



Appointment emphasises continuity in charity's most successful year

JILL JENNER HAS BEEN appointed as the Dove Service's Interim Chief Executive following the departure of Simon Hankins to take up a new post in Bristol.

The move is widely seen as providing continuity to the charity in what has been one of its most successful years.

The Board of Trustees made the announcement after conducting an internal recruitment process. It has now begun a longer process aimed at identifying and appointing the next Chief Executive to guide the charity's fortunes over the next few years.

Jill, who began work as a counsellor for the Dove Service some years ago, served as the Service Delivery and Development Manager and more recently had been the Sales and Marketing Manager.

Chairman of the Trustees, Glynn Buckley congratulated Jill on her appointment.

"The Trustees are fully committed to supporting Jill throughout the term of this interim appointment to make this transition period to a permanently appointed CEO a successful period with minimal disruption to the



Dr. Hankins and Jill Jenner are pictured at the Celebration & Farewell event held at the Potters Club on August 25th to bid farewell to the Hankins family.

day to day service delivery as possible", he added.

In accepting the post, Jill said that she would work tirelessly, with the support of all members, to ensure that the Dove Service continues on the road signposted by Dr. Simon Hankins (see Pages Two and Three).

For family reasons, the Hankins were looking to relocate close to Bristol. Now, Dr. Hankins has been appointed as Chief Executive of the Southville Community Development Association in that city. His wife, Shelley, has been the

driving force behind the charity's successful applications to the Big Lottery Fund in recent years.

On Thursday, August 25th, members of the Dove Service and their partners gathered at the Potters Club for a Celebration and Farewell event to say goodbye to Dr. Hankins and his family.

The Chairman reminded guests that Simon had shown great vision, leadership and management skill to enable the charity to effect significant change.

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The Dove Service offers counselling and support to all those affected by bereavement, life-changing illness and significant loss in Staffordshire. We also provide training and workshops throughout the Midlands and North West.

Registered charity no. 1086625. Tel: 01782 683155 Email: enquiries@thedoveservice.org.uk

www.thedoveservice.org.uk

ACTING UP...

It was with great sadness that we said goodbye to our CEO, Dr. Simon Hankins at the end of August. Simon has chosen to be closer to his parents in the South West and not surprisingly was offered and accepted a post as the CEO for a community centre in Bristol.

We wish Simon well in his new career and are confident that he will be a major asset to them, as he has been for the Dove Service. We will still benefit from Shelley and the girls until they are able to move next year, Shelley as one of our grant writers; Freyja and Tahliya as members of Dove Uth Speaks and we hope the whole family will continue to be staunch fund -raisers for us.

When Simon joined the Dove Service, five and a half years ago, it was a charity that had lost its way and was teetering on the edge. He has left an organisation that is now vibrant, effective, and efficient whilst satisfying the needs of our clients, customers, staff, volunteers and funders. We have a strong Board of Trustees (other members always welcome) and management team in Richard Cormell (Organisation Service Delivery Manager), Charlie O'Dell



(Stoke on Trent Service Delivery Manager) and Ian Bradshaw (North Staffs and Regions Service Delivery Manager).

Our NHS contracts are fulfilled by the management team together with our Counsellor Plus team at Hanley and in our 15 outreaches. Clients and referrers are able to talk to a Counsellor when making a referral and we are also able to provide telephone support at any time and telephone counselling by arrangement.

We now have three Counsellor/Trainers who provide our services to children and young people (10 to 18-year-olds) in Stoke-on-Trent under the Big Lottery Fund Dove

Uth Support Wing and five Counsellor/Trainers who provide our services to the Staffordshire and City of Stoke-on-Trent Learning Disability community under the Staffordshire JCU and Big Lottery Fund Dove LD Support Wing.

