Bethel Health & Healing Network

2023-2024

IMPACT & FINANCE REPORT

POWERFUL PARTNERSHIPS POWERFUL IMPACT

Bethel Health and Healing Network

@BETHELHHN

TABLE OF CONTENTS

SECTION	Page Number
Reflections From The Chair	2
CEO's Statement	4
Patron’s Statement	6
Doula Service Overview	9
Doula Case Study 'A'	12
Doula Case Study 'B'	13
Pregnancy Support After Loss Meetings	15
Rapha Listening Service Overview	16
Rapha Case Study 'S'	18
Rapha Case Study 'K'	20
Men’s Health and Wellbeing Programme	22
International Women’s Day 2024	23
Volunteering at Bethel	24
Volunteer Case Study ‘AS’	25
Volunteer Case Study ‘KV’	26
What Our Partners Told Us	27
Marketing Overview	28
Financial Review and Statements	29
Acknowledgements & Contact	34

REFLECTIONS FROM THE CHAIR

It's been yet another challenging year for Bethel Health and Healing Network (Bethel), along with the rest of the charity sector. It is a credit to all those small charities as to, not only how they survive, but also how they continue to provide vital services to their respective communities under such financial constraints. That said, I am once again immensely proud of every staff member and our loyal volunteer team for their continued effort and contributions in maintaining our excellent services, both our Doula Service in supporting vulnerable mothers during their pregnancy and our Rapha Listening Service, assisting those members of our communities who rely on our listening support during some very challenging personal situations. Well done!

A huge word of thanks to all our partners for your continued financial support, without which we could not provide these vital services, which in turn lead to improved outcomes for our communities.

This leads me onto the exciting news that we will be moving into our new space at the 'Bloomsbury Health Centre', Nechells. This will afford us increased space for staff and of equal importance, space for the new and improved Baby Bank, whilst also offering the opportunity for face to face listening sessions. This move sits succinctly in line with the prophetic vision of Bethel and ultimately having a future space to fulfil a wide and varied range of holistic health related services. Watch this space!

The future for Bethel will still remain a challenge. The new government will no doubt have the efficiency of the NHS and social services on their radar and as such, charities will have to see what unfolds in time. Until then, we continue to weather the storm with lots of bid submissions and remain hopeful and optimistic.

Finally, I am pleased that we are in the process of creating spaces on our Board for a service user and a volunteer to support co-design/ collaborative service provision, which should add new and fresh perspective to our already brilliant Board of Trustees.

REFLECTIONS FROM THE CHAIR

(CONTINUED...)

In conclusion I once again make reference to the biblical quote that remains our mantra:

> *Fix your thoughts on what is true, and honourable, and right, and pure, and lovely, and admirable. Think about things that are excellent and worthy of praise...*
>
> **PHILIPPIANS 4:8**

DUNCAN MOORE

CEO'S STATEMENT

Our focus in 23/24 has been to build on the impact of the previous year, increasing both the reach of Bethel, creating opportunities for deeper more meaningful partnerships and increasing our income through contracts and fundraising.
There are a number of highlights that stand out for me, including our soon-to-be move to our first ever Place of Wellbeing and Welcome. After 18 months of planning and negotiating, and with excellent support from NHS Estates, Property Services, NHS CSR and Jericho for the refurbishment work, we are due to move into Bloomsbury Health Centre in June 2024.

Being based in this space that sits at the heart of Nechells, where many unmet needs exist, we have made it our mission to work with existing community partners in the patch to improve outcomes for those who need our services in the area and beyond.

The work we do at Bethel is firmly planted in reducing health inequalities and challenges for local communities and working with those same communities as assets, providing training, upskilling and increased capacity to support even more service users.

- In this past year our Rapha, Doula and Support teams have worked incredibly hard to achieve amazing outcomes and outputs for community members that use our services.
- In our Doula Service, we have supported almost 450 vulnerable pregnant women with over 1,600 support sessions and home visits to over 200 women.
- In our Rapha Service we supported almost 100 service users providing just under 350 sessions of support, with over 273 hours of listening. We also continued to reduce our average waiting times to around 6–8 weeks.

CEO'S STATEMENT
(CONTINUED...)

- Our volunteers are the foundation that allows to reach as many people as we do. This year we had 40 volunteers that signed up and were actively delivering sessions and support across both our services.

Funding within the sector continues to be a challenge, but with lots of hard work we have been able to work with a range of partners to support joint bids and consortia collaboration to support the increased access to services, reduce health inequalities and create sustainable outcomes for our communities.

One of the recent partnerships being explored is with Sandwell Hospitals Charitable Trust – we are looking at innovative ways of supporting our Doula Champions and Rapha Listeners into a range of opportunities to volunteer, take on extra learning, create opportunity for upskilling and increasing our capacity to support our service users.

As we move forward into 24/25 our focus is on deepening those partnerships and creating consortia bids that increase our impact, contribute to our income and provide even more opportunities to co-design our services into the future.

JENNIFER JONES-RIGBY

PATRON'S STATEMENT

It is my great honour to stand before you today as Patron of Bethel Health and Healing Network, a role I have proudly held since 2017.

This incredible organisation, blessed with a dedicated and compassionate team, continues to do remarkable work in the face of challenging circumstances.

In today's climate, the third sector is being increasingly called upon to fill critical gaps in care and support for the most vulnerable among us.

The measure of a truly civilised society is how we protect and uplift those most in need, and Bethel exemplifies this in its mission and actions.

I am deeply grateful for the tireless work of the staff and volunteers who uphold the organisation's commitment to providing life-changing support to those who need it most. As a teenage single mother in the 1960s, I know first-hand how critical it is to have support in difficult times.

Back in those days, society often frowned upon young women like me, and little help was offered by both the community and family. It was through resilience and determination that many of us overcame these challenges. Today, organisations like Bethel provide vital lifelines to young women and others facing similar struggles.

A recent report highlighted the alarming decline in maternity services, with staggering rates of infant and maternal mortality becoming more common, even in this age of advanced technology.

It is beyond belief that we are facing such crises, and it underscores the invaluable work that organisations like Bethel do in supporting pregnant women, mothers, those who have experienced loss and families in need of a compassionate ear.

Each year, Bethel staff and volunteers serve over 650 individuals, with new partnership expanding our ability to reach those most in need.

PATRON'S STATEMENT
(CONTINUED...)

While the organisation offers multiple services, the connection between physical health and mental well-being cannot be ignored. In fact, mental health issues among BAME (Black, Asian, and Minority Ethnic) pregnant women are about 13% higher than in other groups.

This can be attributed to various factors, including:

- A lack of awareness about where to seek help
- Language barriers
- Cultural traditions that can hinder access to care.

As a midwife in my earlier years, I witnessed these challenges first-hand, though they existed on a much smaller scale back then.

Today, in a city like Birmingham, which is home to over 120 languages, the need for culturally sensitive and accessible support services is greater than ever.

Bethel's vision is to empower the people of Birmingham, Solihull and the Black Country, particularly the most vulnerable to achieve physical, emotional, and spiritual well-being.

