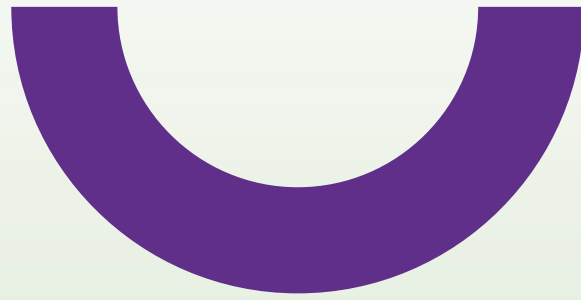


# being there



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## Annual Report 2021 - 2022



[www.beingthere.org.uk](http://www.beingthere.org.uk)



**Jim Yates**  
**Chair CALLplus Board of Trustees**

## **Chair of Board of Trustees Report 2021 - 2022**

The 2021-22 Business year started with the country still under restrictions to prevent the spread of Covid-19 and saw a gradual, considered and cautious return to more normal operations. The innovative, technology led and socially distanced services were retained for the most vulnerable clients and towards the end of the year, some clients were able to benefit from the reduction in restrictions.

Steps agreed by the Board of Trustees to diversify funding sources allowed the net funding of the charity to increase from £317,853 to £335,513 although the longer term situation on NHS funding and the associated processes remains unclear. This remains the largest proportion of the charity's funding and rose in line with the general trend from £227,428 to £232,036.

Funding from the Big Lottery, Action Together (Tameside) and related sources amounted to some £71,358 which is a helpful contribution to the running costs of the charity. A key objective is to increase the proportion of funding coming from these sources and these early successes show the benefit of the actions taken to diversify funding. Grants of this type are often tied to specific actions and locations which puts an additional burden on management and suggests that pressures on staffing may accompany further successes in this initiative.

Donations, gifts and related income showed a significant upturn, from £6,101 to £14,215 as we returned to more normal operations and society began to open up.

Staffing costs have increased from £212,189 to £264,897. This includes some of the costs of additional staff recruited during the year. This reflects both the growth of the Counselling service and steps taken to increase the diversity of the workforce and increase engagement with minority communities in our active areas.

The funds available to the charity remain healthy at £222,284 compared with £207,305 at the end of the 2020 -2021 year. The policy on reserves which was agreed by the Board of Trustees and endorsed by the last AGM should have led to a reduction in this amount. Actions taken to improve, extend and diversify the services offered and the associated client base have increased costs but so far seem to have been more than offset by increased income. As reported elsewhere, active steps are in place to extend operations to new areas of Greater Manchester and to reach out to under-represented communities. The success and growth of the Counselling Service is also likely to require greater funding as an increasing number of clients require and benefit from actions to improve their mental health and wellbeing as we emerge from the pandemic.

Overall, the charity is sufficiently well funded to continue and grow its services for the coming years. The major concern is the lack of certainty of the basis and extent of support from our major funders in NHS. Changes in this area are out of our control and the structure and mechanisms for commissioning remain unclear at this stage. The Board of Trustees are confident that ongoing discussions will be reasonably favourable and that contingency plans and funding are in place to allow appropriate modifications to our funding strategy if necessary.

*Jim Yates*

**Jim Yates**  
**Chair CALLplus Board of Trustees**

July 2022

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# Callplus (trading as Being There) Board of Trustees

1st April 2021 to 31st March 2022



**Honorary President:**  
**Tom Brown**  
(Deceased December 2020)



**Chair:**  
**Jim Yates**



**Treasurer:**  
**Philip Eagle**



**Trustee:**  
**Dr Minaxi Desai**



**Trustee:**  
**Atta Hanfi**



**Trustee:**  
**Victor Hassan**



**Trustee:**  
**Heather Henry**



**Trustee:**  
**Nigel Day**



**Trustee:**  
**Alam Miah**  
(from March 2022)

## CALLplus Staff - 1st April 2021 to 31st March 2022

Chief Executive:	Karen Mercer
Finance Manager:	Rosalyn Cooper
Being Heard Counselling Manager:	Rebecca Turner
Branch Manager Manchester North:	Mark Woodcock
Branch Manager Manchester South:	Paula Hewitt
Branch Manager Salford:	Deborah Wynn
Branch Manager Tameside:	Suzanne Roberts
Branch Manager Trafford:	Flora Washburn
Diversity & Inclusion Link Worker:	Ambia Begum
Volunteer Recruitment Co-ordinator:	Jeff Boardman, Neelum Mehmood
Support Services Assistants:	Paul Banks, John Bosley, Iain Philips, Alison Thomas, Les Whalley



