

BBS

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The bereavement & loss charity for Brent

Since 1987

ANNUAL REPORT & ACCOUNTS 2022

Brent Bereavement Services
Registered charity 296229

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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 Bereaved people;
- Prevent the need for hospital admission or out-patient treatment;
- Work in close association with health staff, social service personnel, teachers and other professionals;
- Provide training and education for counsellors and others who care for bereaved people;
- Create and promote informed public opinion on the needs of bereaved people.

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

**Registered office:
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MANAGEMENT COMMITTEE MEMBERS

Lydia Khalil – Chair
Mel Collins – Deputy Chair
Carlos Calvet Ortin – Treasurer
Beverley Harriman – Secretary
(until August 2022)
Sepideh Khosravani – Member
Rita Price – Service User Representative
Julio Vieira – Member

STAFF

Paulo Pimentel – Co-ordinator
Raksha Patel – Administrator

CLINICAL SUPERVISORS

Vanessa Aggrey
Oswalda Cerati-Harrold
Joanna Deller
Denise Dunne
Helen Hawkins
Yasmin King
Andrew Lockhart

CONSULTANT

Gill Dunbar

PATRONS

Rt Rev Bishop of Willesden
Susan Winton-Lyle

MONITORING STATISTICS

From 1st April 2021 until 31st March 2022

TOTAL NUMBER OF SERVICE USERS = 2654

INDIVIDUAL COUNSELLING SERVICE CLIENTS = 952

WEB BASED REQUESTS FOR ADVICE & INFORMATION = 792

TELEPHONE CALLS SEEKING ADVICE & INFORMATION = 642

GROUP SUPPORT = 67

TRAINING = 201



STATISTICS FOR INDIVIDUAL CLIENTS COUNSELLING

(952 PEOPLE)

FEMALE 654 / MALE 295 / NON-BINARY 3

INDIVIDUAL COUNSELLING SESSIONS PROVIDED = 8450



ETHNICITY

WHITE UK	296
BLACK UK	203
WHITE OTHER	89
BLACK OTHER	179
ASIAN UK	95
MIXED RACE	39
ASIAN OTHER	57
UNDISCLOSED	25
TOTAL	952

RELATIONSHIP

MOTHER	239
FATHER	209
HUSBAND	138
PARTNER	103
WIFE	61
SON	59
FRIEND	55
BROTHER/SISTER	42
DAUGHTER	41
GRAND PARENT	40
OTHER FAMILY	33
TOTAL	1020*

CAUSE OF DEATH

CORONAVIRUS	239
CANCER	208
HEART CONDITIONS	119
SUICIDE	56
ALCOHOL	51
DRUGS	46
MURDER	33
ROAD CRASH	29
STILL BIRTH	27
TERMINATION	19
UNKNOWN	193
TOTAL	1020*

AGE GROUP

18 to 25	45
26 to 35	98
36 to 50	296
51 to 65	379
65 and over	99
Adult – undisclosed	35
TOTAL	952

* Referrals including more than 1 deaths

OUTCOMES reported by our clients from evaluation questionnaires

- Improved general health – 60%
- Improved relationships with family, friends & colleagues – 60%
- Improved ability to cope with daily issues – 75%
- Improved understanding of loss – 70%
- Improved social interaction – 60%
- Reduction in GP attendances – 65%
- Reduced feelings of isolation and loneliness – 55%
- Reduction in prescribed medication – 45%
- Reduction in alcohol consumption – 55%
- Reduction in the use of recreational drugs – 35%

WHAT A FEW OF OUR CLIENTS SAY.....

“My therapist was helpful. It was on a weekly basis, but I found the service for 50 mins very short. I had been extremely ill and in between lost another family member, but very grateful for their patience and guidance”

“Counselling has allowed me to be kinder to myself, to prioritise myself above others, and to have the confidence to stay away from people who were triggering my anxiety severely”

“The service contacted me in a good time. I didn’t have to wait long.”

“I am able to live, every day is one step at a time, and it’s all thanks to this service. I have been able to attend work every day. I am still learning to live life with my grief, but it would not have been possible without this service. I have eternal gratitude for my counsellor and her support.”

“This was a lifeline. Before I had counselling I was very lost and unsure of how to cope. It was so amazing to have someone to talk to, free of judgement. Who was there for me. I really can’t stress enough that without this service I truly don’t know where I would be now.”



PATRON'S REPORT by Susan Winton Lyle

"Congratulations BBS family'

Once again you have stood up to the recent challenges, this time the dreaded Covid, and have offered the appropriate, necessary assistance to those in distress.

