goes to them.

Following Sue's death I have stepped in as Chair Person for the completion of this year and will stand for election as Chair at the AGM. I have been connected with SBCS since its very beginnings in 1986, being the first Co-ordinator and I will do my best to continue to serve SBCS as best I can.

Isobel Ford

2023-2024



## Service Manager's Report

As I reflect on the year 2023/2024 I have to say that despite the challenges of food and fuel costs and rising inflation, I have felt it has been a more steady twelve months for SBCS.

As always, I have been proud as Service Manager to see how we have performed and continue to perform, helping those who need it.

We all encounter bereavement at some point. Grieving is a natural process, with its impact on mental and physical health well understood.

Many people can find their way through this time with the support of friends or family, plus there is still a certain societal expectation that we should 'get over it' in a relatively short time.

During 2023/2024 we delivered 1,553 counselling and assessment sessions and we received 255 referrals. Demand for our service continues, and it is the hope that our input may potentially reduce the need for more complex or longer-term interventions.

This year SBCS has been working closely with Cruse, Solihull Integrated Care Board (ICB) formally the CCG, and other partner agencies. Developing and working with a bereavement pathway for anyone wanting to access bereavement counselling easily and quickly across Birmingham and Solihull.

Supervision for our counsellors is provided monthly for 32 counsellors in groups of 4, for 3 hours. Our counsellors receive 1.5 hours per month each, which BACP states is the required number for safe practice. The team responsible for supervision are Bob Smallwood, Alison Wilkinson and Gail Roberts. I would like to thank them all sincerely for all that they give to SBCS, and offering counsellors additional supervision as and when needed.

# 2023-2024

I would like to thank Val Whitlock, Lisa McNamara and Kay Kennea for their support, hard work and commitment to the service, and helping me keep the wheels turning. I would also like to pay tribute to Sue Rose (Chair of SBCS) who died recently after a very short illness. She could be tough and formidable, yet knowledgeable, compassionate and caring. She will be missed by so many.

Thanks to the Board of Trustees for their support and trust in me; not forgetting our funders, Solihull Integrated Care Board, without whom this service would not be possible.

SBCS continues to develop strong relationships with partner agencies. We have good working relationships with Cruse, Marie Curie, Healthy Minds, Lyndon Clinic, Newington Centre, SIAS (Solihull Integrated Addiction Services) and many more.

Our counselling hours and number of referrals clearly show a need for bereavement counselling in the Solihull Borough, and, as an organisation, we endeavour to help those who need it.

Julie Swiffin M.A. P.G.Dip MBACP (Accred)  
Service Manager



## Counselling Service

### During 2023/2024

- ◆ We received 255 referrals
- ◆ We provided 1,553 counselling and assessment hours

The figures provided highlight our performance. The figures include counselling and assessment hours for SBCS clients.

Appendix 1 at the end of this report shows a breakdown analysis of the yearly client referrals for 2023/2024

2023-2024

*"I found talking about my feelings helped me understand my distress. I am a much happier person. I have completely changed from being very unhappy to being very happy and I thank Sarah for helping me."*

*Pauline*



## Counselling Service

Clients who do not progress to counselling are either signposted to other agencies, or the clients themselves decide that one-to-one counselling is not what they wanted at the time of the assessment. SBCS's aim is to assess clients within 5 weeks of their referral, and to allocate to counsellors within acceptable timescales. We train new volunteers each year, so we are fortunate to have counsellors available at all times. However, there are occasions during peak holiday periods when we have to delay allocations. Clients are always kept informed if there is a change to the standard allocation time.

We offer counselling appointments Monday-Friday from 9.00am till 7.00pm, ensuring we meet the needs of people who work, or have childcare issues. We offer face to face or telephone sessions.

2023-2024

"It has been good for me knowing that there was someone who I could talk to outside the family. It helped me come to terms with what has happened and showed me how to regain my life and move forward. Just like to say a big thankyou to everyone involved who run the service. You do a fantastic job."

Jonathon



## Volunteers

The service has 32 volunteer counsellors. Each counsellor manages a caseload, which can vary from one to five clients. To ensure cover for the number of referrals we receive each year, SBCS endeavour to have approximately 30 to 34 volunteer counsellors available.

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We are very proud of our volunteers, and to show our appreciation we present a long service certificate at our Annual General Meeting to any counsellors who have completed 5 years service initially, and every subsequent 5 years thereafter. This is our opportunity to acknowledge the commitment and loyalty of our counsellors.

2023-2024

"For the first time in 46 years was able to actually talk about the event, talk about my feelings. The way the counsellor spoke, giving a trusting space, the counsellor made me feel safe to talk. Serina has been brilliant, has made me feel much better than I have felt in 46 years."

Angela



## Training and Supervision

In compliance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework, SBCS continues to provide on-going training to all our counsellors.

Each counsellor is required to undertake a minimum of ten hours continuing professional development training (CPD) per year as part of their contract with SBCS.

SBCS has tried to reduce the costs of training by external trainers and are grateful to those who have lowered their fee because of our charitable status.

The following topics have been covered during the year (April 2023– March 2024)

Stress Management	April 2023	(5 hours in person)
Difference & Diversity	September 2023	(5 hours in person)
Trauma	October 2023	(5 hours in person)
Inner Child	January 2024	(5 hours in person)
Brief Solution Focused	March 2024	(5 hours in person)

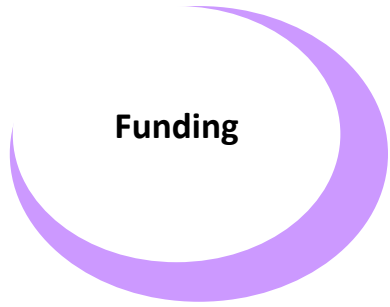
BACP Ethical Framework states that supervisors remain competent to carry out their role by attending monthly external supervision. SBCS pays for the supervision of our supervisors.

Counsellors attend group supervision sessions for 3 hours per month. This meets BACP guidelines of 1.5 hours supervision per month per counsellor.

2023-2024

*"Opening up, learning about myself and why I react the way I do. As strange as it sounds, I've really enjoyed learning and talking openly. Harry was incredible."*

Laura



## Funding

Core funding from Solihull Integrated Care Board (ICB) is specifically for clients who live in the borough of Solihull or whose GP is part of the Birmingham and Solihull ICB.

We would like to thank our funders Solihull Integrated Care Board (Solihull & Birmingham Mental Health Trust) for having confidence in SBCS and work in partnership with us. Thanks also goes to Charitable Trusts, who donate funds and support us. Without you, our work would not be possible.

2023-2024

*"Very supportive, and understanding. Lovely therapist Sam, made a massive difference."*

*Sandra*

# Finance Report



## SOLIHULL BEREAVEMENT COUNSELLING SERVICE

### Accounts y/e 31 March 2024

	Income		Expenditure	
	y/e	y/e		y/e
2023	2024	2023		2024
49,901 Core Funding	40128	52,961	Salaries	52,304
287 Client contributions	8719	2,016	Pensions	4,345
7,120 Major Donations	3527	744	Travel & other	867
		3,293	Office Expenses	2,446
75 Other Donations	233	1,870	Staff Supervision	2,356
2,900 Training Fees	1875	2,100	Training	2,025
603 Bank Interest	1693	450	Fees/Subscriptions	468
-		422	Insurances	421
131 Gift aid donations	330	-	AGM Costs	-
146 Gift Aid tax	0	-	Advertising	-
		-	Redundancy provision	21,667
		73	Equipment	-
			Bank Charges	60
			Web Costs	-
<u>£ 61,163</u>	<u>£ 56,505</u>	<u>63,929</u>		<u>£ 86,959</u>
-		<b>Deficit -£ 2,766</b>	<b>Deficit</b>	<b>-£ 30,454</b>
<u>£ 61,163</u>	<u>£ 56,505</u>	<u>£ 61,163</u>		<u>£ 56,505</u>

### Balance Sheet as at 31 March 2024

Deposit a/c c/f	£ 76,417	Equity b/f	86,527
Current a/c	£ 1,323		
Redundacy Provision	-£ 21,667	Deficit	-£ 30,454
	<u>£ 56,073</u>		<u>£ 56,073</u>

Malcolm Pratt  
Treasurer  
11 April 2024

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.

*Carol Jenner*  
CAROL JENNER

Financial  
Examiner. 29.4.24



## Staff

We have 5 Trustees and this is an appropriate time to thank the Board of Trustees for their support and commitment to the service.

Over the year the service employed one full-time Service Manager, three part-time office staff, and three clinical supervisors.

