



BEACON COUNSELLING TRUST
Reg. Charity No. 1140011



IMPACT REPORT 2020-2022



TABLE OF CONTENTS



2 Foreword

3 Programmes & Partners

3 Gambling Treatment Service	6 Criminal Justice Programme
3 NHS Northern Gambling Service	6 Workplace Charter
3 Care Co-Ordination	7 Parachute Regimental Association Liverpool Branch
3 Gordon Moody	7 Compassion in Action
4 Epic Restart Foundation	7 Bupa
4 Young People's Gambling Harms Prevention Programme	8 Time for Me Project
4 Bet you Can Help Programme	8 Weight Management Programme
5 Six to Ten Project	8 Trek Therapy
5 Football Fans & Betting Shop	9 Paul's Place Suicide Bereavement Support Programme
5 South Asian Programme	

10 Service User Feedback & Achievements



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FORWARD

Beacon Counselling Trust (BCT) is pleased to present to you our 2020-22 Impact Report which provides a platform for our wider team, stakeholders and more importantly our service users to review and celebrate.

Since our last impact report, BCT has had to make significant changes to our ways of working given the COVID-19 pandemic which, of course, posed many challenges for our service to overcome.

Despite these difficulties, BCT has continued to grow and offer consistently, safe, effective and quality assured educational and clinical support, on a wide range of community based programmes that have not only maintained a business as usual model but have resulted in a better than expected outcome.

This is entirely due to the wonderful team we have developed at BCT and we would like to thank our core staff team, volunteers, the Board of Trustees and our Senior Management Team for their continuous hard work.

BCT is proud to use this impact report to demonstrate the significant growth and continuous improvements of our services over the past two years, within both our clinical treatment work and our early intervention and education work.

We have spent the past two years developing new and innovative support and education services Covid specific to improve awareness and understanding of the areas we cover and to best support all of the different service-user profiles and presentations, no matter what stage of their journey they are at.

Thank you and enjoy reading.



Paula Bell
 Chair of Trustees

MISSION

We aim to make life better for individuals and families who access our services as we believe passionately that people can change their behaviour and their lives through professionally delivered structured support to enable them to experience and embrace a different way of living even after the most catastrophic of life changing events.

VISION

We are a vibrant organisation and by 2023 we aim to be working with 30% more beneficiaries; financially robust with income from a diverse range of sources; increasingly collaborate with like-minded partners; be recognised nationally for excellence and continue to be an employer of choice. As an organisation we will strive to innovate in all areas of service delivery and we will expand our client base geographically.



PROGRAMMES & PARTNERS



Gambling Treatment Service

One of the core services offered at BCT continues to be our gambling-related harm treatment programme. BCT is funded through **Gamble Aware** and **GamCare** to offer this support and we are in the second year of our current three year contract. This contract has allowed BCT to offer stability to its employees and consistent support to its service-users during a time of real uncertainty.

Within these past two years BCT have worked to develop and strengthen relationships with other gambling support services within the **National Gambling Treatment Service** to offer the most holistic treatment plan specific for that individual and ensuring that all service-users have access to the right support at the right time.

Within this programme we support all individuals who are at-risk of, or who are **experiencing, gambling-related harms**, including their affected family members, friends and partners. We offer support to anyone living in the **North West of England**.

This programme is **free** and **confidential**, and there is no waiting list, with all service-users usually being seen within 7 working days for treatment. This year, our treatment team will engage with just under **3000** individuals and we will see around **2500** clients into one-to-one therapeutic support.



Gambling-related harm and the impact it has on those around the individual gambling is gaining more attention and is now being acknowledged as a **public health issue**. However, there is still a long way to go and BCT is committed to educating and raising awareness of this problem and to engage in early interventions with those at risk, in order to prevent the development of more serious gambling-related harms further down the line.



NHS Northern Gambling Service

We have developed a clear and smooth pathway over the past two years to refer individuals over to the **NHS Northern Gambling Service** when appropriate.

At assessment, if a client presents with more complex mental health presentations or higher levels of clinical risk, a referral will be facilitated to the NHS clinic, with the client's consent, by our treatment team. Our treatment team have regular meetings with the NHS clinic to ensure anyone referred is engaging and receiving the appropriate support.

Over the past 2 years BCT have referred over **200 clients** to the NHS clinic so they can access the most appropriate support for their presentation.

