



# **Wandsworth Bereavement Service**

## **Trustees Annual Report and Unaudited Financial Statements Year ended 31 March 2021**

Charity registration - 1074904

Company number - 03628933



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## Reference and administrative details

### Charity number

1074904

### Company number

03628933

### Registered office

192 Lavender Hill  
London  
SW11 5TQ

### Trustees

Tristan Feunteun	Chair
Eleanor Christie	Company Secretary (appointed on 2 December 2021)
June Eastmond	Company Secretary (resigned as Company Secretary and trustee on 2 December 2021)
Diane Griffiths	
Bridget Townsend	(resigned on 3 August 2021)
Christina Best	(co-opted on 29 May 2020)

### Chief Executive Officer

Stuart Nevill from 15 December 2021

### Manager

Claire Beadon until 15 December 2021

### Director of Clinical Delivery

Claire Beadon from 15 December 2021

### Independent examiners

Andy Nash Accounting & Consultancy  
Units 24 & 25  
Goodsheds Container Village  
Hood Road  
Barry  
CF62 5QU

### Principal bankers

Barclays Bank plc  
83 Wandsworth High Street  
London  
SW18 2PR

## Chair's overview

Wandsworth Bereavement Service (WBS) provides counselling for Wandsworth residents affected by the death (or anticipated imminent loss) of a relative or friend - and who find they are currently not coping sufficiently with their lives and need the support that individual, one-to-one counselling can provide. WBS serves adults as well as children and young people.

The annual report for the financial year ending 31 March 2021 shows that our services continue to be very well-used, a trend that has indeed increased in the period since then. It is with great pleasure that I note that our clients' feedback continues to be overwhelmingly positive.

We can only provide such a valued service thanks to the hard work of our excellent staff - both paid and voluntary. Our staff bring great passion and commitment to their work, in addition to their clinical expertise, allowing WBS to respond professionally and thoughtfully to the people we serve. Our volunteer counsellors give thousands of hours of their time over the year, and are the lifeblood of our service delivery. Our people, comprising our paid staff (including our highly skilled counselling supervisors) and our volunteer staff (both under the supervision of our Manager Claire Beadon), are the reason why our clients' feedback remains so positive.

My fellow trustees generously volunteer their time for trustee meetings and countless other duties throughout the year, contributing their professional, commercial, and non-profit sector experiences and insights. The staff, service users, and I wish to express our gratitude to the trustees for their help in the governance and support of the overall running of the organisation.

The changes necessitated by Covid-19 only struck at the very end of the previous reporting period, but set the scene for a challenging year. However, I must record my gratitude to all our staff, volunteer counsellors, supervisors, trustees, and other supporters, for their continued flexibility as we adapted our modes of delivering our services to ensure the safety of all colleagues and users of WBS, and to avoid the minimum of disruption to the service's users.

We are focused on supporting the residents of the London Borough of Wandsworth (and neighbouring boroughs when bereavement counselling is unavailable), in particular through the challenges arising from the pandemic. To this end we continue our search for additional financial resources and support of all forms in order to bolster the resilience of - and offerings provided by - WBS. Such resources, we hope, will give us further firepower to not just meet but rather to continue to exceed the ever-increasing calls upon the services offered by WBS.

We are very grateful to NHS South West London CCG, which continues to support our work and which provides the majority of our funding. We are also extremely grateful for the donations given to us by current and former clients and other organisations. It is only through these grants and donations that our work can continue.

*Tristan Feunteun*

**TRISTAN FEUNTEUN**

**CHAIR OF TRUSTEES**

## Manager's report

This year's report needs to be read in the context of the Covid-19 pandemic and the restrictions and lockdowns that were put in place by the Government to limit the spread of coronavirus. The Service's offices on Lavender Hill were closed on 20 March 2020 and the UK went into lockdown on 23 March 2020 for essentially 3 months.

There were no sessions for 2 weeks whilst the Service transitioned to offering sessions online via Zoom having put the necessary new policies and procedures in place. Initially all sessions were provided online and then, from July 2020, a small number of in person sessions were also made available to adult clients if they wanted to come to the Service for counselling as well as resuming face to face sessions for children and young people. Online sessions are still being offered to clients as it is the client's choice whether they want Zoom sessions or in person sessions.

I would like to take this opportunity to thank all our staff, supervisors and honorary counsellors for their willingness and enthusiasm in embracing the new service delivery by undertaking the necessary training to work online. The result of everyone's stalwart support in doing this meant that WBS offered clients a broadly similar number of sessions across the statistical year as the Service provided the previous year when all sessions were held in person. However, there were fewer counsellors working at the Service throughout the year which accounts for the slightly reduced number of sessions provided.

In the financial year April 2020 to March 2021, there were 428 new referrals which is a reduction of 26% over last year (576 new referrals). 360 (479) of the new referrals were from adults and 68 new referrals were for children and young people which was a 30% reduction in new referrals from last year.

In the first quarter April-June during the initial lockdown, there were only 74 new referrals. This was the time when the Government slogan was 'protect the NHS, save lives' so that the NHS was not overwhelmed. The majority of new referrals tend to come from GPs so this is the most likely explanation for a quarter fewer new referrals across the year.

309 new clients booked an initial assessment appointment in comparison to 532 booked assessments in the previous year. 37 of these appointments were for children and young people which was almost half the number booked last year (66). 284 new clients attended an initial assessment, 39% fewer than in the previous year (467). This included 33 children and young people attended their initial assessment which was also half the number attending last year (58). Almost no sessions were offered to children in the first lockdown as they needed to come to the Service for both their assessment as well as on-going sessions as most of them were not suitable for, or able to manage, online counselling.

The number of new clients starting on-going counselling (272) was 15% fewer than last year (322). This includes 4 adult clients who requested further counselling and did not have another assessment. 22 of the children and young people assessed in this statistical year took up counselling which was considerably fewer than in previous years, mainly due to the pandemic and what service was available.

Overall, 64% of new clients, who were referred and contacted the Service, took up bereavement counselling which is rather higher than last year (56%).

Wandsworth Bereavement Service provides 12-session contracts to clients and the nature of the therapeutic work continues to be around traumatic bereavement rather than 'normal' grief. The Service continues to be very valuable to those who are in need of bereavement counselling.

The large majority of referrals are from Primary and Secondary healthcare sources. 70% of referrals originated from GPs, Talk Wandsworth and other Healthcare Professionals which is similar to last year. Almost one in five new clients self-referred (18%).

Cancer again accounted for nearly one third (29%) of reported deaths, which is again similar last year. Heart Attack/Failure (11%) remains the second main cause of death that brought clients to WBS for counselling. And this year Covid-19 accounted for 9% of the deaths that clients contacted the Service about requesting counselling.

The majority of the new client population were either in their late 20s, 30s, 40s or 50s. Last year new clients were mainly in their 30s and 40s.

The overall feedback was very positive about the service provided. The counselling was rated as being helpful by a significant majority and the counsellor was considered to have respected the client's thoughts and feelings. The main concern was the length of wait to start counselling sessions after the initial assessment. The Children and Young People sends out feedback questionnaires to both parents and children and received 1 completed questionnaire on behalf of a child. The feedback was reasonably positive as the child found the counselling sessions quite helpful in terms of helping with their feelings. A detailed analysis can be found at the end of the Activity Report.

The managerial and office staffing levels were maintained at a similar level in the last year. Clinical supervision continues to be provided twice-monthly in order to adequately support the therapeutic work undertaken by WBS.

As usual, the Activity Report (for April 2020- March 2021) provides a written analysis of the client population and is supplemented by statistical analysis in graph form.

Overall, where age has been recorded two thirds of clients (68%) were aged between 18 and 59 which is the similar to last year. 15% of new clients were aged 60 or over which is slightly more than last year.

Referrals for children and young people (up to 18 years) accounted for 16% of new clients which is similar to last year although, of those taking up weekly counselling, children and young people accounted for 8% of new clients.

The ethnic mix remains diverse – 19% of new clients were Black British/Caribbean/African and 6% were British Asian/Asian/Indian Sub-Continent.

A further 17% originated from outside the UK and 8% of new clients had mixed parentage, so overall 50% of new clients were non 'White British' which is more than in previous years.

The majority of clients referred to the Service were again resident in postcodes SW11 (27%) as well as across the Borough: SW17 (16%), SW18 (17%) and SW15 (15%). Two new clients were either out of Borough and not registered with a Wandsworth GP or attending a Wandsworth school.

Over half of all new clients (51%) came for counselling as a result of a parent's death.

Most of the other reported deaths were close family: 11% were following the death of a spouse or partner, 11% were due to the death of a sibling and 10% were the result of a grandparent having died. 4% were following an adult son or daughter having died prematurely. 2% were the result of a miscarriage/termination or baby having died.

WBS provided 2,629 on-going weekly counselling sessions which is 20% fewer than last year in terms of the number of weekly sessions offered.

WBS emails all clients, when their counselling has ended, inviting them to complete a feedback questionnaire. 81 completed questionnaires were received from adult clients.

**CLAIRE BEADON**

**MANAGER/DIRECTOR OF CLINICAL DELIVERY**

## Trustees' annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Wandsworth Bereavement Service for the year ended 31 March 2021.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

### Aims and objectives

The objects of Wandsworth Bereavement Service (WBS) are to relieve persons in the London Borough of Wandsworth who are in need after suffering from bereavement or loss, or due to terminal illness, by the provision of a counselling and supportive service for such persons and to the dissemination of specialist knowledge and skills associated with bereavement loss.

The trustees have referred to the Charity Commission's guidance on public benefit when reviewing the charity's objectives and activities, and when planning the activities outlined in this report.

### Achievements and performance

In the year 2020-21, which was at the start of the coronavirus pandemic, there were a total of 428 new clients, including children and young people (68) as well as adults (360), being referred to or contacting the Service. This represents a reduction of 26% in the number of new referrals over the previous year when there were 576 new referrals overall. There was a 30% reduction in the number of referrals for children and young people over the last year. The Service only offered online sessions between April-June 2020 due to the Covid-19 pandemic.

In terms of the profile of new client referrals, the figures for 2020-21 broadly correlate with previous statistical years. The average age across all clients (37 years to 43 years for adults and 7 years for children) is the same as the last several years.

WBS maintained its availability across age, gender and a diverse range of ethnic groups. So, once again, WBS provided a service to all client groups in Wandsworth, in line with our vision and mission statements.

#### Table 1: New Referral Outcomes

428 individuals contacted or were referred to WBS, which was a marked reduction of 26% over last year (576). 68 (16%) of these new referrals were for children and young people under 18.