**Karen Mercer**  
**Chief Executive**

## **Chief Executive's Report 2021 - 2022**

This year has been one of tentative recovery for Being There after the many challenges of the previous two. It was wonderful to start emerging from our 'bubbles' to see one another and the wider world again, if at a safe distance initially. Nevertheless, the opening up of services and society generally has caused some anxiety, adding to that generated by the many losses experienced during the pandemic. Covid has not gone away and still poses a risk to those we support whose immune systems are weakened, so we must still be on our guard and keep each other as safe as possible as we once again go about our daily business.

I must express gratitude and admiration for all Being There staff and volunteers who have continued to support clients in various ways, checking on well-being and improving moods, in preparation for face-to-face support. Thanks are also due to our trustee team who have guided Being There through this difficult pandemic period.

As 2021 progressed we were able to start up our hospital transport service again as well as offer respite to carers and face-to-face befriending to those who felt comfortable with it. I know this meant the world to our clients as they told us so in an evaluation in March. It is humbling to know that what we do is appreciated and has such a positive impact on those we support.

Despite the pandemic challenges, we have been able to recruit new members to the Being There team. Mark Woodcock joined us earlier in 2021 to take on the role of branch manager at Being There North. Mark is a welcome addition to the team with his background in community health and fitness. His recruitment has also enabled Becky Turner to devote all her time to managing the Being Heard counselling service which has proven essential during and post lockdown. The service continued to grow in reach and reputation throughout 2021/22.

Ambia Begum also came on board in August of 2021 to help link the diverse communities of Tameside with services and volunteering opportunities. Her drive and energy are proving to be successful and she is a great asset to the team. Neelum Mehmood also joined the ranks in October to boost volunteering within the diverse communities of Greater Manchester. Working with colleague, Jeff Boardman, they have proven to be the 'dream volunteer recruitment team'.

Last but not least, we have recruited new cover staff; Paul Banks and John Bosley who enable the Being There branches to operate smoothly during periods of annual leave and sickness. Iain Philips also made a welcome return to the support service. Sadly, Les Whalley retired from Being There after several years as a member of both staff and volunteer teams. We wish Les all the best and thank him for his dedicated service.

We have continued to develop partnerships in Greater Manchester during the year. We are working with Can Survive UK who gave training to our staff in culturally competent provision for African and Caribbean service users. In turn, we shared our listening skills training to colleagues in the charity. In addition, our counselling service has been invited into the 1Point counselling hub in Bolton so that we can offer our counselling to residents.

I would like to thank The Big Lottery for their continuing support throughout the pandemic. A three-year Big Lottery grant is enabling us to deliver essential projects supporting people in Tameside and enabling our counselling service to operate full time. This is welcome funding in these financially difficult times.

Renewed contracts with the NHS in Salford, Trafford and Manchester are also ensuring that we can continue to 'be there' as we head into our 40th Anniversary year in 2022. After the challenges we have all faced it will be good to acknowledge what we have achieved in our 40-year existence. I look forward to 40 more year of Being There for those who need support at a difficult time!

**Thanks to all who have contributed to Being There. WE couldn't do it without YOU.**

*Karen Mercer*

**Karen Mercer**  
**Chief Executive**

July 2022

**Annual Report 2021 - 2022**

**being there**



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# Being There Branch Reports

1st April 2021 to 31st March 2022



## Being There North to Central Manchester

**Branch Manager**  
**Mark Woodcock**

### Being There North Manchester Volunteers

- Joy Barker
- John Bosley
- Tommy Day
- Sue Johnson
- Tony Kennedy
- Khadija Khaleel
- Maretta Patten
- Frank Pearson
- Rosanna Pham
- Bill Prince
- Jim Roban
- Sheila Roban
- Cheryl Robinson

### With thanks to the volunteers who have retired/left in this period

A big thank you to Susan Siswick for all her dedicated service and support. Susan was a Being There volunteer for 17 years and made a difference to many clients, helping out at our social groups and providing transport. Good luck in your retirement Susan!