It is no surprise that a large percentage of our service users come from BAME communities. Bethel stands as one of the few charities offering such comprehensive support to these groups.

Recently, I had the pleasure of visiting our newly established Wellbeing and Welcome Centre, a wonderful space that provides more room for our team and volunteers to operate.

This Centre includes a growing baby bank, offering essential supplies to families who are struggling. Located in the heart of Nechells, the centre presents an exciting opportunity for us to deepen our engagement with the community and extend our reach in partnership with local organisations.

As Patron, my role is to serve as an ambassador for this incredible charity.

I am committed to expanding our network and encouraging others to answer the call to action put forth by our CEO Jennifer Jones-Rigby.

I urge our partners and supporters to continue engaging with the Bethel team and explore new ways we can collectively support the mission of Bethel in our communities.

PATRON'S STATEMENT

CONTINUED...

To our sponsors and supporters—thank you. Your contributions are invaluable, but the funding climate remains challenging, and we must continue to work together to secure the future of Bethel's services.

I want to personally thank the Chairman Duncan Moore, the staff, and the volunteers for their unwavering dedication. A special thanks to our CEO Jennifer Jones-Rigby, for her vision and relentless pursuit of excellence in service we deliver.

Together, we are not just restoring lives; we are building a brighter future. Bethel's work transforms communities, one life at a time. But we cannot do it alone. We need your support—please DONATE, VOLUNTEER, and PARTNER with us to continue this vital work. Let's keep making a difference, transforming lives, and building a better future for all.

Dr Beverly Lindsay OBE, OD, DL

DOULA SERVICE

Bethel Doula Service

"Bethel Doula Service provides emotional and practical support to vulnerable pregnant women and new mothers during the antenatal, birth and postnatal period."

ACHIEVEMENTS AT A GLANCE

REFERRALS RECEIVED

WOMEN SUPPORTED

1,623

SUPPORT SESSIONS

WOMEN SUPPORTED AT HOME

This year, we supported more women than ever before. On average we received 38 referrals a month from midwives in the Birmingham, Solihull and Sandwell areas, requiring support for women facing a range of economic and social issues and safeguarding concerns during their pregnancies including poverty, unstable housing, immigration issues, mental health, domestic abuse and FGM.

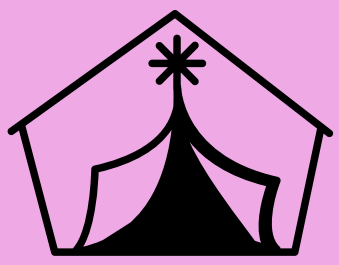
- **Service Reach:**
  - Supported 440 women from 52 countries of birth
  - Nearly a third were refugee or asylum-seeking women
- **Senior Doula Team:**
  - 4 senior doulas provided home visits and sourced essential items for mothers and babies
  - Advocated on behalf of women and attended appointments
  - Participated in safeguarding procedures and maintained contact throughout pregnancy and post-birth
  - Focused on building trust and promoting better outcomes for both mother and baby
- **Volunteer Doula Connectors:**
  - Recruited and trained volunteer Doula Connectors to enhance service capacity
  - Provided opportunities to learn the skills of a community doula
- **Mother and Baby Group:**
  - Weekly term-time sessions for service users and local women
  - On average 5–6 mothers attended each week with their children
  - Mothers accessed support from staff and peers
  - Children participated in free play, musical sessions, and group snack time to encourage social interaction
  - Craft workshops and guest speakers provided health advice
- **Cost of Doula Service:**
  - Average cost per woman: £602 (pregnancy, labour, and post-birth support)
  - Cost rises to an average of £1,668 if perinatal mental health and/or safeguarding needs are present

WHO DID WE SUPPORT?

WOMEN FROM
52
COUNTRIES OF BIRTH

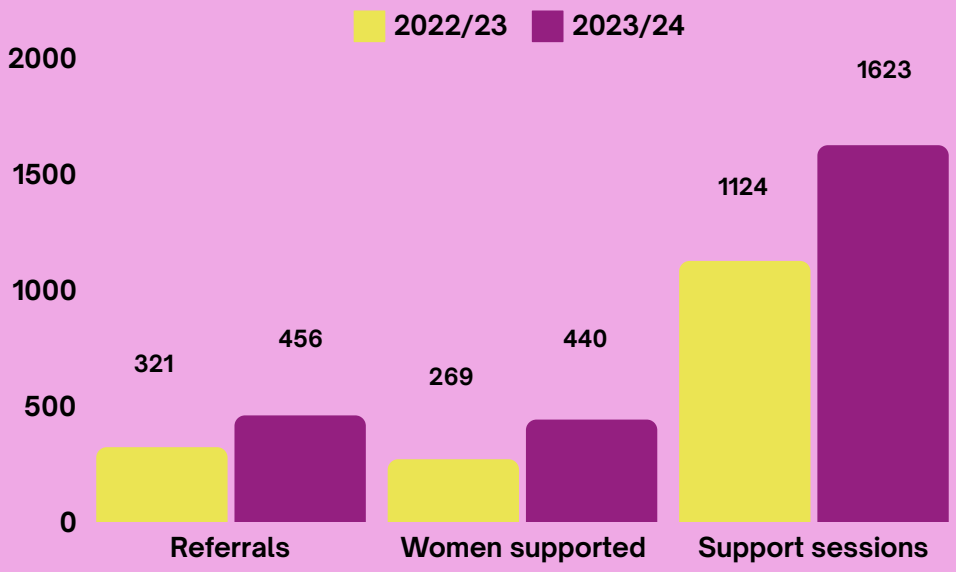
OUR TOP
5

UK
PAKISTAN
ERITREA
INDIA
NIGERIA



31%
ASYLUM-SEEKING OR REFUGEE WOMEN

DOULA SERVICE: COMPARITIVE CHART



HOW DID SERVICE USERS BENEFIT?

71%
ACCESSED ITEMS NEEDED

44%
FELT LESS ISOLATED & ALONE

> *I was new to motherhood in the UK, so I had no idea about certain aspects... I received exceptional care from the Doula Service that I was not getting back home so I am very happy. I have already referred a colleague to Bethel Service.*

BLACK CARIBBEAN FEMALE, 33, VULNERABLE DUE TO DOMESTIC ABUSE

> *I had received quick and effective support. I have learning difficulties, however, the doula made sure she explained everything so I could understand.*

MIXED WHITE/BLACK CARIBBEAN FEMALE, 25, WITH A HISTORY OF MENTAL HEALTH & DOMESTIC ABUSE

SATISFACTION AND BENEFITS OF SUPPORT

84%
WOULD RECOMMEND TO FAMILY AND FRIENDS

82%
SATISFIED WITH THE SUPPORT

51%
BENEFITED FROM HAVING SOMEONE TO TALK TO

71%
MOST BENEFITTED FROM THE PRACTICAL SUPPORT

DOULA CASE STUDY 'A'

> *"She (Senior Doula) was the best, she was there for us, she listened, even when my husband ranted and raged. She helped us remain calm, and to get an understanding as to what was happening. When I forgot or did not understand what was said at the appointment, I called her, and she calmly explained. It was so hard to attend a hospital where I had such bad experiences, but she held our hands throughout, spoke up, and helped us to speak up for ourselves. We are so happy to have a healthy baby.Thank you ….you are always welcome in our home. I would recommend the Doula Service to friends, and anyone who needs pregnancy support"*
>
> **'A' DOULA SERVICE USER**

A'S STORY

A was referred to the Doula Service after suffering traumatic miscarriages, including the loss of her son at 20 weeks gestation. When A found herself pregnant again, though unaware at first, she was troubled by frequent spotting. A's concerns were often dismissed, the Senior Doula advocated for her and provided emotional support.