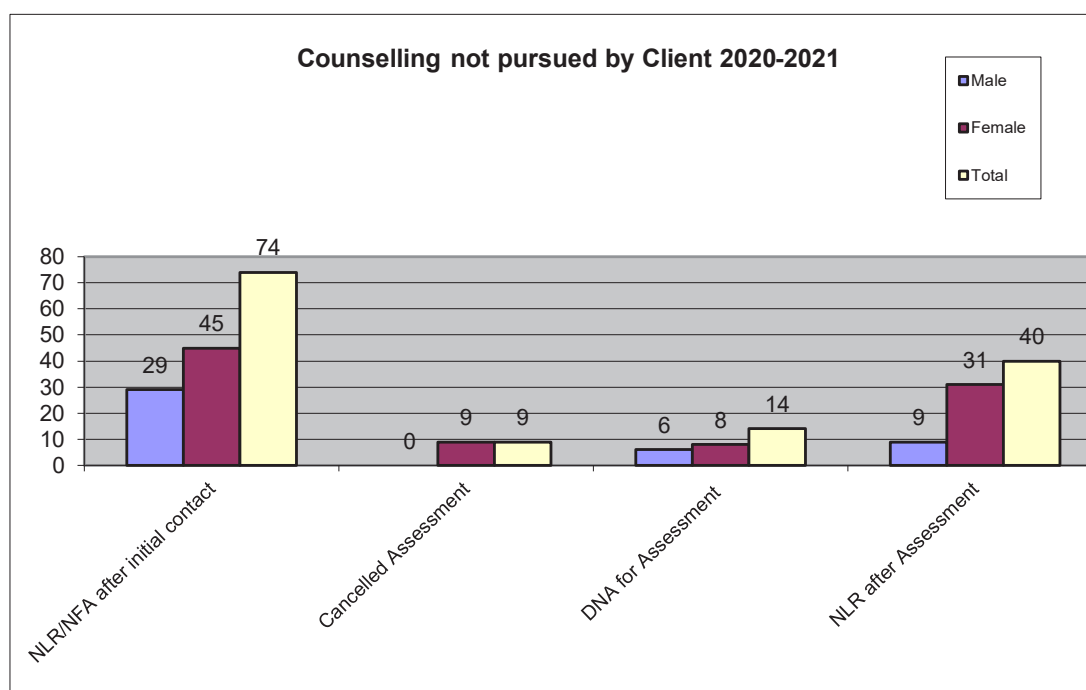
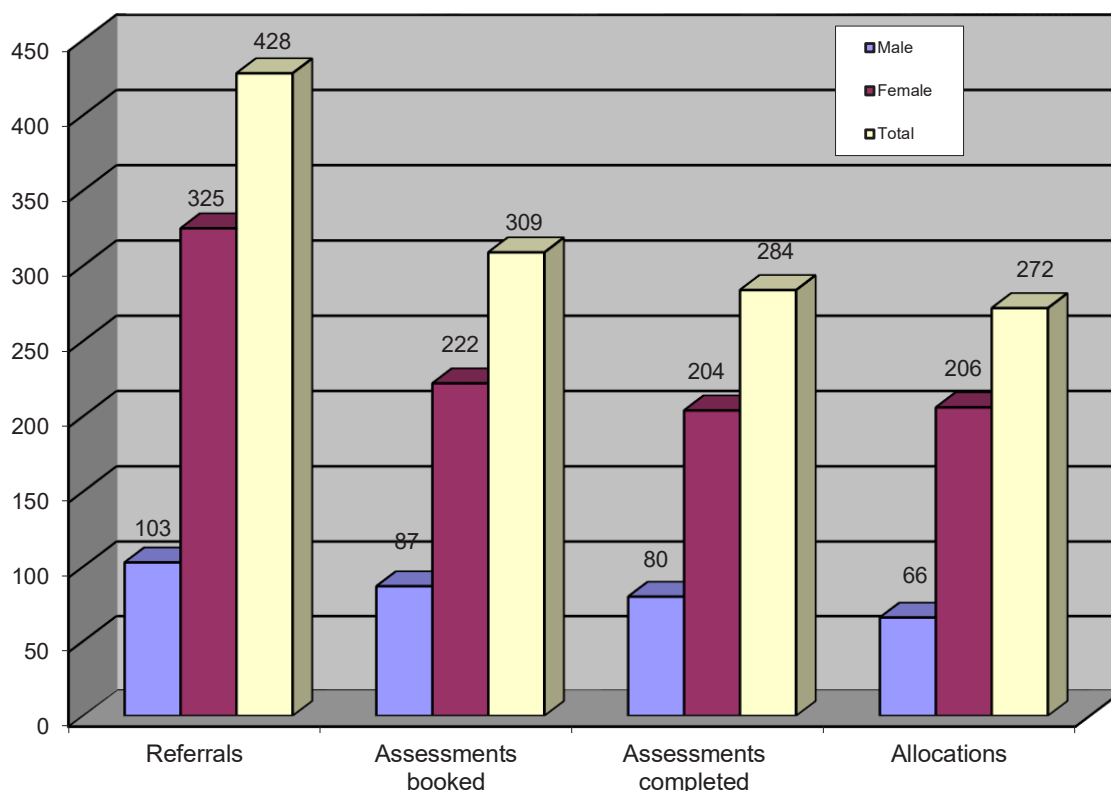
Amongst new referrals, a quarter of new referrals were male – 103 (24%) and three quarters were female – 325 (76%). This is broadly similar to last year when 73% females contacted the Service.

Out of the 428 new referrals, no further action was recorded for 74 individuals (23 children/young people and 51 adults) after the initial contact (17%) which is nearly 50% increase over last year (50), probably due to the pandemic. Overall 14% of adult referrals did not follow up on their referral whereas the percentage for children and young people was 34%. It continues to be harder to get children/young people to engage with the Service and book an initial appointment than it is for adults for a range of reasons, particularly during the pandemic when most children required face to face appointments.

The children and young people were referred to the Service through a range of different referrers: a parent, their school, GP, CAMHS/Access, Early Help Team, Wandsworth Children Services or a Social Worker.

If a school refers a child or young person, the parent and/or child's carer is encouraged to contact the Service direct in order to arrange an initial assessment session but if this does not happen then WBS makes contact direct with the parent or carer in order to try and arrange the initial session. For younger or



**Table 1: New Client Population April 2020-March 2021**

vulnerable children, the parent needs to be able to bring the child to an initial appointment.

So, for those children where the referral is not followed up, it may be that the family overall was finding the situation too difficult to be able to manage bringing the child for counselling or it may be that whilst the parent/referrer considered the child was not managing the bereavement very well, the child or young person him/herself did not want to come for an initial session.

36 out of the 52 adults who did not follow up their referral were sign-posted to WBS by their GP/Social

Prescriber. 5 adult clients who did not follow up on the referral were self-referrals.

These may be considered to be unwanted referrals either because the client did not respond to the letter/email sent by WBS inviting him/her to contact the Service to arrange an initial appointment or the client no longer required bereavement counselling. It may be concluded that, whilst a bereavement/grief response was identified, mostly by a healthcare professional, these clients chose not to pursue counselling for a variety of reasons at that time.

309 initial assessment appointments were arranged, on the basis of slightly over a quarter being men/boys – 87 (28%) and just under three quarters being women/girls – 222 (72%). 37 of these appointments were for children and young people. The number of assessments booked represents a decrease of 42% over last year when 532 initial assessment appointments were arranged. This was again a result of the pandemic.

Some of the assessments resulted from referrals in the previous statistical year and, equally, several referrals towards the end of the financial year 2019-20 had their first appointments booked for this statistical year, i.e. 2020-21.

Of the initial appointments that were requested and booked, only 9 clients cancelled their appointment (in comparison with 27 clients last year) and 14 clients did not attend (DNA) their initial session (in comparison with 37 clients last year). This may be because a lot of assessments were carried out online via Zoom.

This year overall, 74% of clients arranged an initial appointment as a result of their referral in comparison to last year when 89% of new referrals booked an initial assessment.

284 initial assessment sessions were completed in the year (66% of all new referrals). 33 children/young people attended their initial assessment. However of those new clients who booked an initial assessment, 92% attended their appointment in comparison to last year when 78% of appointments were attended. 39% fewer assessments were completed this year – 467 in the previous year.

After completing the initial assessment, 51 individuals (12% of all new clients) no longer required/did not take up on-going counselling which is considerably lower than last year's figure (131). 37 of these new clients were adults and 14 were children/young people.

The assessment session can serve to normalise the grieving process for clients who then feel able to manage their grief with the help of their existing support network and without therapeutic input.

Equally, some clients can find the initial session too difficult and painful and do not feel able to engage in the counselling process at that stage. Some of these clients contact the Service several months later to arrange sessions saying that they were not ready to process their grief sooner.

This year, 2 clients who were not offered counselling following the initial assessment as their issues were of a more generic/general nature rather than being specifically around grief. As such, they were signposted to either Talk Wandsworth or a general counselling service as this was agreed as being more suited to their needs.

When the counselling contract ends, all WBS clients are offered the possibility of re-contacting the Service if they wish to do so after a few months. Amongst the adult clients, 5 previous adult clients (three women and two men) re-contacted WBS following the completion of their counselling contract to request further counselling. They were all allocated to a counsellor without another formal assessment being completed as their sessions had ended only a few months earlier and there was no additional bereavement.

272 new clients (64% of all new referrals) started counselling during the statistical year in addition to those clients already receiving on-going counselling. This includes the clients who re-contacted the Service to request further counselling. Last year, a lower percentage took up counselling (56%) although in terms of actual new clients the number last year was higher at 322.

Of the clients allocated to a counsellor in this statistical year and therefore included as new allocations, 59 had been assessed in the previous year. Equally, 31 clients who were assessed in the statistical year 2020-21 were allocated a counsellor in the new statistical year.

In addition, there were an additional 2 clients who were due to start their sessions the week lockdown began in March – they no longer wanted counselling when offered face to face sessions later in the year. A

