



The Dudson Centre  
Hanley, Stoke-on-Trent  
Staffordshire, ST1 5DD  
www.thedoveservice.org.uk  
Registered Charity Number: 1086625  
Company Number: 3613893  
Registered in England and Wales

# Annual Review / Impact Report 2015 - 2016

Presented by Joanne Speed - CEO  
Registered Charity Number - 1086625

## And lastly, what people say...

Whilst we use clinical assessment tools to evidence the positive therapeutic movement achieved as a result of counselling, client feedback and service evaluations are a really important aspect of our work and help us to go on improving. Here are a few comments from clients in 2015/16:

“I cannot emphasise enough how my understanding of myself and my feelings has changed (for the better) throughout the process. My counsellor has been Outstanding.” - *Adult client*

“From the first opening of the door to The Dove Service, to the leaving of the service everything was and is A+. Thanks. One thing to add is no one is exempt from grief and loss.” - *Adult client*

“Good to speak to someone who was not family or friend and could say anything and not burden my family with worries. I can feel my own process of recovery as at first was overwhelmed by everything. My counsellor was always supportive and feel even now left me with a safety net. Life seems so much more worthwhile.” - *Adult client*

“Excellent service. Would definitely recommend this service to a friend. Counsellor was really understanding and helpful.” - *Adult client*

“I feel a lot better. I am no longer stressed or depressed and I go out a lot with my friends, my relationships have improved.” - *Young person*

“What I liked about counselling was it was like I was in my own world for one hour expressing and explaining things about me. What I didn't like about counselling was it's a timed thing it can't go on.” - *Young person*

“My counsellor was a very lovely person to talk to and confide in. Thank you.” - *Client with Learning Disabilities*

“My experience of being in support at the Dove Service is one that I shall remember for the rest of my life, I have found my counsellor very skilled and knowledgeable in providing me with the tools I needed to deal with my situation. This service is invaluable and I shall recommend this service.” - *Adult client*

### And from Training delegates:

“Excellent course, lots of ideas very good strategies I can use.”

“This was an excellent opportunity to discuss a subject many people find uncomfortable.”  
Thank you.

“Really enjoyed the course and also exploring our own issues and being more self-aware enabling me to deal with other's loss. Don't make assumptions.”

## Welcome to the Dove Service Annual Review / Impact Report 2015/16, which it gives me great pleasure to present.

2015/16 has, once again, been an exceptional year of service delivery and development for the Dove Service, with our most successful year to date in services and projects undertaken. The backdrop continues to be very challenging for the charity sector, and we have continued to navigate the uncertainties of the current climate, especially as the sector struggles through ongoing austerity measures and funding cuts. Our achievements, however, are due to the fantastic people we work with - we are incredibly grateful to all our staff, volunteers, partners and stakeholders who continue to work with us and who support all that we do, as we help vulnerable people come through their experiences of bereavement and loss. A massive “Thank you” to everyone connected with the Dove Service.

## Our Vision Statement - To improve the lives of people experiencing bereavement and loss

We will deliver this vision by providing:

- Counselling and group support activities to anyone who is, or could be, affected by bereavement, life changing illness or other significant loss, within the specific thematic areas of:
  - Children and young people (including work with parents/families)
  - Adults (including couples)
  - Learning Disabilities (LD)
  - Older people (including Dementia care)
  - End of Life & Palliative care
  - Employee Assistance Programmes
- Group support activities including our highly acclaimed peer mentor programmes for schools and the LD community;
- Drop in services through our Bereavement Help Points;
- Crisis intervention to organisations following sudden/traumatic death at school, work or in the community;
- Training and awareness services to professionals, communities, groups and individuals to enable them to understand and process the mental, cognitive, emotional, behavioural, spiritual, social, cultural and physical impact of bereavement, life-changing illness and significant loss, for the beneficiaries that they support;
- Involvement in research and development in respect of bereavement, grief and loss theory and application.

## Key Highlights:

**Adults:** We have continued to diversify our service offer through the provision of group support activities, including offering a monthly SOBS (Survivors of Bereavement by Suicide) group. Our weekly Drop In, held on a Wednesday morning has been very well attended, and has enabled many people to access the service to gain information, immediate support and to meet with other bereaved people to share experiences.

**C&YP:** Our work in supporting children, young people (C&YP) and their families continues to go from strength to strength. We were notified in March 2015, that we had secured a much coveted grant from the Department for Education National Prospectus C&YP Mental Health programme, which enabled us to employ 5 Counsellor/Trainers to work across Stoke-on-Trent (SOT), Staffordshire, Cheshire & Wirral.

This 12 month project has achieved significant results in delivering:

- Counselling to 245 C&YP in schools
- Training in bereavement and loss to 419 Teachers
- Sessions on bereavement awareness to 1,819 professionals supporting C&YP
- Presentations to 3,250 C&YP in schools on bereavement and how to support others
- Bereavement support to 80 parents/families on the loss of a parent/child/sibling.

As a result of the impact of this project, we continue to develop our services for C&YP across wider regions as we are invited into new locations.

In April 2015, we were delighted to commence a three year grant funded project from BBC Children in Need to fund 2 counsellors to work in North Staffordshire and the Wirral. We were also awarded a new 5 year Big Lottery Fund grant to support working with C&YP across North Staffs, Cheshire and Wirral, which has commenced in January 2016, employing 4 Counsellor/Trainers to work across these areas.