At the 12+ week scan, A was tearful and neither she or her husband could look at the screen. The Senior Doula encouraged them and on hearing the baby's heartbeat there was instant relief. However, at the consultant appointment, A's husband was again on edge anticipating the 'worst-case scenario.' The Senior Doula helped them to listen as the consultant explained the benefits, risks, and options of having a suture inserted to prevent baby loss. A and her husband appreciated the Senior Doula compassionate support and asked her to attend future appointments.

During the labour, the Senior Doula encouraged A's husband when he was struggling to cope due to the birth taking place at the same hospital as the previous loss. Labour progressed well and A gave birth to a healthy baby.

DOULA SUPPORT

- **Emotional Support:**
  - At key appointments, the Senior Doula provided emotional reassurance to A and her husband, helping them overcome their anxiety.
- **Advocacy and Guidance:**
  - The Doula helped the family understand complex medical procedures, such as the cervical suture, and ensured they received all relevant information.
- **Ongoing Care:**
  - The Doula's involvement didn't stop at the hospital; she continued to offer support throughout the early postnatal period, ensuring A's family felt secure and well cared for.
- **Group Support:**
  - A joined Bethel's Pregnancy Support After Loss Meetings (PSALM), providing an opportunity to listen to the experiences of the other women. This helped both her and her husband feel heard and understood, contributing to their emotional recovery.

TIMELINE

MISCARRIAGES AND BABY LOSS

A SUFFERED MULTIPLE MISCARRIAGES, INCLUDING THE LOSS OF HER SON AT 20 WEEKS GESTATION.

PREGNANCY DISCOVERY

A DISCOVERED SHE WAS PREGNANT AGAIN, BUT AFTER WEEKS OF BLEEDING, FELT SOMETHING WAS WRONG.

BETHEL DOULA SERVICE SUPPORT

A WAS REFERRED TO THE DOULA SERVICE BY A MENTAL HEALTH WORKER DUE TO THE IMPACT OF HER PREVIOUS TRAUMATIC PREGNANCIES.

12+ WEEK SCAN

WITH SUPPORT FROM THE SENIOR DOULA, A AND HER HUSBAND SAW THEIR BABY'S HEARTBEAT, PROVIDING MUCH-NEEDED REASSURANCE.

CONSULTANT AND PRE-TERM PREVENTION CLINIC

THE DOULA ENCOURAGED A'S HUSBAND TO LISTEN TO THE CONSULTANT, HELPING THE COUPLE UNDERSTAND THE RISKS AND OPTIONS, INCLUDING THE CERVICAL SUTURE PROCEDURE.

HEALTHY BIRTH

LABOUR PROGRESSED WELL AND A GAVE BIRTH TO A HEALTHY BABY. THE SENIOR DOULA CONTINUED TO SUPPORT THE FAMILY THROUGHOUT THE EARLY POSTNATAL PERIOD.

DOULA CASE STUDY 'B'

B'S STORY

B's pregnancy journey was clouded by anxiety due to two traumatic caesarean births and a history of mental health issues. At 30 weeks pregnancy, she was referred to the Doula Service to receive much-needed support. B felt her past birth experiences had not been handled well because her views were overlooked, and she feared this would happen again. For her last birth, she longed to experience labour and potentially have a vaginal birth.

B originally planned to give birth at a maternity unit outside Birmingham but feared the staff would not listen to her wishes. Despite her family and friends being satisfied with the care, B couldn't face returning to her previous local unit. She explained that she would need support wherever she birthed, as she was anxious that her voice wouldn't be heard.

DOULA SUPPORT

- **Advocacy and Emotional Support:**
  - The Senior Doula had a in-depth conversation with B about her fears, helping her relocate care to a nearby maternity unit so she could be supported throughout labour.
- **Co-ordinated Care:**
  - Bethel's Doula Manager collaborated with community midwives and consultants to ensure B received consistent midwifery, perinatal mental health, and Doula support.
- **Birth Planning and Debrief:**
  - The Senior Doula assisted B in crafting a detailed birth plan and organised a review of her previous births. A plan for a trial of labour (VBAC) was agreed upon, and the Doula provided continuous emotional support during the pregnancy.

TIMELINE

PREVIOUS TRAUMATIC BIRTHS

B EXPERIENCED TWO TRAUMATIC BIRTHS, BOTH RESULTING IN CAESAREAN SECTIONS, LEAVING HER WITH MENTAL HEALTH ISSUES.

REFERRAL TO BETHEL DOULA SERVICE

B WAS REFERRED TO THE DOULA SERVICE AT 30 WEEKS OF PREGNANCY TO RECEIVE EMOTIONAL SUPPORT FOR HER FINAL BIRTH.

DOULA SERVICE SUPPORT

B REQUESTED THE SENIOR DOULA ADVOCATE FOR HER, ENSURING HER VOICE WAS HEARD DURING HER BIRTH PLANNING. B WANTED TO ATTEMPT A VAGINAL BIRTH (VBAC) AFTER BEING MADE AWARE OF THE RISKS BY THE MIDWIFERY AND OBSTETRIC TEAM.

RELOCATING CARE

AFTER DISCUSSING HER CONCERNS WITH THE DOULA, B AGREED TO RELOCATE HER CARE TO A LOCAL MATERNITY UNIT WHERE THE DOULA COULD PROVIDE CONTINUOUS SUPPORT THROUGHOUT THE BIRTH.

BIRTH PLAN AND SUPPORT

THE SENIOR DOULA HELPED B CREATE A BIRTH PLAN AND ARRANGED A DEBRIEF SESSION TO DISCUSS HER PREVIOUS TRAUMATIC BIRTHS. THE DOULA SUPPORTED B EMOTIONALLY THROUGHOUT, INCLUDING DURING THE TRIAL OF LABOUR.

BIRTH AND POSTNATAL SUPPORT

B GAVE BIRTH WITH THE SUPPORT OF THE DOULA, WHO CONTINUED TO PROVIDE EMOTIONAL CARE AND GUIDANCE DURING THE POSTNATAL PERIOD.