### Branch Activities

- Promoted the service and started to build partnerships with organisations such as Jigsaw Homes, Sow the City, Greater Manchester Mental Health and Macmillan.
- Attended a one day Social and Therapeutic Horticulture for Mental Health course arranged by Sow the City.
- Mark continued to build partnerships by joining the | Neighbourhood Inclusion Meeting for North Manchester and developing links with organisations such as North Manchester Community Radio, Manchester Council Library service and Answer Cancer.
- Created a podcast with Flora from Trafford branch. Jeff (Volunteer Recruitment Coordinator) was interviewed for the initial podcast.
- Did an interview on North Manchester Community radio to let listeners know about the Being There service.
- Attended promotional events with our Volunteer Recruitment Coordinator at Miles Platting Library and Beswick Library.
- Arranged for a Being There stall to be set up at Gorton Market and Harpurhey Market with Jeff, the Being There Volunteer Recruitment Coordinator. Ongoing dates were arranged for monthly visits.
- Enrolled onto and attended the Thriving Communities Learning Together Programme which improves knowledge of social prescribing processes in local areas and enables new partnerships to be developed through monthly workshops.
- Attended a Social Prescriber Day event at No. 93 in Harpurhey.
- Joined Paula from South branch at the University of Manchester Volunteering and Social Justice Fair.
- Had a meeting with the Be Well team from The Big Life Group to make the team aware of the services Being There offer.
- Did a podcast with Flora from Trafford branch interviewing Neelum, Being There's new Recruitment Volunteer Coordinator.
- Developed a partnership with The Manchester College Careers team to offer Being There volunteering opportunities to Health and Social Care students from the college.
- Mark and Flora (from Trafford branch) interviewed Paul, a current Being There volunteer, and produced another podcast.
- Arranged a Christmas meal with the North Manchester volunteers to thank them for their hard work during a difficult year.
- Mark and Flora, from Trafford branch, did another podcast with retired Being There volunteer and cover worker, Les.
- Attended HIV Awareness Training facilitated by George House Trust.
- Referred Being There clients to Sow the City to start a gardening project at The Grange Community Centre.
- Arranged small coffee meetings for North Manchester clients and volunteers in preparation for the face to face social group to resume in April 2022.

### North Fundraising

£50 donated by Joan Denton. £50 donated by John Bosley. £40 donated by Audrey Booth. North Manchester continued to receive donations from hospital transport once face to face services could resume after the pandemic. Many thanks to everyone who donated.



# Being There South Manchester

**Branch Manager**  
**Paula Hewitt**

## Being There South Volunteers

- Janet Bellis
- Eileen Booth
- Brian George
- Mike Hannibal
- Amira Hashmi
- Victor Hassan
- Katherine Hosking
- Jane Lawson
- Lynn Moore
- Derek Pretswell
- Adina Susan
- Peter Thompson
- Jill White

## With thanks to the volunteers who have retired/left in this period

The following volunteers left or retired during 2021/22. We would like to thank them for all the support they provided, particularly Ronnie, Kathleen and Barbara who between them, had volunteered for Being There for over 70 years.

- Sahar Abdalla • Ronnie Dykstra • Kathleen Keary • Sarah Fitzgerald • Barbara Sclater • Anam Siddiqi

## Branch Activities

- Continued telephone support to over 30 clients
- Received over 90 new referrals
- 6 new volunteers recruited
- Restarted face to face befriending and transport support
- Received referrals from Care Navigators, Stroke Association, social services, family, self, Community Respiratory team, Speech and Language Therapists and Big Life social prescribing amongst others
- Branch Manager is part of transport group in south Manchester, Being There transport information to be part of a handbook around transport
- Facilitated online social group, inviting speakers on the history of Belle Vue, history of Manchester and the story of Ellen Wilkinson
- Branch Manager has been part of potential partnership discussions with CanSurvive
- Branch Manager attended Hulme, Moss Side and Rusholme neighbourhood partnership meetings
- Branch Manager attended older people and Covid session and Opening Up post Covid session run by Age Friendly
- Branch Manager also attended training on HIV run by the George House Trust, Answer Cancer training on support for families and carers, difficult conversations and facts and myths.
- Built partnership with Manchester College for Health and Social Care students to become Being There volunteers.





