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The bereavement & loss charity for Brent

&



InLondon Counselling

Low cost counselling for Northwest London

ANNUAL REPORT

2016

Brent Bereavement Services
Registered charity 296229 since 1987

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The bereavement & loss charity for Brent

Brent Bereavement Services (BBS) aims to offer high quality responsive and friendly service for people who request bereavement counselling or related advice.

This service is free to any Brent resident of any age or ethnic background and is provided by carefully selected, trained and supervised Voluntary Bereavement Counsellors on a regular basis.

Our key objectives are to:-

- **relieve suffering and mental ill-health amongst the bereaved;**
- **prevent the need for hospital admission or out patient treatment;**
- **provide the opportunity for individual children and young people to communicate their feelings and thus prevent detrimental behaviour;**
- **work in close association with health staff, social service personnel, teachers and other professionals;**
- **provide training and education for others who care for the bereaved;**
- **create and promote informed public opinion on the needs of the bereaved.**

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The bereavement & loss charity for Brent

**Charity Commission for England & Wales
Registration number: 296229**

**Registered office:
Dollis Hill Medical Centre
395 Chapter Road
London NW2 5NG**

**Telephone:
020 8459 6818**

Email

info@bbsonline.org.uk

Website

www.bbsonline.org.uk

MANAGEMENT COMMITTEE MEMBERS

Michael Moorhead – Chair
Valerie Wise – Deputy Chair
Lydia Khalil – Treasurer & Volunteer’s Representative
Beverley Harriman – Secretary & Local Area Representative
Rita Price – Service User Representative
Mel Collins - Member
Julio Vieira - Member

STAFF

Paulo Pimentel – Co-ordinator
Raksha Patel – Administrator

SUPERVISORS

Madeleine Bocker	Judy Bud
Osvalda Cerati-Harrold	Joanna Deller
Barbara Finch	Mirek Polanoski
Helen Windsor	Joseph Wilmot

ASSESSMENT COUNSELLOR

Susan Wertheim – Adults

CONSULTANT

Gill Dunbar

PATRONS

Bishop of Willesden – The Rt. Revd. Peter Broadbent
Susan Winton-Lyle
Valerie Wise

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The bereavement & loss charity for Brent

VOLUNTEER COUNSELLORS 2016

**Vanessa Abraham
Elisa Bianco
Nora Dermendzhiyska
Celia Feeney
Kirstin Gillespie
Mathew Greenshields
Amelia Haluska
Jacqueline Hutson
Lydia Khalil
Sepideh Khosravani
Tina McKay
Masiha Murshed
Pauline Pachucki
Parviz Rajani
Ornela Ruci
Teresa Solano
Rebecca Wells
Antoinette White**

**Thoraya Alkasab
Jacob Choi
Beth Duru
Arpita Ghosal
Anna Gray
Shiri Gurvitz
Helen Hawkins
Etty Kanzen
Rounaque Khalique
Sharmila Kohli
Kathleen Moffat
Usha Neelakantan
Francesca Palmieri
Maria Regis
Liliana Scott
Lawrence Tierney
Susan Wertheim
Margaret Yongawo**

MONITORING STATISTICS FOR BBS

From 1st April 2015 until 31st March 2016

TOTAL NUMBER OF SERVICE USERS = 871

INDIVIDUAL COUNSELLING CLIENTS = 392

WEB BASED REQUESTS FOR ADVICE & INFORMATION = 312

TELEPHONE CALLS SEEKING ADVICE & INFORMATION = 167

STATISTICS FOR INDIVIDUAL COUNSELLING CLIENTS (392 PEOPLE)

FEMALE 284 / MALE 108

INDIVIDUAL COUNSELLING SESSIONS PROVIDED = 3560

ETHNICITY

WHITE UK	87
BLACK UK	63
ASIAN UK	49
MIXED RACE	38
WHITE OTHER	36
BLACK OTHER	34
ASIAN OTHER	33
NOT DISCLOSED	52
TOTAL	392

CAUSE OF DEATH

CANCER	139
HEART CONDITIONS	86
CHRONIC ILLNESS	39
DRUGS RELATED	28
ALCOHOL RELATED	19
STILL BIRTH	15
SUICIDE	12
ROAD CRASH	11
TERMINATION	11
MURDER	10
NOT DISCLOSED	22
TOTAL	392

