



## The Dove Service in Derbyshire

Expansion is very much at the heart of recent developments at the Dove Service. In January of this year a new counselling service was launched in Derbyshire. As a sister county to Staffordshire, the move East to Derbyshire was a natural progression for our counselling services.

With a media launch at BBC Radio Derby on the Sally Pepper mid-morning show, Charlie O'Dell, Strategic Development Manager, and former client Christine talked about the new service and how it will help future clients coping with bereavement and loss issues.

With 5 counsellors assigned to the project, in different locations across Derbyshire, we are able to take referrals from potential clients across the county. People can refer themselves, via a designated phone line, to the Dove Service Derbyshire for counselling and 'pay as they go',

for as many sessions as they feel they need. Due to there not being a waiting list, clients can be seen immediately.

Referrals are taken over the telephone by our Grief Support Advisor, who offers a free 20 minute assessment. Following this assessment she assigns the client to the nearest or most suitable counsellor.

The counsellor will then contact the client to arrange a time, date and venue for their first session. Payments are made via our office prior to attending a session, to make the process as easy and as stress free for our clients as possible.

Another development for Derbyshire is the expansion of the Dove Service training and workshops into the county. Covering topics from wellbeing,



working with children and young people and general bereavement and loss courses, the range is extensive.

With half day and full day workshops at affordable prices details can be found at [www.thedoveservice.org.uk/training](http://www.thedoveservice.org.uk/training) ***"We are excited about working in Derbyshire and being able to offer high quality services to anyone who needs it, at competitive prices."*** Claire, Grief Support Advisor.

**To refer yourself for counselling in Derbyshire please contact Claire on 0300 102 3683 or visit our webpage at [www.thedoveservice.org.uk/derbyshire](http://www.thedoveservice.org.uk/derbyshire)**

# Managing grief over the years...

...A tribute to the Hillsborough families and victims - by CEO Joanne Speed.

On 15 April 1989, overcrowding occurred on the terraces of Sheffield Wednesday's Hillsborough stadium at the start of an FA Cup semi-final between Liverpool and Nottingham Forest football clubs. The new inquest has found that the 96 victims were unlawfully killed. The youngest was aged just 10, and the oldest was 67.

There were also 760+ people injured non fatally that day who may have been left traumatised by the experience, whether as a fellow spectator, a member of the stadium staff or a member of the emergency services trying to

assist the dying. Many of us can remember where we were that day as we saw the tragedy unfold on the television, and the recent coverage of the inquest has paid tribute to the bereaved families and friends who have fought for truth and justice over the years.

Our hearts and thoughts continue to go out to all those affected by this tragedy, and at the remarkable courage and determination they have shown over 27 years as their individual stories are told. Their grief will have been profound and shown its many different faces over this time, including shock, disbelief, anger, frustration, trying to accept that their loved one is dead, and yet, always knowing



that their death could have been avoided. It has been a long and challenging journey with many tears shed along the way. The families' resilience and dignity through so many years is a tremendous testimony to the human spirit of survival and support through a local, deeply connected community. We offer our sincere respects to these families, that though their loved ones will never be forgotten, they may now achieve some healing after their long and harrowing experience.

## Essential Info

**The Dove Service** - The Dudson Centre, Hope Street, Hanley, Stoke-on-Trent, Staffordshire ST1 5DD  
[enquiries@thedoveservice.org.uk](mailto:enquiries@thedoveservice.org.uk) | [www.thedoveservice.org.uk](http://www.thedoveservice.org.uk) | Telephone: 01782 683155  
Charity Number: 1086625 | Company Number: 3613893

**Joanne Speed** - Chief Executive  
**Richard Cornell** - Clinical Services Manager (Deputy CEO)  
**Charlie O'Dell** - Strategic Development Manager  
**Ian Bradshaw** - Service Delivery Manager  
**Alexandra Major** - Business Development & Marketing Manager

The Dove Service is grateful to the following funders:

- Stoke-on-Trent CCG
  - Stoke-on-Trent City Council
  - Staffordshire County Council
  - North Staffs CCG
  - Big Lottery Reaching Communities Fund
  - Department for Work and Pensions
  - Government Equalities Office
  - Department of Health
  - Department for Education
  - Children in Need
  - LSF (BLF)
- Thank you to all of our supporters and donors.

# News...News...News...News

## Funding Awards



As with all charities, funding is a constant challenge to manage but the Dove Service has been very successful over the last few years to have received support to develop new and innovative services not just in Staffordshire but in Cheshire and the Wirral.

