



Impact Report 2020/21

This report outlines the impact made by Bethel Health and Healing Network through the delivery of our two core services, the Doula Service, and the Rapha Listening Service from April 2020 to March 2021. While COVID-19 changed the way we worked it didn't stop us from providing critical support to vulnerable pregnant women and reaching people needing emotional support during an exceptionally challenging year.

Key Headlines



- 284 service users supported compared to 195 in 2019/20
- 1,261 support sessions delivered compared to 608 in 2019/20
- Doula Service supported 168 vulnerable pregnant women / new mums
- Rapha Listening Service accessed by 116 service users
- 40 volunteers engaged in service delivery



Improving mental wellbeing through a culturally sensitive and non-judgmental listening service available at the point of need



24 hour wrap around, one to one maternity care for vulnerable pregnant women and new mums delivered by a highly experienced doula team



Doula Service

“I suffered from postpartum depression and this service was a saviour. Due to Covid I and my husband had no family support but this service was a bonus for us and we felt extremely supported. I am very thankful to them for listening to me and taking care of me. ”

“Attending mother and baby group, meeting with other mothers with their babies, talking and having professionals to talk with and answer questions, helps me a lot.”



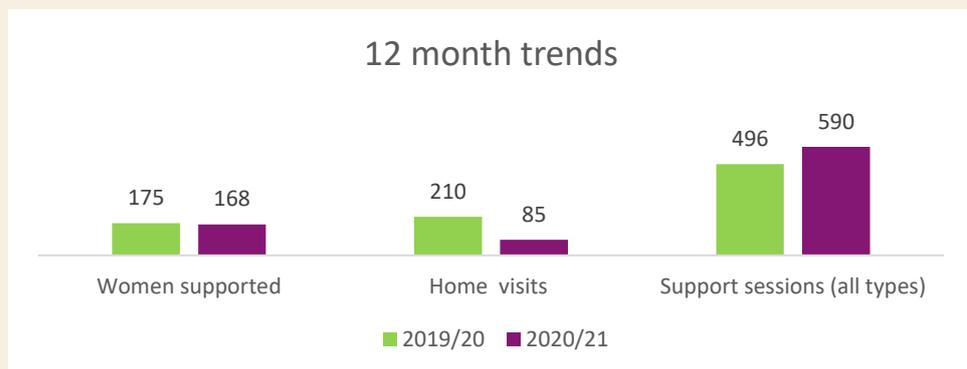
Who did we support?

- 49% asylum seekers/refugees; 38% British citizens (where status known)
- More than 31 different countries of birth, most common UK, Pakistan, Eritrea and Syria



- 49% supported with first pregnancy
- 44% supported with second or third pregnancies

Performance



- 168 women supported, only slightly lower than 2019/20
- 20% increase in total support sessions due to increased telephone and digital support
- 85 visits made to 49 of the most vulnerable women. Due to Covid-19 restrictions this was lower than 2019/20.



Support received

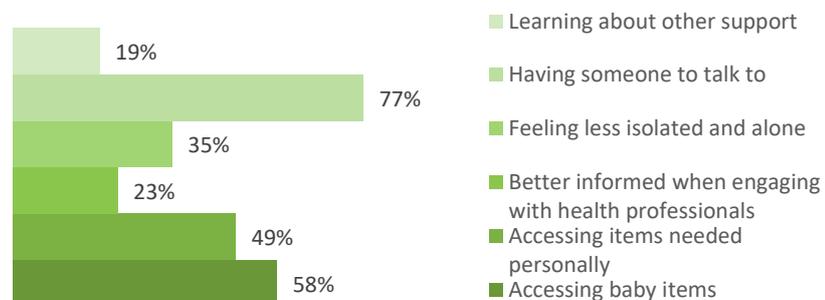


- 86% completely satisfied or satisfied with the service
- Knowledge of maternity improved - 49% scored 7+ (0 not at -10 improved significantly)
- 56% vulnerable pregnant women/new mothers accessed items needed for themselves
- 49% of women received emotional support from a senior or volunteer doula
- 39% of women accessed essential supplies for their baby
- 37% of pregnant women supported during birth
- 26% of women accessed Bethel's listening service
- Nearly a quarter (23%) attended Bethel's mother and baby group, post birth

Impact



How service users benefited



- More than three quarters benefited by having someone to talk to (77%)
- 58% accessed supplies for baby and 49% accessed items needed personally
- 'Other' benefits: learning how to take care of a new-born, accessed other practical advice, being supported during Covid





Rapha Listening Service

“I feel the support has helped in thinking positively about life.”

