

BBS

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The bereavement & loss charity for Brent

Since 1987

ANNUAL REPORT 2019

Brent Bereavement Services
Registered charity 296229



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

STAFF

Paulo Pimentel – Co-ordinator
Raksha Patel – Administrator

SUPERVISORS

Judy Bud
Shamsha Burns
Osvalda Cerati-Harrold
Joanna Deller
Christina Jones
Muneeza Khimji
Andrew Lockhart
Laura Sandelson

CONSULTANT

Gill Dunbar

PATRONS

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

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VOLUNTEER COUNSELLORS

**Vanessa Abraham
Thoraya Alkasab
Carlos Calvet
Nora Dermendzhiyska
Mahalia Edwards
Arpita Ghosal
Anna Gray
Peter Griffiths
Victoria Kearns
Sepideh Khosravani
Masiha Murshed
Christian Newton
Henry Olsen
Parviz Rajani
Ornela Ruci
Liliana Scott
Mona Tiu
Tim Williamson**

**Mona Al-Ghamdi
Zahra Almahroos
Quentin Casares
Iwona Dreskler
Celia Feeney
Jason Goldsmith
Mathew Greenshields
Nina Jacobson
Rounaque Khalique
Jaimie Leonard
Usha Neelakantan
Philip Norbury
Martin Price
Sona Rayvadera
Ilona Rzepczynska
Michele Sykes
Zoe Tseng
Nancy Wilson**

MONITORING STATISTICS

From 1st April 2018 to 31st March 2019

TOTAL NUMBER OF SERVICE USERS = 907

INDIVIDUAL COUNSELLING SERVICE CLIENTS = 401

WEB BASED REQUESTS FOR ADVICE & INFORMATION = 293

TELEPHONE CALLS SEEKING ADVICE & INFORMATION = 213

STATISTICS FOR INDIVIDUAL CLIENTS COUNSELLING

FEMALE 267 / MALE 134 = Total 401 people

INDIVIDUAL COUNSELLING SESSIONS PROVIDED = 4200

ETHNICITY of client

WHITE UK	98
ASIAN UK	73
WHITE OTHER	65
MIXED RACE	57
BLACK UK	55
BLACK OTHER	38
ASIAN OTHER	35
NOT DISCLOSED	20
TOTAL	401

CAUSE OF DEATH of deceased

CANCER	210
HEART CONDITIONS	37
CHRONIC ILLNESS	36
DRUGS RELATED	25
ALCOHOL RELATED	16
SUICIDE	15
TERMINATION	10
STILL BIRTH	07
MURDER	03
NOT KNOWN	42
TOTAL	401

RELATIONSHIP to deceased

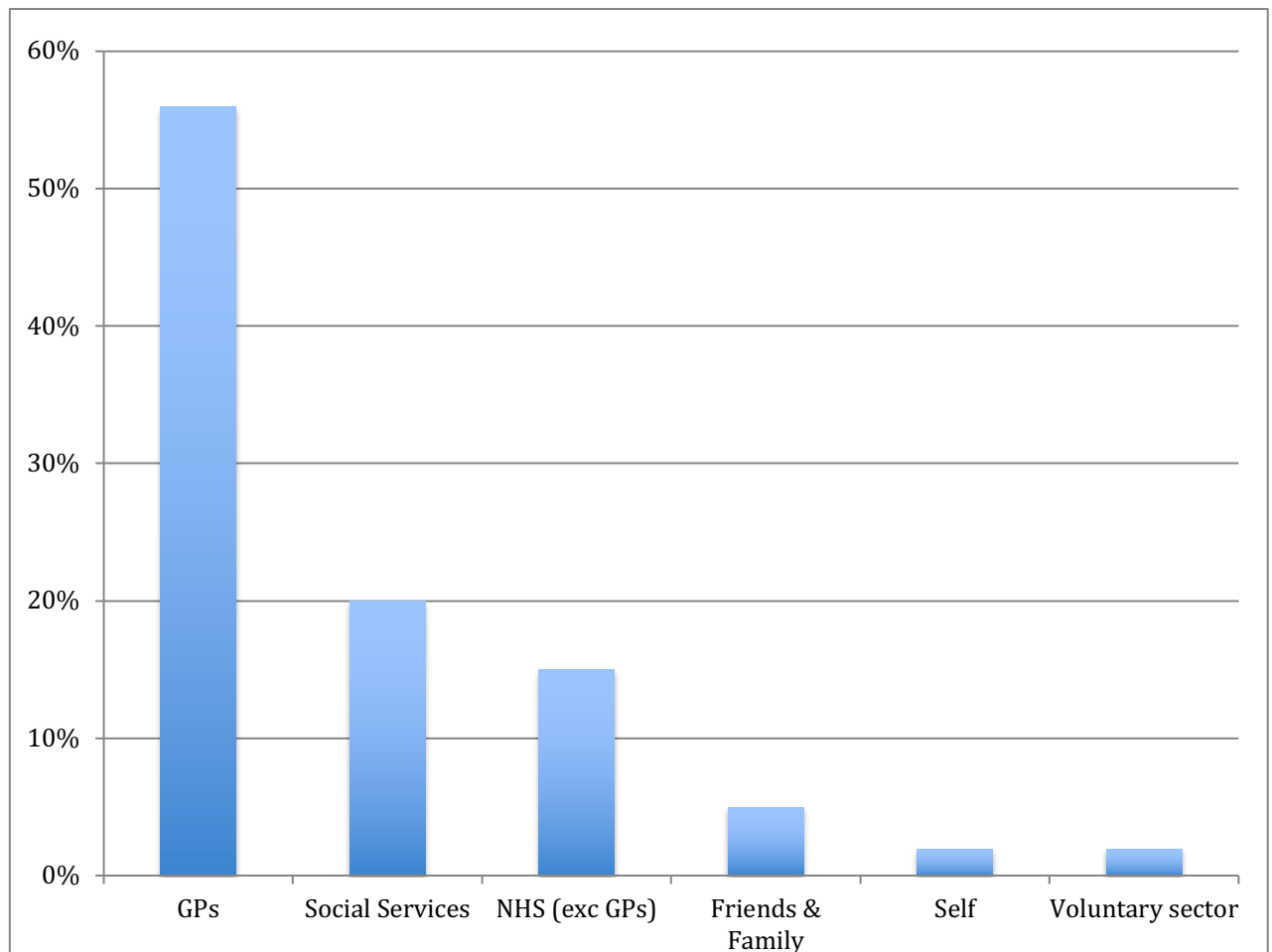
MOTHER	85
SON	58
HUSBAND	56
FATHER	52
BROTHER	44
DAUGHTER	32
FRIEND	22
WIFEGRAND PAREN	9
GRAND PARENT	8
PARTNER	7
OTHER FAMILY	28
TOTAL	401