One of the latest funding opportunities to be awarded to the Dove Service is the Local Sustainability Fund, a national funding initiative, launched by the Cabinet Office and managed by the Big Lottery.

The fund provides grants that will enable recipients to implement organisational changes and access professional advice that might currently be out of their reach. It will give charitable organisations access to a wider range of skills and support, with all grant recipients establishing a strong volunteering relationship with a local business.

The Local Sustainability Fund will be £20 million of government funding delivered over 2 years, and is available to medium-sized charitable organisations that deliver vital support to vulnerable and

disadvantaged people. Alongside working with local businesses, recipients will also work with skilled advisors so that the fund generates maximum impact.

The Dove Service have secured this key grant for 12 months to second Charlie O'Dell to a change management role to build on our development work and plans for Derbyshire and other locations. It will enable us to receive 12 months of additional consultancy support from Bernard Clarke of Know & Do Ltd, a Business Consultant specialising in helping charities with their business plans, marketing and development.



Cheshire Community Foundation have also awarded the Dove Service over £8000 to develop Bereavement Help Points in Cheshire. With a focus on Warrington, Ellesmere Port and Congleton it is a starting point for the charity to work in parts of Cheshire where there is currently little or no bereavement support and to

bring together people who are struggling to cope with a bereavement or loss alone. Modelled on a successful pilot project in Staffordshire it is hoped that the groups developed in Cheshire will be equally as helpful to people.



### Carers and Employment project.

Staffordshire County Council and Stoke-on-Trent City Council have extended funding on our project for a further 6 months to enable us to continue to deliver services until December this year.

This positive development means that we will be continuing to deliver this project supporting carers in the workplace through The Carers Team - Emily, Leanne, Shane & Louise. The Carers team can be contacted at the Dove Service office on 01782 683155.

# Join Our Campaign



**#taketwominutes**

*Picture courtesy of Alasdair O'Dell*

**Grief can feel overwhelming. Our clients talk about sensations of drowning, being swamped, like there is no way out, no end to it, and feeling hopeless.**

**At the Dove Service we know how important it is to look after yourself while you are grieving, but we also know how easy it is to neglect yourself. We would like to challenge all of our clients, followers and staff to #taketwominutes every day to do something that gives us some peace, to give ourselves permission to just stop, look around us, and find something that gives us a moment of calm, reflection or comfort.**

#taketwominutes is our new twitter campaign to encourage people to stop and take 2 minutes out of their day, to think about someone special, maybe someone they have lost and what they can do now to take 2 minutes to reflect. From having a cup of tea, to watching their dogs playing in the garden or 'up-cycling' furniture, staff and colleagues are taking 2 minutes to share their thoughts with us. With new twitter followers from India, America and across Europe 're tweeting' and liking the posts #taketwominutes is easy to get involved with, all you have to do is #taketwominutes Follow us on twitter @TheDoveService

# How do we assess clients and understand what help they need?

*An insight into 'assessment tools' by Pam Hartley and Mein Chan*

Counselling can help you to make sense of life experiences (such as bereavement and loss) by providing a safe space in which you can express and explore your thoughts and feelings. If you choose to access counselling, the first session will often include a discussion with your counsellor about what you would like to achieve through counselling; it is also likely that you will be asked to complete an assessment questionnaire.

We understand that it can take a great deal of courage to attend your first counselling session. It is normal to feel emotional or to find it difficult to talk about what has brought you to the Dove Service. During a time like this, completing a questionnaire may seem like unnecessary paperwork, but it's actually an important part of the process.

We use assessment tools which are relevant to your reason for seeking counselling; for example, our loss and bereavement questionnaire has been specifically developed and researched by the Dove Service's founder (and Honorary President) Dr Linda Machin, to help gain a deeper

insight into how you may be coping. This can help counsellors and clients decide what types of support might be most helpful or if counselling is having a positive effect.

Assessment questionnaires can also help in the following ways:

- Reflection - It will help you and your counsellor to explore your thoughts, feelings and behaviours and to identify particular difficulties that you may wish to overcome.
- Review - By taking part in the assessment at the start, middle and end of your counselling, both you and your counsellor can review your progress by looking at how your answers have changed. When we are experiencing intense emotions or depression it can be difficult to recognise that anything is changing, so it can be reassuring to see that things are actually improving. If you are concerned that this isn't the case, you can openly discuss this with your counsellor.
- Renewal – We hope to be able to continue supporting others who have had similar experiences of loss and grief.