I am so proud to be a Patron of BBS. It may be a small organisation but its effects are so wide-reaching, well thought out and kind - that its continued existence is absolutely essential.

Paulo and Raksha are the mainstays and deserving of the greatest thanks.

BBS has been receiving very generous grants and for that I am very grateful. It is so satisfying to know that the services BBS offers are so well appreciated.

With all best wishes for a valuable, worthwhile new year.



CHAIR'S REPORT by Lydia Khalil

What a time we have all had in the last couple of years with deaths, illnesses, lifestyle changes and work adjustments. Having gone without seeing our loved ones and friends except on screens and struggling to stay connected via social media. In this time, we've learnt new terminologies, social distancing, no handshakes or hugging, masks on masks off, and perhaps some people are still as confused about it as I am.

However, through all the changes and losses, we therapists and our work have been constant. We have given our clients the support that has been so much needed during these times.

The challenges we have faced, have highlighted much needed awareness of mental health and its importance to the wellbeing of all.

The contribution we make to society is reflected in this Annual Report, and especially the difference BBS is making in the lives of the people in Brent and beyond.

During the early days of the pandemic, yes, I said the word, we spent time being introspective and wanting to make changes to our own lives. I hope you all have kept some of those important practices, like looking after yourselves and celebrating the impact we make to each and every client.

I would like to honour our last chair Rev. Michael Moorhead, who retired last year, for all his hard work and dedication to BBS. We wish you the very best in all your future endeavours.

I would also like to thank Paulo and Raksha for their continued commitment and constant support.

My thanks to my ingenious Deputy Chair Mel Collins and fellow committee members, all our fantastic Supervisors, and of course, our Volunteer Counsellors.

As it is said, we are 'many members but one body'.

Wishing you innumerable blessings



CO-ORDINATOR'S REPORT by Paulo Pimentel

Firstly, a big thank you to all our counsellors and supervisors. You have all worked hard, professionally, and ethically to enable us to meet increasing needs during these unprecedented times.

All our lives have changed over the last two years, some have embraced the changes, but for others it's been hard to face the losses and the grief, which is reflected in our society and our service provision statistics.

The World feels busier and more stressful now, as people try to gain the time lost during lockdown and try to forget the isolation and loneliness they felt during those days, often leaving those trying to cope behind and isolated.

Humans have certain psychological needs that need to be met to feel secure, fulfilled, and happy. A general overview is the prevalence of depression during lockdown was around 30% and was the highest among the variables of psychological health. Anxiety was reported by 23%, followed by stress by 15% of respondents.

The UK has also suffered political challenges that have affected our multi-cultural society, such as the Windrush scandal; Brexit; Russia's invasion of Ukraine; changes in Government; inflation soaring; energy prices increasing; migration issues; and uncertainty for the future only add to the crisis of the covid pandemic, which is far from over.

Mental health services, such as ours, are under pressure to 'cure' people who are struggling to cope with their emotional and physical wellbeing, and often wanting to label people, but individuals are extremely complex and never does one or a million sizes fit all.

Many studies have been conducted during the past 2 years, which mainly show that it is inevitable that our psychological needs will be in conflict for many years, as we struggle to live in post pandemic times.



TREASURER'S REPORT by Carlos Calvet Ortin

Our Annual Accounts have once again been audited by Goldwins Chartered Accountants and overseen & approved by Anthony Epton.

We have ended the financial year with a funds of £89,162 carried over to 2022/23. These funds include a commitment to deliver a project for Public Health England, which is now The Department for Health Improvement and Disparities (DHID), the NHS, and £30,000 of reserve funds.

I want to thank Brent Council who are managing the DHID contract and The NHS for their support, both financially and practically. We have learned much during the past 2 years about delivering services to a multi-cultural community, which has been so highly affected by the pandemic and other social issues.

Having celebrated our 35th anniversary in February of this year, we look forward to continuing and developing our services to meet the needs of bereaved people and everyone in Brent.



Mr Anthony Epton

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Goldwins Chartered Accountants is an experienced accountancy practice based in West Hampstead, London, NW6.

Since our establishment in 1987, we have been successfully offering audit, accounting and taxation advice to clients and businesses throughout the UK. We also provide a wide range of business and financial services and have extensive contacts with firms and professionals overseas.

Our three partners collectively have more than 70 years' accountancy experience and have helped to save hundreds of thousands of pounds for clients large and small.

Indeed, with such vast experience behind us, you can rest assured that Goldwins will deliver a professional and reliable service: providing peace of mind and greater profitability for our business clients, and helping our individual clients to enjoy greater financial security and success.

Our range of clients has grown over the years, mainly as a result of our fine reputation and a large number of recommendations from existing satisfied customers.