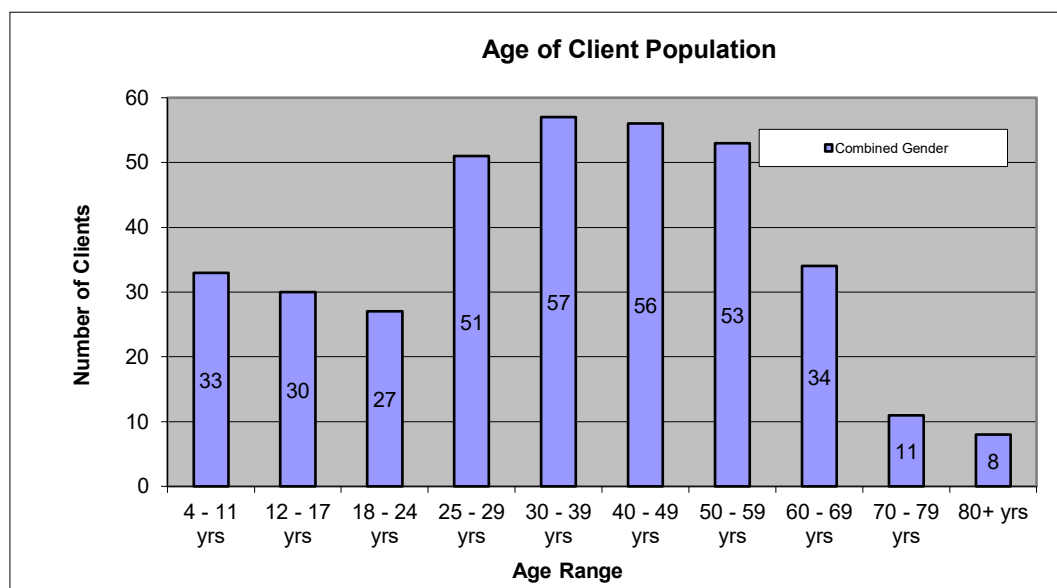
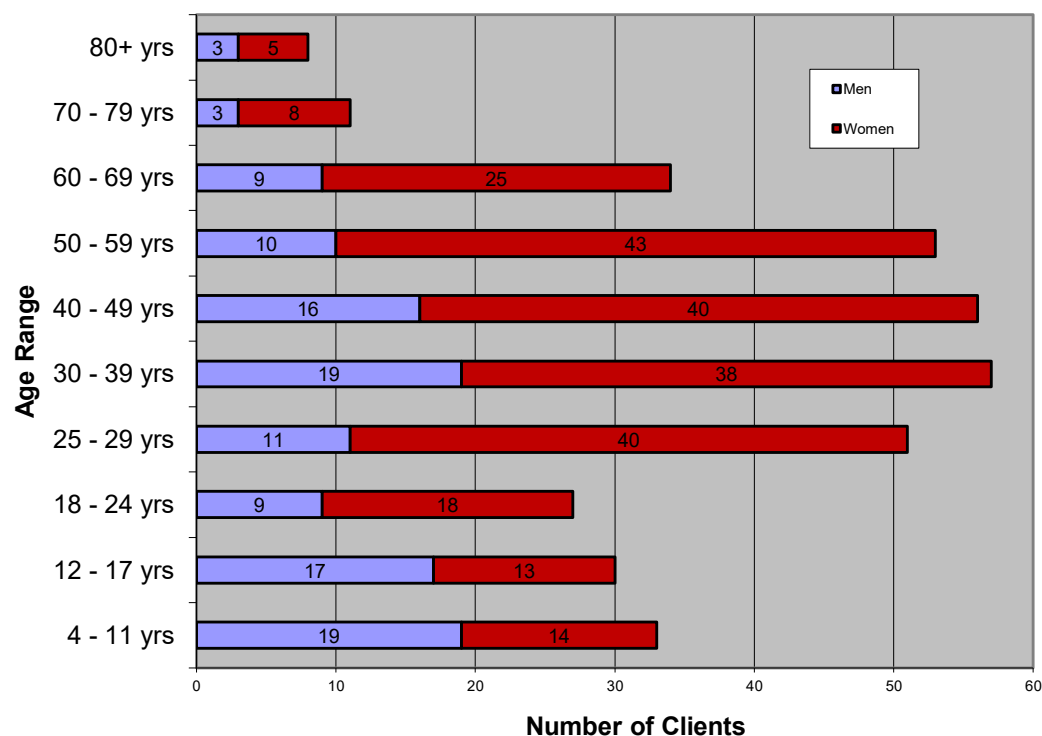
further 8 clients wanted face to face sessions but were either shielding or did not feel safe to come in to the Service so did not take up counselling. This explains the seeming discrepancy between the number of assessments and allocations.

Of the clients allocated to a counsellor for regular weekly counselling, a few clients (all adults) did not attend their first session or cancelled the sessions before counselling began. A further small number of clients only attended either one or two of their regular weekly counselling sessions and did not come to any subsequent sessions. WBS offers all clients 12 sessions of weekly counselling.

This year, no in person home based counselling sessions were offered. These are usually offered to people with mobility difficulties as well as those unable to attend the Service for other physical and/or psychological reasons.

**Table 2: New Clients by Age and Gender**

**Table 2: Client Population by Age and Gender April 2020-March 2021**



Of the new clients who attended an initial assessment, 72% were female and 28% were male which is broadly similar to last year - female (74%) and male (26%).

This includes both adults and children/young people. The ratio between females and males who attended their assessment session reflects those who booked an assessment but twice as many women as men (adults) did not follow up on their referral by booking an appointment.

Where age was recorded, the majority of new clients were either 25-29 (14%), in their 30s (16%), 40s (16%) or 50s (15%). This year there was a wider age range than in recent years when new clients have been mainly in their 30s and 40s.

Overall, 70% of new clients contacting the Service were aged between 25-69 which is a slightly older age range than in previous years. 8% were aged between 18-24 and a further 5% were 70 or over.

Where age was recorded, 17% of all new clients were children and young people under 18 years old: 9% were under 12 and 8% were 12-17 years old. The split between primary and secondary age children was similar to last year.

The youngest client seen for an assessment/counselling this year was 4 years old and the oldest client was 94 years old, which maintains a similar pattern to previous years.

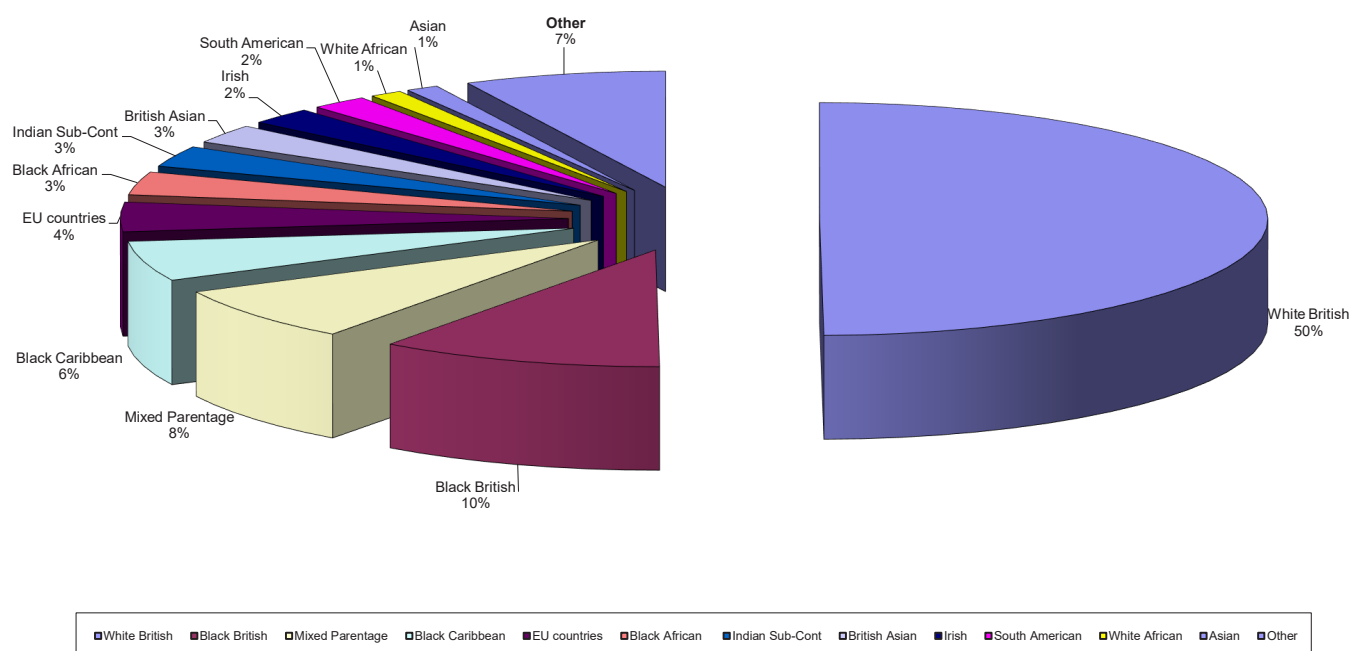
No age was known for 68 clients as they did not follow up on their referral or did not attend their assessment.

In terms of the distribution curve by age, there were proportionately more new clients who were men aged 18-24 (33%) and in their 30s (33%). Amongst children and young people, 44% of new clients were girls and 56% were boys, which is markedly different to the gender split amongst adult clients.

Bereavement counselling therefore remains accessible to all age groups and, once again, reflects the predominantly working age/family population resident within the Borough of Wandsworth.

**Table 3: Ethnicity of Client Population**

**Table 3: Ethnicity of Client Population April 2020-March 2021**



In terms of new clients referred to WBS, half (50%) were White British which is fewer than last year (56%) and previous years.

As such, half of new clients were from a different ethnic origin – 10% of clients were Black British (similar to last year) and a further 6% were Black Caribbean and 3% were Black African in terms of ethnic origin. The combined figure of 19% is higher than last year when 15% of the new client population was Black British/

Caribbean/ African. 3% of new clients were British Asian, the same as last year.

4% of clients were from an EU country which is lower than last year (6%) and may be as a result of Brexit. 2% of new clients were Irish.

3% of new clients were from the Indian Sub-Continent, 2% were from South America, 1% were Asian and a further 1% were White African. These figures are broadly similar to last year. 7% of clients were from other countries/parts of the world.

8% of clients were of mixed parentage either having one parent who was British or neither parent being British, which is more than last year.

The ethnic mix is as diverse as last year and WBS continues to be available to British clients as well as non-British clients who are either English speaking or clients who speak other languages as their mother tongue. WBS provides counselling using an interpreter if/when required.

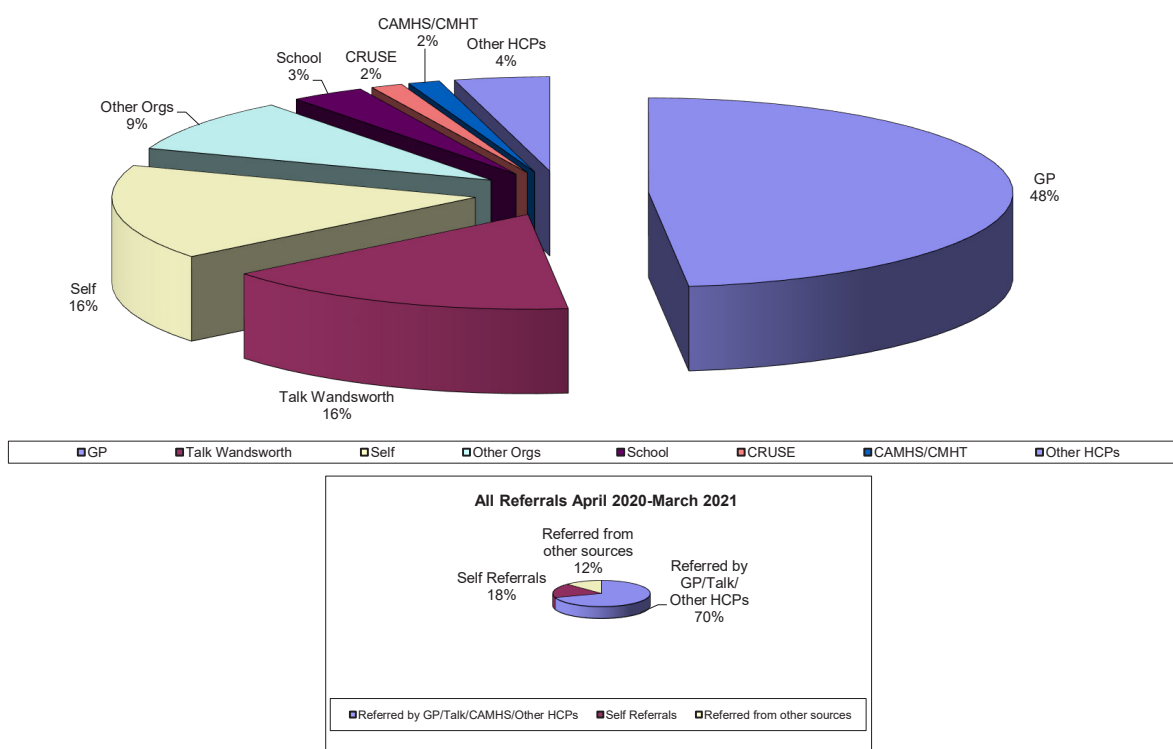
Overall, the WBS client population for 2020-21 reflects the demographic population of Wandsworth although, a slightly lower proportion of new clients were White British than were currently resident in the Borough as a whole. 53% of the Wandsworth population in the 2011 census was White British whereas 50% of new clients in this statistical year were White British. The results of the 2021 census are not yet published.