Service Manager	37 hrs per week
Counselling Co-ordinator	7 hrs per week
Administration Assistant	7 hrs per week
Administration Assistant	10 hrs per week
Supervisors x 3	7.5 hrs. – 10.5 hrs per month, depending on how many supervision groups they supervise.

2023-2024

*"Counselling has improved other relationships within the family. I understand my grief and continuing my life positively. Very grateful to have been able to access the service, and to have met and worked with the service".*

*Olivia*



## Achievements 2022-2023

### Achievements for 2023/2024 were:

- ◆ Ensured our counsellors received guidance, support, and training through supervision in the ongoing transition from face-to-face to telephone work.
- ◆ Continuing our in-house CPD to all counsellors, in person.
- ◆ Maintaining our supervision groups via Zoom/ in person
- ◆ The opportunity to now offer clients telephone counselling in addition to face-to-face counselling, whilst still ensuring our service meets the needs of individuals, and keeping clients and counsellors safe.
- ◆ Being able to keep up with demand for our service and continuing to keep our waiting times at a reasonable level, ensuring this is managed appropriately.

2023-2024

*"It was easy to talk in confidence to someone who was understanding and non-judgemental. I would like to thank the service and Jean in particular".*

*June*

# Appendix 1

April 2023 - March 2024

Referrals

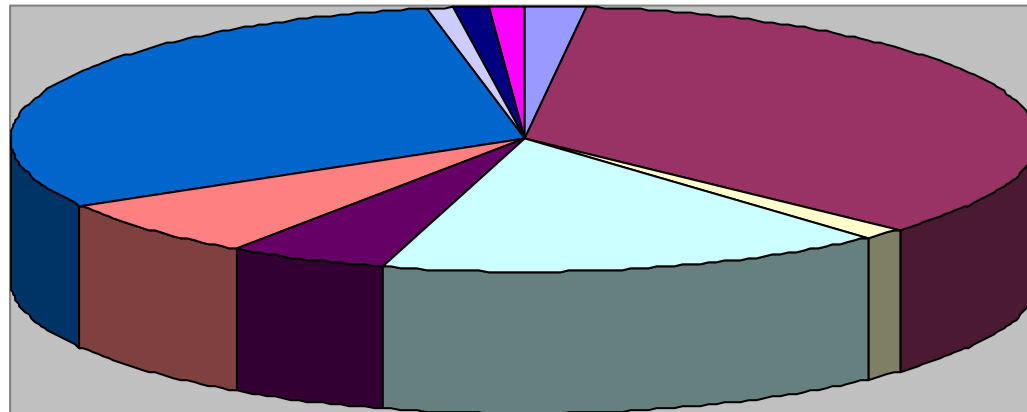
255 Male 61

Female 194

## Referrals Analysis

Column 1		Column 2		Column 3		Column 4		Column 5	
Age Group years	Totals	Source of referral	Totals	Death of	Totals	Cause of Death	Totals	Interval from Death to Referral	Totals
11-17	1	Self	32	Husband	48	Cancer	71	Under 1 month	0
18-25	17	GP	96	Wife	10	Heart related	46	1 -3 months	80
26-39	59	Family	3	Father	45	Other illness	55	4 -7 months	45
40-55	57	Health workers	20	Mother	69	Stroke/Aneurysm	8	8 -12 months	35
56-70	82	Hospital/Hospice	0	Sibling	17	Suicide	8	13 - 18 months	13
71-85	34	Social Services	0	Child	19	Accidents	7	19 - 23 months	11
85 & over	5	Voluntary Agency	20	Grandparent	15	Road Traffic Accident	0	2 - 5 Years	51
		SBCS Website	73	Partner	15	Covid 19	7	6-10 Years	10
		Friend	7	In- Laws	0	Murder/Assault	1	11-20 Years	7
		Employer	3	Other relatives	10	Term, still, neo	3	Over 20 Years	3
		Educational Welfare	1	Friend	6	Old Age	12		
				Term, still/neo	1	Liver Failure due to Alcohol	6		
						Pneumonia	11		
						Brain Tumor	5		
						Dementia	15		
<b>Total</b>	<b>255</b>	<b>Total</b>	<b>255</b>	<b>Total</b>	<b>255</b>	<b>Total</b>	<b>255</b>	<b>Total</b>	<b>255</b>

## Appendix 2 PLACE OF DEATH



■ Solihull Hospital	2
■ Heartlands Hospital	57
■ Good Hope	6
■ Diff Hospital	38
■ Marie Curie	6
■ Nursing/Resid	15
■ Own Home	96
■ Other	10
■ Accident/Scene	8
■ Hospice	17



## SOLIHULL BEREAVEMENT COUNSELLING SERVICE

### Accounts y/e 31 March 2024

<u>2023</u>	<u>Income</u>	<u>y/e</u> <u>2024</u>	<u>2023</u>	<u>Expenditure</u>	<u>y/e</u> <u>2,024</u>
49,901	Core Funding	40128	52,961	Salaries	52,304
287	Client contributions	8719	2,016	Pensions	4,345
7,120	Major Donations	3527	744	Travel & other	867
			3,293	Office Expenses	2,446
75	Other Donations	233	1,870	Staff Supervision	2,356
2,900	Training Fees	1875	2,100	Training	2,025
603	Bank Interest	1693	450	Fees/Subscriptions	468
-			422	Insurances	421
131	Gift aid donations	330	-	AGM Costs	-
146	Gift Aid tax	0	-	Advertising	
				Redundancy provision	21,667
			-	Equipment	-
			73	Bank Charges	60
				Web Costs	-
<u>£ 61,163</u>		<u>£ 56,505</u>	<u>63,929</u>		<u>£ 86,959</u>
-			<u>Deficit -£ 2,766</u>	<u>Deficit</u>	<u>-£ 30,454</u>
<u>£ 61,163</u>		<u>£ 56,505</u>	<u>£ 61,163</u>		<u>£ 56,505</u>

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	£	<u>56,073</u>		£	<u>56,073</u>

Malcolm Pratt  
Treasurer  
11 April 2024

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.

*Carol Henderson*  
CAROL HENDERSON

Financial  
Examiner.

29.4.24



## SOLIHULL BEREAVEMENT COUNSELLING SERVICE

### Accounts y/e 31 March 2024

<u>2023</u>	<u>Income</u>	<u>y/e</u> <u>2024</u>	<u>2023</u>	<u>Expenditure</u>	<u>y/e</u> <u>2,024</u>
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Examiner.

29.4.24

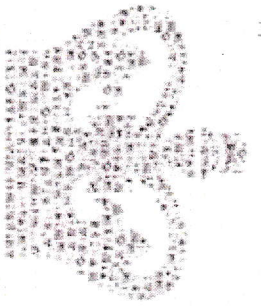
**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

England & Wales - Charity number 518753

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# Accounts

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**The Queen's Award  
for Voluntary Service**  
The MBE for volunteer groups

# Solihull Bereavement Counselling Service Annual Report

2022-2023



*"Chui-Ling was so understanding, there was an instant rapport, it felt natural. I'm 75 years old and thought it was the end of my life, but now, I feel more positive about myself. A big thank you!"*

Susan



## Chairs Report

This is my tenth year as Chair of Solihull Bereavement Counselling Service and it has yet again been an unusual year. The Coronavirus pandemic is still affecting the way the service has been working over the year. I must again pay a heartfelt tribute to all the staff and counsellors for their work under such different and at times difficult circumstances.

Our main contractors Birmingham and Solihull Clinical Contracting Group (B&SCCG), now Birmingham and Solihull Integrated Care Board (ICB) have now reverted to the pre COVID financial contract and we no longer work through CRUSE. This change has brought its own challenges which the Manager, Staff, Trustees and Counsellors have all played their part in managing.

The details of the service provided this year can be found in the Service Manager's report but it should be noted that more people are taking advantage of the service. This increase in numbers has lengthened the wait time which we are keeping a close eye on.

During this year we have continued to offer face to face or telephone counselling giving both clients and counsellors the choice of how the counselling is carried out.

Finally, I must as usual thank the Trustees for their continuing commitment to the service and again personally for their support and tolerance during this year.

2022-2023

## Service

### Manager's Report

2022 was another challenging year for SBCS. As soon as the pandemic hit in 2020 we expected an increase in demand for our service, and this demand has continued, three years on. Those who were grieving were also isolated from family and friends, and deprived of the chance to say a proper goodbye, or hold a funeral in the way they would have wished. The on-going trauma of this is still being reflected in our sessions with clients.