COSTS AVOIDED

> *New NHS England figures show that more than 57,000 new and expectant mums have received specialist support for mental health problems over the last year, up a third on 2022.*

NHS ENGLAND, MAY 2024

> *Perinatal mental health problems are those that occur during pregnancy or in the first year following the birth of a child and affect up to 27% of women.*

NHS ENGLAND, MAY 2024

> *In severe cases, perinatal mental health can result in a stay in a perinatal mental health unit where the average stay is 8 weeks.*

ROYAL COLLEGE OF PSYCHIATRISTS, NOV 2018

The service users in both case studies were experiencing mental health problems due to traumatic histories and/or previous birth experiences. Without the Senior Doula support, the women would likely have needed additional assistance from specialist midwives, consultant obstetricians, perinatal mental health teams and GPs. An escalation to an in-patient unit was avoided through the support and advocacy provided. Outlined below are the potential costs avoided in each case:

COSTS SAVED

£27,833

BREAKDOWN OF POTENTIAL COSTS SAVED:

28 DAYS IN AN IN-PATIENT PERINATAL MENTAL HEALTH UNIT	£947 X 28 DAYS	£26,516
6 ADDITIONAL VISITS BY A SPECIALIST MIDWIFE (INCLUDING TRAVEL TIME)	£55 X 12 HRS	£660
2 ADDITIONAL CONSULTANT OBSTETRICIAN APPOINTMENTS	£202.5 X 2 HRS	£405
6 ADDITIONAL GP APPOINTMENTS	£42 X 6	£252

Source: Unit Costs of Health and Social Care 2022. PSSRU (University of Kent) & Centre for Health Economics (University of York) & National Schedule of NHS Costs - Year 2021/22 - NHS trusts and NHS foundation trusts

PREGNANCY SUPPORT AFTER LOSS MEETINGS

> *It was an opportunity to meet other bereaved mums who are going through the same as me.*

PSALM PARTICIPANT

> *For support with my mental health after my loss.*

PSALM PARTICIPANT, *REASON FOR ATTENDING*

> *To help me cope, and prepare for my unborn after the loss.*

PSALM PARTICIPANT, *BENEFITS OF ATTENDING*

BENEFITS AT A GLANCE

100%
SIGNPOSTED AND SUPPORTED TO ACCESS OTHER SUPPORT

90%
PEER SUPPORT/ SHARING WITH OTHERS WITH SIMILAR EXPERIENCE

80%
EXPERIENCED IMPROVED HEALTH AND WELLBEING

Bethel delivered monthly group sessions (PSALM) where women from vulnerable communities could talk about their loss and subsequent pregnancies in a safe and confidential space. The online and face-to-face sessions delivered at the Birmingham Mind Hub were led by a trained female facilitator from Bethel experienced in supporting pregnant women and dealing with perinatal mental health issues. Support included peer support, signposting, and professional advice and guidance.

REASON FOR ATTENDING

- Women aged 18 – 40 years plus attended the group primarily to connect with others who had gone through the same type of loss.
- Access to space for collective understanding and support with their mental health and wellbeing.
- Opportunity for participants to prepare for their new baby with more confidence.

BENEFITS OF ATTENDING

Women felt that without the group they would have had to struggle alone with their current pregnancy and would have been less able to cope due to their mental health struggles.

RAPHA LISTENING SERVICE

Rapha Listening Service

The Rapha Listening Service supports people from diverse community backgrounds in their journey toward better mental health and well-being. We provide early intervention, interim or follow-on support through matching with a trained listener for up to 9 listening sessions.

Our service users were mostly referred for low mood, anxiety and depression. However, during the initial assessment and subsequent listening sessions, service users often disclosed other health and well-being concerns and more severe mental health issues. Some service users were on NHS mental health waiting lists awaiting support.

ACHIEVEMENTS AT A GLANCE

346 SUPPORT SESSIONS DELIVERED

288 LISTENING SESSIONS

273 HOURS OF LISTENING SUPPORT

Our team of 2 staff and 23 volunteers delivered 346 support sessions as well as signposting and facilitating referrals to other community and mental health services. To manage reduced volunteering capacity, we also offered group support enabling service users to learn creative skills whilst sharing their lived experiences.

THIS YEAR WE SUPPORTED 92 PEOPLE

76%:

29% South Asian

15% Black

7% Other ethnic groups

Research indicates that 1 in 6 adults have experienced a 'common mental disorder' like depression or anxiety in the past week.

MIND

22 million antidepressant items were prescribed to an estimated 6.8 million identified patients costing £56 million.

NHS BUSINESS SERVICES AUTHORITY, 2023

1.94M people were in contact with mental health services in June 2024; 75,805 were within Birmingham and Solihull ICB.

NHS ENGLAND

END OF SUPPORT EVALUATION

> *It was a very positive experience as the person that I had was very good. My counseling was ending and it was almost like a bridge...Because I knew it was coming each week it helped me manage my week better...I was a bit worried before the sessions as it's a bit of a weird situation speaking to a complete stranger but it went well... it was what I needed as my confidence was not very high. Having the same person was good, he was quite encouraging and helped me to realise when I had done well. It made me realise I can do things!*

WHITE BRITISH FEMALE, 36, REFERRED FOR DEPRESSION AND ANXIETY

> *I let out things that I have had on my mind for years and years. Things that happened to me from age 8/9, I am now in my 70s. Sometimes, I was not feeling well, and they were patient with me and gave me time to talk. The lady who listened to me was brilliant...she really helped me. I would like to access listening services again as I feel lonely.*

BRITISH ASIAN FEMALE, 76, REFERRED FOR LOW MOOD AND STRUGGLING TO LIVE ALONE AND GOING OUT INTO THE COMMUNITY

BY THE END OF THE SUPPORT PERIOD

2/3 MENTAL HEALTH AND WELL-BEING HAD IMPROVED

94% SUPPORT RECEIVED MET OR EXCEEDED THEIR EXPECTATIONS

78% WOULD RECOMMEND THE RAPHA SERVICE

BENEFITS OF SUPPORT

- **73%** I FEEL MORE POSITIVE ABOUT MYSELF
- **72%** I FEEL MORE ABLE TO COPE WITH MY PERSONAL SITUATION
- **73%** I FEEL LESS LONELY AND ISOLATED
- **58%** I FEEL MORE POSTITIVE ABOUT THE FUTURE
- **48%** I FEEL MORE ABLE TO COPE WITH MY RELATIONSHIPS
- **39%** I HAVE MORE CONFIDENCE TO CONNECT WITH OTHERS
- **33%** I HAVE BEEN SUPPORTED TO ACCESS OTHER SERVICES

RAPHA CASE STUDY 'S'

S STORY

S, a White British lady in her late 50s, was referred to Bethel's Listening Service after a mental health assessment. She struggled with anxiety, depression, low self-esteem, and chronic physical illness. At first, S was nervous and uncertain about the listening sessions, unsure of what to expect.

During the initial sessions, S spoke at length about her poor self-image and the few worries she thought she had. As the sessions progressed, she revealed deeper concerns about her past and expressed sadness over her negative self-talk and the mistreatment she had experienced. These sessions became a space for her to express her grief over the life she felt she could have had, had her confidence not been eroded over the years.

As she continued with the listening sessions, S began to view herself differently. She started journalling as a way to capture her thoughts and reflect on her progress, which helped to boost her confidence and mental well-being.