AGE GROUP of client

18 to 25	25
26 to 35	64
36 to 50	139
51 to 65	82
65 and over	65
NOT DISCLOSED	26
TOTAL	401

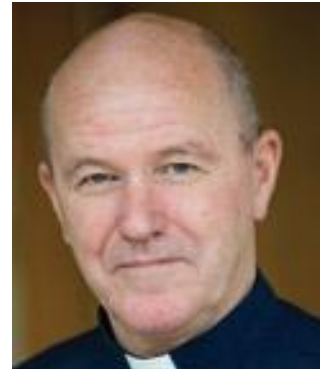
These statistics do not include group support, supervision, training/workshops or consultancy

SOURCE OF REFERRALS



OUTCOMES reported by our clients

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



CHAIR'S REPORT by Michael Moorhead

Brent Bereavement Services continues to offer support quietly, effectively and ethically.

Over the past 32 years our charity has provided some very high profile support for the bereaved, survivors and witnesses of acts of terrorism and war; training for the NHS, schools, charities, social services and private organisations; supervision and group support for other charities; and most recently a workshop on maintaining professional boundaries for staff of a prominent national inquiry.

Whilst doing all this work we have not forgotten or neglected our responsibilities to bereaved people in Brent, as our services have continued to meet local needs, and most importantly empower bereaved people in Brent to live better lives following a traumatic loss.

I want to personally thank our volunteer counsellors, supervisors, funders and committee members for their dedication and hard work.

A big thank you to Paulo and Raksha for continuing to run this incredible charity, which is respected by our community and beyond.



CO-ORDINATOR'S REPORT by Paulo Pimentel

Firstly, I want to thank our volunteer counsellors who have provided over 4200 sessions during the past year and have helped to empower over 400 people to live better lives.

Secondly, I want to thank our wonderful supervisors, who provide support and training for our counsellors, whilst maintaining professional ethics and safety for our all who use and provide our services.

Thirdly, I want to thank Raksha for her hard work and support and just being wonderful.

Our work is emotionally challenging and holds much responsibility, which I think is something all of us at BBS need to own and reflect on. People come to us for help when their lives are often unbearable and confusing. The way we respond to their needs can define how they engage and gain from the therapeutic process.

We continue to provide services that take us away from Brent. Those services are all associated with loss and trauma, and provide experience, knowledge, and funds for our charity to maintain its core services.

The reduction in statutory support for those who are dealing with their mental health has increased the number of people seeking our services. Although referrals are mostly from GPs, we do receive self referrals from people who are desperate for help, which shows that we need to continue to develop our counselling and support services to meet these increasing needs in the future.



TREASURER'S REPORT by Lydia Khalil

Many thanks to The Monument Trust; the late Valerie Wise; who set up BBS and even after her death is supporting our charitable work; the Co-Op Foundation; and our clients for their kind donations, which with our contracted outside work for other charities and the statutory sector, have enabled us to continue our support and help people deal with life's greatest challenge.. the death of a loved one.

It's been difficult to engage the local Clinical Commissioning Group or other statutory sources in our plea for their financial support, and to recognise that we are actually saving the NHS and Social Services a great deal of money and use of their resources.

Brent health and social services have changed drastically in the past 10-15 years, and it seems that new administration have no time for small charities. It often feels like a battle to keep helping people, which is a rather strange feeling.

It's become increasingly difficult to fundraise for the provision of support for bereaved people. We're up against larger charities who have huge resources, money and often have specific fundraising departments, and therefore much more power to effectively fundraise from the public, private trusts, and local & national government funds. However, we will continue to provide support effectively and ethically to help those in need and may be karma and hard work will help us through.



Mr Anthony Epton

75 Maygrove Road
London NW6 2EG

T: 020 7372 6494

F: 020 7624 0053

E: info@goldwins.co.uk

www.goldwins.co.uk

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

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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.

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