# Being There Salford

**Branch Manager  
Deborah Wynn**

## Being There Salford Volunteers

- Karen Ainsworth
- Paul Banks
- Jeff Boardman
- Ann Beesley
- John Bilsborough
- Carole Chapman
- Janet Cunningham
- Lucy Fallon
- Anne Hook
- Helen King
- John Kane
- Weichuan Kwok
- Maria Kidd
- Vic Longdon
- Barry Lord
- Kieran McGowan
- Stuart Mollekin
- Elizabeth Novak
- Noel O'Grady
- Brian Phoenix
- Iain Phillips
- Jim Pilling
- Paul Quinn
- Claire Walmsley
- Chris Wellings

## With thanks to the volunteers who have retired/left in this period

We would like to say thank you and farewell to the following volunteers; Margaret Bryne, Helen Daley, Lindsay Hetherington, Susan Kendall and a special thank you to our longstanding volunteer Les Whalley. Les retired from his volunteering role as 'Kitchen Manager' at our social groups, whereby he organised everything from brew making, slicing cakes, biscuit purchasing and dish washing! He also used to hide in the kitchen when the entertainment was not to his liking, but we let him off for that one! Have a great retirement Les, you deserve it!

## Branch Activities

- In collaboration with the Clinical Commissioning Group (CCG) 'Stay in Touch' service which was developed during the busiest time of the pandemic, Being There Salford and associated 'Stay in Touch' partners were nominated in the Greater Manchester Health and Care Champion Awards 2021 and shortlisted in the 'Collaborative Champion Category'. Andy Burnham, Mayor of Greater Manchester and Sarah Price, Chief Officer at Greater Manchester Health & Social Care Partnership were both heavily involved in the event and attended the virtual ceremony in November 2021. We unfortunately lost out to Virgin Atlantic Airways, but we were all proud of the recognition given by senior Manchester officials.
- The Branch Manager attended the Salford CVS Annual Conference in October 2021 which focused on Salford's response during the covid pandemic. We worked closely with the 'Spirit of Salford' which was a centralised network of organisations set up specifically for the pandemic and managed by the Salford CVS.
- When we slowly opened our face to face services at the end of September/beginning of October demand for the service was evident, as within 6 months 177 transports were organised so that our clients could attend their hospital/medical appointments.
- 24 Salford clients had been referred to the Being Heard counselling service, in which 112 counselling sessions were delivered by our fantastic counselling team.
- It was previously identified that Being There needed more of a presence within the Salford ward of Irlam. Therefore, Deborah Wynn (Branch Manager) has been promoting Being There's client services amongst referrers within the area. This has contributed to 11% of clients being referred and registered within the M44 postcodes. Jeff Boardman (Volunteer Recruitment Co-ordinator) has also been promoting volunteering opportunities within Irlam, which has also led to an increase in volunteer participation from the same locality.
- Many face-to-face befriending sessions had taken place within the clients' home or within the local community, while a staggering 840 telephone befriending calls were made to those clients that preferred the flexibility of our telephone service.
- 3 Mini social events were organised at Costa Coffee in Monton, so clients could connect with others while the covid restrictions were slowly being lifted. Many clients dressed to impress with pink and black accessories for the 'T.Bird and Pink Ladies Greece' theme events.
- Salford has contributed to the organisation and delivery of bingo, quizzes and the Christmas 2021 entertainment for the online social group.



