

BEREFT

England & Wales · Charity number 1077140

Details

Other names	BEREAVEMENT SUPPORT FOR ACTON AND EALING, BEREAVEMENT SUPPORT FOR THE BOROUGH OF EALING, BEREFT
Status	Registered
Legal form	Other
Registered	1999-08-24
Register	View on the Charity Commission register

Contact

Address	Suite 11 Central Chambers The Broadway Ealing London
Phone	02088962800
Email	bereftbereavementsupport@hotmail.co.uk
Website	http://www.bereftbereavementsupport.co.uk/

Activities

Objects: TO PROVIDE A SERVICE OF SUPPORT AND COUNSELLING TO BEREAVED PEOPLE IN THE LONDON BOROUGH OF EALING. THEREBY ALLEVIATING DISTRESS AND SUFFERING AND HELPING IN THE AVOIDANCE OF FUTURE MENTAL HEALTH PROBLEMS.

Activities: Bereft's object is to provide a service of support and counselling to bereaved people in the London Borough of Ealing. Thereby alleviating distress and suffering and helping in the avoidance of future mental health problems.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** EALING
- Ealing

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£64,302	£65,732	-	-
2024-03-31	£39,098	£69,797	-	-
2023-03-31	£37,139	£52,179	-	-
2022-03-31	£54,008	£44,610	-	-
2021-03-31	£51,485	£38,264	-	-

Trustees

Name	Role	Appointed
Christopher Wickenden		
Deirdre McLellan		
Kevin Scott		2019-10-15
Kevin Stinton		2024-10-17
Lucas John Dawe		2024-10-17
ROSALEEN GALLEN		
Stuart Brian Derbyshire		2021-10-19

BEREFT

England & Wales - Charity number 1077140

Accounts



Bereavement Support for the Borough of Ealing

Trustees' Annual Report & Accounts

for the year ended
31st March 2025

Registered Charity Number 1077140

Suite 11, Central Chambers
The Broadway
Ealing
London W5 2NR

Phone: 020 8896 2800

Email: bereftbereavementsupport@hotmail.co.uk

Website: www.bereftbereavementsupport.co.uk

LEGAL & ADMINISTRATIVE INFORMATION

GOVERNING DOCUMENT

Bereft's governing document is the Model Constitution for an Unincorporated Charitable Association which was adopted on the 4th June 1999

OBJECTS OF THE CHARITY

Bereft's object is to provide a service of support and counselling to bereaved people in the London Borough of Ealing; thereby alleviating distress and suffering and helping in the avoidance of future mental health problems.

SPECIFIC INVESTMENT POWERS

Bereft's investment powers are conferred by the Trustees' Act 2000

BANKERS

Charities Aid Foundation Bank Limited 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

INDEPENDENT EXAMINER

Mr Stephen Dover
2 Castlebar Road
Ealing
London
W5 2DP

TRUSTEES AND GOVERNANCE

TRUSTEES

Trustees who served throughout the period of this report unless otherwise indicated, were as follows:

Lucas Dawe
Stuart Derbyshire
Katherine Elks (resigned 14th October 2025)
Rosaleen Gallen
Lisa Langley-Jones (resigned 16th October 2025)
Deirdre McLellan (Secretary)
Jacek Opienski (resigned 14th October 2025)
Kevin Scott (Chairman)
Kevin Stinton
Christopher Wickenden (Treasurer)

Trustees are elected or re-elected annually by the members in General Meeting.

ACTIVITIES AND ACHIEVEMENTS

REPORT OF THE SECRETARY – DEIRDRE McLELLAN

APRIL 2024 TO MARCH 2025

“My counsellor J was amazing and an absolute credit to this charity. She helped me immensely and I really looked forward to our sessions as I always felt a weight had been lifted afterwards”

I almost always start these reports with a quote from the feedback of one of our clients to show that, while there've been quite a number of developments in Bereft since we set up in 1999 as a service for Ealing borough, the need for our service never abates. Indeed, demand tends to increase most years. And this has required some streamlining. Our very capable Manager, Jennifer, comments:

“When I joined Bereft as a trainee counsellor in 2002, I quickly figured out that I was part of a respected and established organisation that was small but perfectly formed to deliver caring bereavement counselling to any bereaved resident of Ealing borough over the age of sixteen.”

Fast forward to 2025, Bereft remains a small charity (though slightly larger now) and continues to do what it says on the tin! And this is in spite of the myriad challenges faced over our 25 years, be it the pandemic and its aftermath, financial uncertainty or having to find new premises.