RAPHA SUPPORT

- **Matched to a Listener:**
  - S was paired with an experienced listener to ensure she felt comfortable opening up in her sessions.
- **Reassurance and Affirmation:**
  - During the first session, the listener reassured S that it was a safe, non-judgemental space, which encouraged her to open up more in future sessions.
- **Encouragement to Self-Reflect:**
  - The listener helped S explore her self-worth and suggested journalling as a way for her to track her achievements and reflect on her progress.
- **Emotional Support During Anti-Depressant Review:**
  - The listener supported S as she underwent a GP review, leading to the discontinuation of her anti-depressants while her mental health remained stable.

TIMELINE

STRUGGLING WITH ANXIETY AND LOW SELF-ESTEEM

S EXPERIENCED LONG-STANDING ANXIETY, DEPRESSION, AND CHRONIC PHYSICAL ILL HEALTH. SHE FREQUENTLY SOUGHT SUPPORT FROM HER GP.

REFERRAL TO BETHEL'S LISTENING SERVICE

REFERRED FOR ADDITIONAL EMOTIONAL SUPPORT AFTER A LOCAL MENTAL HEALTH SERVICE ASSESSMENT. THE DOULA SERVICE MATCHED HER WITH AN EXPERIENCED LISTENER.

OPENING UP DURING LISTENING SESSIONS

OVER THE COURSE OF HER SESSIONS, S BEGAN TO TALK OPENLY ABOUT HER SELF-ESTEEM ISSUES, WORRIES, AND SADNESS ABOUT THE PAST.

JOURNALLING AND SELF-REFLECTION

S BEGAN TO JOURNAL HER PROGRESS, HELPING HER RECOGNISE HER SELF-WORTH AND REFLECT ON HER ACHIEVEMENTS.

IMPROVEMENT IN MENTAL HEALTH

S'S MENTAL HEALTH IMPROVED SIGNIFICANTLY BY THE END OF HER LISTENING SESSIONS, LEADING TO THE DISCONTINUATION OF HER ANTI-DEPRESSANTS.

COSTS AVOIDED

S felt her mental health problems were increasing, which would potentially have required more acute mental health interventions from the community mental health team, and additional GP appointments. However, the opportunity to talk through her concerns and fears with her listener resulted in stopping antidepressants and overall improvement in her mental health.

BREAKDOWN OF POTENTIAL COSTS SAVED FOR 'S'

COSTS OF ANTI-DEPRESSANTS FOR 6 MONTHS (NICE)	£15 X 6 MONTHS	£90
6 ADDITIONAL GP APPOINTMENTS	£42 X 6	£252
6 IAPT APPOINTMENTS FOR A COMMON MENTAL HEALTH PROBLEM (LOW SEVERITY – GREATER NEED):	£432 X 6	£2,592
TOTAL COSTS AVOIDED (6 MONTHS)		£2,934

SOURCE: UNIT COSTS OF HEALTH AND SOCIAL CARE 2022. PSSRU (UNIVERSITY OF KENT) & CENTRE FOR HEALTH ECONOMICS (UNIVERSITY OF YORK) & NATIONAL SCHEDULE OF NHS COSTS - YEAR 2021/22 - NHS TRUSTS AND NHS FOUNDATION TRUSTS

RAPHA CASE STUDY 'K'

K STORY

K, a middle-aged Asian British man, was referred to the Rapha Listening Service by Living Well Consortium. He had been struggling with low mood, negative thoughts, and severe sleep deprivation due to ongoing physical health problems. In addition to these challenges, K was also dealing with the recent loss of a family member and was feeling overwhelmed by suicidal thoughts. His initial assessment on the Warwick and Edinburgh Wellbeing Scale (WEMWBS) indicated probable clinical depression, which prompted immediate safeguarding monitoring.

K was placed on the waiting list for a listener, but his situation was closely watched due to the safeguarding concerns. When his sessions began, he was tearful as he was relieved to finally have someone who was listening to him.

RAPHA SUPPORT

- **9 Listening Sessions Provided:**
  - K received 9 sessions in total, where he expressed his emotional struggles, including his grief and suicidal thoughts.
- **Encouragement to Express Feelings:**
  - Through the sessions, K began to open up more to his family about his feelings, and he was supported in taking steps to visit the grave of his deceased relative, aiding in his bereavement process.
- **Proactive Health Management:**
  - With encouragement from his listener, K became more proactive in managing his physical health, booking GP appointments before his symptoms worsened.
- **Safeguarding and Referral Support:**
  - As K was a safeguarding case, he was referred to other primary care services, which he accepted with gratitude.

TIMELINE

STRUGGLING WITH LOW MOOD AND SUICIDAL THOUGHTS

K, A MIDDLE-AGED ASIAN BRITISH MAN, EXPERIENCED LOW MOOD, NEGATIVE THOUGHTS, AND SLEEP DEPRIVATION, WORSENED BY PHYSICAL HEALTH PROBLEMS.

REFERRAL TO RAPHA LISTENING SERVICE

K WAS REFERRED BY LIVING WELL CONSORTIUM, WITH CONCERNS OVER HIS MENTAL HEALTH, FAMILY BEREAVEMENT, AND SUICIDAL THOUGHTS.

LISTENING SESSIONS BEGIN

K STARTED HIS 9 LISTENING SESSIONS, WHERE HE EXPRESSED HIS DEEP CONCERNS, ALLOWING HIM TO BEGIN HIS EMOTIONAL HEALING JOURNEY.

IMPROVED MENTAL HEALTH

BY THE END OF THE LISTENING SESSIONS, K'S MOOD IMPROVED SIGNIFICANTLY, AND HE NO LONGER FELT SUICIDAL. HIS WEMWBS SCORES REFLECTED THIS POSITIVE CHANGE.

COSTS AVOIDED

BREAKDOWN OF POTENTIAL COSTS SAVED FOR 'K'

35 DAYS IN- PATIENT MENTAL HEALTH (AVG STAY) → £341 X 35 DAYS → £11,935

ADDITIONAL 6 IAPT COMMUNITY CONTACTS → £140 X 6 → £840

TOTAL COSTS AVOIDED → £12,775

SOURCE: UNIT COSTS OF HEALTH AND SOCIAL CARE 2022. PSSRU (UNIVERSITY OF KENT) & CENTRE FOR HEALTH ECONOMICS (UNIVERSITY OF YORK) & NATIONAL SCHEDULE OF NHS COSTS - YEAR 2021/22 - NHS TRUSTS AND NHS FOUNDATION TRUSTS

MEN'S HEALTH AND WELLBEING PROGRAMME

SUMMARY OF ACTIVITIES (2023-2024)

Rapha collaborated with community partners to deliver targeted health and wellbeing activities for men from communities with low engagement. Over 40 men benefitted from increased mental health awareness, advice, guidance, health checks and physical activity.

1. Men's Health and Wellbeing Consultation Meeting
This online meeting focused on creating a comprehensive program targeting men's health and long COVID recovery. Key topics included long COVID awareness, access to healthcare services, mental health support, physical wellbeing, and the importance of community engagement.