## Being There Tameside

**Branch Manager  
Suzanne Roberts**



**Diversity and  
inclusion link  
worker  
Ambia Begum**

### Being There Tameside Volunteers

- Pauline Barnes
- Julie Bell
- Catherine Cole
- Wendy Collins
- Victoria Filipe
- Barry Forster
- Karolina Galeswka
- Mark Garratt
- Gillian Hartley
- Lesley Hopkins
- Katy Jones
- Frank Kerr
- John Ling
- Beverley Longden
- Chris Matthews
- Ian McDonald
- Marion Middlehurst
- Kathleen Preston,
- Madeleine Pugh
- Mike Quinn
- Angela Rayner
- Lynette Rumley
- Vivienne Taylor
- Alison Thomas
- John Webb

### With thanks to the volunteers who have retired/left in this period

Would like to say thank you and farewell to the following volunteers Eleanor Butler, Ian Cole and Rosemary Maddy for their telephone befriending support over the pandemic.

### Branch Activities

- Being There Tameside produced a 'Meet the Charity' information video in collaboration with Action Together
- Branch Manager attended the LGBTQ & Cancer Care conference
- Branch Manager attended partnership meetings with Diversity Matters Northwest and Cancer Warriors
- Branch Manager Suzanne met with Jeff Boardman to run a volunteer recruitment event at the Tameside Wellbeing Corner in Ashton
- Being There Tameside welcomed Diversity and Inclusion Worker Ambia Begum to help recruit volunteers and raise awareness in diverse local communities
- Branch Manager supported Tameside clients to attend a Wellness event for self-care week organised by Population Health at Tameside MBC
- Branch Manager attended a meeting with Silverchord befriending to discuss referrals
- Volunteers and the branch manager helped to distribute Christmas cards and gifts to clients with the help of 'Teddy' the Christmas dog!
- Branch manager Suzanne hosted an interactive session on games and toys of the past with our online social group clients encouraging reminiscence
- Tameside volunteers were formally recognised for their hard work and dedication to the service with a celebration meal and certificate ceremony held at Miller & Carter in Ashton
- Branch manager Suzanne and Diversity and Inclusion worker Ambia attended the Tameside Community Champions Event at Hyde Town Hall and met with Madam Mayor Janet Cooper

### Diversity & Inclusion Link Worker - Tameside

Since joining Being There in September 2021, I have been working on promoting Being There services and volunteering opportunities to local communities. I have visited temples, community groups, schools, children's centres, and various other organisations to talk about who Being There are and the services we offer. We have had a good response to leaflets printed to target ethnic minority groups which I had had distributed through schools. I have had 2 schools invite me to attend their coffee morning to help promote our services and help to recruit volunteers for our service.

I am in the process of planning a focus group in the local community to ask questions about health care and wellbeing and to find out their needs. Are there needs that we are not aware of? How we can support the community? I am also planning on health awareness raising sessions complemented with light refreshments of tea and coffee and biscuits. The purpose for these session is I want a safe spot for our community to attend and feel relaxed and be able to make friends and share lived experiences. It would be a regulate session for them to come along and find people with similar experience, situations. I am in the process of booking guest speakers from Answer Cancer, Stroke Association, Be Well, Healthwatch. I believe it will be beneficial for the local community. The more we talk and educate our communities they more they will be willing to access support. We understand there is a lot of barrier preventing ethnic minorities accessing support but once we build that trust it will help them to reach out. I will also provide language support where needed. Once this focus group takes off I plan to start others in various locations in Tameside. Through these awareness raising session I would also like to develop community cohesion as well.





## Being There Trafford

**Branch Manager**  
**Flora Roberts**

### Being There Trafford Volunteers

- Stephen Armitage
- Paul Bercik
- Mike Boulton
- Peter Bradshaw
- Francesca Brady
- Mina Desai
- Brian Edden
- Robert Ellis
- Roy Gallagher
- Pippa Goodall
- Heather Henry
- John Hogan
- Mark Howorth
- Margaret Kirrane
- Cedric Knipe
- Stuart Laing
- John Latham
- Lauren McShane
- Anaa Mir
- Carl Palmer
- Mahesh Shah
- Panna Shah
- Daniel Usansky
- Tony Welch

### With thanks to the volunteers who have retired/left in this period

**Antoinette Byrne, Christine Lampard, Joanne Holmes, Julia Strawinksa, Kathleen Whittle and Oliver Gilbert**

A huge thank you to all the above volunteers for their commitment and dedication to our clients over the pandemic. Antoinette, Christine, Joanne, Julia, Kathleen and Oliver all provided vital telephone befriending to clients throughout the pandemic, greatly reducing the sense of isolation for many. Thank you.