We all encounter bereavement at some point. Grieving is a natural process, with its impact on mental and physical health well understood. Many people can find their way through this time with the support of friends or family, plus there is still a certain societal expectation that we should 'get over it' in a relatively short time. However, the pandemic has changed all that, and we have seen an increase in clients who are still experiencing more complex grief combined with the on-going feelings of isolation.

During 2022/2023 we delivered 2,482 counselling and assessment sessions and we received 380 referrals. Demand for our services continues to grow, and it is the hope that our input may potentially reduce the need for more complex or longer-term interventions.

This year SBCS has been working closely with Cruse, Solihull Integrated Care Board (ICB) formally the CCG, and other partner agencies. Developing and working with a bereavement pathway for anyone wanting to access bereavement counselling easily and quickly across Birmingham and Solihull. SBCS has once again this year been involved in the Suicide Prevention Programme through Solihull Public Health.

Supervision for our counsellors is provided monthly for 34 counsellors in groups of 4, for 3 hours. Our counsellors receive 1.5 hours per month each, which BACP states is the required number for safe practice. The team responsible for supervision are Bob Smallwood, Alison Wilkinson and Gail Roberts. I would like to thank them all sincerely for all that they give to SBCS, and during this year offering counsellors additional supervision as and when needed.

# 2022-2023

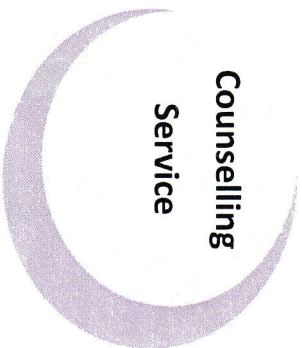
I would like to thank Val Whitlock, Lisa McNamara and Kay Kennea for their support, hard work and commitment to the service, and helping me keep the wheels turning. I would also like to thank Sue Rose (Chair of SBCS) and the Board of Trustees for their support and trust in me; not forgetting our funders, Solihull Integrated Care Board, without whom this service would not be possible.

SBCS continues to develop strong relationships with partner agencies. We have good working relationships with Cruse, Marie Curie, Healthy Minds, Lyndon Clinic, Newington Centre, SIAS (Solihull Integrated Addiction Services) and many more.

Our counselling hours and number of referrals clearly show a need for bereavement counselling in the Solihull Borough, and, as an organisation, we endeavour to help those who need it.

Julie Swiffin M.A. P.G.Dip MBACP (Accred)

Service Manager



## Counselling Service

### During 2022/20223-

- □ We received 380 referrals
- an increase of 2% on the previous year.
- □ We provided 2,482 counselling and assessment hours
- an increase of 32% on the previous year.

The figures provided highlight our performance. The figures include counselling and assessment hours for SBCS clients.

Appendix 1 at the end of this report shows a breakdown analysis of the yearly client referrals for 2022/2023

# 2022-2023

*"I was able to talk to my counsellor about everything and she was kind and understood completely how I was feeling. That was such a comfort and made me feel less isolated. Thank you for all your help, support and kindness, and for showing me the way forward."*

*Heather*

## Counselling

### Service

Clients who do not progress to counselling are either signposted to other agencies, or the clients themselves decide that one-to-one counselling is not what they wanted at the time of the assessment. SBCS's aim is to assess clients within 5 weeks of their referral, and to allocate to counsellors within acceptable timescales. We train new volunteers each year, so we are fortunate to have counsellors available at all times. However, there are occasions during peak holiday periods when we have to delay allocations. Clients are always kept informed if there is a change to the standard allocation time.

We offer counselling appointments Monday-Friday from 9.00am till 7.00pm, ensuring we meet the needs of people who work, or have childcare issues. We offer face to face or telephone sessions.

2022-2023

*"Having a weekly space to talk, help understand feelings and to go away with a 'tool box' to support me. I would like to thank Sarah for all her support and help. I really feel this has been the best thing for me and I feel more equipped to move forward."*

Lucy

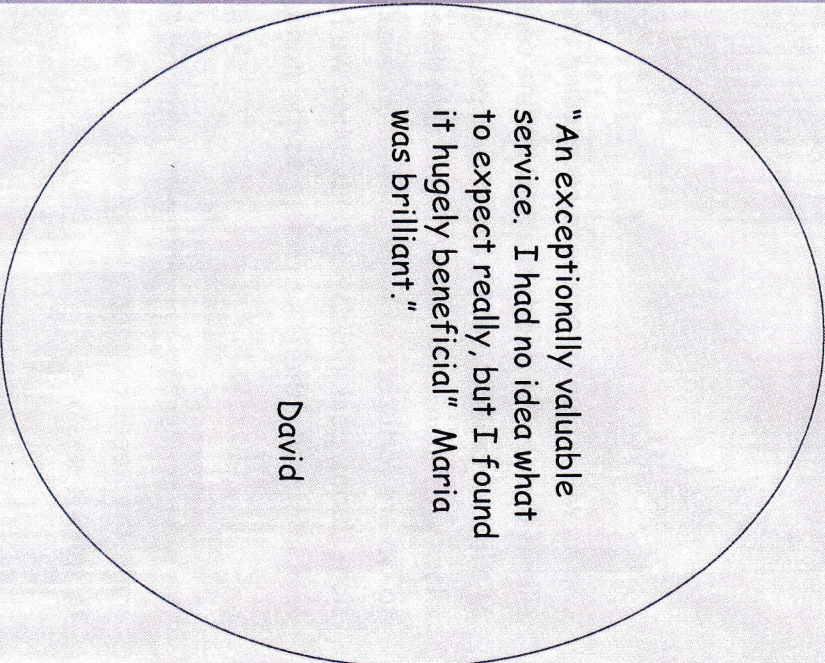


## Volunteers

The service has 34 volunteer counsellors. Each counsellor manages a caseload, which can vary from one to five clients. To ensure cover for the number of referrals we receive each year, SBCS endeavour to have approximately 30 to 34 volunteer counsellors available. Volunteers at SBCS need to have a Diploma in counselling, or be studying on a Diploma course. This high standard we require reflects in our service delivery and quality assurance.

We are very proud of our volunteers, and to show our appreciation we present a long service certificate at our Annual General Meeting to any counsellors who have completed 5 years service initially, and every subsequent 5 years thereafter. This is our opportunity to acknowledge the commitment and loyalty of our counsellors.

2022-2023



"An exceptionally valuable service. I had no idea what to expect really, but I found it hugely beneficial" Maria was brilliant."

David

## Training and Supervision

In compliance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework, SBCS continues to provide on-going training to all our counsellors.

Each counsellor is required to undertake a minimum of ten hours continuing professional development training (CPD) per year as part of their contract with SBCS.

SBCS has tried to reduce the costs of training by external trainers and are grateful to those who have lowered their fee because of our charitable status.

The following topics have been covered during the year (April 2022 – March 2023)

Attachment Theory	May 2022	(5 hours in person)
Shame Workshop	July 2022	(5 hours in person)
Attachment and Addictions	October 2022	(5 hours in person)
Anxiety & Depression	January 2023	(5 hours in person)
Safeguarding	March 2023	(5 hours in person)

BACP Ethical Framework states that supervisors remain competent to carry out their role by attending monthly external supervision. SBCS pays for the supervision of our supervisors.

Counsellors attend group supervision sessions for 3 hours per month. This meets BACP guidelines of 1.5 hours supervision per month per counsellor.

# 2022-2023

*"I am so happy that I was brave enough to pick up the phone, as Rachel has helped me in every way. I was able to open up and talk about everything going on without being judged"*

Debbie

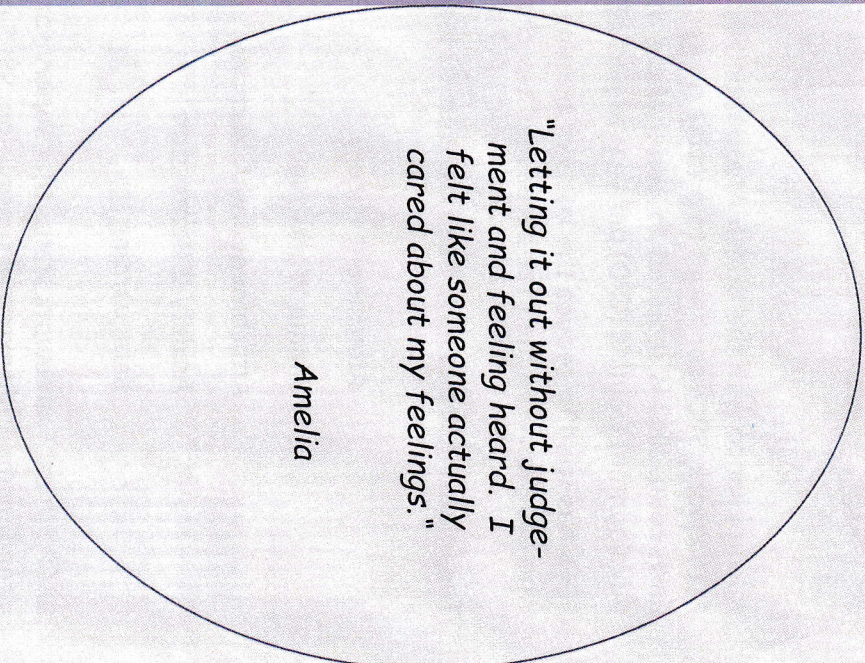


## Funding

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We would like to thank our funders Solihull Clinical Commissioning Group for having confidence in SBCS and work in partnership with us. Thanks also goes to Charitable Trusts, who donate funds and support us. Without you, our work would not be possible.