Care Co-ordination



Over the past two years BCT has strengthened its care pathways for individuals, ensuring that everyone is offered the right service at the right time. We have developed good relationships with a number of different gambling support services across the **National Gambling Treatment Service**, to ensure that we have a robust care co-ordination approach for anyone that requires support for gambling-related harms, no matter what their presentation.

Gordon Moody



In the past year, BCT has built on its positive relationship with Gordon Moody and established a clear referral for service-users to access their residential support, to ensure everyone is receiving the most appropriate support for them at the right time. Since the beginning of 2022 we have referred more than **16 service-users** to Gordon Moody. This service is suitable for anyone who presents with long-term pathological gambling, or additional mental health diagnoses.

EPIC Restart Foundation



EPIC Restart Foundation started in 2021, offering **FREE support** to individuals that have received gambling treatment and are in **recovery**. They offer peer support and workshops to improve overall wellbeing, and offering practical support to allow individuals to begin a new chapter in their lives and achieve long-term sustainable recovery.

BCT's service-users have responded positively to the offer of additional support following their treatment with BCT and have been grateful that they can continue to receive support after they have managed to enter into recovery. We look forward to developing our relationship with EPIC further going forward.

Young People's Gambling Harms Prevention Programme



We have continued to deliver the Young People's Gambling Harm Prevention Programme in partnership with **GamCare** over the last two years, achieving great success and outcomes.

The programme has developed since its inception and now provides training for parents and carers, alongside those working with young people in a professional capacity, as well as workshops for young people themselves.



The programme has emphatically exceeded its targeted figures for delivery of both young people and professionals in both 2020/21 and 2021/22.

Some of the other major successes of the project have been collaborations with a variety of external agencies, including: Change Talks, HARRI, We Are With You, Childline, Muslim Youth Helpline, Princes Trust and Safeguarding Partnerships in Stockport and Bolton.



Over the next twelve months we plan to develop these relationships and continue to exceed our key performance indicators.

Bet You Can Help Programme



BCT launched a new training initiative in 2021 called 'Bet You Can Help' (BYCH) aimed at, and **FREE** to, those engaged with key target groups including the Armed Forces Community, the South Asian Community, Criminal Justice, the Homeless, 'Affected Others' and organisations involved in reducing gambling harms in the Workplace initiative.

So far BYCH has supported over **400** individuals with the qualification having a **96%** successful completion rate with participants evaluations reporting a positive experience overall and increased confidence in carrying out gambling harms interventions.

<https://betyoucanhelp.co.uk>

On completion of the programme learners are required to complete a multiple-choice assessment paper with successful completion resulting in a **RSPH Level 2 Award in Tackling Gambling Related Harms**.

The programme also has a condensed option called 'Bet You Can Help Now'.



PROGRAMMES & PARTNERS



Six to Ten Project

Research suggests **one individual suffering with gambling harms can negatively affect between six and 10 people**, depending on the severity of their disordered gambling. BCT are proud to be a collaboration partner of the new Six to Ten project, a programme offering a holistic and practical support package for 'affected others.'

<https://thesixtoten.co.uk>

The UK-wide project is available to anyone experiencing harm from another's gambling, to help build resilience and improve quality of life.

The client-led support package offers wide-ranging assistance through a dedicated project worker. The free sessions will help broker further community engagement with other organisations including housing, financial and legal support, mental health, physical health, relationships and more.

Six to Ten is a **FREE** and **confidential** service and available alongside counselling through the **National Gambling Treatment Service**.



South Asian Programme

At BCT, one of our pioneering projects, **'Breaking The Sharam'**, has made exceptional progress in delivering culturally sensitive and relevant gambling harm education and intervention. Despite the socio-cultural and religious nuances, we have managed to provide in-community education to over **2,000** people during the pandemic in mosques, madrasahs and community spaces across the North West.



Football Fans and Betting Project

BCT's treatment team have been working, alongside Glasgow University and football coaches across the North West, to pilot a new programme looking at football fans and betting called **'Reclaim the Game'**.

This pilot programme will see football coaches providing a **9-week workshop** to football fans to facilitate their understanding of gambling-related harms and to prevent their gambling behaviour becoming harmful. BCT have been an integral part of developing this programme and it's upcoming delivery and will be offering safeguarding support and continued guidance for the football fans and coaches at every touch point of this programme going forward.