**Stella Dean** - A tremendous thank you to Stella who supported Being There for a number of years, helping transport clients to and from appointments, while providing a much-needed listening ear on the journey. You will be very much missed by our clients. All the best Stella!

### Branch Activities

- Our Trafford volunteers came back in force in July 2021 when we re-opened our face-to-face services to clients, including hospital transport and befriending. We welcomed new volunteers who took on telephone and in-person befriending roles, as well as one new driver to our existing incredible transport team.
- Despite only reopening transport services at the end of July 2021, between then and March 2022, Trafford volunteers provided transport for 177 hospital and medical-related appointments - appointments that many clients would have otherwise struggled to attend.
- Trafford received a total of 78 referrals for support from Trafford residents and from health and social care professionals, including The Stroke Association, Greater Manchester Mental Health, the NHS Primary Care Network, Trafford Social Services, GP Surgeries and Cancer Nurse Specialists.
- Our social group remained online with clients and volunteers from across the branches coming together to enjoy exciting afternoons, including a fantastic session with Joy Ethic on 'memories of laughter', talks on the history of bonfire night, Butlins, ancestry, and Coronation Street, and lots of quizzes, bingo and great conversation!
- Trafford Manager, Flora, continued to broaden her awareness of relevant issues facing many of the clients we work with by attending a number of training sessions, including, 'Getting emotional care right' with GM Cancer, Grief and loss training with Ann Grant, NHS Enhanced Trauma Training, Deaf awareness training with Manchester Deaf Centre, and HIV Awareness training with George House Trust.
- Trafford continued to promote its services and volunteer opportunities at venues across the borough, including ASDA Altrincham and the Limelight Health & Wellbeing Hub.

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## Volunteer Promotion and Recruitment

**Jeff Boardman & Neelum Mehmood**

With the welcome and very positive addition of Neelum Mehmood to the volunteer and promotion team, we have really opened up opportunities to recruit volunteers and promote our services to a much wider and diverse community.

The last 12 months have again proved to be a challenging time for volunteer recruitment. We have continued to develop and improve on how we promote our services and have attended some very successful recruitment events. We are also using new ideas on social media to help promote and recruit volunteers for Being There.

We have continued to work with our long-term partners such as Ashton Indoor Market (Tameside), Wythenshawe Forum (South Manchester) and ASDA in Altrincham, Hyde, Wythenshawe and Harpurhey, and The Limelight (Trafford.)

We have also promoted at new venues such as Irlam Train Station in Salford, Gorton Market in North Manchester, Manchester Metropolitan University and The Lighthouse Church in Salford. These new venues have proved to be successful locations to recruit volunteers and promote our services.

We continue to arrange promotions and are attending local events that are more specific to health and wellbeing. We will continue to work with our existing partners and will also be looking to develop new diverse links in our communities.

We are now also promoting our service amongst diverse communities around Greater Manchester such as Rainbow Surprise, Edustart, Pakistani community centre, Longsight library, Gorton market, The Limelight, Surestart Centres, schools, mosques and community groups. We have done leaflet dropping around these areas in shops, hairdressers, barbers and Asian supermarkets and this is ongoing.

As Neelum is Bi-lingual speaking Punjabi and Urdu she is able to promote the service to speakers of these languages. We have contacted Asian Sound Radio to try and raise an awareness of our work. We have been in touch with jobcentre to see whether we could benefit from working with them to help our clients. We are keen to recruit more volunteers from the Black British, Asian British, black African, south Asian, Chinese, Arabic, LGBTQ communities and people with disabilities. We are working with Can Survive UK, are members of the Manchester based BAME network and are finding new ways to reach out to the diverse communities of Greater Manchester.