2022-2023



*"Letting it out without judgement and feeling heard. I felt like someone actually cared about my feelings."*

*Amelia*

# Finance Report

## SOLIHULL BEREAVEMENT COUNSELLING SERVICE

Accounts y/e 31 March 2023

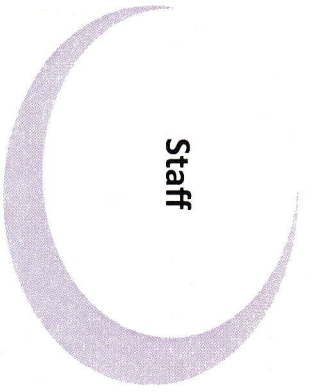
	Income		Expenditure	
	2022	y/e 2023	2022	y/e 2023
78158 Core Funding	49901			
3550 Major Donations	7120		Salaries	52,961
0 Client Donations	287		Pensions	2,016
688 Other Donations	75		Travel & other	744
2280 Training Fees	2900		Office Expenses	3,293
13 Bank Interest	603		Staff Supervision	1,870
			Training	2,100
250 Gift aid donations	131		Fees/Subscriptions	450
0 Gift Aid tax	146		Insurances	422
			AGM Costs	-
			Advertising	-
			Counsellors & Staff	-
			Thank you	-
			Equipment	-
			Bank Charges	73
			Web Costs	-
<b>£ 84,930</b>	<b>£ 61,163</b>	<b>58,095</b>	<b>£ 63,929</b>	
		<b>Surplus £ 26,844</b>	<b>Deficit -£ 2,766</b>	
<b>£ 84,930</b>	<b>£ 61,163</b>	<b>£ 84,930</b>	<b>£ 61,163</b>	

Balance Sheet as at 31 March 2023

Deposit a/c c/f	£ 83,196	Equity b/f	89,293
Current a/c	£ 3,331	Deficit	-£ 2,766
Cash in hand	£ -		<b>£ 86,527</b>
	<b>£ 86,527</b>		

Malcolm Pratt  
Treasurer  
15 May 2023

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.  
15/05/2023  
Financial



We have 7 Trustees and this is an appropriate time to thank the Chair Sue Rose and the Board of Trustees for their support and commitment to the service.

Over the year the service employed one full-time Service Manager, three part-time office staff, and three clinical supervisors.

Service Manager	37 hrs per week
Counselling Co-ordinator	7 hrs per week
Administrator Assistant	7 hrs per week
Administration Assistant	10 hrs per week
Supervisors x 3	7.5 hrs. – 10.5 hrs per month, depending on how many supervision groups they supervise.

2022-2023

*"I feel much more in control of my feelings and happier within myself. Being able to talk openly and honestly without being judged. Ex-pressing feelings I would other wise have held in. My counsellor was amazing"*

*Lesley*

## Achievements 2022-2023

### Achievements for 2022/2023 were:

- Ensured our counsellors received guidance, support, and training through supervision in the ongoing transition from face-to-face to telephone work.
- Continuing our in-house CPD to all counsellors, in person.
- Maintaining our supervision groups via Zoom/ in person
- The opportunity to now offer clients telephone counselling in addition to face-to-face counselling, whilst still ensuring our service meets the needs of individuals, and keeping clients and counsellors safe.
- Being able to keep up with demand for our service and continuing to keep our waiting times at a reasonable level, ensuring this is managed appropriately.

# 2022-2023

*"I have been supported through my grief, right from the start I was able to be myself. I received a professional service, Harry was understanding he provided me with a safe place for me to share my inner feelings, work through my emotions and strengthen the broken me. I would recommend the service to anyone."*

Raj

Appendix 1

April 2022 - March 2023

Referrals

380 Male 95

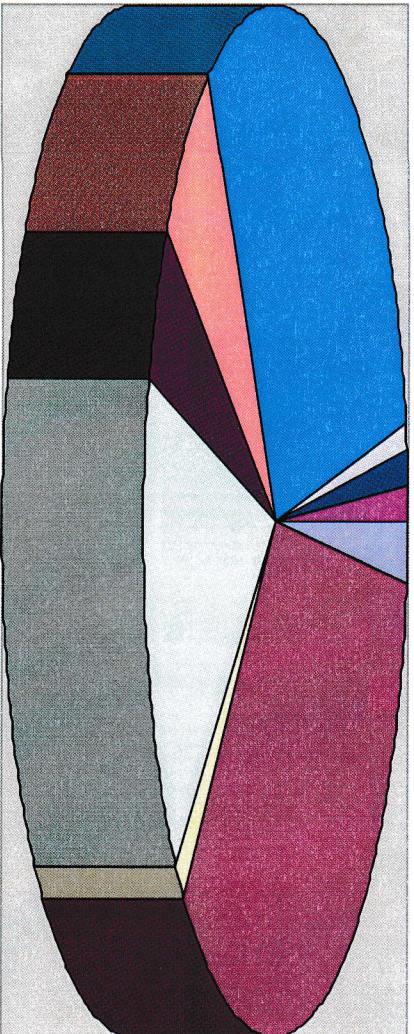
Female 285

Referrals Analysis

Column 1	Totals	Column 2	Totals	Column 3	Totals	Column 4	Totals	Column 5	Totals
Age Group years		Source of referral		Death of		Cause of Death		Interval from Death to Referral	
11-17	0	Self	46	Husband	51	Cancer	101	Under 1 month	1
18-25	30	GP	104	Wife	29	Heart related	79	1 - 3 months	128
26-34	38	Family	1	Father	83	Other illness	95	4 - 7 months	86
35-44	58	Health workers	22	Mother	91	Stroke/Aneurysm	5	8 - 12 months	45
45-54	85	Hospital/Hospice	1	Sibling	24	Suicide	17	13 - 18 months	36
55-64	89	Social Services	0	Child	30	Accidents	7	19 - 24 months	9
65-74	47	Voluntary Agency	81	Grandparent	20	Road Traffic Accident	3	2 - 5 Years	51
75-84	28	SBCS Website	122	Partner	24	Covid 19	10	6-10 Years	12
85 & over	5	Friend	2	In-Laws	1	Murder/Assault	1	11-20 Years	7
		Employer	1	Other relatives	20	Term, still, neo	5	Over 20 Years	5
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				Term, still/neo	2	Liver Failure due to Alcohol	10		
						Pneumonia	16		
						Brain Tumor	1		
						Dementia	24		
<b>Total</b>	<b>380</b>	<b>Total</b>	<b>380</b>	<b>Total</b>	<b>380</b>	<b>Total</b>	<b>380</b>	<b>Total</b>	<b>380</b>

Appendix 2

PLACE OF DEATH 2022-2023



■ Solihull Hospital	4
■ Heartlands	88
■ Good Hope	7
■ Other hospital	50
■ Marie Curie	9
■ Nursing Home	24
■ Own Home	168
■ Other	12
■ Accident Scene	9
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**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

**Accounts y/e 31 March 2023**

<u>2022</u>	<u>Income</u>	<u>y/e</u> <u>2023</u>	<u>2022</u>	<u>Expenditure</u>	<u>y/e</u> <u>2,023</u>
78158	Core Funding	49901	47,344	Salaries	52,961
			1,966	Pensions	2,016
3550	Major Donations	7120	69	Travel & other	744
0	Client Donations	287	2,510	Office Expenses	3,293
688	Other Donations	75	2,630	Staff Supervision	1,870
2280	Training Fees	2900	950	Training	2,100
13	Bank Interest	603	567	Fees/Subscriptions	450
			421	Insurances	422
250	Gift aid donations	131	-	AGM Costs	
0	Gift Aid tax	146	255	Advertising	-
			1,286	Counsellors & Staff	
			-	Thank you	-
			-	Equipment	-
			97	Bank Charges	73
			-	Web Costs	-
<u>£ 84,939</u>		<u>£ 61,163</u>	<u>58,095</u>		<u>£ 63,929</u>
-		<u>Surplus</u>	£ 26,844	<b>Deficit</b>	<b>-£ 2,766</b>
<u>£ 84,939</u>		<u>£ 61,163</u>	<u>£ 84,939</u>		<u>£ 61,163</u>

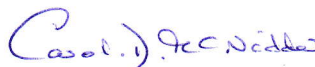
**Balance Sheet as at 31 March 2023**

Deposit a/c c/f	£ 83,196	Equity b/f	89,293
Current a/c	£ 3,331		
Cash in hand	£ -	Deficit	<b>-£ 2,766</b>
	<u>£ 86,527</u>		<u>£ 86,527</u>

  
**Malcolm Pratt**  
 Treasurer  
 15 May 2023

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.

