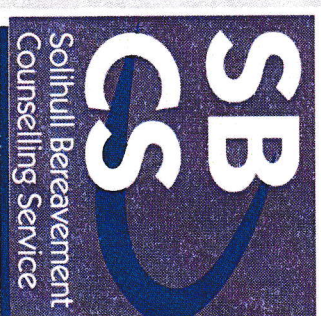


**The Queen's Award
for Voluntary Service**

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

Core funding from Solihull Integrated Care Board (ICB) 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.

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	y/e 2022 2023	2022	Expenditure	y/e 2,023
78158 Core Funding		49901	47,344	Salaries	52,961
3550 Major Donations		7120	1,966	Pensions	2,016
0 Client Donations		287	69	Travel & other	744
688 Other Donations		75	2,510	Office Expenses	3,293
2280 Training Fees		2900	2,630	Staff Supervision	1,870
13 Bank Interest		603	950	Training	2,100
			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	-
			97	Equipment	-
			-	Bank Charges	73
			-	Web Costs	-
<u>£ 84,930</u>		<u>£ 61,163</u>	<u>58,095</u>	<u>£ 63,929</u>	
-		Surplus	£ 26,844	Deficit	-£ 2,766
<u>£ 84,930</u>		<u>£ 61,163</u>	<u>£ 84,930</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	-£ 2,766
	<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

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.

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

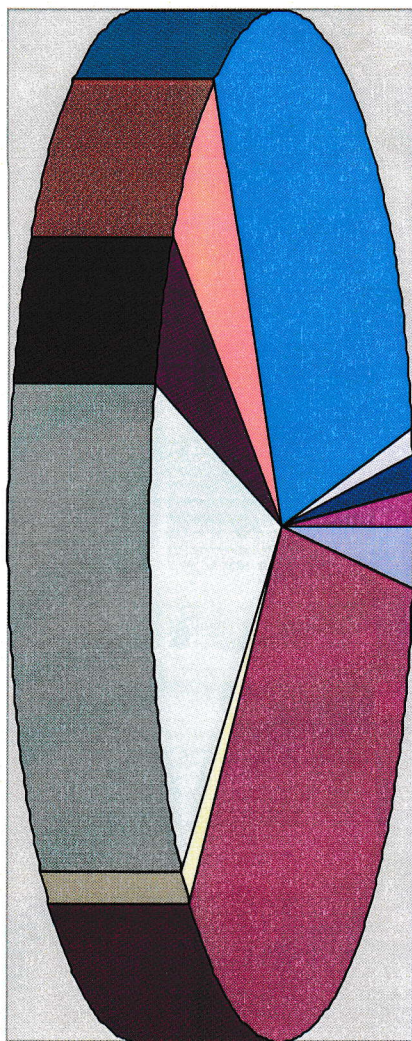
Female 285

Referrals Analysis

Column 1		Column 2		Column 3		Column 4		Column 5	
Age Group	Totals	Source of referral	Totals	Death of	Totals	Cause of Death	Totals	Interval from Death to Referral	Totals
years									
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
				Friend	5	Old Age	6		
				Term, still/neo	2	Liver Failure due to Alcohol	10		
						Pneumonia	16		
						Brain Tumor	1		
						Dementia	24		
Total	380	Total	380	Total	380	Total	380	Total	380

Appendix 2

PLACE OF DEATH 2022-2023



■ Soilhill Hospital	4
■ Heartlands	88
■ Good Hope	7
■ Other hospital	50
■ Marie Curie	9
■ Nursing Home	24
■ Own Home	168
■ Other	12
■ Accident Scene	9
■ Hospice	9



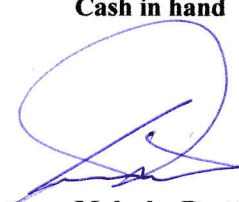
SOLIHULL BEREAVEMENT COUNSELLING SERVICE

Accounts y/e 31 March 2023

<u>Income</u>	<u>y/e</u>		<u>Expenditure</u>	<u>y/e</u>
<u>2022</u>	<u>2023</u>	<u>2022</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	-
		97	Equipment	-
		-	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	<u>Deficit</u> -£ 2,766	
<u>£ 84,939</u>	<u>£ 61,163</u>	<u>£ 84,939</u>	<u>£ 61,163</u>	

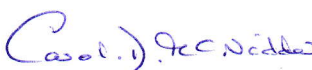
Balance Sheet as at 31 March 2023

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


 Carol J. G. N. N. N.

Financial
 Examiner.



SOLIHULL BEREAVEMENT COUNSELLING SERVICE

Accounts y/e 31 March 2023

<u>Income</u>	<u>y/e</u>		<u>Expenditure</u>	<u>y/e</u>
<u>2022</u>	<u>2023</u>	<u>2022</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	<u>Deficit</u> -£ 2,766	
<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	-£ 2,766
	<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.