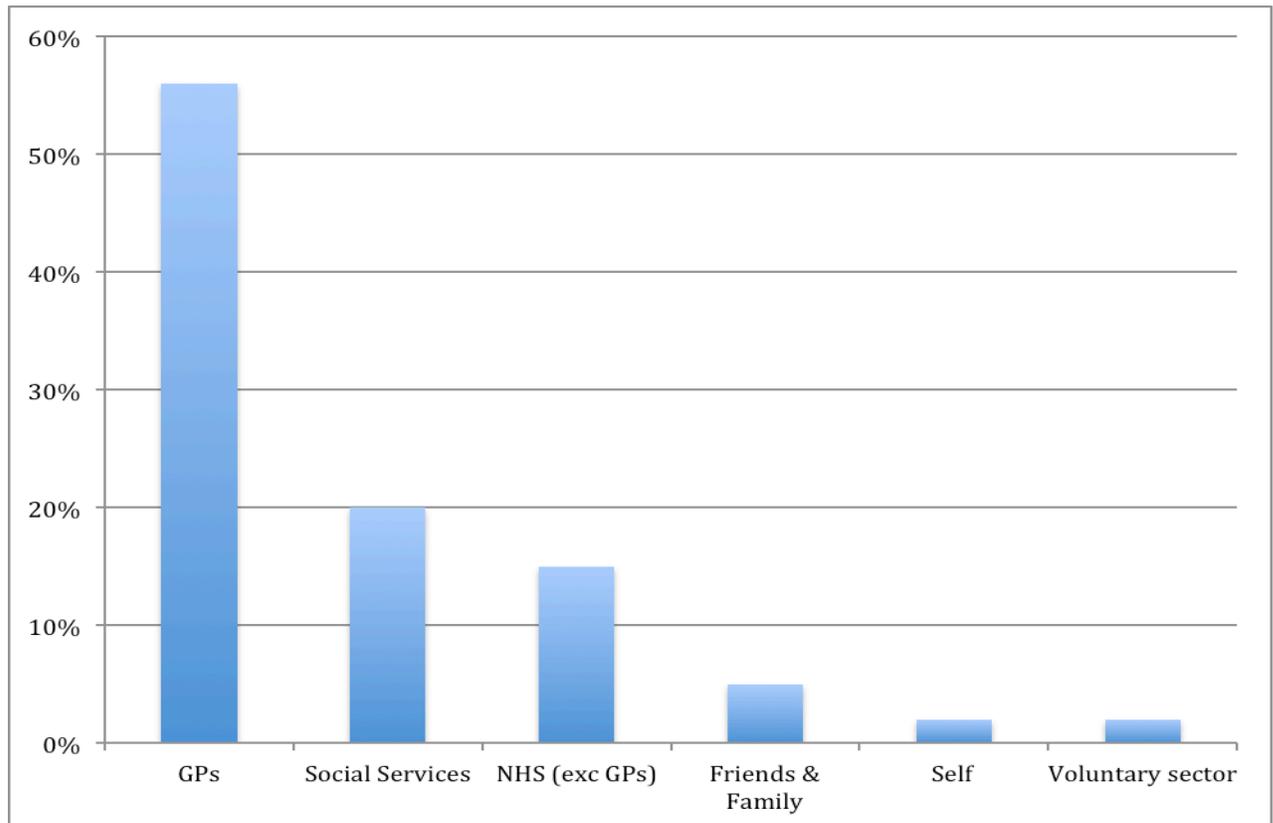
RELATIONSHIP

MOTHER	78
SON	52
DAUGHTER	33
HUSBAND	31
BROTHER	28
FRIEND	26
FATHER	24
WIFE	23
PARTNER	20
AUNT/UNCLE	19
GRAND PARENT	16
NOT DISCLOSED	42
TOTAL	392

AGE GROUP

16 to 18	16
19 to 25	33
26 to 35	67
36 to 50	96
51 to 65	78
65 and over	64
NOT DISCLOSED	38
TOTAL	392

SOURCE OF REFERRALS



OUTCOMES reported by our clients from evaluation questionnaires

- Improved general health – 80%
- Improved relationships with family, friends & colleagues – 70%
- Improved ability to cope with daily issues – 70%
- Improved social interaction – 60%
- Improved understanding of loss – 80%
- Reduction in GP attendances – 75%
- Reduction in prescribed medication – 70%
- Reduction in alcohol consumption – 70%
- Reduction in the use of recreational drugs – 75%
- Reduced feelings of isolation and loneliness – 80%



InLondon Counselling

A low cost counselling service for North West London

Statistics for InLondon Counselling

01 April 2015 until 31 March 2016

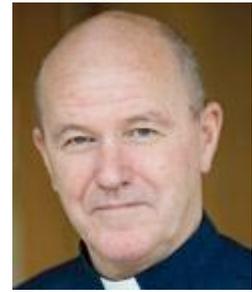
Number of service users = 34

Number of counselling sessions provided = 1768

Three dedicated supervision groups led by Judy Bud are provided to support 12 counsellors on a fortnightly basis.