15/05/2023



Financial  
 Examiner.



**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

**Accounts y/e 31 March 2023**

<u>2022</u>	<u>Income</u>	<u>y/e</u> <u>2023</u>	<u>2022</u>	<u>Expenditure</u>	<u>y/e</u> <u>2,023</u>
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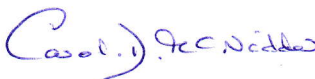
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**Malcolm Pratt**  
**Treasurer**  
**15 May 2023**

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15/05/2023



Financial  
 Examiner.

**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

England & Wales - Charity number 518753

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# Accounts

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**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*

# **Solihull Bereavement Counselling Service**

# **Annual Report**

**2021-2022**



*"Val, my counsellor was outstanding, She was appropriate, compassionate and professional. I honestly believe I would have given up without her lifeline."*

*Maryjoy*



## Chairs Report

This is my ninth year as Chair of Solihull Bereavement Counselling Service and it has yet again been an unusual year. The Coronavirus pandemic is still affecting the way the service has been working over the year. I must again pay a heartfelt tribute to all the staff and counsellors for their work under such different and at times difficult circumstances.

It was good in September to have been able to thank the staff and Counsellors at an event held at Maple Leaf Counselling Centre. The weather allowed us to sit outside and enjoy not only the sun, food but good company.

By the request of Birmingham and Solihull Clinical Commissioning Group we are still working with Cruse to manage the increasing number of people who are needing counselling.

The details of the service provided this year can be found in the Service Manager's report, but it should be noted that more people are taking advantage of the service. Despite increasing numbers, we have managed to keep waiting times lower than most other services.

During this year we have continued to offer face to face or telephone counselling, giving both clients and counsellors the choice of how the counselling is carried out.

We said goodbye to Helen Flannery this year. Helen had worked with commitment and good humour for the service as an Admin Assistant for 14 years. I must thank Helen for her service and wish her well in the future.

Finally, I must thank the Trustees for their continuing commitment to the service and again personally for their support and tolerance during this year of continued Zoom Meetings.

Sue Rose, Chair of SBCS

2021-2022



## Service Manager's Report


2021 was another challenging year for SBCS. As soon as the pandemic hit in 2020 we expected an increase in demand for our service, and this demand has continued. Those who were grieving were also isolated from family and friends, and deprived of the chance to say a proper goodbye, or hold a funeral in the way they would have wished. The on-going trauma of this is reflected in our sessions with clients.

We all encounter bereavement at some point. Grieving is a natural process, with its impact on mental and physical health well understood. Many people can find their way through this time with the support of friends or family, plus there is still a certain societal expectation that we should 'get over it' in a relatively short time. However, the pandemic has changed all that, and we have seen an increase in clients who are experiencing more complex grief combined with the enforced isolation.

During 2021/2022 we delivered 1,880 counselling and assessment sessions and we received 372 referrals. Demand for our services continues to grow, and it is the hope that our input may potentially reduce the need for more complex or longer-term interventions.

This year SBCS has been working closely with Cruse, Marie Curie and Solihull CCG, developing and working with a bereavement pathway for anyone wanting to access bereavement counselling easily and quickly across Birmingham and Solihull. SBCS has once again this year been involved in the Suicide Prevention Programme through Solihull Public Health.

Supervision for our counsellors is provided monthly for 34 counsellors in groups of 4, for 3 hours. Our counsellors receive 1.5 hours per month each, which BACP states is the required number for safe practice. The team responsible for supervision are Gail Roberts, Bob Smallwood and Alison Wilkinson. I would like to thank them all sincerely for all that they give to SBCS, and during this year offering counsellors additional supervision as and when needed.



I would like to thank Helen Flannery, who has now left the service, Lisa McNamara and Val Whitlock for their support, hard work and commitment to the service, and helping me keep the wheels turning. I would also like to thank Sue Rose (Chair of SBCS) and the Board of Trustees for their support and trust in me; not forgetting our funders, Solihull Clinical Commissioning Group without whom this service would not be possible.

SBCS continues to develop strong relationships with partner agencies. We have good working relationships with Cruse, Marie Curie, Healthy Minds, Lyndon Clinic, Newington Centre, SIAS (Solihull Integrated Addiction Services) and many more.

Our counselling hours and number of referrals clearly show a need for bereavement counselling in the Solihull Borough, and, as an organisation, we endeavour to help those who need it.

Julie Swiffin M.A. P.G.Dip MBACP (Accred)  
Service Manager



## Counselling Service

### During 2021/2022 -

- ◆ We received 372 referrals
  - an increase of 35% on the previous year.
- ◆ We provided 1,880 counselling and assessment hours
  - an increase of 5% on the previous year.

The figures provided highlight our performance. The figures include counselling and assessment hours for SBCS clients.

Appendix 1 at the end of this report shows a breakdown analysis of the yearly client referrals for 2021/2022

# 2021-2022

*"My Dad died suddenly last year and I was very lucky to have Bob to help me navigate through some difficult times. I think its an amazing service that you offer and will never forget the support, guidance and patience that this process gave me."*

*Joanna*



## Counselling Service

Clients who do not progress to counselling are either signposted to other agencies, or the clients themselves decide that one-to-one counselling is not what they wanted at the time of the assessment. SBCS's aim is to assess clients within 4 weeks of their referral, and to allocate to counsellors within acceptable timescales. We train new volunteers each year, so we are fortunate to have counsellors available at all times. However, there are occasions during peak holiday periods when we have to delay allocations. Clients are always kept informed if there is a change to the standard allocation time.

We offer counselling appointments Monday-Friday from 9.00am till 7.00pm, ensuring we meet the needs of people who work, or have childcare issues.

2021-2022

*"The counsellor helped me look at things from a different perspective which was helpful. I also never felt judged, which I was a little afraid of at first. That helped me open up and discuss anything I needed to without fear. I had a very positive experience"*

*Mandy*



## Volunteers

The service has 34 volunteer counsellors. Each counsellor manages a caseload, which can vary from one to five clients. To ensure cover for the number of referrals we receive each year, SBCS endeavour to have approximately 30 to 34 volunteer counsellors available. Volunteers at SBCS need to have a Diploma in counselling, or be studying on a Diploma course. This high standard we require reflects in our service delivery and quality assurance.

We are very proud of our volunteers, and to show our appreciation we present a long service certificate at our Annual General Meeting to any counsellors who have completed 5 years service initially, and every subsequent 5 years thereafter. This is our opportunity to acknowledge the commitment and loyalty of our counsellors.

2021-2022

"Cannot thank Tessa enough  
and for the service that  
SBCS provided me during the  
most difficult time of my  
life"

Anmarie



## Training and Supervision

In compliance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework, SBCS continues to provide on-going training to all our counsellors.

Each counsellor is required to undertake a minimum of ten hours continuing professional development training (CPD) per year as part of their contract with SBCS.

SBCS has tried to reduce the costs of training by external trainers and are grateful to those who have lowered their fee because of our charitable status.

The following topics have been covered during the year (April 2021 – March 2022)

Suicide Prevention	May 2021	(3.5 hours via Zoom)
Gestalt Theory	January 2022	(3.5 hours via Zoom)
Gestalt Experiments	March 2022	(5 hours in person)

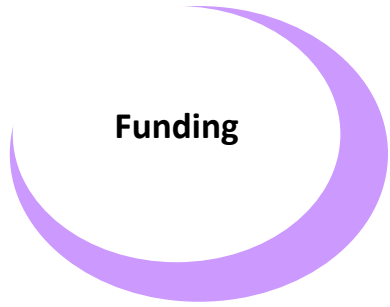
BACP Ethical Framework states that supervisors remain competent to carry out their role by attending monthly external supervision. SBCS pays for the supervision of our supervisors.