“I took small positive steps, which helped me to improve my mental & physical wellbeing.”

“It has built up my confidence and made me more aware of how to cope with my anxiety.”



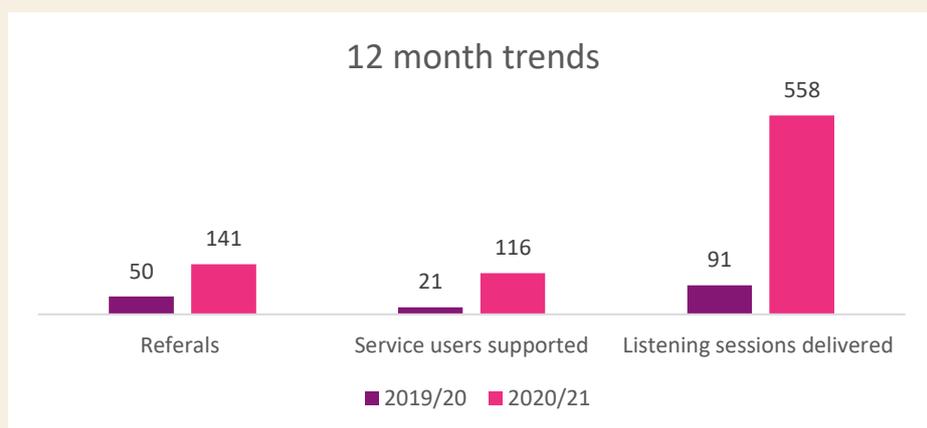
Who did we support?

- 50% service users from ethnically diverse communities
- 32% aged under 40; 20% aged 65+
- reason for referral: 51% low mood, 22% anxiety, 19% depression, 11% isolation/loneliness, 10% coming to terms with loss

Performance



- 141 referrals received; 82% engage with service
- 90 service users accessed listening sessions
- 116 service users supported
- 558 listening sessions delivered



- 3-fold increase in referrals from 2019/20
- More than 4 times increase in service users accessing support
- Nearly 6-fold increase in listening sessions from 91 in 2019/20 to 558 in 2020/21



“ The listener was so brilliant, and she would just let me speak. I was a bit concerned that she would not understand, but from experience I know that she was really listening and expressed concern about me, so I really felt that someone cared.”

“ It helped having a listener who had an understanding of my culture.”

Satisfaction



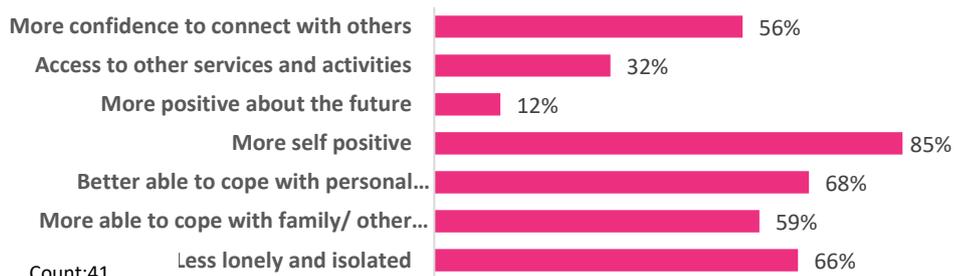
- 97% very satisfied or satisfied with the service
- Met or exceeded the expectations of 88% of service users

Impact



- 85% of service users felt more positive about themselves
- 68% were better able to cope with their personal circumstances
- 66% felt less lonely and isolated
- 56% were more confident in connecting with other people

Impact of support





About Bethel Health and Healing Network

Our Vision: To enable and empower people to become physically, emotionally, and spiritually healthy

Our Mission: Offer a range of holistic services that promote health and wellbeing to people in need

Our Values: Compassion, Integrity, Empowerment, Fairness, Partnership

Our Strategic Aims:

- Diverse communities have access to quality mental health and wellbeing services
- Bethel Health and Healing Network continues to be a place of welcome for those in need
- Deliver and develop effective services for existing and new beneficiaries
- Increase our impact through strategic partnerships
- Bethel Health and Healing Network is an effective and sustainable organisation



Bethel Health and Healing Network
196 – 198 Edward Road, Balsall Heath
Birmingham B12 9LX

Registered Charity No: 1116225
Company number: 05813084