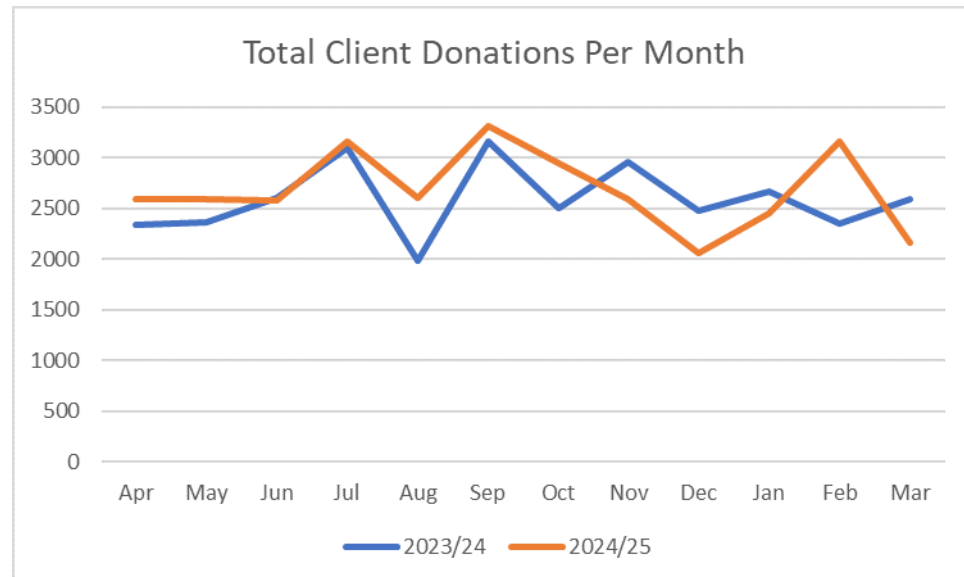
We've lost some much-loved colleagues along the way, but also gained new counselling supervisors and trustees, a number of whom are past counsellors who have since qualified after a placement within thus and pleasingly, want to continue to support us. These days Bereft - in line with changes in need and expectation, offers the flexibility of on-line or phone counselling if preferred to face-to-face in our counselling room as before. Additionally, our website now offers an online self-referral form as well as more flexibility for clients to donate to us.”

DONATIONS

Our excellent and tech-savvy Finance and Client Administration Manager, Jo Houghton has enabled a variety of methods to donate to Bereft; from BACS to a card-reader or directly through the website. As before, there is a secure system for cash donations, which a number of clients prefer. Donations are essential for us to continue the service, and to support those clients whose financial circumstances are such that they can contribute little or nothing. No-one is turned away because of inability to donate. The average donation per client was down from last year to £9.70, reflecting that 17% were unable to make any financial contribution. 16%, however, made regular donations of £30-£60 per session. We are also benefitting from a number of regular donors, together with significant donations including over £1,000 raised through sponsorship at a charity sports event.

A modest Health and Social Care grant also helps with the ever more expensive renting of a counselling room, conveniently situated opposite Ealing Broadway station. Our Trustees continue searching for other sources of funding in these difficult times.

DONATIONS GRAPH



“Very happy with the counselling I received and felt I was in a safe space - no judgement and allowed me to express myself, cry and be angry without any judgement”

“My counsellor C was wonderful - please thank her for me”

CLIENTS

The number of enquiries for the Bereft service (269) was identical to last year. Each client has up to 24 sessions arranged for them, (though this can be extended if the Supervisor agrees it is necessary to complete the work), so the 2,352 sessions delivered this year was spread between 213 clients (229 last year). Only 12% of clients needed the offered allocation - the average number being static at 11 sessions during the past few years.

Our counselling room is conveniently situated opposite Ealing Broadway station, and we also hired rooms at CAPE in North Ealing. We again offered a “hybrid” service, this year seeing 65% of clients in person, and the remainder online or on the phone. This can be a boon if a client has physical problems reaching our counselling room. Matching client and counsellor availability is something of a logistical feat, and experienced Bereft part-time staff Sam Miller, our super-efficient Client Assessor/Client liaison, Jennifer Pitt and Jo Houghton work to keep the waiting list to a minimum, while supporting those waiting. Male to female split was 16% to 84% (23% to 77% last year), of which 86% were aged 18-64 and 9% were 65-74. Many had a role as a carer for the person who died, or who have others to care for.

We know from their postcodes that our clients are widely spread throughout the Borough and we are under pressure to take on client from the surrounding Boroughs where there is no similar service.

Ethnicity. Clients came from a diverse range of 30 different stated backgrounds: 40% white British (44% last year) and everyone else of mixed heritage, Asian, African, European, American, Australian and South American.

How clients hear of us. As in previous years, the majority of clients hear of us through their GP, Social prescriber or other NHS mental health services. We do not discriminate against clients with a mental illness diagnosis as long as they are able to benefit from our counselling. Some find us online or by word of mouth in the community.