This year slightly under 40% of new clients reported a religious significance for themselves which is slightly fewer than last year. They were predominantly either Catholic (40) or Church of England/Anglican (22). Nearly as many clients simply described themselves as Christian (46). Other new clients stated they were Muslim (19), Hindu (3), Buddhist (3), Jewish (2), Jehovah's Witness (2). Five clients described themselves as Spiritual. 7 other Christian denominations were mentioned.

Five clients each described themselves as Agnostic or atheist.

**Table 4: Referral Source**

**Table 4: Referral Source April 2020 - March 2021**



The number of clients 'referred' to the Service (82%) was similar to last year (83%).

Nearly three quarters (70%) of all new referrals came from a combination of GPs, Talk Wandsworth, other Healthcare Professionals (HCPs) such as the hospice/hospital involved/Springfield, Home Treatment Team, CMHTs and CAMHS. This is similar to last year (72%).

Referrals via GPs (48%) were slightly lower than last year (51%) and referrals from Talk Wandsworth were the same (16%). 6% of new referrals were from other Healthcare professionals including CAMHS, again the same as last year.

9% of referrals came from other professionals including Social Workers or Support Workers working in other organisations which slightly higher than last year (6%). There were a handful of referrals from the Early Help Team, Thrive, Wandsworth Children Services and Family Action.

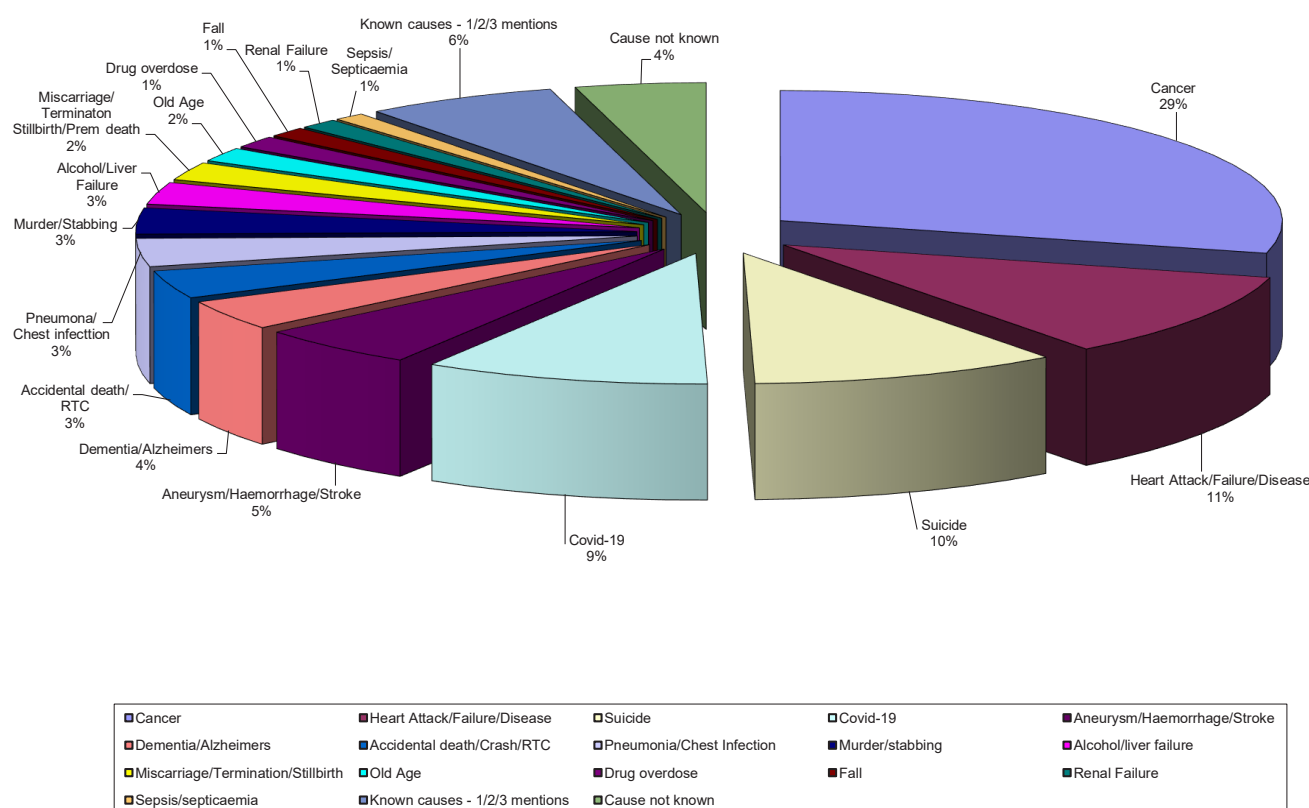
3% of referrals came from Schools which is similar to last year (5%). This is the route through which bereaved children and young people are often referred to the Service.

18% of all referrals were 'self referrals' which is similar to last year (17%). 16% of clients contacted the Service direct ('self referred') without having been referred by any other service, which is the same as last year. 2% of clients initially contacted CRUSE which is the same as last year.

As WBS is the only organisation within the Borough of Wandsworth offering bereavement counselling, anyone contacting CRUSE from both within the Borough and neighbouring Boroughs (where bereavement counselling is not available) are referred on to WBS.

**Table 5: Causes of Bereavement**

**Table 5: Causes of Bereavement April 2020 - March 2021**



This year, Covid-19 accounted for 9% of deaths and was also mentioned as a factor in some other deaths even when not the primary cause.

Cancer (29%) remains the single main cause of death recorded by the Service which is the same as last year (30%). This includes brain tumour, lymphoma and leukaemia which is how the client described the cause of death.

Heart Attack/Failure (11%) is the second most frequent cause of the client's bereavement which is lower than last year (17%).

Cancer and Heart Attack/Failure remain the two primary causes of death reported by clients and account for almost half (40%) of all bereavements reported by clients across the year.

The number of clients requesting counselling after someone close to them had suffered a violent death

again led to suicide (10%) being the third most cited cause of death which is higher than last year (7%). A further 3% of clients reported murder/stabbing as the cause of their bereavement which is the similar to last year (2%). Violent deaths accounted for 13% of all deaths which is an increase on last year (9%).

In addition, some of the other deaths reported by clients were either sudden or unexpected. This accounts for a further 10% of all the causes of bereavement –aneurysm/brain haemorrhage/stroke (5%), accidental death/RTC-Road Traffic Collision (3%), sepsis/septicaemia (1%) and drug overdose (1%).

Other causes of death that may have been less sudden but no less traumatic and distressing for the bereaved client were dementia/alzheimers (4%), pneumonia/chest infection (3%), alcoholism/cirrhosis/liver failure (3%), old age (2%),fall (1%) and renal failure (1%).

Baby/infant death which includes miscarriage, termination and still-birth accounted for 2% of deaths which is similar to last year's figure (3%).

Known causes of death which were mentioned either once, twice or 3 times are grouped together for the purposes of these statistics and, this year, accounted for 6% of reported deaths, which is similar to last year's figure (5%).

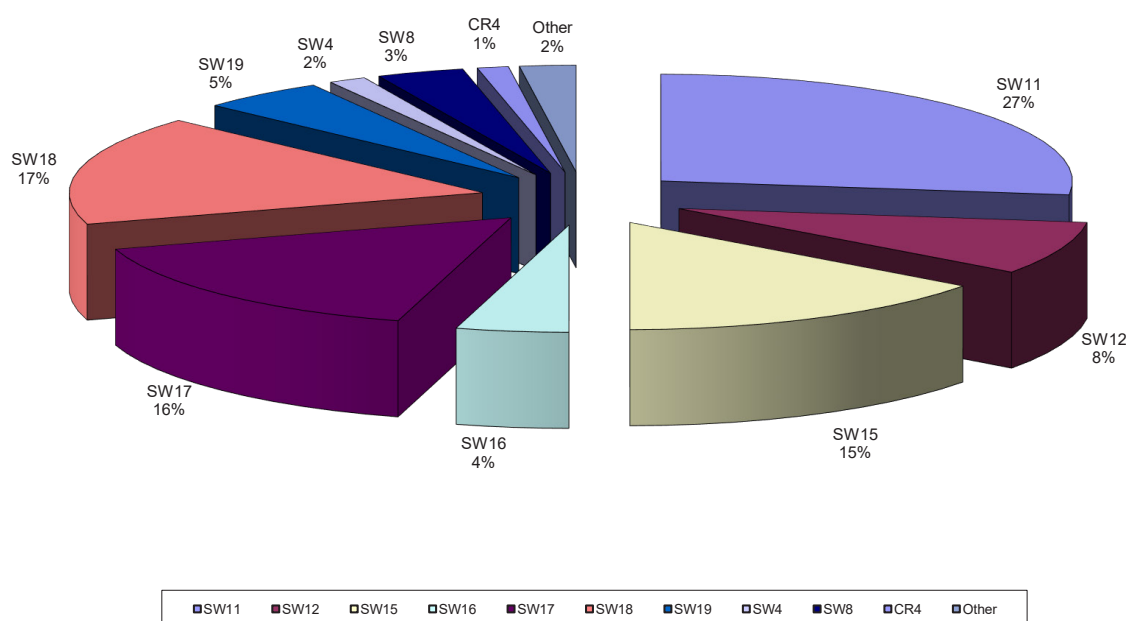
4% of clients stated that the cause of death was not known, which is similar to last year (3%).

It is important to note that the cause of bereavement is recorded in terms of how the client described and/or understood the death to have occurred. The figures therefore represent the initial cause of death stated at referral and/or assessment.

In terms of clients' bereavement and loss issues, these are often wide ranging – 12% of clients (14% last year) contacted WBS as a result of multiple bereavements – and can involve bereavements from many years ago as well as in the recent past. This, in turn, informs the nature of the grief therapy to be addressed.

**Table 6: Client's residence by Postcode**

**Table 6: Client's Residence by Postcode April 2020- March 2021**



The majority of clients referred to the Service were again resident in postcodes SW11 (27%), SW17 (16%), SW18 (17%) and SW15 (15%). 8% of clients were resident in SW12, 5% in SW19 and 4% in SW16. The split across postcodes was comparable to last year.

