

# WOODSIDE BEREAVEMENT SERVICE

England & Wales · Charity number 1041666

## Details

---

**Other names** W B S, WBS

**Status** Registered

**Legal form** Other

**Registered** 1994-10-27

**Register** [View on the Charity Commission register](#)

## Contact

---

**Address** Waterside Centre  
26 Avenue Road  
London  
SE25 5DX

**Phone** 02032562009

**Email** [wbs@thelisteningear.org.uk](mailto:wbs@thelisteningear.org.uk)

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

## Activities

---

**Objects:** TO RELIEVE PERSONS RESIDENT IN THE LONDON BOROUGH OF CROYDON EXPERIENCING SEVERE OR PROLONGED SHOCK OR DEPRESSION ARISING FROM BEREAVEMENT AND LOSS DIVORCE OR ACCIDENT

**Activities:** 1 to 1 and group Counselling for adults and/or children who have experienced a bereavement or loss

## Classification

---

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

## Geography

- **Area of benefit:** LONDON BOROUGH OF CROYDON
- Croydon

## Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£28,173	£29,155	-	-
2023-12-31	£40,108	£26,589	-	-
2022-12-31	£39,377	£21,669	-	-
2021-12-31	£14,392	£19,008	-	-
2020-12-31	£14,908	£11,713	-	-

## Trustees

Name	Role	Appointed
Andy Bebington		2025-06-19
CHRISTINE MAVIS CARTER		2023-09-05
Linda Nicholas		2017-04-19
Vincent Kpodo Atigla		2023-06-22

**WOODSIDE BEREAVEMENT SERVICE**

England & Wales - Charity number 1041666

---

# Accounts

---

# Woodside Bereavement Service

Report and Accounts

Year ended 31 December 2024

Stewardship   
*Active generosity*

1 Lamb's Passage, London EC1Y 8AB  
[www.stewardship.org.uk](http://www.stewardship.org.uk)

**WOODSIDE BEREAVEMENT SERVICE**  
**LEGAL & ADMINISTRATIVE DETAILS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

ADDRESS FOR CORRESPONDENCE	Waterside Centre 26 Avenue Road London SE25 5DX
GOVERNING DOCUMENT	Constitution dated adopted June 1994, amended April 2019
CHARITY REGISTRATION NUMBER	1041666
TRUSTEES RESPONSIBLE FOR MANAGING THE CHARITY	Vincent Atigla Anne Barcellos (resigned June 2025) Andy Bebington (appointed September 2025) Christine Carter Charles King (resigned June 2025) Linda Nicholas
BANKERS	The Co-operative Bank p.l.c.
INDEPENDENT EXAMINER	Jaimée Young Stewardship 1 Lamb's Passage LONDON EC1Y 8AB

**INDEX**

Page 1	Legal & Administrative Details
Pages 2-3	Trustees' Report
Page 4	Independent Examiner's Report
Page 5	Receipts and Payments Account
Page 6	Statement of Assets & Liabilities
Page 7	Notes to the Accounts

**WOODSIDE BEREAVEMENT SERVICE**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**Aims and purposes**

Woodside Bereavement Service (WBS or 'the Service') is established to relieve persons resident in the London Borough of Croydon experiencing severe or prolonged shock or depression, arising from bereavement and loss.

**Objectives and activities**

WBS is committed to providing free support by trained volunteers to bereaved people through one-to-one counselling with selected and trained Christian counsellors. It assists them through their period of mourning and encourages acceptance of loss and re-adjustment. It also aims to educate and increase awareness of the nature of grief and bereavement. The Service is available to all those residing in the Borough of Croydon, regardless of race, colour, nationality, belief, age, gender, sexual orientation or physical disability.

In planning the activities the Trustees have applied the guidance on public benefit issued by the Charity Commission.

**Volunteers**

The Service would not be able to operate its current model without the time and input given freely by the volunteers both as counsellors and in the administration and management functions. Heartfelt thanks go to all the volunteers and friends in the community who help the Service to deliver its aims and objectives.

**Structure, governance and management**

The Service is constituted in accordance with its Constitution which is agreed in consultation with Trustees, Management Team [MT] and members.