We also have a Counsellor/Trainer who works within our Saltbox partnership to provide our services to older adults. These client groups were identified as particularly important for us to reach and we are thankful for the funding that has enabled us to support, counsel and provide education concerning bereavement, loss and illness. Due to other funding we are also able to start to work with those children under 10 years old in some areas and we hope to develop this further in the near future. In total we now have 25 qualified Counsellors (five providing their services on a voluntary basis), of which 18 are also qualified Trainers.

We have a robust Research Sub-committee and we are grateful that our founder Dr. Linda Machin and Dr. Bernadette Bartlam of Keele University are both members.

ESSENTIAL INFORMATION

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Tel: 01782 683155 Charity Number: 1086625
Company No: 3613893

Jill Jenner, Interim CEO

Charlie O'Dell, Service Delivery Manager
Stoke-on-Trent

Richard Cormell, Organisation Service Delivery
Manager

Ian Bradshaw, Service Delivery Manager North
Staffordshire and Surrounds

The Dove Service is grateful to the following major funders:

- NHS Stoke-on-Trent
- Stoke-on-Trent Adult Social Care
- The Department of Health
- NHS North Staffs
- Staffordshire JCU LD Partnership
- Big Lottery Fund Reaching Communities
- Big Lottery Fund Young People's Fund
- Newcastle-under-Lyme Borough Council; Chesterton Community Chest
- Cabinet Office; Office of Civil Society
- Coop Community Fund
- Staffordshire CC; SureStart Children's Centres

We would also like to thank:

- Blue Planet Communications, Keele
- Leadbeater & Kay, Stoke-on-Trent
- Select Coaching, Butterson
- Dean Statham llp
- The Davison Partnership, Burslem
- Knightstor, Market Drayton
- The Printing House, Crewe
- Keele University
- Staffordshire University
- Sainsbury's Hanley
- Pilotlight
- Resolve HR
- Go Outdoors, Hanley
- The Sentinel
- Signal Radio

This committee has developed a DVD about the therapeutic assessment questionnaire, the Adult Attitude to Grief, which will be a major training tool and be influential in informing best practice in grief counselling (see Page 7).

We have also been funded by NHS West Midlands, together with our partners, St. Giles Hospice, to provide free training concerning Bereavement & Spirituality (see below) to anyone in health and social care and we are very active

in the End of Life forums that are informing best practice.

Our training offer to organisations is increasing and we have been fortunate to deliver self-confidence and self-esteem training funded by Adult Community Learning and 'Positive future – coping with change' funded by the Beth Johnson Foundation, together with working with bereavement, loss and grief to other organisations.

None of the above would be possible without the active

commitment of our grant writers and finance officer and the total commitment of all of our members. This, along with our great team spirit and endeavour is ensuring that our clients, customers, communities, organisations and funders receive the best service possible.

I am proud to be the Interim Chief Executive Officer and will work with the support of all of our members to ensure that the Dove Service continues on the road signposted by Dr. Simon Hankins.

Civic leaders support Learning Disability launch



Civic leaders from Stoke-on-Trent and Newcastle-under-Lyme helped the Dove Service to launch its Learning Disability projects at the Salvation Army in Chesterton on Sept. 30th. The Lord Mayor of Stoke-on-Trent Coun. Terry Follows and Lady Mayoress, Mrs Jacqueline Pearson, and the Mayor of Newcastle-under-Lyme, Coun. Trevor Hambleton, and the Mayoress, Coun. Sandra Hambleton, joined members for a photocall.

More photographs from the launch, and a full report, will appear in the next issue of Dovetales.

BEREAVEMENT AND SPIRITUALITY: EVERYONE'S RESPONSIBILITY

Book NOW for your place on this FREE 3-day training programme!



This programme is suitable for all who work in Social and Health Care.

The course will provide you with the opportunity to develop core competencies in delivering Spiritual and Bereavement care. A certificate of attendance will be provided.