In addition, 3% of new clients were resident in SW8 and 2% lived in SW4. 1% were resident in CR4. 2% were resident in other postcodes.

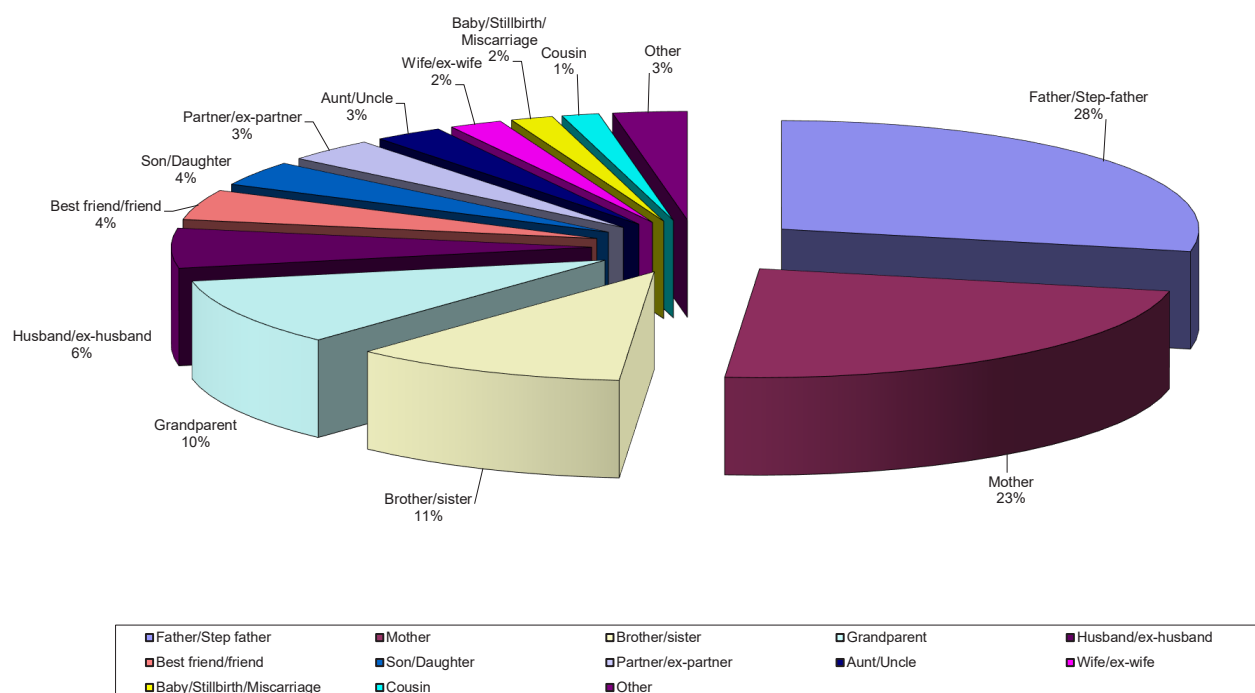


22 new referrals were resident outside the Borough in postcodes other than SW. In this statistical year, two new referrals who lived out of Borough were not either registered with a Wandsworth GP or attended a Wandsworth school. WBS also continues to offer counselling to clients from neighbouring Boroughs who have been unable to access bereavement counselling elsewhere.

The mix of clients continues to reflect the geographical spread across the Borough evidenced in previous years.

**Table 7: Client's relationship to the person who died**

**Table 7: Relationship to the Person who died April 2020-March 2021**



Of the total number of deaths reported by clients and for which bereavement counselling was required, slightly over half related to the death of a parent (51%), with a similar number of clients contacting the Service because their father/step-father (28%) or their mother/step-mother (23%) had died. This is similar to last year's figure (53%).

In terms of individual clients, over half of all new clients (53%) came for counselling as a result of a parent's death. Last year the figure was 59%.

11% of the deaths around which clients required counselling were the result of a spouse or partner having died, which is similar to last year (10%).

11% of deaths for which clients required counselling were due to the death of one of their siblings, slightly up on last year (8%).

4% of reported deaths were due to a son or daughter (as an adult) having died prematurely which is similar to last year's figure. A further 2% were the result of a miscarriage/termination or baby/child having died which is the same as last year.

10% of reported deaths were the result of a grandparent having died – often this was someone to whom the client had been particularly close and who had taken on more of a parental role – which is a slight increase on last year.

A further 3% of reported deaths were due to the death of an aunt/uncle. 1% wanted counselling because a cousin had died. This was similar to last year.

Nearly all clients required counselling because a close family member had died. 4% of reported deaths were due to the death of a best/close friend, which is slightly lower than last year.



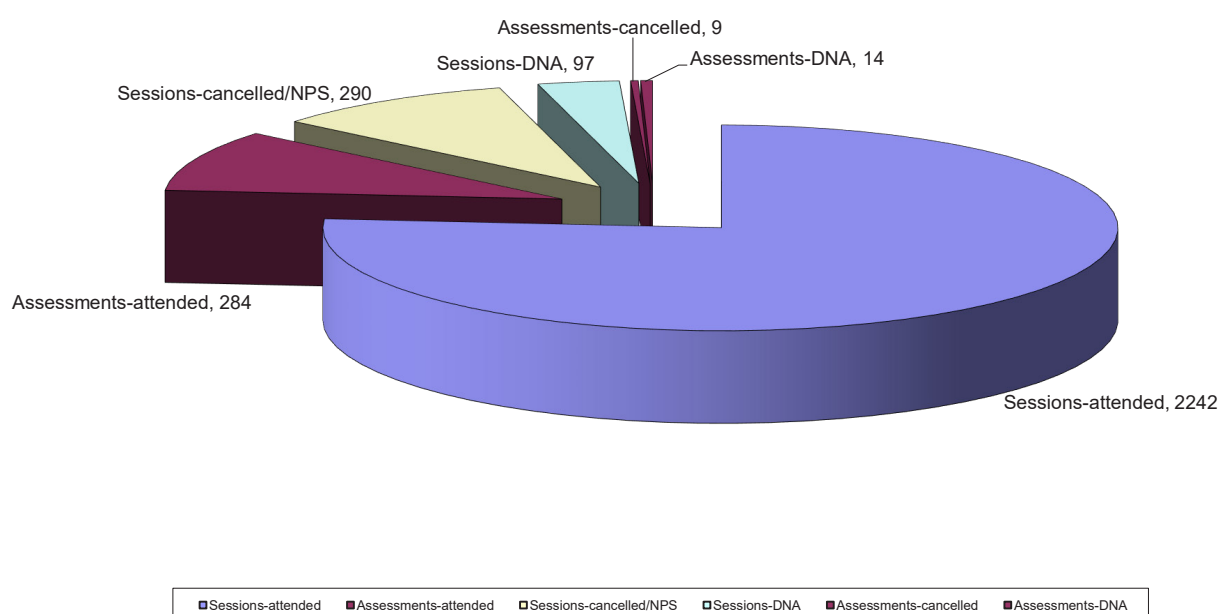
A further 3% of deaths were of a less immediate family member such as parents' in-law, brother/sister-in-law as well as nieces, a grandchild as well as a colleague.

One in seven clients (12%) presented to WBS because they had experienced multiple deaths either in the last year or over a period of time. In the latter situation, it seemed that the most recent death may have triggered unresolved feelings around earlier bereavements, which is not uncommon if the grief has not been adequately addressed at the time.

It is also important to note that the death can have occurred anywhere in the world and not necessarily in London or the UK. Given the ethnic mix within the Borough of Wandsworth, the individual who is bereaved may not have any close family or friends nearby who they can turn to for support at such a difficult time. In such circumstances, as well as for anyone who may feel isolated with their grief, WBS is a highly valuable resource for people to be able to approach for bereavement counselling.

**Table 8: Number of sessions attended**

**Table 8: Counselling sessions provided April 2020 - March 2021**



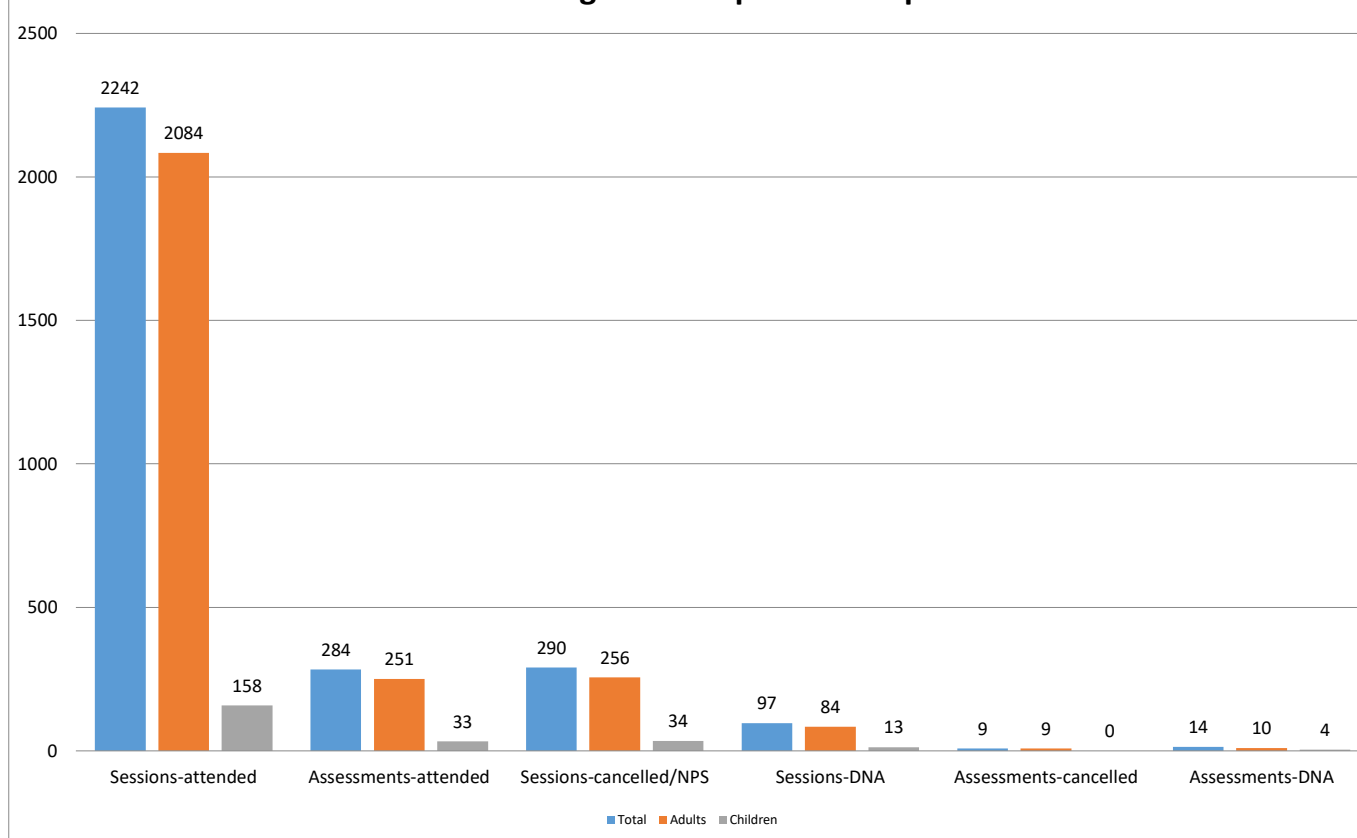
During the statistical year 2020-21, WBS provided 3,327 on-going weekly counselling sessions. This was a considerable decrease (21%) over last year in the number of weekly sessions offered. 205 of these sessions were offered to children/young people in contrast to 311 sessions last year.