All income from this service provision, which is included in our accounts as non restricted funds, is used for charitable purposes as set out in the aims and objectives of Brent Bereavement Services.





CHAIR'S REPORT by Michael Moorhead

The past year has been dominated by our move to new premises and issues following on from that. Throughout this time we have still managed to deliver our core service, thanks to the dedication of our team of volunteer counsellors.

Funding continues to be a major issue during these turbulent times of financial and political instability. It seems that the bereaved need our services more than ever, yet the NHS and Brent Council fail to recognise or acknowledge the issue. Our services cost a mere £18 per counselling session, which is considerably cheaper than a visit to a GP or hospital treatment.

I want to thank our funders and donors over the past year. A big thank you to all our volunteers and all the team, especially Paulo and Raksha for their hard work, and for bearing the burden of the anxiety about our financial situation. Finally, I would like to thank the Committee for their continued support and commitment to BBS.



CO-ORDINATOR'S REPORT by Paulo Pimentel

Over the past year we have provided bereavement counselling sessions for 392 people, and generic counselling sessions for 34 people through InLondon Counselling. We have also provided supervision services for a mentoring programme supporting people who have left the armed forces with 50 Mentors, and 20 staff in the housing team - both services are managed by SSAFA (Soldiers, Sailors, Airmen and Families Association).

In collaboration with Strength to Strength, a charity based in New York City, we organised a reception for 7th July 2005 survivors and bereaved at The Hilton Hotel in Park Lane, and we provided support for the 4th Year running at The Young Ambassadors Programme, which empowers young people who are victims of terrorism, over a week long programme of group work and other activities.

This past year has been a challenging one, as we were forced to leave our base of over 28 years, due to a proposed rent increase of over 900% by the NHS, who also completely stopped funding our work.

We provided treatment for 227 people referred by GPs and 39 people from other NHS sources – actively saving the NHS hundreds of thousands of pounds by treating those who would otherwise seek continued GP or other health or social services.

Moving premises is a considerable challenge for any organisation, but it was even more difficult for us, as we support people who come to us with issues of loss and often traumatic change, so there was increased pressure on counsellors and staff to make clients feel safe and secure in new premises, with safety and security issues that continue to be difficult to resolve.

We know from evaluation questionnaires and the many thank you cards that we receive, how much better our clients lives are after seeing our wonderful and dedicated volunteer counsellors. However, each year it becomes increasingly difficult to keep the services going. Funding is practically impossible and clients can't afford to donate or they feel that our service should be free.

The struggle continues



TREASURER'S REPORT by Lydia Khalil

A big THANK YOU to our clients, who have very kindly donated towards their counselling sessions and to our independent donors, whose help has enabled our charitable work to continue to help so many people

It has been a very challenging year, made worse by more cuts in social care spending, increased competition for funds from private trusts, and the lack of engagement and recognition by the Clinical Commissioning Group and Brent Council.

Developing InLondon Counselling has proved to be more difficult than we anticipated. People do not have the funds to invest in their mental health, and advertising is an expensive and sometimes worthless means to attract clients for this type of service.

We need the NHS to be more responsive and to invest their limited funds more wisely by acting to prevent issues that can easily develop into major personal and social problems, which can be much more costly to cure in the long term.

Contractual work commissioned by SSAFA, The Mayor of London, and The London Borough of Hammersmith & Fulham has supplemented our income.

In addition to donations from BBS service users and payments by ILC clients, which totalled over £23,000, I want to thank the following individuals and trusts for their vision, support and generosity:

- **BBC Children in Need**
- **Brent Council**
- **Hounslow Council**
- **Dominic Flynn**
- **The Monument Trust**
- **The Santander Foundation**
- **Valerie Wise**

Summary of Income & Expenditure

1 April 2015 until 31 March 2016

Brent Bereavement Services

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2016

	Note	Unrestricted £	Restricted £	2016 Total £	2015 Total £
Income from:					
Donations and legacies	3	23,225	-	23,225	23,069
Charitable activities	4	60,030	-	60,030	33,748
Other trading activities		-	-	-	-
Investment income	5	19	-	19	4
Total income		83,274	-	83,274	56,821
Expenditure on:					
Charitable activities	6	75,191	-	75,191	49,321
Total expenditure		75,191	-	75,191	49,321
Net income / (expenditure) for the year	7	8,083	-	8,083	7,500
Transfers between funds		-	-	-	-
Net movement in funds		8,083	-	8,083	7,500
Reconciliation of funds:					
Total funds brought forward		4,988	-	4,988	(2,512)
Total funds carried forward		13,071	-	13,071	4,988

A full version of our accounts is available on request by email info@bbsonline.org.uk