The Service is overseen by the Trustees, who receive reports from the Management Team and consider any issues raised at their quarterly meetings. The Service continues to monitor and manage challenges in several key areas (Treasurer vacancy, available administrative hours, social media and marketing the service to attract donations, funding sources, access to suitable rooms and future use of the Waterside Centre). We have been unable to fill our Treasurer vacancy despite numerous adverts.

The day-to day management of the Service is carried out by the Management Team comprising representatives of the main operating areas. Their role consists of assessment of service performance, issues affecting delivery, following up fundraising possibilities and taking decisions on service amendments where necessary. A new procedure for DBS checks for renewals for existing and new counsellors (DBS Policy Statement on the Recruitment of Ex-offenders) was adopted in July.

The position of Children and Young People's Team Leader at Woodside Bereavement Service was accepted in October on a 2-year contract for 10 hrs per week.

## Challenges into 2025/26

The National Lottery grant ended on 31 March 2025. The MT continues to work with trustees to identify and secure alternatives sources of funding. A joint meeting took place in February to service priorities which include strengthening our financial position and financial management, raising our profile on social media to attract regular donations, appointing more trustees (two trustees have recently stepped down) and a treasurer, and individual service priorities. Our commitment is to meet once or twice a year to discuss and review service plans, finances and our vision.

WBS is now one of two charities supported by the Mayor Croydon (May 2025-May 2026).

## Financial review

During the year income decreased by £11,900 to £28,200, and expenditure increased by £2,600, to £29,200. As a result the cash held by the charity decreased by £1,000, to £49,000, of which £41,500 is unrestricted and can be used for any charitable purpose.

## Reserves policy

The Trustees seek to retain one year's cover for expenditure, given the uncertainty of grant aid and (in particular) the financial position of Croydon Council, a former major funder. One year's cover is roughly £30,000, based on the expenditure for 2024. At the year end, the charity held unrestricted cash of £41,500 and the charity is complying with its reserves policy.

## Responsibilities of trustees

Charity law requires us as Trustees to prepare financial statements for each accounting year which record the receipts and payments of the charity for the year.

We are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enable us to ensure that the financial statements comply with the Charities Act 2011.

We also have a responsibility to safeguard the assets of the charity and to take reasonable steps to prevent fraud or any other irregularities.

## Approval

This report was approved by the trustees and signed on their behalf by:

  
L.Nicholas (Oct 27, 2025 22:25:42 GMT)

Linda Nicholas

Chair of Trustees

Date: Oct 27, 2025

**INDEPENDENT EXAMINER'S REPORT**  
**TO THE TRUSTEES OF**  
**WOODSIDE BEREAVEMENT SERVICE**

I report to the trustees on my examination of the accounts of Woodside Bereavement Service ('the charity') for the year ended 31 December 2024 on pages 5 to 7 following.

**Responsibilities and basis of report**

As the trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in accordance with section 130 of the 2011 Act; or
2. the accounts do not accord with the accounting records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Jaimée Young  
Stewardship  
1 Lamb's Passage  
LONDON  
EC1Y 8AB

Date:

**WOODSIDE BEREAVEMENT SERVICE**  
**RECEIPTS AND PAYMENTS ACCOUNT**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

	Notes	<u>Unrestricted Funds</u>			2024 £	2023 £
		General Funds £	Designated Funds £	Restricted Funds £		
<b>Income receipts</b>						
Donations		4,764	-	-	4,764	5,052
Gift aid receipts		202	-	-	202	1,522
National Lottery grant	4	-	-	21,435	21,435	30,840
Training income		889	-	-	889	2,235
Interest		756	-	-	756	400
Memberships		60	-	-	60	60
Other		67	-	-	67	-
<b>Total receipts</b>		<u>6,738</u>	<u>-</u>	<u>21,435</u>	<u>28,173</u>	<u>40,109</u>
<b>Payments</b>						
Payments in relation to charitable activities undertaken directly	2	2,937	-	26,218	29,155	26,590
<b>Total payments</b>		<u>2,937</u>	<u>-</u>	<u>26,218</u>	<u>29,155</u>	<u>26,590</u>
Net of receipts / (payments) before		3,801	-	(4,783)	(982)	13,519
Transfers between funds	4	-	-	-	-	-
<b>Net movement in funds</b>		<u>3,801</u>	<u>-</u>	<u>(4,783)</u>	<u>(982)</u>	<u>13,519</u>
Cash funds as at last year end		37,738	-	12,196	49,934	36,415
<b>Cash funds at this year end</b>	A	<u>41,538</u>	<u>-</u>	<u>7,413</u>	<u>48,951</u>	<u>49,934</u>

The notes on page 7 form part of these accounts.