Attendance rates are good which may also be a function of primarily offering online sessions and, overall, clients attended 2,242 sessions during the year (85%). Of these sessions, 2,084 sessions were attended by adult clients and 158 weekly sessions were attended by children/young people. Fewer sessions were offered to children/young people this year as most were not suitable for online counselling.

290 (11%) weekly sessions were either cancelled/no planned session and 97 (4%) sessions were not attended (DNA) which means that clients did not attend and did not contact the Service to cancel. It may be considered that clients are more engaged in the counselling process if they cancel their session, for whatever reason, rather than just not attending.

86% of the weekly sessions made available to adults were attended and 77% of the weekly sessions provided to children/young people were attended. Younger children are reliant on a parent/carer to bring them to their sessions whereas teenagers can often be less committed to attending weekly counselling so attendance is usually lower.

**Table 8 - Counselling sessions provided April 2020 - March 2021**



At times, there can be a short delay between one client ending their sessions with a counsellor and a new client being able to start in the available session time. Counsellors are also away at times due to holidays and/or other commitments/illness. So the number of available sessions can vary throughout the year.

In addition, 284 assessments sessions were completed (33 of these with children/young people) whilst a further 23 clients (8%) either cancelled (9) or did not attend (14) their initial assessment appointment. Four of these appointments were for children/young people. In percentage terms this was a slight decrease over last year (16%).

A total of 2526 clinical hours, including weekly counselling sessions and assessment appointments, were attended during the course of the year out of a total of 2936 hours made available which makes an 86% attendance rate overall which is higher than last year (80%). The high attendance rate may be a function of providing so many sessions online this year.

### Feedback once counselling has ended

When clients end their counselling sessions (irrespective of how many sessions are attended) they are sent a feedback form in the post to complete and return to the office.

This year 81 adult clients and 1 child (or their parent/carer) returned their completed questionnaires.

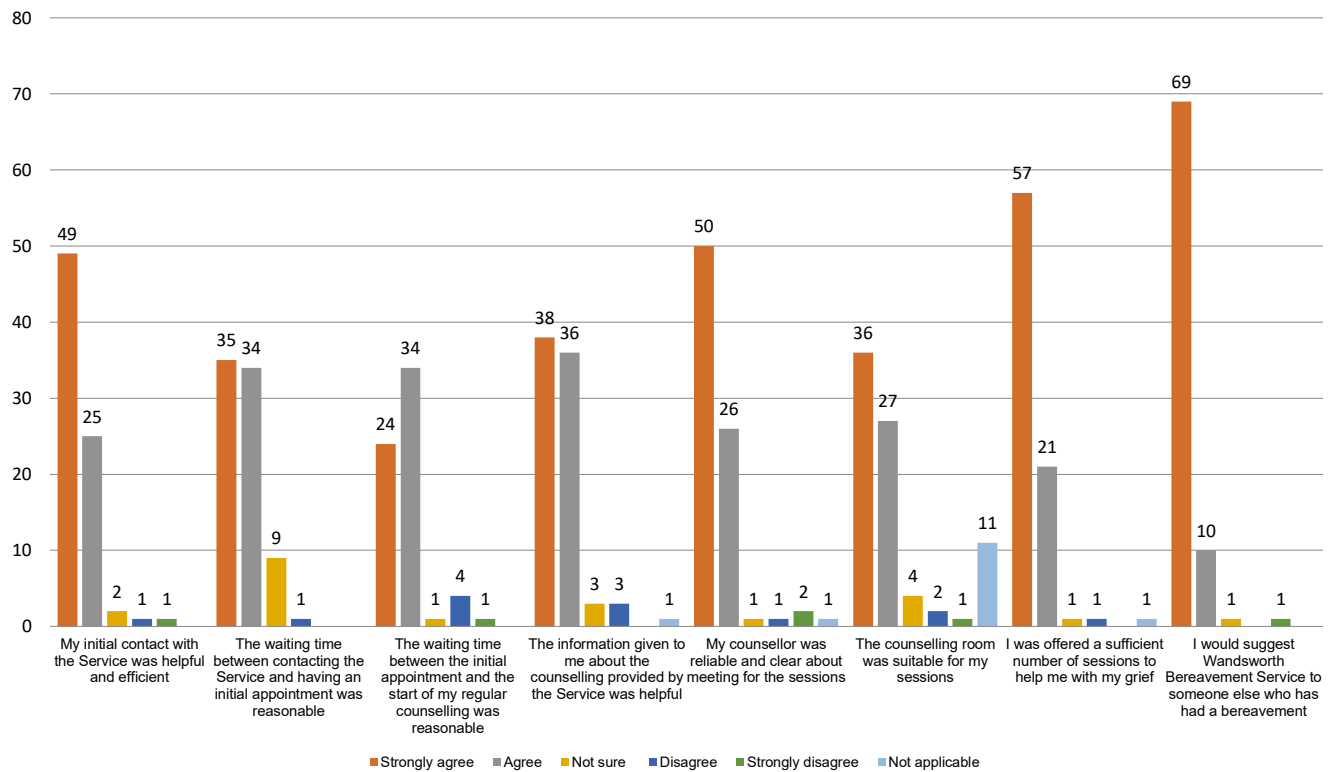
The main counselling outcome recorded by clients from the Service is that the counselling was helpful and they felt understood by their counsellor and that their counsellor was reliable.

The majority felt that their thoughts and feelings were respected, that they were able to express their feelings and the counselling helped them understand how their grief was affecting their life.

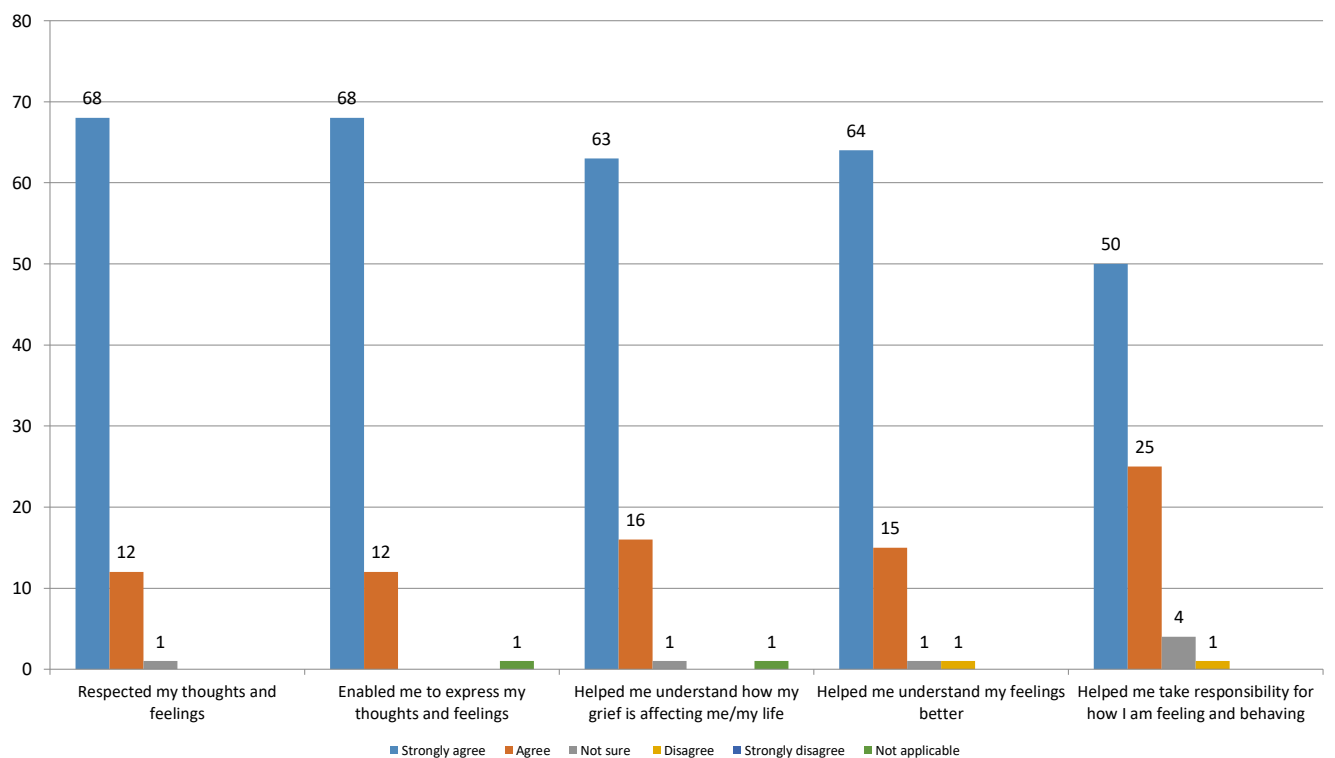
The least positive aspect that respondents mentioned was the waiting time for both an initial appointment and for regular on-going sessions to begin although the large majority of clients felt the waiting time was reasonable.

98% of adult respondents would recommend Wandsworth Bereavement Service to others.

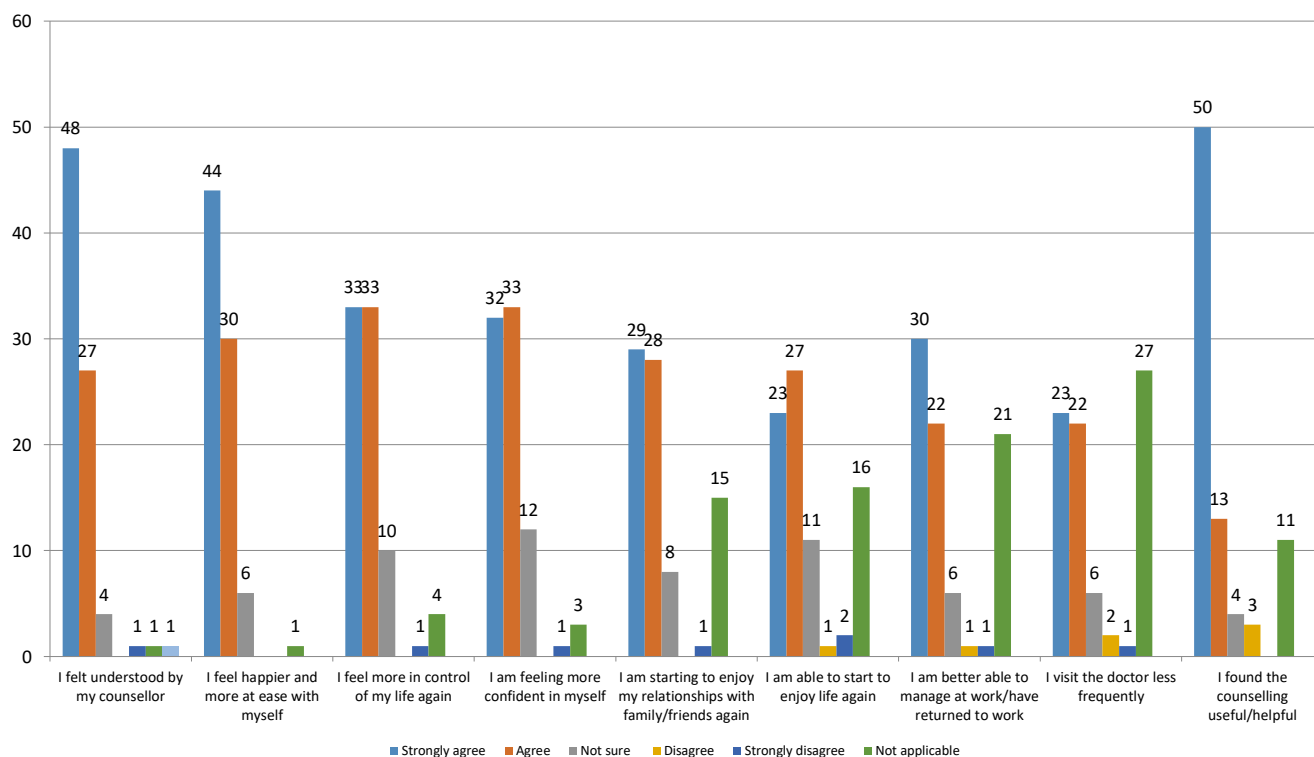
### Wandsworth Bereavement Service - Client Feedback (81) Administration