Counsellors attend group supervision sessions for 3 hours per month. This meets BACP guidelines of 1.5 hours supervision per month per counsellor.

2021-2022

*" I was given a safe space and time to talk to an experienced counsellor, I had the opportunity to reflect on my grief and understand my feelings and anxieties better, thank you', an excellent service"*

*Patricia*



## Funding

Core funding from Solihull Clinical Commissioning Group (CCG) is specifically for the support of clients who live in the borough of Solihull or whose GP is part of the Birmingham and Solihull CCG.

We would like to thank our funders Solihull Clinical Commissioning Group for having confidence in SBCS and work in partnership with us. Thanks also goes to Charitable Trusts, who donate funds and support us. Without you, our work would not be possible.

2021-2022

*"Maria was brilliant at getting me to examine myself and my feelings and challenge myself on my emotions. To help me recover and find answers for myself. Exceptionally valuable service. I had no idea what to expect really, but hugely beneficial."*

David



**Finance  
Report**



## Staff

We have 7 Trustees and this is an appropriate time to thank the Chair Sue Rose and the Board of Trustees for their support and commitment to the service.

Over the year the service employed one full-time Service Manager, three part-time office staff, and three clinical supervisors.

Service Manager	37 hrs per week
Counselling Co-ordinator	7 hrs per week
Administrator Assistant	7 hrs per week
Administration Assistant	10 hrs per week
Supervisors x 3	7.5 hrs. – 10.5 hrs per month, depending on how many supervision groups they supervise.

2021-2022

*"I was able to talk to my lovely counsellor about everything and she was kind and understood completely how I was feeling. That was such a comfort and made me feel less isolated. You offer an amazing service, thank you for all your help, support, kindness and for showing me the way forward".*

*Heather*



## The Future 2021-2022

### Achievements for 2021/2022 were:

- ◆ Delivering our service throughout the pandemic, and adapting our delivery accordingly.
- ◆ Ensuring our counsellors received guidance, support, and training through supervision in the transition from face-to-face to telephone work.
- ◆ Continuing our in-house CPD to all counsellors, which was delivered via Zoom and in person.
- ◆ Maintaining our supervision groups via Zoom.
- ◆ The opportunity to now offer clients telephone counselling in addition to face-to-face counselling, whilst still ensuring our service meets the needs of individuals, and keeping clients and counsellors safe.
- ◆ Our new website was launched in 2021.

# 2021-2022

*"The counselling helped me to accept what had happened and to process the pain and understand all of its complex emotions. With that understanding, a clarity has come from it".*

*Ryan*

# Appendix 1

April 2021 - March 2022

Referrals

372 Male 70

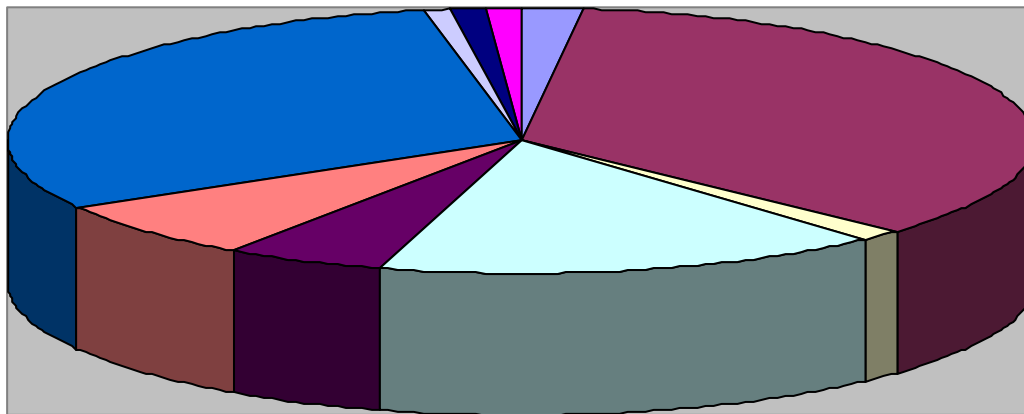
Female 302

## Referrals Analysis

Column 1		Column 2		Column 3		Column 4		Column 5	
Age Group years	Totals	Source of referral	Totals	Death of	Totals	Cause of Death	Totals	Interval from Death to Referral	Totals
11-17	1	Self	32	Husband	62	Cancer	99	Under 1 month	1
18-25	30	GP	94	Wife	16	Heart related	62	1 -3 months	128
26-34	52	Family	2	Father	87	Other illness	75	4 -7 months	78
35-44	58	Health workers	18	Mother	106	Stroke/Aneurysm	13	8 -12 months	56
45-54	81	Hospital/Hospice	1	Sibling	23	Suicide	16	13 - 18 months	37
55-64	77	Social Services	2	Child	14	Accidents	3	19 - 24 months	13
65-74	32	Voluntary Agency	136	Grandparent	17	Road Traffic Accident	2	2 - 5 Years	41
75-84	35	SBCS Website	85	Partner	23	Covid 19	46	6-10 Years	9
85 & over	6	Friend	1	In- Laws	3	Murder/Assault	1	11-20 Years	8
		Employer	1	Other relatives	10	Still Born/Neonatal	3	Over 20 Years	1
				Friend	10	Old Age	10		
				Sibling, Neonatal	1	Liver Failure due to Alcohol	10		
						Pneumonia	14		
						Brain Tumor	4		
						Dementia	14		
<b>Total</b>	<b>372</b>	<b>Total</b>	<b>372</b>	<b>Total</b>	<b>372</b>	<b>Total</b>	<b>372</b>	<b>Total</b>	<b>372</b>

Appendix 2

PLACE OF DEATH 2021-2022



- Solihull Hospital 11
- Heartlands 99
- Good Hope 5
- Diff Hospital 53
- Marie Curie 8
- Nursing/resd 25
- Own home 138
- Other 16
- Accident 4
- Hospice 13



## SOLIHULL BEREAVEMENT COUNSELLING SERVICE

### Accounts y/e 31 March 2022

<u>2021</u>	<u>Income</u>	<u>y/e</u> <u>2022</u>	<u>2021</u>	<u>Expenditure</u>	<u>y/e</u> <u>2,022</u>
81,380	Core Funding	78158	51,352	Salaries	47,344
-			1,956	Pensions	1,966
2,500	Major Donations	3550	862	Travel & other	69
1,895	Client Donations	0	3,826	Office Expenses	2,510
192	Other Donations	688	2,620	Staff Supervision	2,630
2,065	Training Fees	2280	1,000	Training	950
16	Bank Interest	13	470	Fees/Subscriptions	567
-			421	Insurances	421
940	Gift aid donations	250	-	AGM Costs	-
1,021	Gift Aid tax	0	-	Advertising	255
				Counsellors & Staff	
			434	Thank you	1,286
			69	Equipment	-
				Bank Charges	97
				Web Costs	-
<u>£ 90,009</u>		<u>£ 84,939</u>	<u>63,010</u>		<u>£ 58,095</u>
-		<u>Surplus</u>	<u>£ 26,999</u>	<u>Surplus</u>	<u>£ 26,844</u>
<u>£ 90,009</u>		<u>£ 84,939</u>	<u>£ 90,009</u>		<u>£ 84,939</u>

### Balance Sheet as at 31 March 2022

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Current a/c	£	3,034			
Cash in hand	£	-		Surplus	£ 26,844
	<u>£</u>	<u>89,293</u>			<u>£ 89,293</u>

  
**Malcolm Pratt**  
 Treasurer  
 04 April 2022

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.

Financial  
Examiner.

*N. Bartlam*

NEEL BARTLAM      31 MAY 2022



## SOLIHULL BEREAVEMENT COUNSELLING SERVICE

### Accounts y/e 31 March 2022

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Financial  
Examiner.

*N. Bartlam*

NEEL BARTLAM

31 MAY 2022

**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

England & Wales - Charity number 518753

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# Accounts

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**The Queen's Award  
for Voluntary Service**

*The MBE for volunteer groups*

# Solihull Bereavement Counselling Service Annual Report



2020-2021

*"The opportunity to speak to someone neutral and non-judgemental, who was able to help me see all the emotions I was feeling were normal, as well as link's with my past. It really helped me re-assess some of my personal relationships which became very challenging because of the turmoil of grief. I was very impressed with the attitude of my counsellor Harry."*

*Lisa*



## Chairs Report

This is my eighth year as Chair of Solihull Bereavement Counselling Service and it has been an unusual year. The Coronavirus pandemic has changed how the service has had to work over the year. I must pay a heart felt tribute to all the staff and counsellors for their work under such different and at times difficult circumstances.