Like all charities, the Dove Service relies on funding from different sources in order to continue the provision of our services. In order to gain this funding the Dove Service commits to providing information on how effective our work is; this is provided, in part, by statistics derived from these assessments. There are a number of reasons why people may feel uncomfortable about filling in a form; for example, problems may be experienced due to intense emotions, difficulties with reading/writing, or simply that they've forgotten their reading glasses! Our counsellors are used to this and will be sensitive to how you're feeling; they may offer to help you complete it or postpone asking you questions until your next session.

As always, we take your privacy and confidentiality seriously. All the information gained from assessments are client-coded, and will never be disclosed to a third party with any information that might identify you.

# Working Creatively with Children and Young People



Superhero Charlie (pictured above) has the super powers of being able to help her clients cope with anything in just the blink of an eye, and was drawn in a session with a young client who needed to imagine himself as a superhero who was powerful and strong and able to deal with the death of his uncle, as well as remember all the positive aspects of his personality at a time when he felt nothing but anger.

Working with Children & Young People means having to find other ways of helping them to express what they are thinking and feeling, without having to talk for a whole 50 minutes. Our therapy sessions

are child led and as a counsellor it is my job to support my client to explore, at their own pace, anything that they might want to bring to their sessions.

There are little ways that parents can help their children to express their emotions and encourage them to talk openly about things that might be bothering them. A very simple way of engaging the whole family in talking about their day is having a Mad/Sad/Glad routine. You can simply make it a rule on the way home from school, round the dinner table, or whenever works for you all, to each share something about your day that has made you

angry, something that has made you sad, and something that has made you happy. It can really help children to understand that being angry is not something to be ashamed of and that it's what we do with that anger that's important. Hearing a parent/carer talk about their feelings is a great way of giving children permission to express their own.

If you would like to know more about our children & young people's services in your area, or are interested in training, please email [c&ypteam@thedoveservice.org.uk](mailto:c&ypteam@thedoveservice.org.uk)

## Charities join the Staffordshire Chambers of Commerce by Lyndsey Parry

Staffordshire Chambers of Commerce aims to be the voice for Staffordshire businesses. The team delivers support and services to help businesses to start, grow and succeed.

The chambers offer a wide variety of services including business support, training, events, representation and much, much more. Their UK Trade & Investment (UKTI) team is also on hand to guide businesses through every stage of exporting into different countries all over the world.

With an ever-growing network of over 850 members from different business sectors, the chambers have a key part to play within the Staffordshire business community. The chambers have a total of 23 charity members, including the Dove Service, whom they support by aiding them to fundraise and promote their services through different channels. The benefits of joining the chamber for charity members consists of the support and representation that they will receive.

## Thanks for fundraising for us

Thanks to those who have supported us with fundraising over the last few months, your support is always appreciated. The money we raise from fundraising activities enables us to work with those adults and children who are vulnerable and most in need in our community.

Tracey Thorne from Kidsgrove shaved her head in memory of her mum who died in 2001 and wanted to raise money for us as well as Douglas Macmillan Hospice and Donna Louise Children's Hospice. Tracey donated £229.06 to us.

Another local supporter and keen photographer, Claire, designed and printed calendars to sell using beautiful images she had taken. Claire divided the money between us and a national charity, AVN UK who are dedicated to spreading awareness, understanding, support and researching into the rare bone condition of Avascular Necrosis (AVN). We cannot forget that every Autumn we hold a craft fair organised by our



*Pictured: Alex with Claire and a copy of the lovely calendar.*



*Wooden items from Alan Rudman*

Counsellor+ team. Last year they raised over £800 for our work and a gentleman, Alan Rudman, from Stoke-on-Trent donated some beautiful items that he made from different types of wood.

And finally, our thanks to the Staffordshire Chambers of Commerce too for their fundraising effort for us raising £106.88.



*Pictured: Stoke Chambers of Commerces' Brian MacLagan & Alex*

# Sharing Stories

**It was in February 2014 that Chris's husband, John, died after being diagnosed with a terminal illness and later on that year Chris came to the Dove Service for bereavement counselling.**

**Here former client Chris talks to Alex from the Dove Service about her experience of counselling and how it has helped her cope with losing her husband of 44 years.**

## **How did you hear about the Dove Service?**

After John died from Mesothelioma, a cancer of the lungs caused by exposure to asbestos, I felt suicidal and turned to my GP for help. He referred me to the Mental Health team who contacted me about receiving help from them but having spoken to them I decided to try the 'counselling route' My GP had already mentioned the Dove Service bereavement counselling, at that time the name didn't sink in but the mental health team also suggested I contact you and so I

rang up and referred myself. I was told the waiting list was long however I did ring again after a few months to ask when I would be seen, and within a few days I had a call to arrange my first session with Sarah.