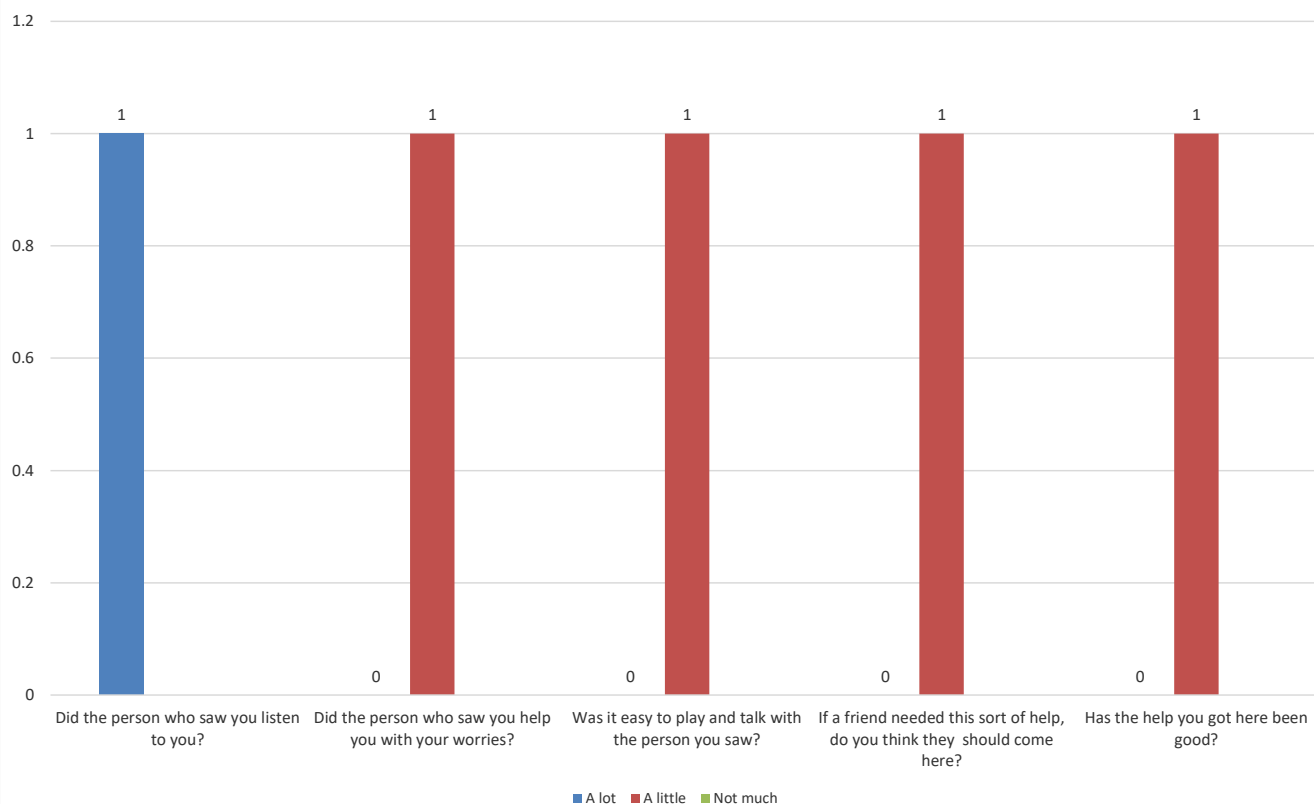
### Wandsworth Bereavement Service - Client Feedback (81) The Counselling Relationship



## Wandsworth Bereavement Service - Client Feedback (81) Counselling Outcomes



## Wandsworth Bereavement Service - Child 4-7yrs Feedback (1)



Staff in period

Claire Beadon	Manager
Felicity Runchman	Clinical Assessor/Administrator
Peter Chapman	Clinical Assessor
Freya Witzke	Office Administrator
Francine Mabondo	Office Administrator
Nicky Wasserman	Project Manager-Children and Young People
Ania Dyczkowska	Sessional Supervisor
Melanie Johnson	Sessional Supervisor
Rafael Ramos-Garcia	Sessional Supervisor
Melinda Meigs	Sessional Supervisor
Josefine Speyer	Sessional Supervisor
Isobel Grant	Sessional Supervisor

Counsellors 2020-2021

Nikki Belsham	Kerime Karakadilar
Tricia Benson	Carrie Maskell
Simon Blake	Neaha Madhavan
Ella Boynton	Lilly Meikle
Alain Charbit	Hannah Mugford
Elena Cretu	Luci Murray
Amanda Cromwell	Miriam Muscroft
Marie-Pierre Darneau	Ian Reichert
Mary Dempsey	Lenny Roberts-Flanders
Ali Donat	Sara Saxon
Iwona Drozd	Panaphat Seehirunwong
Caroline Fox	Zsuzsa Spiesz
Lorraine Freegard	Fiona-Jane Thompson
Simon Holland-Brown	Neil Todd
Nathan Jenkins	Imogen Tonder
Lauren Jobling	Camilla van den Bergh
Ilinka Johnston	Jen Wrigley
Anna Kouma	Charmaine Zahra

**Financial review**

During the current financial year, the Charity incurred a deficit of £18,612 (2020: deficit of £16,832), decreasing total reserves at year end to £95,712 (2020: £114,324), all of which were unrestricted in nature.

We would like to thank the organisations who gave WBS a grant:

- NHS SW London CCG
- The Miles Trust

As a charity, 80% mandatory relief is granted on Business Rates by Wandsworth Borough Council.

Our sincerest thanks are also extended to all individuals who generously made donations to the Service throughout the year.

Also our sincerest thanks go to our Trustees and Honorary Counsellors who have donated to their time to the Service.

## Reserves policy

It is the policy of the trustees to maintain unrestricted reserves, which are the free reserves of the charity, at a level which equates to approximately 10%-25% of anticipated unrestricted expenditure for the following year. This provides sufficient funds to cover management, administration and support costs. This currently equates to £14,000-£35,000 and the current reserves of £95,712 exceed this target.

## Structure, governance and management

### Governing Document

Wandsworth Bereavement Service is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Wandsworth Bereavement Service is a registered Charity constituted as a limited company under its Memorandum and Articles of Association. The charity registration number is 1074904 (England and Wales) and the company registration number is 03628933 (England and Wales).

### Recruitment and Appointment of Trustees

The Trustees are also the directors of Wandsworth Bereavement Service for the purpose of company law. WBS's Articles of Association require a minimum of three trustees and there is no maximum number. Directors meet on a regular basis and the board has appointed a Manager to manage all day to day operations for the charity and provide support and advice on all financial matters.

All directors are subject to re-election on a bi-annual basis at the Annual General Meeting, with no maximum length of service. Only the current directors can appoint new directors.

Trustees are recruited through a variety of methods including personal contact and recommendations. The trustees endeavour to ensure that there is a balance of skills across the Board.

New trustees are inducted by the Manager. Newly elected trustees are required to familiarise themselves with the relevant publications of the Charity Commission and Companies House on their duties and responsibilities.

Trustees receive written reports of Board Meetings held during the year to ensure they are kept up to date with the activities of the charity. In addition, the trustees review the portfolio of policies and procedures as well as the introduction of new policies and procedures as appropriate.

### Risk management

The trustees have assessed the major risks to which the charity is exposed, in particular those related to operation and finances of the Charity. Efforts are continuously made to enable additional funds. Internal risks are minimised by implementation of satisfactory operational procedures, and consistent quality of service delivery. These are reviewed by the Board on a regular basis.

## Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of expenditure over income for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 23 of this document, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,
- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

### Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 17 December 2021 and signed on its behalf by:

*Tristan Feunteun*

**TRISTAN FEUNTEUN**

**CHAIR OF TRUSTEES**

## Independent examiner's report

I report to the Trustees on my examination of the accounts of Wandsworth Bereavement Service (charity number 1074904, company number 03628933) for the year ended 31 March 2021 which are set out on pages 26 to 35.

### Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

### Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters.

The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

### 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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or,
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).



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



**ANDREW PHILIP NASH ACA**

**MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES – 2461833**

**DATED: 20 DECEMBER 2021**

Andy Nash Accounting & Consultancy Ltd  
Units 24 & 25  
Goodsheds Container Village  
Hood Road  
Barry  
CF62 5QU

## Statement of financial activities

### Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2021

		<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>	Total Funds
		<b>Year ended 31 Mar 2021</b>	<b>Year ended 31 Mar 2021</b>	<b>Year ended 31 Mar 2021</b>	Year ended 31 Mar 2020
	<b>Notes</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Income from:</b>					
Donations & legacies	3	4,778	3,750	<b>8,528</b>	6,415
Charitable activities	4	113,340	-	<b>113,340</b>	117,701
Investments		74	-	<b>74</b>	303
<b>Total income</b>		<b>118,192</b>	<b>3,750</b>	<b>121,942</b>	124,419
<b>Expenditure on:</b>					
Charitable activities	5	136,804	3,750	<b>140,554</b>	141,251
<b>Total expenditure</b>		<b>136,804</b>	<b>3,750</b>	<b>140,554</b>	141,251
<b>Net income/(expenditure)</b>		<b>(18,612)</b>	<b>-</b>	<b>(18,612)</b>	(16,832)
<b>Reconciliation of funds:</b>					
Total funds brought forward	10 & 11	114,324	-	<b>114,324</b>	131,156
Total funds carried forward	10 & 11	<b>95,712</b>	<b>-</b>	<b>95,712</b>	114,324

The notes on pages 28 to 35 form part of the financial statements.