**Carers:** Our work with Carers has been two-fold:  
 -A pilot service supporting Carers of an adult with a Learning Disability, which has supported over 341 Carers in Staffordshire;  
 -A service supporting Carers in Employment, which has become one of 9 national pilots, informing central government (DOH/DWP/

GEO) on carers' & employers' needs, as they develop the National Carers Strategy, due to be published in late 2016. This pilot sees the Dove Service working with the Social Care Institute of Excellence (SCIE) through extensive evaluation of the project and enabling best practice to be disseminated at a national level. Over 356 carers have received targeted support over the course of the project to 30/06/2016.

**Learning Disabilities:** Our Big Lottery Fund Learning Disability projects have continued to perform over target with a significant number of clients supported during the year. Over 5 years, we have supported:

- 430 individuals with counselling
- 717 individuals with training
- 1,621 family members / professionals / service users with LD awareness sessions
- 18 new LD peer mentor groups

These projects ended in summer 2016, and despite significant efforts, continuation funding has not yet been sourced, much to the detriment of the local LD community. However, we continue to strive to develop our work with LD clients and will continue to offer as much support through our other funded programs as we can.

## What difference have we made?

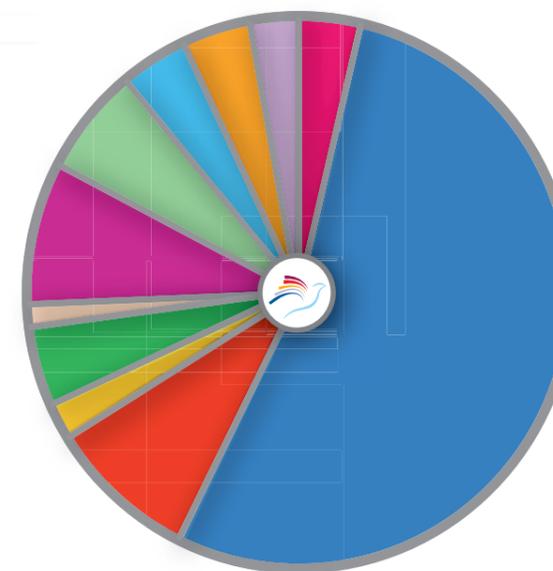
During the year to 31st March 2016, we received 2,170 referrals and offered 11,538 counselling sessions to support 1,962 clients, including 700 children aged under 18 through our work in primary and high schools across the region (an increase of 61% on 2014/15). Demand continued to significantly escalate during the first half of the year, with the result that we introduced a new stage into our process of support, by providing an Information Pack to all new potential clients to assist them in understanding the services that we have offer and enabling them to make an informed choice about counselling. This has resulted in a reduction in the "Did not attend" rate and helps clients to understand what is normal in their grief reaction, and those issues which mean that they should seek our support.

Our training work has supported the education of 731 professionals, carers or relatives, learning about bereavement and loss, and how to support those they work with to enable them to facilitate others in resolving their grief, increasing their resilience and ability to cope.

## Financial Information...

Our income for the year increased by 27% to £1,108,109 with expenditure matching at a 27% increase to £1,068,728, giving an operating surplus of £39,461. The increases in income relate to significant successful grant and contract awards achieved in the year. Full details are available in our Annual Report and Accounts for the year ended 31st March 2016.

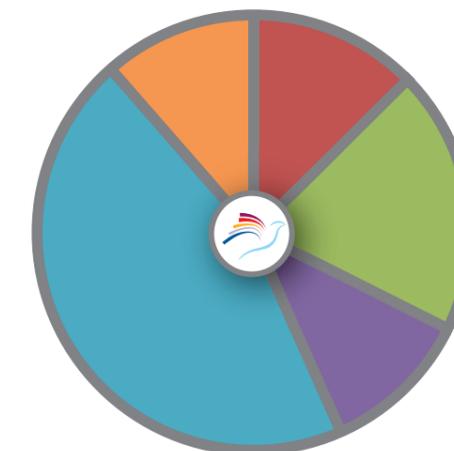
## Key Statistics...



Anxiety	79	4%
Bereavement	1,163	54%
Bereavement & Loss	194	9%
Caring	44	2%
Combination/multiple	103	5%
Depression	27	1%
Illness	181	8%
Loss	137	6%
Other	91	4%
Relationship	90	4%
Stress	61	3%
<b>Total</b>	<b>2,170</b>	

## Age Demographics 2015/16

0 - 10	273	13%
11 - 17	427	20%
18 - 29	241	11%
30 - 59	981	45%
60 +	248	11%
<b>Total</b>	<b>2,170</b>	



	2009	2010	2011	2012	2013	2014	2015	2016
<b>Number of people receiving individual counselling and support</b>	1,063	1,680	1,965	1,670	1,767	1,735	1,769	1,962
<b>Number of sessions</b>	6,504	10,028	11,499	8,627	12,007	12,744	11,327	11,538

To find out more about the work of the Dove Service, our magazine "Dovetales" is available to download from our website and please do consider making a donation to help us support future clients coming forward for counselling and support. Click onto our website for more details about how to donate. [www.thedoveservice.org.uk](http://www.thedoveservice.org.uk)