## **How was your first session?**

Sarah asked what my expectations were and set some ground rules of how the session would work and what to expect and although she is very young we 'hit it off' and she was very calm with me. She let me say what I wanted to say although there were many times when I didn't really know what to say.



### How many sessions did you have?

I think it was about 18 although most people, I'm told, have about 6, but after 6 we had only just touched the surface. The anger and the guilt feelings were still there. I promised John I would always look after him and keep him at home. Which I managed to do until the last week of life. The Douglas Macmillan Hospice stepped in and John was admitted. Later I was to feel extremely guilty at not being able to keep my promise. I was very angry that his illness was caused by someone else's neglect and could have been avoided, they hadn't made sure my husband was safe. John worked for two companies where he was exposed to asbestos and he lived with scarring on the lungs. Every time he got a chest infection we were always worried, we both had a horrible feeling it was related to asbestos.

### When did you finish counselling?

I finished my sessions in the summer of 2015 having started in the autumn of 2014 but Sarah was very good at letting me 'run' things. She helped me to analyse things and to take away my feelings of guilt. Sarah made me realise that I didn't need to feel guilty and that I did my best. Looking back, when John died I felt there was no purpose and therefore no point to life without John.

### Would you recommend counselling?

Yes, wholeheartedly, I had always been very sceptical about counselling but being so desperate you will try anything. I had a very good relationship with Sarah but I know that even if we hadn't connected I could have asked to see someone else. There is a level of flexibility so don't be afraid of asking for help. Go for it, you have nothing to lose. I realise grief has no limits.

### What did counselling teach you?

It has taught me acceptance, that there are other ways of looking at things e.g. I said in one session that John and I had loved Portugal but I wouldn't be going there again. Sarah asked why not? as we had had such happy memories of the place.

We had plans for the future and we were going to enjoy retirement. I feel so angry for John, angry about the injustice, that he was cheated out of his life.

Counselling helps but it has its limitations as no one can take away those feelings but they can help you to cope.

Sometimes I would leave the sessions euphoric and sometimes shattered but it all balanced out. There was never any pressure on me and Sarah helped me to feel valued, within myself. She helped me realise that I cannot put a time limit on grief and setting myself

up to fail was pointless. *'Just let it be'* was one of Sarah's sayings that I live by now.

### Has counselling enabled you to look to the future and how do you feel facing it?

It has taken me a long time to regain my strength and Sarah has helped me to get back that strength. There are still a few hurdles and significant dates in the calendar but they are just that – dates on the calendar so don't be afraid of it.

Talking is a great release and counselling is about the counsellor listening to you and not judging you.

You need to persevere with counselling and to be open minded. You come because you need help to understand what has happened and don't go with a negative attitude. I desperately needed help and would have tried anything to get help and give me something to live for, the Dove Service was my anchor. I will be eternally grateful to Sarah and the Dove Service.

**If you have been affected by any of the issues above you can contact the Dove Service regarding counselling on 01782 683155.**



# Tributes paid to advocates of the Dove Service

**John Wright pays tribute to Margaret Collier, a former counsellor and trustee of the Dove Service who has died at the age of 73.**



As well as her service as a counsellor, Margaret was one of our longest-serving trustees and her retirement from the Board was reported in the very first issue of Dovetales in April 2008.

Chair Glynn Buckley and Vice Chair John Wright represented the Dove Service at a very well-attended funeral service in the Wesleyan Methodist Church in Alsager on December 16th last year.

A splendid eulogy given by the Rev. Prof. Peter Gubi, a former Trustee of the Dove Service, described Margaret's role in the struggle for our charity to survive some years ago.

***"The world is a far better place for Margaret's existence in it"***, he told the congregation and he recalled how she had qualified with her Diploma in Counselling from the University of Manchester. ***"Margaret's warmth, and quality of empathy, gave her a real ministry of presence and hospitality to others. She had a grace and***

***quiet wisdom about her"***.

John Wright told Dovetales that he had fond memories of Margaret. ***"Her background as a counsellor was very helpful in informing Board decisions; but the overriding memory is of the compassion that she brought to her role as a trustee. Margaret was a people person whose first thought was always for our service users and our staff; and she always reminded her colleagues of the importance of adhering to the charitable mission of the Dove Service"***.