**WOODSIDE BEREAVEMENT SERVICE**  
**STATEMENT OF ASSETS AND LIABILITIES**  
**AS AT THE YEAR ENDED 31 DECEMBER 2024**

	<u>Unrestricted Funds</u>			2024	2023
	General funds	Designated funds	Restricted funds		
Notes	£	£	£	£	£
<b>A Cash funds</b>					
Cash at bank with immediate access	41,538	-	7,413	48,951	49,922
Petty cash	-	-	-	-	12
	<u>41,538</u>	<u>-</u>	<u>7,413</u>	<u>48,951</u>	<u>49,934</u>
<b>B Other monetary assets</b>					
Gift aid due to charity	390	-	-	390	481
Other	247	-	-	247	-
	<u>637</u>	<u>-</u>	<u>-</u>	<u>637</u>	<u>481</u>
<b>C Liabilities</b>					
<b>Falling due within one year</b>					
Fee for Independent Examination	750	-	-	750	700
Accrued expenses	1,208	-	-	1,208	1,040
	<u>1,958</u>	<u>-</u>	<u>-</u>	<u>1,958</u>	<u>1,740</u>
<b>D Assets retained for charity's own use</b>					
The charity owns minimal assets.					

The accounts were approved by the trustees and signed on their behalf by:

L. Nicholas

L.Nicholas (Oct 27, 2025 22:25:42 GMT)

Linda Nicholas

Date: Oct 27, 2025

The notes on page 7 form part of these accounts.

**WOODSIDE BEREAVEMENT SERVICE**  
**NOTES TO THE ACCOUNTS**  
**FOR THE YEAR ENDED 31 DECEMBER 2024**

**1 Accounting policies**

The accounts have been prepared on a receipts and payments basis and comprise a statement that shows the charity's receipts and payments, a statement that summarises the charity's assets and liabilities and related notes. The accountancy profession have determined that only accounts prepared in accordance with applicable accounting standards present a 'true and fair' view and, as these receipts and payments accounts have not (and cannot) be prepared in accordance with accounting standards, these accounts do not present (and are not intended to present) a 'true and fair' view of the charity's financial activities and state of affairs.

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity. Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. Restricted funds are donations which are to be used in accordance with specific restrictions imposed by donors; they include donations received from appeals for specific activities or projects.

	<u>Unrestricted Funds</u>		Restricted Funds	2024	2023
	General funds	Designated funds			
	£	£	£	£	£
<b>2 Payments in relation to charitable activities undertaken directly</b>					
Employment costs	-	-	11,089	11,089	11,532
Office rental	-	-	9,328	9,328	8,850
Travel	-	-	445	445	257
Insurance	-	-	668	668	578
Office costs	115	-	2,186	2,301	1,478
Equipment and resources	1,490	-	-	1,490	360
Professional fees	1,196	-	385	1,581	1,523
Training	-	-	2,118	2,118	1,690
Other costs	136	-	-	136	322
	<u>2,937</u>	<u>-</u>	<u>26,218</u>	<u>29,155</u>	<u>26,590</u>

**3 Transactions with related parties**

No payments were made to trustees or connected persons other than reimbursement on behalf of the charity.

**4 Movement of funds**

	Opening balance	Receipts	Payments	Transfers	Closing balance
	£	£	£	£	£
General funds	37,738	6,738	(2,937)	-	41,538
Restricted funds					
National Lottery grant	12,196	21,435	(26,218)	-	7,413
	<u>12,196</u>	<u>21,435</u>	<u>(26,218)</u>	<u>-</u>	<u>7,413</u>
Total funds	<u>49,934</u>	<u>28,173</u>	<u>(29,155)</u>	<u>-</u>	<u>48,951</u>

**WOODSIDE BEREAVEMENT SERVICE**

England & Wales - Charity number 1041666

---

# Accounts

---

## **WOODSIDE BEREAVEMENT SERVICE – THE LISTENING EAR**

### **TRUSTEES' REPORT 2023**

#### **Aims and purposes**

Woodside Bereavement Service (WBS) is established to relieve persons resident in the London Borough of Croydon experiencing severe or prolonged shock or depression, arising from bereavement and loss.

