



**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.

2021-2022

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"

Annmarie



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

A large purple circle with a significant gap on its right side, creating a C-shape. The text "Finance Report" is centered within the white space of this shape.

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

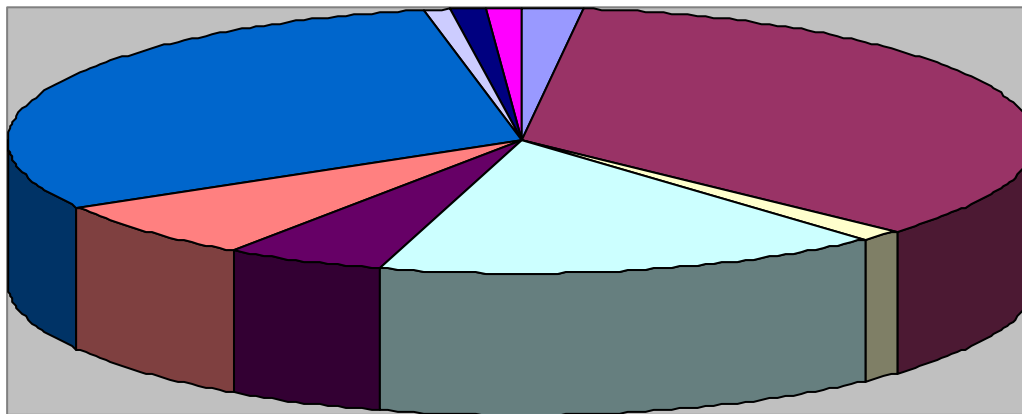
Female 302











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		
Total	372	Total	372	Total	372	Total	372	Total	372

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>Income</u>			<u>Expenditure</u>		
<u>2021</u>		<u>y/e 2022</u>	<u>2021</u>		<u>y/e 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	
				Thank you	1,286
			434	Equipment	-
			69	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

Deposit a/c c/f	£ 86,259	Equity b/f	62,449
Current a/c	£ 3,034		
Cash in hand	£ -	Surplus	£ 26,844
	<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.

N. Bartlam

Financial
Examiner.

NEEL BARTLAM

31 MAY 2022




SOLIHULL BEREAVEMENT COUNSELLING SERVICE

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