We don't believe these communities are 'hard-to-reach' but perceive gambling differently and some individuals experience gambling harm distinctively. We aim to reduce the stigma and 'sharam' (shame), through a unique collaboration with Flowhesion we have delivered the **Level 2 Tackling Gambling Harms** award to faith leaders and community leaders. In addition, we continue to deliver awareness training to first line support services such as The Muslim Youth Helpline.

Criminal Justice Programme

BCT, RCA and ARA are working collaboratively to deliver the **'Bet You Can Help'** program for gambling related harms. BCT has delivered training to over **500** criminal justice professionals within police forces. In addition, they have developed and embedded a treatment care pathway for the following forces: Cheshire, Cleveland, Cumbria, Greater Manchester, Humberside, Lancashire, Merseyside, North Wales, West Midlands and West Yorkshire.

This program is working collaboratively across the United Kingdom with NHS England, RSPH, Cranstoun, Project Nova, Ministry of Justice, PCC, HMICFRS, NPCC, Gambling Commission, East and West Midlands - Office for Health Improvement and Disparities.



Workplace Charter

Since 2017, BCT and Unite the Union have been on a joint mission to raise awareness and help address the issue of gambling harms within the workplace. Through funding from the Gambling Commission this project has been able to go further and develop a **Charter to Reduce Gambling Harms in the Workplace**.

To date this partnership has engaged with numerous employers and organisations and continues to gain momentum with key signatories to the charter including, Wigan Council, Lancashire and South Cumbria NHS Foundation Trust, and Unite the Union.

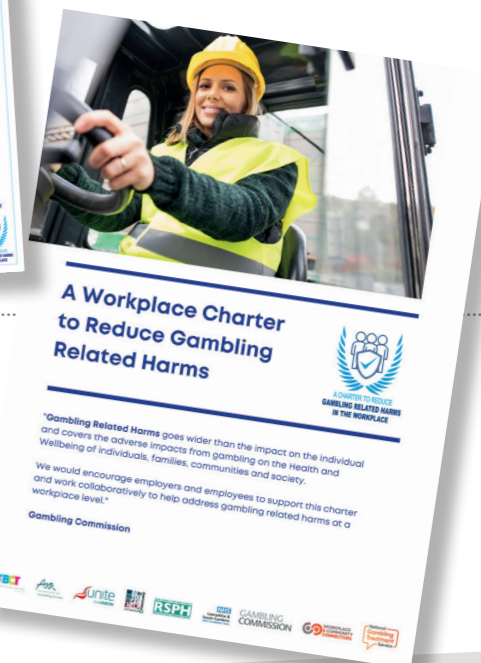
This all means that collaboratively our engagement in addressing gambling harms within a workplace perspective has seen our achievements now include the following key outcomes:

Over **1,000** individuals have participated in the 'Bet You Can Help' Now training workshop.

Over **35,000** workers covered by the Reduce Gambling Harms in the Workplace Charter.

Over **250** employers engaged with the project to date.

Signatories of the charter are licensed to display the employee commitment kitemark on their website, publications, emails, and signage, subject to terms and conditions.



PROGRAMMES & PARTNERS

Parachute Regimental Association Liverpool Branch



BCT have engaged members of the Armed Forces Community from within the Parachute Regimental Association Liverpool Branch who have been participating in a wellbeing programme, through funding received by the National Lottery Community Fund, developed and delivered by BCT's Interventions Team led by Ian Whiteside.



OVER 40 MEMBERS

Over the last 18 months more than **40** previously serving members from the 2nd, 3rd and 4th Battalions of the Parachute Regiment have taken part in a plethora of workshops and group activities designed to improve and maintain physical and emotional wellbeing.

Compassion in Action



Working in partnership with **Compassion in Action** in Leigh, BCT provides one to one counselling support for patients with enduring mental health issues, who are referred into the centre by community mental health service. The clients undergo short term residential respite at the centre and can return weekly to continue their counselling support after the residential period ends. Awareness training in relation to issues presented from patients, has also been provided to staff in the centre, to assist their support work with patients.

Bupa

Throughout 2019-2021, Beacon Counselling Trust engaged over **50 men**, in mid-life, affected by problematic gambling.