COUNSELLORS

Most are drawn from a number of training organisations, individually applying to us for a placement once in their second year of training (or later). They are carefully interviewed for their suitability to counsel our bereaved clients, and if accepted (not all are) are well supported by our experienced staff and, in nine groups of four - on zoom - by Counselling Supervisors. This ensures the quality of our service, as well as giving much-needed support to counsellors doing emotionally demanding work. Of these, the male to female ratio is 28% to 72%. We ask for a commitment of a year, but many stay on after they qualify, which we hugely value.

TRAINING

Another aspect of our commitment to quality and support is the free training sessions we offer to counsellors during the year. This year online topics were “Rupture and Repair” and “Monitoring Clients’ Wellbeing”. We also held an in-person gathering to which past ‘alumni’ were invited to celebrate our 25 Years and share experience and encouragement. The guest speaker was Sophie Samuel, who talked about 1) growing up with a famous therapist mother, and 2) how she has seen the change in the need for counselling in that those presenting are more unwell.

SUPPORTING THE SERVICE

We run nine Supervision Groups - essential to ensure good quality, ethical counselling by counsellors, and we are grateful to our Counselling Supervisors for the work they put in to support the Bereft Service. Behind it all are our Trustees, some pleasingly long-serving and some more recent loyal and committed people joining who were Bereft counsellors themselves. Our Honorary Treasurer, Chris Wickenden, needs a special mention for the amazing amount of work he does for us.

So, in spite of increasing financial worries, we have every reason to hope this worthwhile charity will continue to provide such a good service to the many bereaved people of Ealing who need help to get through the pain and distress of the (often) worst times of their lives.

“Bereft was a godsend”

“This compassionate service is vital and (I think) shows humanity at its best”

REPORT OF THE TREASURER – CHRISTOPHER WICKENDEN

The trustees acknowledge the small deficit for the current year (£1,430) but are confident that the plans that they have in place to develop additional as well as existing sources of income, coupled with the current level of reserves will enable BEREFT to continue to provide the service it is committed to, into the foreseeable future. Going forward the trustees are developing a sustainable financial model that will enable BEREFT to operate an annual surplus sufficient to restore BEREFT’s reserves to an appropriate level in accordance with Bereft’s reserves policy (note 7).

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31st MARCH 2025

	Undesignated		Designated		Total	
	This Year	Last Year	This Year	Last Year	This Year	Last Year
RECEIPTS						
Donations	39,177	32,124	-	-	39,177	32,124
Gift Aid (Note 4)	1,788	1,983	-	-	1,788	1,983
Grant (Note 6)	22,250	3,750	-	-	22,250	3,750
Legacy (Note 2)	-	-	-	-	-	-
Investment Income	1,087	1,241	-	-	1,087	1,241
TOTAL RECEIPTS	£64,302	£39,098	-	-	£64,302	£39,098

PAYMENTS

CHARITABLE ACTIVITIES

Combined Commercial Insurance	554	568	-	-	554	568
Counsellors' Supervision	6,424	5,610	-	-	6,424	5,610
Manager & Assessor	16,017	17,581	-	-	16,017	17,581
Administrator & Assistant	23,573	22,934	-	-	23,573	22,934
Volunteers' Expenses	116	433	-	-	116	433
Room Hire	4,566	3,733	-	-	4,566	3,733
Training	765	681	-	-	765	681
Counsellor support (Note 2)	-	-	-	-	-	-

SUPPORT COSTS

Office Rent, Service Charge & Premises Insurance (note 5)	8,238	10,051	-	-	8,238	10,051
Office Light & Heat	523	444	-	-	523	444
Phone & Broadband	2,726	2,511	-	-	2,726	2,511
IT Costs including support & hosting	1,364	1,384	-	-	1,364	1,384

MANAGEMENT & ADMINISTRATION

Printing, Postage & Stationery	-	495	-	-	-	495
Sundry Admin & Office Costs	555	909	-	-	555	909
Bank & JustGiving Charges	276	277	-	-	276	277
Legal & Professional charges	35	683	-	-	35	683
Rental Deposit on Central Chambers	-	1,503	-	-	-	1,503

TOTAL PAYMENTS	£65,732	£69,797	-	-	£65,732	£69,797
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NET CASH INFLOW / OUTFLOW (-)

-£1,430	-£30,699	-	-	-£1,430	-£30,699
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OPENING BALANCES 1st APRIL 2024

CLOSING BALANCES 31st MARCH 2025

£45,182	£75,881	£394	£394	£45,576	£76,275
£43,762	£45,182	£394	£394	£44,146	£45,576