We were asked by Birmingham and Solihull Clinical Commissioning Group (B&SCCG), to work with Cruse and Marie Curie and to increase our capacity and scope for counselling. We now have an contract that indicates the increased capacity. It also has an extended service to include NHS staff who have suffered trauma due to the work load and type of work during the pandemic.

The details of the service provided this year can be found in the Service Manager's Report but it should be noted that more people are taking advantage of the service and we are managing to keep waiting times to much less than other counselling organisations in the area.

I must thank the Trustees for their continuing commitment to the service and personally for their support and tolerance during this unusual year of Zoom Meetings. I must thank Jan Flint who has been a Trustee for 5 years, who has now left the Board of Trustees. She was also an active counsellor and has been a direct connection with the service keeping the other Trustees feet on the grounds. Thank you Jan for your support.

Having moved to telephone Counselling we will be keeping this as an option for those clients and counsellors to which it is suited.

Sue Rose

Chair of SBCS

2020-2021

## Service Manager's Report

2020 was a year like no other for SBCS. As soon as the pandemic hit we expected an increased demand for our service. Those who were grieving were also isolated from family and friends, and deprived of the chance to say a proper goodbye, or hold a funeral in the way they would have wished. Thanks to our staff and counsellors' huge commitment and flexibility we were able to respond quickly, and keep the service functioning in what has been an extremely challenging time. To ensure the safety of our clients, counsellors, and staff we suspended our face to face work, and all sessions were given via the telephone. Meanwhile, the office staff continued to work in the office, and despite having to respond to daily changes, kept the service running as smoothly as possible.

We all encounter bereavement at some point. Grieving is a natural process, with its impact on mental and physical health well understood. Many people can find their way through this time with the support of friends or family, plus there is still a certain societal expectation that we should 'get over it' in a relatively short time. However, the pandemic has changed all that, and we have seen an increase in clients who are experiencing more complex grief combined with the enforced isolation.

During 2020/2021 we delivered 1,797 counselling and assessment sessions. Demand for our services continues to grow, and it is the hope that our input may potentially reduce the need for more complex or longer-term interventions.

This year SBCS has been working closely with Cruse, Marie Curie and Solihull CCG developing and working with a bereavement pathway for anyone wanting to access bereavement counselling easily and quickly across Birmingham and Solihull. SBCS has also been involved in the Suicide Prevention Programme through Solihull Public Health.

Supervision for our counsellors is provided monthly for 35 counsellors in groups of 4, for 3 hours. Our counsellors receive 1.5 hours per month each, which BACP states is the required number for safe practice. The team responsible for supervision are Gail Roberts, Bob Smallwood and Alison Wilkinson. I would like to thank them all sincerely for all that they give to SBCS, and during this year offering counsellors additional supervision as and when needed.

I would like to thank Helen Flannery, Lisa McNamara and Val Whitlock for their support, hard work and commitment to the service. And for helping me keep the wheels turning. I would also like to thank Sue Rose (Chair of SBCS) and the Board of Trustees for their support and trust in me; not forgetting our funders, Solihull Clinical Commissioning Group without whom this service would not be possible.

SBCS continues to develop strong relationships with partner agencies. We have good working relationships with Cruse, Marie Curie, Healthy Minds, Lyndon Clinic, Newington Centre, SIAS (Solihull Integrated Addiction Services) and many more.

Our counselling hours and number of referrals clearly show a need for bereavement counselling in the Solihull Borough, and, as an organisation, we endeavour to help those who need it.

Julie Swiffin M.A. P.G.Dip MBACP (Accred)

Service Manager

2020-2021



The figures provided highlight our performance. The figures include counselling and assessment hours for SBCS clients. We received 274 referrals during 2020/2021. Counselling and assessment hours for the year were 1,797 hours.

Appendix 1 shows the yearly analysis of client referrals for 2020/2021 and includes details of:

- Number of referrals – male/female
- Source of referral
  - Death of
  - Age group
  - Cause of death
- Interval from death to referral

2020-2021

*"It was helpful to speak to someone who didn't know me, who would take the time to listen and offer suggestions on how I could learn to cope with the grief. Phil was a good listener and allowed me the time to evaluate my thoughts before I spoke, and offered me the support I very much needed."*

*John*



## Counselling Service

Clients who do not progress to counselling are either referred on to other agencies, or the clients themselves decide that one to one counselling is not what they wanted at the time of the assessment. SBCS's aim is to assess clients within 4 weeks of their referral, and to allocate to counsellors within acceptable timescales, usually between 2-4 weeks. We train new volunteers each year, so we are fortunate to have counsellors available at all times. However, there are occasions during peak holiday periods when we have to delay allocations. Clients are always kept informed if there is a change to the standard allocation time.

We offer counselling appointments Monday-Friday from 9.00am till 7.00pm, making sure we meet the needs of people who work or have childcare issues.

Appendix 2 shows the place of death for each client. This has been recorded for the year 2020/2021 to highlight how many clients die at home or in hospital.

2020-2021

*"The counsellor helped me look at things from a different perspective. I never felt I was being judged so that helped me open up and discuss anything I needed to without fear of any negative feedback."*

*Mandy*



## Volunteers

The service has 35 volunteer counsellors. Each counsellor manages a caseload of clients; which can vary from 1 to 5 clients. To ensure cover for the number of referrals we receive each year, SBCS endeavour to have approximately 30 to 35 volunteer counsellors available. To be a volunteer at SBCS you would need to have gained a Diploma in counselling or be studying on a Diploma course. This high standard we require reflects in our service delivery and quality assurance, knowing our clients are getting the very best.

We are very proud of our volunteers and to show our appreciation we present a long service certificate at our Annual General Meeting to any counsellors who have completed 5 years service initially, and every subsequent 5 years thereafter. This is our opportunity to acknowledge the commitment and loyalty of our counsellors.

2020-2021

*"Talking about the bereavement of my Mum and Dad, getting my feelings out in the open, instead of bottling it up. I found the counselling very helpful and my counsellor Emma was amazing, she really put me at ease."*

Rhoda



## Training and Supervision

In compliance with the British Association for Counselling and Psychotherapy (BACP) Ethical Framework, SBCS continues to provide on-going training to all our counsellors.

Each counsellor is required to undertake a minimum of ten hours continuing professional development training (CPD) per year as part of their contract with SBCS. However, with the pandemic this year, CPD has been less.

SBCS has tried to reduce the costs of training by external trainers and are grateful to those who have considered a reduction in the charge to us because of our charitable status. The following topics have been covered during the year (April 2020 – March 2021):

Emotional Resilience	September 2020	( 3.5 hours via Zoom)
Focusing	December 2020	(3.5 hours via Zoom)
Safeguarding	January 2021	(3.5 hours via Zoom)

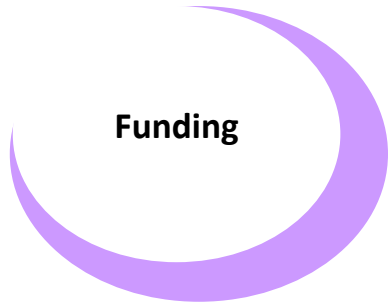
BACP Ethical Framework states that supervisors remain competent to carry out their role by attending monthly external supervision, SBCS pay for the supervision of our supervisors.

The group supervision sessions that counsellors attend are 3 hours per month. This meets BACP guidelines of 1.5 hours supervision per month per counsellor.

2020-2021

*"I have stopped blaming myself. The understanding I received allowed me to gain confidence to forgive myself."*

*Sheila*



## Funding

Core funding from Solihull Clinical Commissioning Group (CCG) is specifically for the support of clients who live in the borough of Solihull or whose GP is part of Birmingham and Solihull CCG.

We would like to thank our funders Solihull Clinical Commissioning Group for having confidence in SBCS and working in partnership with us. Thanks also goes to Charitable Trusts, who donate funds and support us. Without you, our work would not be possible.