#### **Objectives and Activities**

WBS is committed to providing free support by trained volunteers to bereaved people through one-to-one counselling with selected and trained Christian counsellors. It assists them through their period of mourning and encourages acceptance of loss and re-adjustment. It also aims to educate and increase awareness of the nature of grief and bereavement. The Service is available to all those residing in the Borough of Croydon, regardless of race, colour, nationality, belief, age, gender, sexual orientation or physical disability.

In planning the activities, the Trustees have applied the guidance on public benefit issued by the Charity Commission.

#### **Achievements and Performance**

Counselling is provided both on a 1-1 basis and group sessions in 2 locations in Croydon. During 2023 the adult service received 103 referrals, similar to the previous year. These came from clients visiting their GP, Croydon's Improving Access to Psychological Therapies (IAPT) Service or Social Services. Meeting the demand for WBS in Croydon has been a challenge during the year, with a reduction in active counsellors from 19 to 12. Therefore, in order to manage the waiting list with fewer active counsellors it was decided to close the waiting list for 1 - 1 sessions in November 2023, with clients given the option of attending a group bereavement session. Following the Initial Assessment stage, 90 clients were placed on the waiting list. The ages of clients seen ranged from 18 years to over 70 years, the latter being seen through the GERAS arm of the Service which focuses on the over-70s. The Children and Young People Team received 58 referrals including first-time referrals from 4 Schools.

The Team liaises closely with parents, guardians, school staff and any other organisations that may be involved to agree a cohesive and co-ordinated service that delivers the optimum support for the young person through 1-1 counselling as well as responding to schools requests for support for both pupils and staff. An assessment appointment was offered to each CYP referred. Following the initial assessment, 17 referrals did not progress to 1 - 1 bereavement support sessions for various reasons including: Referrals to other agencies, Living out of borough and Non attendance with family to the assessment session. There are 3 counsellors in the Team, supported by other volunteers where required for family or group sessions.

The annual training commenced in January, with volunteers from local Churches in Croydon, but also individuals who were under-taking professional counselling training.

The trainers are members of the Service and started the course with a group of seven, one man and six women. Two of the women were undertaking counselling training, using WBS clients to gain clinical experience to meet their course requirement. In October we had the opportunity to join an online training course with the National Autistic Society. The course was well attended by the volunteers, it was interactive and informative, and we still have access to some great resources.

## **Financial Review**

The grant we received in 2022 from the National Lottery Community Fund for 3 years to March 2025 has been unusual in our history as we enjoyed the ability to develop our service. In 2023, we received a total of £30,840 in grant funding of which salaries, rentals of office and counselling hire rooms and other running costs accounted for £26,449. We have been advised that we will be able to carry over the underspend into 2024 which will allow us to maintain the level of our service. We remain grateful to the Fund for this opportunity to continue our delivery to the vulnerable persons asking for our services with a degree of certainty at a very uncertain time for all organisations.

We remain grateful to our supporters in the local community for their continued support and our thanks go to Woodside Baptist Church, Selsdon Baptist Church, Addiscombe Catholic Church as well as churches in the local area. Thanks to them and those individuals who have been our stalwart supporters for many years, we were able to transfer £9,000 to our reserves for future years.

During 2023, the impact of the financial crisis both nationally and locally led to cost uncertainty, especially in relation to potential changes to core costs of premises rentals, insurances, office costs and staffing. We were relieved to be informed by our landlord, Croydon Voluntary Action, that our rentals would not be increased during 2023. They have maintained this until September 2024, but the future will depend on the decision by Croydon Council who are the owners of the Lakeside building that we use. We were therefore able to finish the year with an increase in our general reserves which stood at £37,700 at the end of 2023.

The trustees have determined that the charity should aim to hold unrestricted cash of no less than £7,200 which equates to about 3 months of unrestricted expenditure so that the charity could continue to operate should income and expenditure vary adversely. The general fund holding of £37,700 at the end of the year is complying with its reserve policy.