**Balance sheet**

As at 31 March 2021

		<b>Total</b>		<b>Total</b>	
		<b>31 Mar 2021</b>		<b>31 Mar 2020</b>	
	<b>Notes</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>Fixed assets:</b>					
Tangible assets	7		-		785
<b>Current assets:</b>					
Debtors & prepayments	8	308		101	
Short term investments		69,993		69,993	
Cash at bank and in hand		31,088		49,173	
		<b>101,389</b>		<b>119,267</b>	
<b>Creditors:</b>					
Amounts falling due within one year	9	(5,677)		(5,728)	
<b>Net current assets/(liabilities)</b>			<b>95,712</b>		<b>113,539</b>
<b>Net assets/(liabilities)</b>			<b>95,712</b>		<b>114,324</b>
<b>The funds of the charity:</b>					
Unrestricted funds	10 & 11		<b>95,712</b>		<b>114,324</b>
<b>Total charity funds</b>			<b>95,712</b>		<b>114,324</b>

The notes on pages 28 to 35 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2021, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2021 under section 476 of the Companies Act 2006.

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

They were approved and authorised for issue by the Board of Trustees on 17 December 2021 and signed on their behalf by:

*Tristan Feunteun*

**TRISTAN FEUNTEUN****CHAIR OF TRUSTEES**

## Notes to the financial statements

### 1. Accounting policies

#### Basis of preparation of the financial statements

The financial statements have been prepared in accordance with 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 1, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2021, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2021 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Using the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

#### Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global COVID-19 pandemic has had no material impact on this assessment.

#### Legal status

Wandsworth Bereavement Service is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £10 per member. The registered address is 192 Lavender Hill, London, SW11 5TQ.

#### Fund Accounting

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 and which have not been designated for other purposes.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 10 of the financial statements.

#### Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable. Client contributions are classed as donations as they are entirely voluntary and do not impact access to service.

## 1. Accounting policies (continued from previous page)

### Income (continued from previous page)

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred, except for tickets sales and bar revenue which are recognised on a cash basis.

### Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

### Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Computer equipment	3 years
Office equipment	4 years

### Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

### Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

### Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

### Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

### Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

## 1. Accounting policies (continued from previous page)

### Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

### Short term investments

Short term investments includes funds that are held on short term deposit for investment purposes with Scottish Widows and earn interest only.

## 2. Comparative statement of financial activities

		Unrestricted Funds Year ended 31 Mar 2021	Restricted Funds Year ended 31 Mar 2021	Total Funds Year ended 31 Mar 2021
	Notes	£	£	£
Income from:				
Donations & legacies	3	6,415	-	6,415
Charitable activities	4	117,701	-	117,701
Investments		303	-	303
<b>Total income</b>		<b>124,419</b>	<b>-</b>	<b>124,419</b>
Expenditure on:				
Charitable activities	5	141,251	-	141,251
<b>Total expenditure</b>		<b>141,251</b>	<b>-</b>	<b>141,251</b>
<b>Net income/(expenditure)</b>		<b>(16,832)</b>	<b>-</b>	<b>(16,832)</b>
Reconciliation of funds:				
Total funds brought forward	10 & 11	131,156	-	131,156
Total funds carried forward	10 & 11	114,324	-	114,324

3. Income from donations and legacies

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>
	<b>Year ended 31 Mar 2021</b>	<b>Year ended 31 Mar 2021</b>	<b>Year ended 31 Mar 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Donations	3,585	-	<b>3,585</b>
Grants	-	3,750	<b>3,750</b>
Coronavirus Job Retention Scheme	1,193	-	<b>1,193</b>
	<b>4,778</b>	<b>3,750</b>	<b>8,528</b>

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>
	<b>Year ended 31 Mar 2020</b>	<b>Year ended 31 Mar 2020</b>	<b>Year ended 31 Mar 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Donations	2,915	-	2,915
Grants	3,500	-	3,500
	<b>6,415</b>	<b>-</b>	<b>6,415</b>

4. Income from charitable activities

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>
	<b>Year ended 31 Mar 2021</b>	<b>Year ended 31 Mar 2021</b>	<b>Year ended 31 Mar 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Wandsworth CCG	102,128	-	<b>102,128</b>
Supervision, training & other fees	11,212	-	<b>11,212</b>
	<b>113,340</b>	<b>-</b>	<b>113,340</b>

	<b>Unrestricted Funds</b>	<b>Restricted Funds</b>	<b>Total Funds</b>
	<b>Year ended 31 Mar 2020</b>	<b>Year ended 31 Mar 2020</b>	<b>Year ended 31 Mar 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Wandsworth CCG	102,128	-	102,128
Supervision, training & other fees	15,573	-	15,573
	<b>117,701</b>	<b>-</b>	<b>117,701</b>

## 5. Total expenditure

	Unrestricted Funds Year ended 31 Mar 2021 £	Restricted Funds Year ended 31 Mar 2021 £	Total Funds Year ended 31 Mar 2021 £
Staff costs	84,904	-	84,904
Supervision and training	16,710	3,750	20,460
Premises	28,207	-	28,207
Administration	5,059	-	5,059
Governance	1,924	-	1,924
	<b>136,804</b>	<b>3,750</b>	<b>140,554</b>

	Unrestricted Funds Year ended 31 Mar 2020 £	Restricted Funds Year ended 31 Mar 2020 £	Total Funds Year ended 31 Mar 2020 £
Staff costs	82,100	-	82,100
Supervision and training	21,758	-	21,758
Premises	26,940	-	26,940
Administration	7,544	-	7,544
Governance	2,909	-	2,909
	<b>141,251</b>	<b>-</b>	<b>141,251</b>

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

An analysis of staff costs can be found in note 6.

Administration costs includes £786 loss on derecognition of historic fixed assets (2020: £Nil) and £Nil depreciation (2020: £204).

Governance costs consists of the following:

	Total Year ended 31 Mar 2021 £	Total Year ended 31 Mar 2020 £
Independent examination	1,098	-
Statutory audit	-	1,991
Insurance	741	708
Bank charges	85	210
	<b>1,924</b>	<b>2,909</b>



**6. Staff costs**

	<b>Total Year ended 31 Mar 2021 £</b>	<b>Total Year ended 31 Mar 2020 £</b>
Gross salaries	<b>83,243</b>	80,041
Employer's NIC	<b>1,444</b>	2,059
Employer's pension	<b>217</b>	-
	<b>84,904</b>	82,100

The average headcount during the period was 5 persons (2020: 5 persons).

No employee received employee benefits of more than £60,000 (2020: NIL).

The total employee benefits paid to key management personnel during the year was £36,048.

**7. Tangible fixed assets**

	<b>Computer equipment £</b>	<b>Office equipment £</b>	<b>Total £</b>
<b>Cost</b>			
As at 1 April 2020	7,047	16,983	<b>24,030</b>
Decapitalised in period	(7,047)	(16,983)	<b>(24,030)</b>
As at 31 March 2021	-	-	-
<b>Accumulated depreciation</b>			
As at 1 April 2020	6,910	16,335	<b>23,245</b>
Decapitalised in period	(6,910)	(16,335)	<b>(23,245)</b>
As at 31 March 2021	-	-	-
<b>Net book value</b>			
As at 1 April 2020	<b>137</b>	<b>648</b>	<b>785</b>
As at 31 March 2021	-	-	-

During the year a review of fixed assets was undertaken and all historic fixed assets were decapitalised as due to their age and nature they had no financial value to the organisation moving forward.

## 8. Debtors and prepayments

	<b>Total</b>	<b>Total</b>
	<b>31 Mar 2021</b>	31 Mar 2020
	<b>£</b>	£
Prepayments	<b>299</b>	58
Accrued income	<b>9</b>	43
	<b>308</b>	101

## 9. Creditors: amounts falling due within one year

	<b>Total</b>	<b>Total</b>
	<b>31 Mar 2021</b>	31 Mar 2020
	<b>£</b>	£
Accruals	<b>3,489</b>	4,333
HMRC control account	<b>1,592</b>	1,395
Pension control account	<b>596</b>	-
	<b>5,677</b>	5,728

## 10. Analysis of charity funds

	<b>Balance brought forward</b>	<b>Income for the period</b>	<b>Expenditure in the period</b>	<b>Transfers between funds</b>	<b>Balance carried forward</b>
	<b>Year ended</b>	<b>Year ended</b>	<b>Year ended</b>	<b>Year ended</b>	<b>Year ended</b>
	<b>31 Mar 2021</b>	<b>31 Mar 2021</b>	<b>31 Mar 2021</b>	<b>31 Mar 2021</b>	<b>31 Mar 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Restricted funds					
Clinical supervision	-	3,750	(3,750)	-	-
Restricted funds	-	<b>3,750</b>	<b>(3,750)</b>	-	-
Unrestricted funds	114,324	118,192	(136,804)	-	<b>95,712</b>
<b>Total funds</b>	<b>114,324</b>	<b>121,942</b>	<b>(140,554)</b>	-	<b>95,712</b>

### Clinical supervision

The Charity received funds to provide clinical supervision to volunteer counsellors.

	<b>Balance brought forward</b>	<b>Income for the period</b>	<b>Expenditure in the period</b>	<b>Transfers between funds</b>	<b>Balance carried forward</b>
	<b>Year ended</b>	<b>Year ended</b>	<b>Year ended</b>	<b>Year ended</b>	<b>Year ended</b>
	<b>31 Mar 2020</b>	<b>31 Mar 2020</b>	<b>31 Mar 2020</b>	<b>31 Mar 2020</b>	<b>31 Mar 2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Unrestricted funds	131,156	124,419	(141,251)	-	114,324
<b>Total funds</b>	<b>131,156</b>	<b>124,419</b>	<b>(141,251)</b>	-	<b>114,324</b>

**11. Analysis of net assets**

	<b>Unrestricted Funds Year ended 31 Mar 2021 £</b>	<b>Restricted Funds Year ended 31 Mar 2021 £</b>	<b>Total Funds Year ended 31 Mar 2021 £</b>
Current assets	101,389	-	<b>101,389</b>
Current liabilities	(5,677)	-	<b>(5,677)</b>
	<b>95,712</b>	<b>-</b>	<b>95,712</b>

	<b>Unrestricted Funds Year ended 31 Mar 2020 £</b>	<b>Restricted Funds Year ended 31 Mar 2020 £</b>	<b>Total Funds Year ended 31 Mar 2020 £</b>
Fixed assets	785	-	785
Current assets	119,267	-	119,267
Current liabilities	(5,728)	-	(5,728)
	<b>114,324</b>	<b>-</b>	<b>114,324</b>

**12. Other financial commitments**

On 31 March 2021, the Charity had annual future minimum lease payments under a non-cancellable operating lease for the office premises as set out below:

	<b>Total 31 Mar 2021 £</b>	<b>Total 31 Mar 2020 £</b>
Within one year	<b>19,470</b>	19,470
Within two to five years	<b>34,073</b>	53,543

**13. Trustee remuneration**

During the year, no Trustee received any remuneration (2020 - £NIL). No members of the Board of Trustees received reimbursement of expenses (2020 - £NIL).

**14. Related party transactions**

During the year there were no related party transactions (2020 - £Nil).

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