2. Men's Health and Wellbeing Consultation Meeting: COGOP Acocks Green Community Centre
The event featured presentations on NHS services, prostate cancer, diabetes, and high blood pressure. A session by Bethel highlighted long COVID's impact and NHS support options. The symposium encouraged proactive health measures and timely interventions.

3. Open Discussion on Men's Health
This online discussion tackled the low uptake of NHS screening among Afro-Caribbean men aged over 40, emphasising barriers like historical distrust, lack of information, and healthcare service disparities. Solutions included targeted outreach, better communication with GPs, and advocacy for equitable healthcare services.

4. Blood Pressure Monitor & Long COVID Event: High Croft Community Centre
Attendees received blood pressure readings and free monitors, and Bethel presented on long COVID services. The event highlighted the importance of accessible healthcare and timely interventions.

5. Community Walk: COGOP Acocks Green Community Centre
The walk, supported by Birmingham Canals Trust, promoted physical activity and mental wellbeing through community engagement. The group is planning future walks.

INTERNATIONAL WOMEN'S DAY 2024

THEME: INSPIRE INCLUSION

This year's event, hosted with support from Near Neighbours, aligned with Rapha's ethos of respecting, hearing, and inspiring all to achieve optimal well-being. A total of 28 women from diverse backgrounds, including the **UK, Iran, Africa, West Indies, India, and Pakistan**, attended the event.

HIGHLIGHTS OF THE DAY

Opening Session: Led by Bethel's CEO, women greeted each other in their native languages, emphasising the diversity and inclusion in the room.

Breast Cancer Awareness: A talk by Breast Cancer UK on the importance of breast self-examination.

Pampering and Wellness Advice: A Bethel staff member set up a pamper corner with sleep management and relaxation tips, creating a serene atmosphere.

Poetry, Music, and Affirmations: A reflective session combining music, poetry, and empowerment was led by former Bethel staff members, encouraging the women to share positive affirmations.

Drumming Workshop: The day concluded with an energetic drumming session by Beat It Percussion, bringing the event to a joyful close.

Feedback
Attendees expressed deep gratitude for the event, describing it as empowering, thoughtful, and a meaningful way to connect with other women. Several mentioned how the event boosted their well-being and left them with lasting positive memories.

Conclusion
The event was a success, embodying the theme of inclusion and inspiring all who attended. With goody bags, sunflower seeds symbolising hope, and a focus on well-being, the day left participants smiling and feeling connected.

VOLUNTEERING AT BETHEL

> *Love the support given to me by staff. I'm loving the training - both the face-to-face and the online opportunities. I feel really valued!*
>
> **RAPHA LISTENER 'A'**

ACHIEVEMENTS AT A GLANCE

- 40 VOLUNTEERS ACTIVE OVER THE YEAR
- 309 SUPPORT SESSIONS DELIVERED
- 26 RAPHA VOLUNTEERS
- 14 DOULA VOLUNTEERS

> *I learn to be disciplined and focused during listening sessions and I learn a lot from listening to clients. It is very interesting...Clients and the team constantly express their appreciation of the service I offer.*
>
> **RAPHA LISTENER 'B'**

> *I'm always impressed at any of the face-to-face meetings how well-informed team members are and their openness to learn more and be better informed.*
>
> **RAPHA LISTENER 'C'**

> *I feel I have learned a lot being a volunteer for Bethel. I still feel I can learn more. Helping people is what I enjoy doing.*
>
> **RAPHA LISTENER 'D'**

Volunteers are integral to our service delivery, providing 1-2-1 support and assisting at events and group activities. This year the Rapha and Doula services were again supported by 40 volunteers, although short-term volunteering continued as individuals needed to find paid employment to meet cost of living increases.

VOLUNTEERS BENEFITED

- 94% FELT APPRECIATED AND VERY WELL SUPPORTED
- 88% VOLUNTEERING EXPERIENCE WAS A POSITIVE ONE
- 82% APPROPRIATELY INFORMED
- 88% OPPORTUNITY TO GIVE BACK

VOLUNTEER CASE STUDY 'AS'

AS STORY

AS joined Bethel's Doula Service over a year ago as a Doula Connector, driven by her desire to work with vulnerable people and contribute to their well-being. In her role, she provided crucial support to women, including emotional and birth-related assistance, helping them navigate difficult times with compassion and care.

One of AS's key contributions was offering language support in Punjabi and Hindi to women at Collection Hotels, enabling better communication and understanding between the service users and healthcare providers. In September 2023, AS enhanced her skills by completing Bethel's two day Doula Course, which equipped her with further knowledge and expertise in emotional support and post-natal care.

BETHEL SUPPORT AND IMPACT

- **Doula Training:**
  - AS completed Bethel's Doula Course, which equipped her with the skills to provide emotional and practical support to women during pregnancy, birth, and the post-natal period.
- **Language Support:**
  - AS's fluency in Punjabi and Hindi allowed her to assist service users at Collection Hotels, ensuring they had access to care despite language barriers.
- **Career Progression:**
  - With the experience gained at Bethel, AS now works as a Health Care Support Worker and is also training as a social worker on Frontline's three-year programme. Upon completion, she will register with Social Work England and will receive a Master's degree in Advanced Relationship-Based Social Work Practice with Children and Families.

TIMELINE

JOINING BETHEL AS A DOULA CONNECTOR

AS JOINED THE DOULA SERVICE AS A DOULA CONNECTOR OVER A YEAR AGO, PROVIDING EMOTIONAL AND PRACTICAL SUPPORT TO SERVICE USERS.

DOULA TRAINING COMPLETION

IN SEPTEMBER 2023, AS SUCCESSFULLY COMPLETED BETHEL'S TWO-DAY DOULA COURSE, GAINING ESSENTIAL SKILLS TO SUPPORT WOMEN DURING PREGNANCY AND POST-BIRTH.

LANGUAGE SUPPORT PROVIDED

AS OFFERED LANGUAGE SUPPORT IN PUNJABI AND HINDI TO SERVICE USERS AT COLLECTION HOTELS, ASSISTING THEM DURING APPOINTMENTS AND ENSURING THEY RECEIVED PROPER CARE.

CAREER PROGRESSION

'AS' NOW WORKS AS A HEALTH CARE SUPPORT WORKER AND IS TRAINING TO BECOME A SOCIAL WORKER THROUGH FRONTLINE'S THREE-YEAR PROGRAMME.

> *"I am really glad to have had the opportunity to volunteer with Bethel. As a Health Care Support Worker, I wanted to gain experience working with vulnerable people and offer my expertise. The wide range of training I accessed has helped me during my application for further studies, for which I am truly grateful."*
>
> **AS, DOULA CONNECTOR**

VOLUNTEER CASE STUDY 'KV'

KV STORY

KV, who holds a Level 4 qualification in counselling, joined Bethel's Listening Service in January 2023, driven by her passion for helping others. Since then, she has volunteered for an impressive 63 hours, supporting service users through difficult times with empathy and compassion.

KV finds volunteering to be mentally and physically beneficial, explaining that she volunteers without any expectations, simply enjoying the opportunity to be there for others. Despite her busy schedule juggling family, work, and studies, KV makes time to organise meetings and provide a high level of care to service users. The experience has been deeply rewarding for her, both personally and professionally.