In the uncertain financial state of the country, the current level of the Service's financial reserves will at least allow us to have some security that our clients may be able to access our services for the near future. We are thankful for this and the support we receive to continue with our service to the community of Croydon.

## **Volunteers**

The Service would not be able to operate its current model without the time and input given freely by the volunteers both as counsellors and in the administration and management functions. Heartfelt thanks go to all the volunteers and friends in the community who help the Service to deliver its aims and objectives. Altogether around 500 volunteer hours were delivered across the service.

The Safeguarding policy included in the Service's Policies and Procedures ensures that all counsellors are required to have a DBS certificate of the relevant level before engaging with clients. The achievement of this has been supported by Croydon Council who undertook to process the acquisition of all certificates. All policies are reviewed regularly, and this was completed in January 2023.

## **Structure, governance and management**

The service is constituted in accordance with its Constitution which is agreed in consultation with Trustees, Management Team and members.

The Service is overseen by the Trustees, who receive reports from the Management Team and consider any issues raised at their quarterly meetings.

Trustees are nominated and selected by vote at the annual general meeting. Where there is a need to recruit new trustees following resignations, advertisements are placed in the service Newsletter and local churches to attract and retain suitable candidates committed to our values.

The day-to day management of the Service is carried out by the Management Team comprising representatives of the main operating areas. Their role consists of assessment of service performance, issues affecting delivery, following up fundraising possibilities and taking decisions on service amendments where necessary.

## **Administrative information**

During 2023, the Service operated from a counselling room and a shared office in the Croydon Voluntary Action premises at 26 Waterside , South Norwood. Some Group Sessions were provided at Selsdon Baptist Church in South Croydon.

The correspondence address is Waterside Centre, 26 Avenue Road, London SE25 4DX.

Trustees/ Officers who are serving at the time this report was approved are as follows:

1. **Linda Nicholas - Chair**
2. **Charles Thomas King - Vice Chair**
3. **Vincent Kpodo Atigla - Secretary (appointed 22/6/2023)**
4. **Anne Barcellos - outgoing Treasurer**
5. **Christine Carter - Co-opted Volunteer Representative (appointed 05/09/2023)**

### **Approval**

This report was approved by the trustees and signed on their behalf by:

*L. Nicholas*  
[L. Nicholas \(Oct 21, 2024 12:53 GMT+1\)](#)

***Linda Nicholas – Chair, Board of Trustees***

Date: Oct 21, 2024



CHARITY COMMISSION  
FOR ENGLAND AND WALES

WOODSIDE BEREAVEMENT SERVICE

1041666

## Receipts and payments accounts

CC16a

For the period from	01/01/2023	To	31/12/2023
------------------------	------------	----	------------

### Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
NATIONAL LOTTERY GRANT	-	30,840	-	30,840	24,600
DONATIONS	5,052	-	-	5,052	12,914
GIFT AID RECOVERED	1,522	-	-	1,522	-
TRAINING INCOME	2,235	-	-	2,235	1,770
INTEREST ON BALANCES	400	-	-	400	28
MEMBERSHIPS	60	-	-	60	65
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>9,269</b>	<b>30,840</b>	<b>-</b>	<b>40,109</b>	<b>39,377</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>9,269</b>	<b>30,840</b>	<b>-</b>	<b>40,109</b>	<b>39,377</b>
<b>A3 Payments</b>					
EMPLOYEES	-	11,532	-	11,532	8,485
TRAVEL COSTS	-	257	-	257	179
INSURANCE POLICY	-	578	-	578	881
OFFICE COSTS	-	1,478	-	1,478	1,218
OFFICE RENTAL	45	8,805	-	8,850	8,175
EQUIPMENT & RESOURCES	95	265	-	360	663
PROFESSIONAL SERVICE FEES	-	1,523	-	1,523	745
TRAINING	-	1,690	-	1,690	1,323
MARKETING	-	322	-	322	-
<b>Sub total</b>	<b>140</b>	<b>26,450</b>	<b>-</b>	<b>26,590</b>	<b>21,669</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>140</b>	<b>26,450</b>	<b>-</b>	<b>26,590</b>	<b>21,669</b>
<b>Net of receipts/(payments)</b>	<b>9,129</b>	<b>4,390</b>	<b>-</b>	<b>13,519</b>	<b>17,708</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>28,608</b>	<b>7,806</b>	<b>-</b>	<b>36,414</b>	<b>18,706</b>
<b>Cash funds this year end</b>	<b>37,737</b>	<b>12,196</b>	<b>-</b>	<b>49,933</b>	<b>36,414</b>



Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	BANK ACCOUNT BALANCES	37,725	12,196	-
	PETTY CASH	12	-	-
		-	-	-
	<b>Total cash funds</b>	<b>37,737</b>	<b>12,196</b>	<b>-</b>

(agree balances with receipts and payments account(s))

OK OK OK

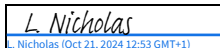
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	GIFT AID CLAIM OUTSTANDING	481	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>	INDEPENDENT EXAMINATION FEES	700	-	
	DECEMBER PAYROLL	1040	-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Linda Nicholas	Oct 21, 2024

**INDEPENDENT EXAMINER'S REPORT**  
**TO THE TRUSTEES OF**  
**WOODSIDE BEREAVEMENT SERVICE**

I report to the trustees on my examination of the accounts of Woodside Bereavement Service ('the charity') for the year ended 31 December 2023.

**Responsibilities and basis of report**

As the trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in accordance with section 130 of the 2011 Act; or
2. the accounts do not accord with the accounting records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

*J. Young*  
J. Young (Oct 21, 2024 13:04 GMT+1)

Jaimée Young

Stewardship  
1 Lamb's Passage  
LONDON  
EC1Y 8AB

Date: Oct 21, 2024

**WOODSIDE BEREAVEMENT SERVICE**

England & Wales - Charity number 1041666

---

# Accounts

---

## **WOODSIDE BEREAVEMENT SERVICE – THE LISTENING EAR**

### **TRUSTEES' REPORT 2022**

**Registered charity number:** 1041666

**Charity's principal address:** Waterside Centre, 26 Avenue Rd, London SE25 4DX

### **Aims and purposes**

Woodside Bereavement Service (WBS) is established to relieve persons resident in the London Borough of Croydon experiencing severe or prolonged shock or depression, arising from bereavement and loss.

### **Objectives and Activities**

WBS is committed to providing free support to bereaved people through one-to-one counselling with selected and trained Christian counsellors. It assists them through their period of mourning and encourages acceptance of loss and re-adjustment. It also aims to educate and increase awareness of the nature of grief and bereavement. The Service is available to all those residing in the Borough of Croydon, regardless of race, colour, nationality, belief, age, gender, sexual orientation or physical disability.

### **Achievements and Performance**

During 2022 the adult service received 131 referrals, the same as the previous year. Counselling is provided both on 1-1 basis and group sessions in 2 locations in Croydon. These came from clients visiting their GP, Croydon's Improving Access to Psychological Therapies (IAPT) Service or Social Services. Following the Initial Assessment stage, 90 clients were placed on the waiting list. Ages of clients seen ranged from 18 years to over 70 years, the latter being seen through the GERAS arm of the Service which focuses on the over-70s. Clients represent a wide range of ethnicity, covering White and Black British, White Irish, Black African and Caribbean, Asian and Other categories. The Service commenced the year with 15 trained volunteer counsellors and 3 transferred to the Young People Team (YPT) during the year.

The Children and Young People Team received 59 referrals including first-time referrals from 2 Schools. The Team liaises closely with parents, guardians, School staff and any other organisations that may be involved to agree a cohesive and co-ordinated service that delivers the optimum support for the young person through 1-1 counselling as well as responding to schools requests for support for both pupils and staff. There are 3 counsellors in the Team, supported by other volunteers where required for family or group sessions.

The yearly training started mid-January 2022 with a group size of 6, the minimum number we will deliver the course to. We were able to start with a team of three facilitators for the first time thanks to 2 of our volunteers both of whom are qualified counsellors. We include a maximum of two counselling trainees each year who, having qualified, are remaining as committed volunteers which means we now have at least six qualified counselling practitioners at WBS.

The Service received the Queen's Award for Voluntary Service in 2022. The logo now forms part of all publicity material and correspondence which can only serve to raise our profile further and attract more interest, support and funding from the local community and beyond.