Stoke-on-Trent Training and Development Centre, Weston Coyney 10am to 4pm

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|-----------------------------|--------|-----------------------------|--------|-------------------|
| COURSE 1 - Day 1 November 2 | —————> | 1 day work-based e-learning | —————> | Day 3 December 14 |
| COURSE 2 - Day 1 November 4 | —————> | 1 day work-based e-learning | —————> | Day 3 December 15 |

To book your place please contact the Education Department, St Giles Hospice, Fisherwick Road, Whittington, Lichfield, Staffs, WS14 9LH. Telephone 01543 434533 or email education@st-giles-hospice.org.uk

A night to remember



Photographs from the Potters Club on Hankins and his family long be remembered



r at the Potters Club



The Celebration and Farewell event held at August 25th to bid farewell to Dr. Simon family. This was a special night which will be remembered by all those attending.



Could you 'be there' for someone as a volunteer? Diane Aspinall can and she has improved many people's lives - including her own...

BEING THERE



DIANE ASPINALL is a volunteer on Phonelink, the free-of-charge telephone befriending service run by Saltbox, the Christian charity.

It makes over 450 calls a week to around 165 older people. Calls are made every day of the year – weekends, Bank Holidays and Christmas Day are some of the loneliest times for people on their own.

Phonelink is part of the CareLink Network which helps leaders of faith-based groups for older people in Stoke keep in touch with local service provision, share good practice and have their say in matters pertinent to older people.

"Volunteers give up their time willingly and freely to make a difference in someone else's life – they are a 'a friend on the phone'", explains CareLink Manager Ann Chatwin.

As part of this project, the Dove Service has developed a training



programme for staff, volunteers, network members and others to understand when counselling will make a difference in an older person's life and then how to sensitively make the appropriate referral into counselling which can take place in a safe and secure situation – which in many instances may well be the client's home (see below).

There is no doubt that the time Diane spends on the phone with her clients brings comfort to them - but it has also brought about positive changes in her own life.

As someone who has volunteered all her life, she enjoys helping others and her clients get someone to confide in and rely on.

"Even some family don't always ring when they say they will, but we will- we always keep to our time", she told *Dovetales*.

Speaking to elderly people makes her feel as though she has got back her own grandparents who raised her as child.

Volunteering at Phonelink has given her more confidence, more friends and even an NVQ. These days, she volunteers four days a week with Phonelink and other agencies.

"It's good to help older people gain confidence and improve their wellbeing by encouraging them to, where possible, take part in local activities/services", says Diane.

"We share their laughter and their tears. It also boosts your self-esteem and confidence".

Her advice to people thinking about becoming a volunteer?

"Go ahead because it is a lot of fun!".

Delivering support where it is most needed - close to home

I am pleased to be part of this exciting and valuable project which is a joint collaboration between The Dove Service and Saltbox supported by the Big Lottery.

This is a valuable opportunity to look at new ways of providing support to the older people in our community and the people who care for them.

My role has several strands. Firstly, as research shows that older people are reluctant to access counselling support, part of my role is to find out what barriers exist and find ways of removing them. I am developing new ways of providing support, such as informal groups.

A second part of my role is to develop and deliver relevant training, and to identify the support needs of those people who work closely with older people. These groups of people include volunteers, group leaders, church groups, and other relevant agencies.

By

Shirley Taperek
Dove Counsellor
Trainer attached
to CareLink



Initially, we have developed 4 modules which are:

- Basic Listening Skills
- Bereavement and Loss
- What is counselling?
- Complicated Grief

Finally I provide one-to-one confidential counselling support to older people in an environment in which they feel comfortable. This could, for example, be at home, at a local GP surgery or at a church group location.

Making movies

Members of the Dove Service have been 'on air' in the last few weeks, making a film with the help of the media department at Keele University.

The film, with counsellors and family members making up members of the cast, is being produced to demonstrate the use of the Adult Attitude to Grief (AAG) scale by our counsellors in their work with clients.

Developed by Dove Service founder Dr. Linda Machin, AAG is a tool which helps to assess the impact of grief shown by an individual and thus reveal therapeutic 'movement' during the course of counselling.