BETHEL SUPPORT AND IMPACT

- **Mental and Physical Benefits:**
  - KV explains that volunteering brings her significant mental and physical health benefits, as she feels fulfilled by helping others and giving back to the community.
- **Skills in Action:**
  - Through her role, KV practices key skills such as being non-judgemental, congruent, and empathetic, all of which are vital in providing effective listening support.
- **Observing and Learning:**
  - By listening to others' stories, KV reflects on her own life, appreciating her experiences and has felt humbled by the opportunity to support those in need.
- **Positive Feedback:**
  - KV is especially grateful for the feedback she receives from service users and management, knowing that the service she provides has made a positive impact.

TIMELINE

JOINING THE LISTENING SERVICE

KV, PASSIONATE ABOUT HELPING OTHERS, JOINED BETHEL'S LISTENING SERVICE IN JANUARY 2023.

63 VOLUNTEERING HOURS

SINCE JOINING, KV HAS DEDICATED 63 HOURS OF HER TIME TO SUPPORTING OTHERS THROUGH THE SERVICE.

UTILISING COUNSELLING SKILLS

HAVING COMPLETED A LEVEL 4 QUALIFICATION IN COUNSELLING, KV APPLIES NON-JUDGEMENTAL LISTENING AND EMPATHY IN HER VOLUNTEER ROLE.

WHAT OUR PARTNERS TOLD US

> *We receive referrals often at short notice to house and support women who are sometimes in advanced stages of pregnancy. Many of these women have little or no basic English, have often missed vital check-ups, and have no recourse to public funds making it difficult for expectant mothers to provide the essential items for a baby. Bethel are able to help and support quickly if needed.*
>
> **COMMUNITY ORGANISATION**

> *Bethel Doula provides an invaluable service to Birmingham's pregnant population. Many women need practical support with items for themselves and their babies as many have no recourse to public funds. Sometimes they don't understand the emotional support that they can benefit from until contact is made the staff and volunteers are kind and generous and are often a lifeline for the women accessing services*
>
> **COMMUNITY MIDWIFE**

> *Keep up the great work, appreciate all you do!*
>
> **REFERRAL AGENCY/FUNDER**

> *Always approachable and work well with vulnerable service users.*
>
> **INFRASTRUCTURE SUPPORT PROVIDER**

We surveyed and spoke to our partners throughout the year including funders, suppliers and referrers to our services such as midwives, local community organisations and public agencies. They felt that Bethel's strengths lay in understanding the needs of our service users and the quality of our service delivery. They recognised our achievements despite being a relatively small team with capacity issues. Our partners encouraged us to raise awareness of the organisation, engage in more collaborative work, and continue listening to the voices of our service users.

ALL OF OUR PARTNERS SURVEYED SAID THEY WOULD RECOMMEND BETHEL TO FAMILY AND FRIENDS

MOVING FORWARD

Due to the increasing demand for support, partners advised Bethel to continue to expand into the community mental health and wellbeing space. They also identified complementary services such as end-of-life support, additional talking therapies, and advice and guidance on immigration/housing.

> *The Family Support Team at Birmingham Women's Hospital have been referring women to Bethel Doula Service since we started our new role in December 2023. The women we refer are often in vulnerable situations and are seeking emotional / pregnancy support. The women have reported to our team that they have experienced a high standard of support from the Doula Service. The feedback we have received has been very positive, the women have been supported throughout their pregnancy and postnatal journey, they have felt listened to, they feel the Doula Service has gone above and beyond to provide care, and they have been provided with essential baby items from the team.*
>
> *Our team at BWH have enjoyed working closely with Bethel doulas, and meeting with the team, they have helped with our service by providing valuable information, signposting us to external agencies, and often helping us when we need essential items for our families.*
>
> **SENIOR COMMUNITY FAMILY SUPPORT WORKER, BIRMINGHAM WOMEN'S HOSPITAL**

MARKETING OVERVIEW

FACEBOOK REACH

TOTAL REACH: 11,558 (+38%)

Organic Reach: 7,808 (+289.8%)

FROM ADS: 3,630 (+45.1%)

The total reach on Facebook from January to September was 11,558, showing a 38% increase. Organic reach contributed 7,808 interactions, a significant increase of 289.8%, while ad reach accounted for 3,630, growing by 45.1%.

CONTENT PUBLISHED

Based on up to 200 pieces of content, there was a 36% increase in published content compared to the previous period (2 April 2023 – 31 December 2023).

- **PHOTOS: 25**
- **VIDEOS: 5**
- **LINKS: 2**
- **TEXT: 1**
- **STORIES: 1**

INSTAGRAM REACH

TOTAL REACH: 1,580 (+5.7%)

Organic Reach: 1,353 (+1.1K%)

FROM ADS: 247 (+100%)

Instagram's total reach was 1,580, making a 5.7% increase. Organic reach surged to 1,353, a remarkable 1,100% growth, while ad reach contributed 247, doubling with a 100% rise.

CONTENT PUBLISHED

With up to 200 pieces of content, there was a 104.5% increase in published content compared to the previous period.

- **POSTS: 38**
- **STORIES:7**

FINANCIAL REVIEW AND STATEMENTS

Income for the year amounted to £393,839 (2023: £301,352) whilst expenditure was £386,053 (2023: £374,002). This resulted in a surplus of £7,787 (2023: deficit of £72,650) and an increase in funds for the year to £9,885 (2023: £2,098). After a disappointing year in 2023, the plan for 2024 was to stabilise the financial position and to start to build up reserves. This was achieved and will continue to be the focus in the next financial year.

RESERVES POLICY

Reserves are required to:

- smooth out surpluses and deficits year on year;
- replace capital expenditure or restructure the organisation;
- deal with the effects of any risks that materialise e.g. significant losses of income and delays in payments;
- allow the organisation to take on opportunities that may arise in a timely manner;
- deal with the unexpected.

Trustees are required to set an appropriate minimum level of reserves, and in doing so take into account these reasons for holding reserves, as well as current and future financial needs. The trustees have decided to set minimum reserves at 4 months of unrestricted expenditure, as indicative of the operating reserves required by the nature and size of the charity. As at 31 March 2024, that will require minimum free reserves of approximately £98,535 to be held (2023: £95,752). Both the policy and its implementation are under regular scrutiny.

TRUSTEE RESPONSIBILITIES FOR THE FINANCIAL STATEMENTS

Charity and Company Law require the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charitable Company at the balance sheet date and of its incoming resources and application of resources, including income and expenditure for that period. In preparing those financial statements, the Trustees are required to:

Select suitable accounting policies and apply them consistently to:

- Make judgements and estimates that are reasonable and prudent
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis, unless it is inappropriate to assume that the Charity will continue in business

The Trustees are responsible for keeping financial records which disclose with reasonable accuracy at any time the financial position of the Charity and that enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence must take reasonable steps for the prevention and detection of fraud and other irregularities.