# Being There Counselling Service

**Rebecca Turner**

## Counselling Students

**Amie Mottram**

The Manchester College

**Beverley Longden**

The Manchester College

**David Willett**

Bolton College

**Flora Washburn**

The Manchester College

**Gillian Walsh**

Manchester Counselling  
Training Centre

**Juliet Christmas**

The Manchester College

**Kieran Arnold**

Bolton College

**Lesley Knutton**

The Manchester College

**Melissa Husbands**

Bolton College

**Rachel Newell**

Manchester Counselling  
Training Centre

**Zoe Moss**

Salford University

**This financial year is the first year we have been up and running as a full-time service, with thanks to a Big Lottery Grant. In that time we have had 77 counselling referrals, we have assessed 74 of those referrals and we have completed 492 therapeutic counselling hours with clients. Rebecca continues to manage the referrals and the service effectively ensuring all clients are assessed and in therapy within 2-3 weeks of the referral being received.**

This year we were able to start our face to face service again which has been welcomed by our counselling clients, a lot of the feedback we have had is that the client wellbeing has improved by being able to come out of the house to have face to face sessions, it has improved loneliness and isolation due to our volunteer drivers making the travel to and from sessions with a friendly face enjoyable. We will continue to offer online and telephone sessions to make counselling accessible to everyone.

We have been able to expand our team of student counsellors towards the end of the financial which will now enable us to access more clients. We now offer our counselling service in 3 areas for clients to be seen in a more local area to where they live. North Manchester, Salford and South Manchester.

We continue to offer extra training to our students to cover areas of expertise, our students have recently completed a Grief and Loss session with our training facilitator Ann Grant, who also facilitates our student supervision group which runs bi-monthly.

At the end of the financial year we have been working with 1Point, Bolton and can now announce we have been accepted as a member agency of theirs. This allows us to branch out further into Greater Manchester whilst creating an income for the Being Heard Counselling Service.

Rebecca feels excited for the future of the Being Heard counselling service as she can see how it can be developed further in the coming years. Her passion is to make this a self-funded service accessible to any adult living with a life limiting illness or their carers in the Greater Manchester area without having to be put on a waiting list which can cause further distress.

## Counselling client quotes

*"I've been able to challenge my thought process and adapt to new ones, I will now continue to work on my confidence and self-esteem"*

*"Its nice to be able to put the past behind me"*

*"I came out of my house knowing I'm going to a therapy session face to face to talk about what's on my mind and I've benefited so much from it"*

# Being There Client Outcomes 2021-2022

During the pandemic and post pandemic period Being There provided a total of 13610 outcomes with existing clients and new referrals. Outcomes for these interventions are recorded in the table below. Clients were reporting feeling lonely and isolated and missing social interaction. Staff also noted clients reporting a decline in health and wellbeing as well as a decline in physical mobility during this time. However, an evaluation of Being There services reported that Being There was helping to keep people engaged and supported during this difficult time, as well as being highly valued and recommended.

Helping to meet user wishes on preferred place of care **733**

Improving Patient/Carer experience/Wellbeing **5180**

Improving Self-Management of Long Term conditions **843**

Reducing Isolation/Anxiety **5498**

Reducing Inappropriate Admissions **1044**

Reducing the number of DNA (Did Not Attends) **312**

## Client quotes

*'I've been to this group four times now and am thoroughly enjoying it, everyone is so warm and welcoming and it's good fun and great to get out and meet with other people.'*

*'I didn't think the telephone support would make a difference but it is has been wonderful.'*

*'Hospital transport is such a great service and the driver is really helpful and caring.'*

*"It is nice to get a weekly visit from my volunteer befriender as it gives me something to look forward to and enables me to express my feelings. Without this support, I don't know who I would be able to turn to."*

*"I am really grateful to the volunteer drivers for taking me to my hospital appointments. All the drivers have been really nice and friendly and they have gone out of their way to help me. Support such as this makes a big difference to me."*

*"I'm so pleased I started volunteering with Being There. I have been able to build a lovely relationship with my client which has not only helped her but it has made a big impact on me. I look forward to getting out of the house and it is nice to know I am making a difference to somebody who really needs the support."*

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For more further information:

**0845 123 23 29**

Visit our website at:

**[www.beingthere.org.uk](http://www.beingthere.org.uk)**

General Enquiries:

**[info@beingthere.org.uk](mailto:info@beingthere.org.uk)**



[www.facebook.com/BeingThereForYou](https://www.facebook.com/BeingThereForYou)



[twitter.com/BeingThereGM](https://twitter.com/BeingThereGM)

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