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## **Kath Connor by Jane and Barry Marsden (Wirral Service Co-ordinator)**

Kath came into our lives over four years ago when she was first diagnosed with cancer, a particularly nasty brain tumour. The diagnosis rocked her world and that of her family and friends. After surgery and chemotherapy she started looking at other aspects of her life: nutrition, supplements, lifestyle changes and holistic therapies. She had regular reflexology with Jane, treasured memories, with lots of laughter and tears. One aspect of this

terrible situation which Kath had found herself in was the lack of support for her two young daughters. After discussions with Barry, who had previously volunteered for the Dove Service, the charity was approached for help, which then developed into a pilot project on the Wirral to support children and young people coping with bereavement and significant loss. Following the successful pilot and additional funding, the service continues to support children and young people across the Wirral, with two Counsellors delivering sessions from local Children's centres. Kath sadly died on the 27th November 2015 having shown incredible courage, bravery and strength. Her legacy lives on in the hearts of those who knew her and in the knowledge that young people on the Wirral have access to bereavement counselling services. Her friends formed team 'K' to continue to fundraise in her name.

*Kath pictured with Jane and Team K*



# Prolonged or Complicated Grief

By Joanne Speed, CEO the Dove Service

Going through bereavement and experiencing grief places a strain on day to day life, and it can often take a long time after a bereavement for us to start to adapt. It's normal to lose routine after a bereavement. Even when a death may have been expected because of a long term illness, it's often a shock in the beginning, and most of us need time to accept both the practical and emotional changes that we need to adapt to. As time goes on there may still be days that can leave us feeling like we did in those early days, with all the raw emotions being re-experienced. Although these days can feel intense and overwhelming, over a period of time, we figure out what we need to do to cope, and eventually come to terms with our loss and adjust to it.

There are situations where we continue to feel unable to cope and when re-orientating our lives and adjusting or accepting loss continues to be a struggle. This prolonged or complicated grief often means that there is something else about the experience that has left us feeling 'stuck' in our grief. The intense and overwhelming emotions that are common in the early stages of grief may feel constant and as if there is no end to this heavy pain. It may be difficult to figure out how to cope and who to turn to, particularly if those around you have moved on with their grief and are in a different place.

As time goes on the attempt to deal with these feelings can have a permanently disruptive effect on 'normal' day to day life and our ability to carry out daily tasks and communicate with those around us, which in the long term can contribute to feelings of physical and mental ill health.

In some cases, as a way of coping, some of us may gradually close off from our feelings. Giving ourselves some time to retreat can be a healthy way to adjust to new feelings and changing circumstances. However, where this means of coping is prolonged, it may lead us to withdraw from daily life, and possibly become isolated, with its many associated issues and emotions.

Most researchers agree that complicated grief might begin to be identifiable in a grieving experience from around six months after a bereavement, but this isn't a rule, as each experience of grief will be unique. There's still a lot of

research to be done in this area before we can be very sure of the reasons. However, there are some issues that researchers agree can contribute to grief becoming complicated, such as the circumstances of the loss, the relationship with the person who died, other losses (particularly at an early age), and the personality of the individual who has experienced the loss. Existing mental health conditions can create extra challenges for anyone trying to cope with grief.

If any of this sounds familiar to you, it's worth exploring it with someone. Our counselling team can help you to look at how grief is impacting you, and help you move forwards. You can find out more about our services, and find some practical tips for self-care, on our website.

It can also help to let your GP know how you're feeling. If you're finding it difficult to cope they will be able to take steps to help you gain other support.



# 'All Being Well...' promoting positive mental health in Staffordshire workplaces.

The Dove Service is holding a series of free information and awareness workshops relating to workplace mental health and wellbeing in Staffordshire.

The three and half hour workshops will enable participants to have greater knowledge of workplace mental health issues and how to identify and respond to them.

The majority of workshops will cover the 'All Being Well...' basic introduction to mental health issues for employees and employers however further courses will include;

- Managing organisational change;
- Managing stress, anxiety and depression;
- Managing Up (communicating effectively with your line manager).

For details about the latest courses, venues and dates please email [trainingandevents@thedoveservice.org.uk](mailto:trainingandevents@thedoveservice.org.uk)  
visit [www.thedoveservice.org.uk/employee-assistance](http://www.thedoveservice.org.uk/employee-assistance)  
or telephone the office on 01782 683155

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Dove Service

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

Tel: 01782 683155 | email: [enquiries@thedoveservice.org.uk](mailto:enquiries@thedoveservice.org.uk) | Registered charity no. 1086625

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