Demand for our services in 2022 continued at high levels with referrals exceeding the 2021 numbers. This generated a need for increased resources for administration and counselling capability in order to keep waiting lists to a minimum and to maintain the high standards that, Woodside Bereavement Service has been our trademark over the past 30 years.

### **Financial Review**

At the beginning of 2022, we received notification from the National Lottery Community Fund that we had been successful in our bid for funding of £77,600 for three years to March 2025, comprising annual grant income of £24,600 in 2022/23 and £26,500 in 2023/24 and 2024/25. This gave us a breathing space to meet increases in running costs and allows us to consider the future and the sustainability of the Service after the expiry of the grant in 2025.

We are grateful to the Fund for this opportunity to continue our delivery with a degree of certainty at a very uncertain time for all organisations. We also remain grateful to our regular supporters in the local community for their continued support. Thanks to them, in 2022 we were able to transfer just under £10,000 to our reserves for future years to replenish those following the drawing on resources in 2021.

During 2022, the impact of the financial crisis both nationally and locally led to cost uncertainty, especially with relation to potential changes to core costs of premises rentals, insurances, office costs and staffing. We were relieved to be informed by our landlord, Croydon Voluntary Action, that our rentals would not be increased until April 2023. We were therefore able to finish the year with an increase in our reserves which stood at £36,400 at the end of 2022 (£28,600 unrestricted & £7,800 restricted). The charity's reserves policy is to maintain a balance of at least three months unrestricted payments and this balance exceeds that target.

### **Volunteers**

The Service would not be able to operate its current model without the time and input given freely by the volunteers both as counsellors and in the administration and management functions. Heartfelt thanks go to all the volunteers and friends in the community who help the Service to deliver its aims and objectives. Altogether around 1300 volunteer hours were delivered across the service.

### **Structure, governance and management**

The service is constituted in accordance with its Constitution which is agreed in consultation with Trustees, Management Team and members.

The Service is overseen by the Trustees, who receive reports from the Management Team and consider any issues raised at their quarterly meetings.

Trustees are nominated and selected by vote at the annual general meeting. Where there is a need to recruit new trustees following resignations, advertisements are placed in the service Newsletter and local churches so as to attract and retain suitable candidates committed to our values.

The day-to day management of the Service is carried out by the Management Team comprising representatives of the main operating areas. Their role consists of assessment of service performance, issues affecting delivery, following up fundraising possibilities and taking decisions on service amendments where necessary.

#### **Administrative information.**

During 2022, the Service operated from a Counselling Room and a shared office in the Croydon Voluntary Action premises at 26 Waterside , South Norwood . Some Group Sessions were provided at Selsdon Baptist Church in South Croydon. The correspondence address is Waterside Centre, 26 Avenue Road, London SE25 4DX.

Trustees/ Officers who are serving at the time this report was approved are as follows:

1. **Linda Nicholas - Chair**
2. **Charles Thomas King**
3. **Vincent Kpodo Atigla**
4. **Anne Barcellos**

It is the view of the Trustees that the Aims, as implemented through the activities detailed above, fall within the descriptions of charitable purposes that are for the public benefit, as set out in the Charities Act 2011