The **'Back on Track' project**, funded by the Bupa Foundation, provided an intensive social and mental wellbeing support programme that enabled a sustained service users meaningful recovery, which also included veterans.



30% REDUCTION IN STRESS & ANXIETY

BCT engaged two cohorts of **25 males** who benefited from a range of wellbeing focused activities. These include Leadership development, volunteering, outdoor activity, training around mental health first aid, mindfulness and confidence building.

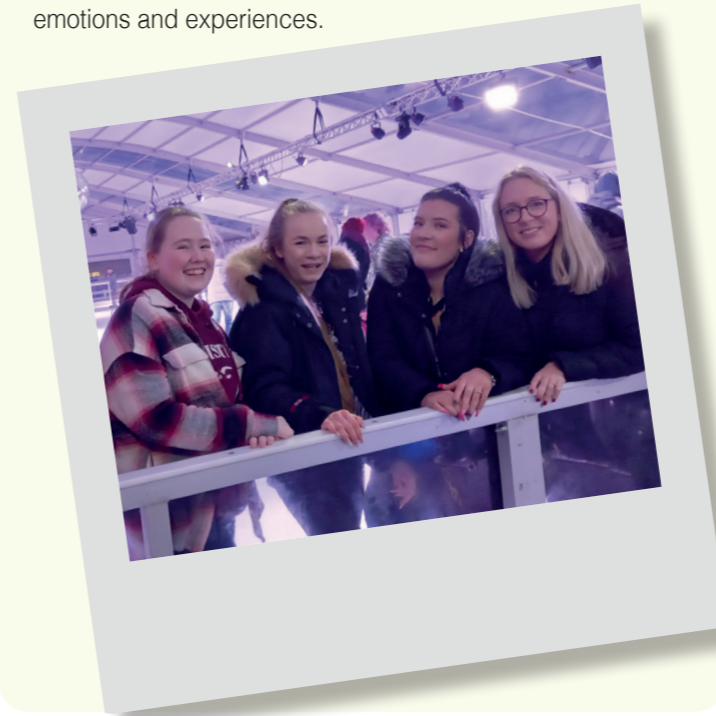
During the evaluation stage of the programme, an overall improvement of **20%** was reported by participants in self- efficacy and resilience and a **30%** reduction in stress and anxiety.

Time for me



The 'Time For Me' programme was a collaborative piece of work between **Crossroads Care North West, Purple Tree** and ourselves. It was devised as a six-month initiative, to promote self-care and wellbeing to a group of young carers living in the Northwest.

The sessions covered a variety of themes including alcohol, nutrition and anxiety management, as well as leading guided meditations and devising sleep hygiene routines. The group also completed a First Aid for Mental Health Level 1 course. We used this as a platform to educate as well as encourage a safe space for the young carers to explore their emotions and experiences.



Trek Therapy



One of the ways BCT was able to adapt and maintain its services during the pandemic outbreak and resulting restrictions, was to find new ways of delivering its offer. One programme that particularly demonstrated our ability to continuously offer a quality service to our client group was Paul's Place Suicide Bereavement Support Service.

During the height of the pandemic BCT ran a pilot piece of work in association with Trek Therapy, a community interest company, which facilitated professionally-guided walks in open spaces designed to enable the Paul's Place service user group to maintain a degree of face-to-face contact with BCT therapists and their peer support group.



Weight Management Programme

BCT have continued their work with **Wirral NHS weight management service**, providing therapeutic support to patients joining their weight management programme, some of whom wish to access the pathway for bariatric surgery. Patients receive one to one counselling sessions focused on raising self-awareness and understanding of their relationship with food and developing more effective and positive ways of coping.

Feedback has been very positive. Patients report that sessions have helped them to: better understand their relationship with food and eating behaviour; gain a greater awareness of triggers for overeating, increase motivation, confidence, and ability to control eating habits.



PROGRAMMES & PARTNERS



Paul's Place Suicide Bereavement Support Programme

Paul's Place is a **FREE** specialist postvention bereavement counselling service, for those bereaved by suicide. This is a **special, unique and essential service**, available to service users in the Merseyside area.

Paul's Place launched in **October 2017**. It is named in memory of two young men from Liverpool, Paul Jensen and Paul "Geoff" Williams, who both sadly died by suicide, albeit 23 years apart. Paul Jensen is the brother of Kathy Devlin and Paul Williams is the son of Agnes and Joe Williams, who are the co-founders of the service.

