



THE HARBOUR

Someone to talk to when you need it most



IMPACT REPORT

2023 / 2024

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THANK YOU FOR YOUR SUPPORT

The Harbour is a small charity with a huge vision. We help people live well with grief, when facing illness, death, dying and bereavement. Thanks to your generous grant we have been able to provide in-depth emotional support to people across Bristol and the surrounding areas.

We received self-referrals as well as referrals from GPs, other health providers and charities, offering our clients an in-depth service which is the only one of its kind in Bristol.

If grief goes unprocessed, it shows up in mental and physical ill-health, loneliness and poverty, with knock on effects in employment and long-term economic outcomes (Bereavement Commission, 2021).

A YEAR OF CONTINUED DEMAND

We began extending our reach to communities in areas of multiple deprivation, following the success of our pilot project in South Bristol. This was against the backdrop of a difficult and competitive fundraising climate. We could not have navigated through this period safely and successfully without the support of our funders.

Recognising the need to ensure our financial sustainability and resilience, in 2022 we rolled-out a paid-for-service. Clients who can afford to contribute are asked to do so. The numbers who opted in increased from 5% to 10% of clients from 2022 to 2023.

Financial circumstances will never be a barrier to accessing our vital service, and we continue to offer the same help to all. Provision of free and subsidised sessions continues to be a priority, against a backdrop of increased financial difficulty for many.

We work hard to make our services accessible and reflective of Bristol's diverse communities. In 2023/24 10% clients were from minority ethnic communities; 15% identified as LGBTQ+; and 17% had a disability.

OUR IMPACT IN 2023/24

184
CLIENTS

90%
SESSIONS
PROVIDED HEAVILY
SUBSIDISED OR
FREE OF CHARGE

81%
OF CLIENTS RECORDED
REDUCED LEVELS OF
ANXIETY AND DEPRESSION
FOLLOWING THEIR TIME
WITH US.

1,251
COUNSELLING
SESSIONS AND
ASSESSMENTS

PHQ AND GAD

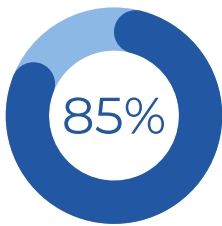
We use standard measures of anxiety (GAD7) and depression (PHQ9) at the beginning, middle and end of counselling.

These include questions about sleeping and eating issues, concentration, feeling depressed or bad about yourself, not being able to stop worrying, feeling anxious, having suicidal thoughts.

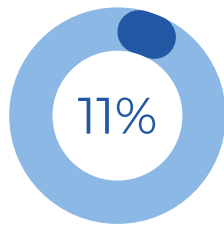
During the year the average PHQ for clients reduced from 13 to 7 - this equates to a shift from moderate to mild depression.

The average GAD scores reduced from 11 to 6 - this equates to a shift from moderately severe to moderate anxiety.

Qualitative feedback adds value to the GAD and PHQ data we gather

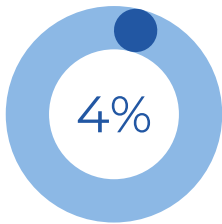


Before

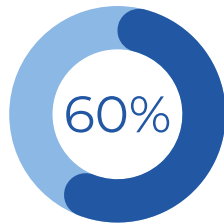


After

85% rated their emotional well-being 'very poor' or 'poor' before counselling, compared to 11% after counselling

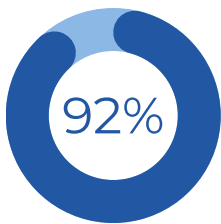


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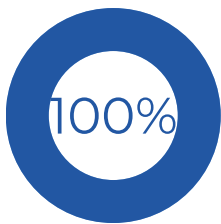


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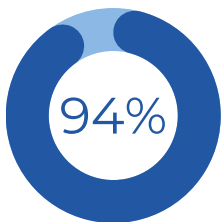
only 4% rated their emotional well-being 'good' before counselling, compared to 60% who rated their emotional well-being 'good' or 'very good' after counselling



92% of clients felt they were 'much better' or 'a little better' at dealing with their problems after their counselling.



100% of clients rated their relationship with their counsellor as 'excellent' or 'good'.



94% of clients were 'very satisfied' with our service.

Our work prevents complex and severe health problems, reduces health inequalities, and creates less demand on the NHS/statutory services. It reduces anxiety and depression, enabling people to better cope day-to-day e.g. being better parents, being able to get back to work; and more able to contribute positively to their communities.

IN THEIR OWN WORDS

“

I understand it is not just the person diagnosed with cancer suffering it also has a tsunami affect on the family members too. The space allows me to express my darkest fears, which alleviates much of the weight, pain and my reluctance to look at death. I can't imagine what I would do without the sessions.

”

“

Mary is 61 and came to The Harbour following the death of her brother who died from cancer. She had become his carer and lost her job because of this. She was also estranged from other members of her family. When she approached us she said “I am in a worse state now than I was when he died”. We offered 16 sessions of fully funded counselling. At the end she said “I have recognised that I have been shelving some of my true personality in order to placate members of my family and it is now time for me to prioritise me.”

”

“

Doris is 75 and her husband had died the year before she approached us. She had cared for him in the years leading up to his death as he had Parkinson's and Dementia. And she is now facing the need to support her sister.

At the end of her 16 sessions, she told us: “It has been transformative, I almost don't recognise the Doris at the start to the Doris at the end of these sessions. I have learnt so much about myself in these sessions and this has been to the benefit of those around me. I feel robust and able to deal with whatever now happens with my sister.

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