Bethel Health and Healing Network

Independent Examiners Report to the Trustees of the Bethel Health and Healing Network

I report on the financial statements of the Charity for the year ended 31st March 2024

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 ('the 1993 Act') and that an independent examination is needed. The charity has prepared accrued accounts and I am qualified to undertake the examination.
It is my reponsiblity to:
- examine the accounts under Section 43 (3) (a) of the 1993 Act
- follow the procedures laid down in the General Directions given by the Charity Commissioners made under section 43 (7) (b) of the 1993 Act.
- state whether particular matters have come to my attention

Basis of Independent Examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners and with Regulation 11 of the 2006 Regulations. An examination includes a review of the accounting records kept by the organisation, and a comparison of the accounts presented with those records. It also includes includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention :-
1. which gives me reasonable cause to believe that in any material respect, the requirements:
to keep accounting records in accordance with section 41 of the 1993 Act and Regulation 4 of the 2006 Regulations; and to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 1993 Act and Regulation 8 of the 2006 Regulations; and which are consistent with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met, or
2. to which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.

Signed: D. Chittenden Date: 2/9/2024

David Chittenden
18 Cunningham Road
Peterborough
PE2 9RG

Statement of Financial Activities
Year Ended 31st March 2024

	Note	Restricted	Unrestricted	Total Funds 2024	Total Funds 2023
Income and Endowments from:					
Donations and legacies	2	56,056	29,755	85,811	51,692
Charitable activities	3	0	307,628	307,628	249,558
Interest			0	0	0
Other income			400	400	101
		56,056	337,783	393,839	301,352
Expenditure on:					
Raising funds	4		20,174	20,174	16,232
Charitable activities	5/6/7	56,056	309,822	365,878	357,770
Total expenditure		56,056	329,997	386,053	374,002
Net income		0	7,787	7,787	(72,650)
Reconciliation of Funds					
Total Funds brought forward		0	2,098	2,098	74,749
Total Funds carried forward		0	9,885	9,885	2,098

Balance Sheet
as at 31st March 2024

Current Assets			
Debtors	11	36,102	72,149
Cash at bank and in hand	12	5,894	57,726
		41,997	129,875
Current Liabilities			
Liabilities falling due within one year	13	32,112	127,777
Net Assets		9,885	2,098
Represented by:-			
Unrestricted Funds	15	9,885	2,098
Restricted Funds	15	0	0
Total Funds		9,885	2,098

The trustees (who are also the directors of the company for the purposes of company law) confirm that for the period ended 31 March 2024:-

- the company was entitled to exemption from audit under section 477 of the Companies Act 2006 ("the Act"), and
- members have not required the company to obtain an audit of its accounts for the period in question in accordance with section 476 of the Act. However, in accordance with section 145 of the Charities Act 2011 and section 44 of the Charities and Trustee Investment (Scotland) Act 2005, the accounts have been examined by an independent examiner.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The notes form an integral part of these accounts. They have been reviewed in the preparation of these accounts with changes to the classification and presentation.

These accounts, which have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies, were approved by the trustees on 04/09/2024 and signed on their behalf by:

Duncan Moore
Trustee

Date: 04/09/24

3. Income from charitable activities

Birmingham & Solihull Mental Health NHS Foundation Trust		38,653	38,653	24,991
Living Well Consortium		35,000	35,000	35,000
Murray Hall Community Trust Ltd			0	7,380
NHS Birmingham and Solihull ICB		191,975	191,975	104,490.00
NHS Black Country ICB			0	54,835
NHS Black Country and West Bham CCG			0	18,278
Sandwell & West Birmingham Hospital NHS Trust		42,000	42,000	4,583
	0	307,628	307,628	249,558

4. Expenditure on generating donations and legacies

Unrestricted funds		
Raising funds	20,174	16,232

5. Costs of charitable activities by fund type

Doula	35,394	161,971	197,365	180,395
Rapha listening service	20,662	94,495.62	115,158	126,722
Trusted Charity (PQASSO)			0	0
Support costs		53,356	53,356	50,654
	56,056	309,822	365,878	357,770

6. Costs of charitable activities by activity type

	Activities undertaken directly	Support costs	Total	Total
Doula	197,365	33,695	231,060	210,148
Rapha listening service	115,158	19,661	134,818	147,623
Trusted Charity (PQASSO)			0	0
	312,522	53,356	365,878	357,770

7. Analysis of support costs

	2024	2023
Communication costs	7,812	10,038
Office costs	16,065	12,393
Premises costs	17,256	15,555
Legal and professional	25,072	30,716
Other operating costs	25,885	16,339
	92,090	85,040

8. Independent examiner's remuneration

The Independent examiner provided services on a voluntary basis so no fee was charged (2023: Nil)

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or othe benefits and no expenses were claimed (2023: Nil)

10. Staff costs and emoluments

Salaries and wages	271,154	263,913
Social security costs	21,643	20,372
Employers contribution to defined contribution pension scheme	7,049	5,751
	299,846	290,035

There were no employees whose emoluments (salaries, wages, benefits in kind) fell in a band in excess of £60,000 (2023: Nil)

The average number of persons employed by the Charity, including part time staff, calculated on a full time equivalent basis was:

Core staff	8.81	8.20

11. Debtors

Accounts Receivable	33,217	70,213
Accrued Revenue	0	0
Prepaid Expenses	2,886	1,936
Other		
	36,102	72,149

12. Bank and Cash Balances

TSB current account	5,461	55,014
Triodos deposit account	177	2,677
Petty Cash	256	35
	5,894	57,726

13. Current Liabilities (payable within one year)

Accounts Payable	20,852	3,883
Accruals and deferred income	1,404	453
Payroll Liabilities	9,023	11,072
Prepaid Income	833	112,368
	32,112	127,777

14. Related party transactions

Donations without condition of £390 were received from one trustee (2023: £360 from 1 trustee)
These amounts do not include the gift aid associated with these donations.

15. Statement of Funds	**At 1st April 2023**	**Income**	**Expenditure**	**Transfers**	**At 1st April 2024**
Unrestricted Funds					
General	131,520	30,155	20,174		141,500
Doula designated	(129,421)	307,628	309,822		(131,616)
	2,098	337,783	329,997	0	9,885
Restricted Funds					
Doula		35,394	35,394		0
Rapha		20,662	20,662		0
	0	56,056	56,056	0	0
Total Funds	2,098	393,839	386,053	0	9,885
Prior year					
Unrestricted Funds					
General	141,578	6,173	16,232		131,520
Doula designated	(66,829)	249,558	312,150		(129,421)
	74,749	255,731	328,381	0	2,098
Restricted Funds					
Doula		17,122	17,122		0
Rapha		28,499	28,499		0
	0	45,621	45,621	0	0
Total Funds	74,749	301,352	374,002	0	2,098

WE'D LIKE TO THANK ALL OF OUR FUNDERS, DONORS AND VOLUNTEERS FOR THEIR AMAZING SUPPORT

1ST FLOOR, BLOOMSBURY HEALTH CENTRE,
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REGISTERED CHARITY NO: 1**116225**
COMPANY NUMBER: **05813084**

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