2020-2021

*"It was helpful having someone to listen and evaluate what I was saying. I felt my mind was jumbled and the counsellor helped me process my thoughts."*

*Sue*

# Finance Report



## SOLIHULL BEREAVEMENT COUNSELLING SERVICE

### Accounts for the year ended 31 March 2021

Income		Expenditure	
2020	2021	2020	2,021
36677 Core Funding	81380	47,503	Salaries 52,044
17637 Major Donations	2500	1,956	Pensions 1,956
10667 Client Donations	1895	2,905	Travel & other 862
200 Other Donations	257	2,585	Office Expenses 2,973
2160 Training Fees	1700	2,255	Staff Supervision 2,580
42 Bank Interest	16	1,639	Training 700
		430	Fees/Subscriptions 470
		422	Insurances 421
1005 Gift aid donations	940	-	AGM Costs -
1772 Gift Aid tax	1021	32	Advertising -
		45	Equipment 434
		60	Bank Charges 70
			Web Costs 852
<u>£ 70,160</u>	<u>£ 89,709</u>	<u>59,832</u>	<u>£ 63,362</u>
-		<i>Surplus</i> £ 10,328	<i>Surplus</i> £ 26,348
<u>£ 70,160</u>	<u>£89,709.00</u>	<u>£ 70,160</u>	<u>£ 89,709.00</u>

### Balance Sheet as at 31 March 2021

Deposit a/c c/f	£ 61,508	Equity b/f	36,101.00
Current a/c	£ 941		
Cash in hand	£ -	Surplus	£ 26,347.50
	<u>£ 62,449</u>		<u>£ 62,449</u>

Malcolm Pratt  
Treasurer  
19 April 2021

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.

Financial  
Examiner.



## Staff

We have 6 Trustees and this is an appropriate time to thank the Chair Sue Rose and the Board of Trustees for their support and commitment to the service.

Over the year the service employed 1 full time Service Manager and three part time office staff, also 3 clinical supervisors.

Service Manager	37 hrs per week
Counselling Co-ordinator	7 hrs per week
Administrator	7 hrs per week
Administration Assistant	10 hrs per week
Supervisors x 3	7.5 hrs. – 10.5 hrs per month depending on how many supervision groups they supervise.

2020-2021

*"Elizabeth my counsellor was fantastic and helped me enormously to deal with other grief related matters. Grief cannot be separated from other human emotions. Thank you for a fabulous counselling service".*

*Robin*



## Achievements 2020-2021

### Achievements for 2020/2021 were:

- \* Delivering our service throughout the pandemic. Making changes along the way, adhering to Government guidelines and BACP legislation.
- \* Making sure the counsellors had guidance, support and training through supervision, for the transition from face to face to telephone work.
- \* Continuing our in-house CPD to all counsellors, this was done via Zoom
- \* Maintaining our supervision groups, this was done via Zoom.
- \* Being able to offer clients telephone counselling, ensuring our service meets the needs of individuals, keeping clients and counsellors safe. This telephone service will continue as part of services offered to all clients as well as on-line counselling. Our face to face sessions will also continue.
- \* Our new website was launched in 2021.

# 2020-2021

*"Learning how to manage my feelings and realise that what I was feeling was ok. Talking about my loss to someone who isn't involved really helped. I would like to thank Bob for all his help, its helped me through a very dark time".*

*Jeana*

# Appendix 1

April 2020 - March 2021

Referrals

274 Male

62

Female

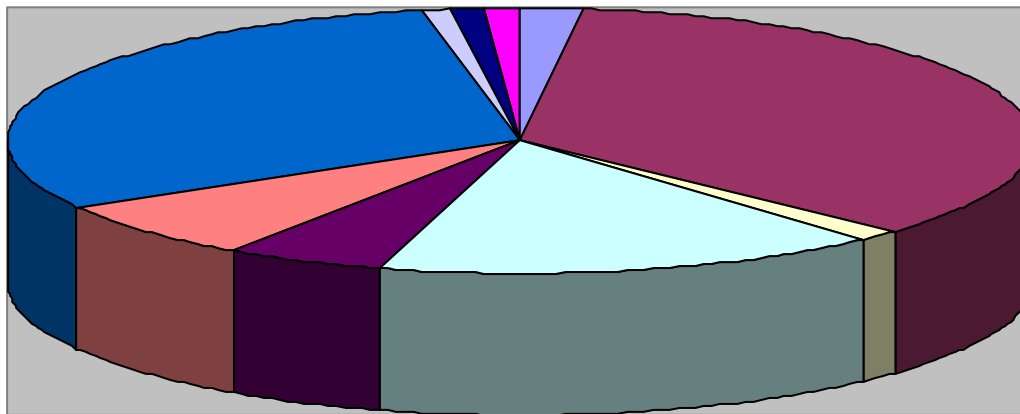
212

## Referrals Analysis

Column 1		Column 2		Column 3		Column 4		Column 5	
Age Group years	Totals	Source of referral	Totals	Death of	Totals	Cause of Death	Totals	Interval from Death to Referral	Totals
11-17	1	Self	32	Husband	56	Cancer	66	Under 1 month	7
18-25	17	GP	77	Mother	77	Heart related	33	1 -3 months	119
26-34	24	Family	2	Father	48	Other illness	54	4 -7 months	56
35-44	43	Health workers	18	Child	19	Stroke/Aneurysm	8	8 -12 months	28
45-54	64	Hospital/Hospice	4	Sibling	10	Suicide	10	13 - 18 months	13
55-64	59	Social Services	0	Wife	12	Accidents	6	19 - 24 months	8
65-74	34	Voluntary Agency	128	Grandparent	19	Road Traffic Accident	2	2 - 5 Years	29
75-84	25	SBCS Website	10	Partner	16	Covid 19	45	6-10 Years	7
85 & over	7	Friend	2	In- Laws	3	Murder/Assault	3	11-20 Years	7
		Employer	1	Other relatives	7	Still Born/Neonatal	3	Over 20 Years	0
		Chirch	0	Friend	7	Old Age	2		
		Educational/Welfare	0	Sibling, Neonatal	0	Liver Failure due to Alcohol	5		
						Pneumonia	15		
						Brain Tumor	8		
						Dementia	14		
<b>Total</b>	274	<b>Total</b>	274	<b>Total</b>	274	<b>Total</b>	274	<b>Total</b>	274

Appendix 2

PLACE OF DEATH 2020-2021



- Solihull Hospital 5
- Heartlands Hosp 96
- Good Hope Hosp 4
- Diff Hosp 44
- Marie Curie 14
- Nursing/Resd 20
- Own Home 83
- Other 2
- Accident Scene 3
- Other Hospice 3



**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

**Accounts for the year ended 31 March 2021**

<u>2020</u>	<u>Income</u>	<u>2021</u>	<u>2020</u>	<u>Expenditure</u>	<u>2,021</u>
36677	Core Funding	81380	47,503	Salaries	52,004
			1,956	Pensions	1,956
17637	Major Donations	2500	2,905	Travel & other	862
10667	Client Donations	1895	2,585	Office Expenses	2,973
200	Other Donations	192	2,255	Staff Supervision	2,620
2160	Training Fees	2065	1,639	Training	1,000
42	Bank Interest	16	430	Fees/Subscriptions	470
			422	Insurances	421
1005	Gift aid donations	940	-	AGM Costs	-
1772	Gift Aid tax	1021	32	Advertising	-
			45	Equipment	434
			60	Bank Charges	70
				Web Costs	852
<u>£ 70,160</u>		<u>£ 90,009</u>	<u>59,832</u>		<u>£ 63,662</u>
-				<b><u>Surplus</u></b>	<b>£ 26,347</b>
<u>£ 70,160</u>		<u>£ 90,009</u>	<u>£ 70,160</u>		<u>£ 90,009</u>

**Balance Sheet as at 31 March 2021**

Deposit a/c c/f	£ 61,508	Equity b/f	36,101
Current a/c	£ 940		
Cash in hand	£ -	Surplus	26,347
	<u>£ 62,448</u>		<u>62,448</u>

**Malcolm Pratt**  
Treasurer  
06 June 2021

I have examined the books and accounts of Solihull Bereavement Counselling Service and certify that the above is in accordance therewith.

Financial  
Examiner.

*N. B. A.*

*N. B. A. 6/6/2021*



**SOLIHULL BEREAVEMENT COUNSELLING SERVICE**

**Accounts for the year ended 31 March 2021**

<u>Income</u>			<u>Expenditure</u>	
<u>2020</u>	<u>2021</u>	<u>2020</u>		<u>2,021</u>
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-		<u>Surplus</u> £ 10,328	<u>Surplus</u>	£ 26,347
<u>£ 70,160</u>	<u>£ 90,009</u>	<u>£ 70,160</u>		<u>£ 90,009</u>

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**Malcolm Pratt**  
Treasurer  
06 June 2021

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Financial  
Examiner.

N. Barton 6/6/2021