Almost **500** people have accessed our Paul's Place service. On average we can receive up to **10** Paul's Place referrals per month.



In addition to one-to-one specialist suicide bereavement counselling, our service users can also access **regular peer group support meetings**. Peer support has such a massive impact on those bereaved by suicide. Sharing thoughts and information on what helps us deal with life after such a devastating loss, is so important.

Fundraising and Donations

Fundraising is a **BIG** part of what we do here at Paul's Place. As we receive **no Government or NHS funding**, we are reliant on donations, fundraising and any grants that we are able to secure along the way.

So many of our service users very often want to "give something back" on completion of their counselling. The pandemic had a drastic impact on fundraising activities for Paul's Place.

Paul's Place Suicide Bereavement Support Service receives the Queen's Award for Voluntary Service in 2021



We are absolutely delighted and so very proud that our Paul's Place volunteers are being recognised with this collective MBE. This prestigious award is a huge tribute to their invaluable work. Many of our volunteers have themselves been bereaved by suicide and their dedicated commitment in wanting to give something back is truly admirable. Their continued help and support is pivotal in enabling us to carry out the vital and life-saving work that we do.

In September 2019, Paul's Place received a grant of almost **£338,000** from **The National Lottery Community Fund**.

The 3-year grant has had a huge impact on the vital and lifesaving work we do and has enabled us to roll out of the service across the whole Merseyside area, something we could never have hoped to achieve, without such a massive cash injection as this.



Goals and Objectives

Our ultimate goal is that we are able to continue to deliver the service going forward.

Another major goal is to find Ambassadors and a Patron for Paul's Place.

We recognise both the need for and importance of offering more support, either alongside or after therapy finishes - in the form of group work. *e.g. Trek Therapy Walks, Craft Group, short local walk and talk groups and eventually we would like to be able to offer some holistic therapies.*

However, during the last three months of 2021, several service users completed various fundraising events which resulted in over **£11,000** in donations. In addition to this, our annual Christmas Money-Wall raised over **£3,500**.



<https://www.justgiving.com/beaconcounsellingtrust>



GAMBLING SERVICE-USER...

I just wanted to give Shaun the recognition he so dearly deserves. I would not have come this far into recovery without him, he listened and took on my worries when I couldn't see anyway out of my gambling. Shaun made me realise its never too late to start again.

I strongly believe Shaun has saved my life without the service I would have lost everything. I just wanted to let you know what a fantastic job he does.

Your service is amazing and I do believe your counsellors need to be recognised for the work they do.

The Queen's Award for Voluntary Service

AFFECTED OTHER SERVICE USER...

The therapy received was extremely helpful, I have received counselling from other sources over the years and this has been the most useful.

I wasn't forced to do anything I didn't want to do but I was given little tasks to help in areas I feel the most stressed and anxious, also helping me to

look at things from a different angle. Marg was someone who was easy to talk to and will miss our sessions each week.

I feel I am in a stronger position and have been able to take back a little more control in my life.

Armed Forces Covenant ERS Bronze Award

Vixio Global Regulatory Award for Outstanding Contribution to Safer Gambling

SERVICE USER FEEDBACK & ACHIEVEMENTS

Howard League Community Award

PAUL'S PLACE SERVICE-USER...

My counsellor made me feel that I was a good person, father and grandfather. I could easily have crumbled as the loss of a loved one hits us in so many ways.... With the support of my counsellor, I knew if I had my Son in front of me now, he would not be able to give me a reason why. I chose to remember him in the positive, that I was blessed to have him in my life for over 28 years and had so many happy memories.

I did question myself as to whether this was the right approach, but with my

counsellor's support and guidance, I became stronger and removed any self-doubt as to whether the approach I had selected was a selfish one... I know I have joined a very special band of people who have gone through and are still going through every parent's worst nightmare... Finally, without Paul's Place I dread to think where I would be today, 10 months on from the loss of my Son. I cannot thank you enough and I will forever be in your debt. Counsellor's such as mine are quite simply life-savers.

Hope University Innovation Award



**BUILDING ON THE PAST,
WORKING IN THE PRESENT
AND PLANNING FOR THE FUTURE...**



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**FOLLOW AND
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