The script for the film has been developed by Dr. Machin and the producer Dr. Bernadette Bartlam, who lectures in Social Gerontology at the School of Medicine at Keele University.

"Grief is a shifting reality and using the AAG scale at several points during counselling intervention demonstrates the changes taking place in the grief of the bereaved person", Bernadette told Dovetales.



AV technician Tom Lovelock films a counselling session in the media department at Keele University.

"In the DVD we will try to capture this change by filming two counselling sessions using the AAG, one at the beginning and one at the end".

The AAG has been a successful approach to working with grieving people and has generated a good deal of interest across a wide

range of health and social care services. The DVD will be a

resource for services looking to make use of the scale in their practice.

"We have simulated three different types of client with a range of challenges" Bernadette added: "This has been a real team effort and everyone has given generously of their time".

The film is being made on a tight budget at Keele with the help of funds allocated by the Trustees from the general fund.



Pictured in the 'Green Room' (left to right) Róisín Bartlam, Brian Rawlins, Steve Haines, Mein Chan, Carole Law (Trustee) and producer Bernadette Bartlam.

People who have made a difference

A senior county councillor who made it possible for a £1,000 donation to come to the Dove Service has accepted an invitation to visit our HQ.

Coun. Ian Parry, who is Deputy Leader of the Council and Cabinet Member (Finance and Transformation) was contacted by Ian Bradshaw, our Service Delivery Manager for the Staffordshire area, to thank him for allocating the money as part of the Staffordshire Local Community Fund.

Other councillors who made donations were Newcastle members Simon Tagg, Dylis Cornes and Mary Maxfield; and Staffs. Moorlands members W. Day, C. Jebb, I. Lawson, M. Maryon and G. Locke.

All of the £7,100 donated will be used for work with children.



Coun. Ian Parry



Coun. Dylis Cornes

'An honour and a privilege to lead the Dove Service'

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He had left the Dove Service with a management team well-equipped to carry on the good work. Glynn also paid tribute to the important part played by Shelley and their two children, Freyja and Tahliya.

Earlier, Board member John Wright took guests through some of the highlights of what had been arguably the charity's most successful year since it began.

"Everyone within the sound of my voice has made a personal and professional contribution to that success", he told them.

Simon and Shelley received a number of cards, a memory box of objects and a number of gifts including some Dudson chinaware to remind the family of their time spent in Stoke-on-Trent and, in particular, at the Dudson Centre.

Simon thanked everyone for the gifts and for all the hard work and support they had given him in his time as Chief Executive.

He also wrote to the heads of many of the city and county's biggest institutions, telling them: "It has been a great honour and privilege to have been given the



The memory box assembled by members, and the farewell cards, produced a great deal of laughter on the night. Here, Trustee John Wright holds a card from the Board which refers to Simon's habit of wearing highly colourful ties.

chance to lead the development and expansion of such a brilliant organisation that the Dove Service has become.

"Through the hard work, input and dedication of so many people it has grown significantly and greatly matured over the past six years; we have expanded our activities, services and training offer, reaching far more people than ever before and have been able to stay focused, healthy and energised even through these recent difficult economic times, allowing us to self-fund certain work where statutory or grant funding has ceased.

"I would like to thank everyone who has provided help, advice, support and encouragement to me during my time with TDS, all has been greatly received and highly appreciated. I have got to know so many wonderful, passionate and hard-working people in all sectors, it is going to be quite a wrench for me to up-sticks and depart – I will miss you all".

He added that there was still a huge amount to do within the city, county and beyond and he was certain that the Dove Service would continue to play a very active and important role within those developments.

"True partnership working and the integration of services that add mutual value and significantly enhance benefits for clients has to be the way forward. We are very open to working with like-minded organisations", he concluded.

THESE LEAVING-DOs ARE A PIECE OF CAKE...



Allan Morris prepared one of his famous cakes for the event...which was then expertly cut by Simon and Shelley Hankins.