**The trustees declare that they have approved the trustees' report above.**

**Signed on behalf of the charity's trustees.**

***Linda Nicholas – Chair, Board of Trustees June 2023***

**Woodside Bereavement Service**

charity number: 1041666

**Receipts and Payments Account for the year ended 31.12.2022**

		<u>General Fund</u>		<u>Restricted Funds</u>		<u>Total</u>	
		2022	2021	2022	2021	2022	2021
		£.p	£.p	£.p	£.p	£.p	£.p
<b>RECEIPTS</b>							
Grants							
	National Lottery Grant		0.00	24,600.00		24,600.00	0.00
		<b>0.00</b>	<b>0.00</b>	<b>24,600.00</b>	<b>0.00</b>	<b>24,600.00</b>	<b>0.00</b>
Donations							
	General Donations	7,454.55	5,086.33			7,454.55	5,086.33
	Rowland Brothers	0.00	600.00			0.00	600.00
	Woodside Baptist	338.65	50.00			338.65	50.00
	Selsdon Baptist Church	0.00	500.00			0.00	500.00
	Addiscombe Catholic Church	3,246.50	2,200.00			3,246.50	2,200.00
		<b>11,039.70</b>	<b>8,436.33</b>	<b>0.00</b>	<b>0.00</b>	<b>11,039.70</b>	<b>8,436.33</b>
Gift Aid giving							
	Regular Giving	340.00	360.00			340.00	360.00
	One-off Giving	440.00	4,750.00			440.00	4,750.00
	Gift Aid reimbursed	0.00	732.01			0.00	732.01
		<b>780.00</b>	<b>5,842.01</b>	<b>0.00</b>	<b>0.00</b>	<b>780.00</b>	<b>5,842.01</b>
Fundraising							
	Fundraising activities	<u>1,094.00</u>	<u>23.70</u>			1,094.00	23.70
		<b>1,094.00</b>	<b>23.70</b>			<b>1,094.00</b>	<b>23.70</b>
Training Income		1,770.00	0.00			1,770.00	0.00
Interest Received		28.04	6.33			28.04	6.33
Other Income		65.00	84.00			65.00	84.00
<b>TOTAL RECEIPTS</b>		<b>14,776.74</b>	<b>14,392.37</b>	<b>24,600.00</b>	<b>0.00</b>	<b>39,376.74</b>	<b>14,392.37</b>
<b>PAYMENTS</b>							
Salaries Pay, Tax, NI							
		1,999.50	7,998.50	6,485.40		8,484.90	7,998.50
Travel expenses							
		40.40	178.10	138.60		179.00	178.10
Insurance							
		351.24	1,186.03	529.98		881.22	1,186.03
Office Expenses							
	Telephone	191.16	482.40	534.41		725.57	482.40
	Computer/Internet		807.99	63.17		63.17	807.99
	Stationery	30.55	0.00	201.99		232.54	0.00
	Printing & Postage	61.89	424.93	134.68		196.57	424.93
		<b>283.60</b>	<b>1,715.32</b>	<b>934.25</b>	<b>0.00</b>	<b>1,217.85</b>	<b>1,715.32</b>
Property Exp. Rent/room hire							
		1,830.00	7,420.00	6,345.00		8,175.00	7,420.00
Equipment/Resources							
		370.85	155.51	292.38		663.23	155.51
Supplies & Services Supervision costs							
		0.00	355.00	745.00		745.00	355.00
Training							
		0.00		1,322.90		1,322.90	0.00
<b>TOTAL PAYMENTS</b>		<b>4,875.59</b>	<b>19,008.46</b>	<b>16,793.51</b>	<b>0.00</b>	<b>21,669.10</b>	<b>19,008.46</b>
<b>NET : RECEIPTS-PAYMENTS</b>		<b>9,901.15</b>	<b>-4,616.09</b>	<b>7,806.49</b>	<b>0.00</b>	<b>17,707.64</b>	<b>-4,616.09</b>
<b>Cash &amp; Bank Balances @ 1st January</b>							
		<b>18,707.33</b>	<b>23,323.42</b>	<b>0.00</b>		<b>18,707.33</b>	<b>23,323.42</b>
<b>Receipts - Payments 2022</b>							
		9,901.15	-4,616.09	7,806.49	0.00	17,707.64	-4,616.09
<b>Transfers between Funds</b>							
		0.00	0.00	0.00		<b>0.00</b>	<b>0.00</b>
<b>Cash &amp; Bank Balances @ 31st December</b>		<b>28,608.48</b>	<b>18,707.33</b>	<b>7,806.49</b>	<b>0.00</b>	<b>36,414.97</b>	<b>18,707.33</b>

**Statement of assets and liabilities at the end of the period**

2022  
£.p

Cash Funds:	Bank Current account	4,561.28
	Bank Deposit account	31,841.69
	Petty cash	12.00
	<b>Total cash funds</b>	<b>36,414.97</b>

Other monetary assets: Gift aid receivable 1,618.00

**Date of approval** 22-Jun-23

**Signed on behalf of the charity's trustees.**

*Linda Nicholas – Chair, Board of Trustees*

## Independent Examiner's report to the Trustees of Woodside Bereavement Service

I report to the trustees on my examination of the accounts of the above charity for the year ended 31st December 2022

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Gordon Cowie  
134 Foxberry Road  
London SE4 2SH

Date: 6 October 2023