**STATEMENT OF ASSETS AND
LIABILITIES AT 31st MARCH 2025**

	Undesignated This Year	Last Year	Designated This Year	Last Year	Total This Year	Last Year
FIXED ASSETS						
Computer equipment – Laptop & Printer purchased in 2016/17 for £1,189 – net book value at year end >>	-	-	-	-	-	-
Computer equipment - Laptop & Printer purchased in 2018/19 for £1,029 net book value at year end >>	-	-	-	-	-	-
Office Furniture - purchased in 2016/17 for £306 net book value at year end >>	-	-	-	-	-	-
TOTAL FIXED ASSETS	-	-	-	-	-	-
CURRENT ASSETS						
Gift Aid Claim outstanding	283	471	-	-	283	471
Rent Deposit	1,503	1,503	-	-	1,503	1,503
Cash & Bank Balances as per page 7						
CAF Gold Account	40,614	43,381	394	394	41,008	43,775
CAF Current Account	3,130	1,793	-	-	3,130	1,793
Cash in hand	8	8	-	-	8	8
Total cash at bank & in hand	43,752	45,182	394	394	44,146	45,576
TOTAL CURRENT ASSETS	45,538	47,156	394	394	45,932	47,550
CURRENT LIABILITIES						
NEST Pension Liability	37	-	-	-	37	-
Accrued Expenses	-	-	-	-	-	-
TOTAL CURRENT LIABILITIES	37	-	-	-	37	-
NET ASSETS	£45,501	£47,156	£394	£394	£45,895	£47,550

NOTES TO THE ACCOUNTS

- The accounts have been prepared on a Receipts and Payments basis.
- The charity has used fund accounting principles in the preparation of these accounts.
 - Funds
 - All funds are unrestricted
 - The charity received a legacy from the estate of Catherine Fowler, a former Chairwoman of Bereft during the year ended 31st March 2022. The trustees resolved to designate this legacy to be used to provide additional support for our volunteer counsellors. No payments were made out of this fund during the year (2023/24 - £NIL)
- The trustees consider that no capital commitments have been entered into other than shown in the financial statements (2023/24 - £Nil).
- Receipts from HMRC in respect of Gift Aid claimed on donations received are included in the Receipts and Payments account in the year in which they are received. Any Gift Aid due to the charity for the current financial year but not received by the year end, is shown in the statement of assets and liabilities above.
- On 12th April 2023, the trustees entered into a Lease of Suite 11, Central Chambers, Ealing, London W5 2NR for two years at an annual rental of £5,010 + VAT. This lease expired on 11th April 2025 and is currently being renegotiated.

6. During the year 2023/24 BEREFT was awarded a grant of £14,500 per annum for 4 years from 1st October 2023 until 30th September 2027 by the London Borough of Ealing. The grant is conditional on various clauses in the agreement, including one which stipulates the grant is only payable “...subject to the necessary funds being available when payment falls due”. Income from the grant is therefore included as and when it is received.

7. **POLICIES**

RESERVES POLICY

Bereft ensures that it maintains cash reserves sufficient to cover an appropriate level of operating expenditure together with any anticipated downturns in income. This level of reserves is reviewed annually by the trustees.

RISK REGISTER

Bereft maintains a risk register that is regularly reviewed and amended as necessary.

SAFEGUARDING

Bereft’s safeguarding policy is reviewed annually and is available to view on the charity’s website www.bereftbereavementsupport.co.uk

SIGNATURES AND DECLARATION

DECLARATION

Signed on behalf of the trustees by:

Kevin Scott

KEVIN SCOTT - CHAIRMAN

Deirdre McLellan

DEIRDRE McLELLAN – SECRETARY

Christopher Wickenden

CHRISTOPHER WICKENDEN - TREASURER

16th October 2025

REPORT TO THE TRUSTEES & MEMBERS OF BEREFT IN RESPECT OF THE ACCOUNTS FOR THE YEAR
ENDED 31st MARCH 2025 AS SET OUT ON PAGES 6 - 8

RESPONSIBILITIES OF THE TRUSTEES AND EXAMINER

Bereft's trustees are responsible for the preparation of the accounts. Bereft's trustees consider that an audit is not required this year (under section 144 of the Charities Act 2011) and that an independent examination is needed.

It is the examiner's responsibility to:

- Examine the accounts (under section 145 of the Charities Act)
- Follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act and to state whether particular matters have come to the examiner's attention.

BASIS OF THE 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 Bereft 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 report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st March 2025

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 all 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 give me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Stephen Dover

2 Castlebar Road
Ealing
London W5 2DP

16th January 2026

BEREFT

England & Wales - Charity number 1077140

Accounts



Bereavement Support for the Borough of Ealing

Trustees' Annual Report & Accounts

for the year ended
31st March 2024



Registered Charity Number 1077140

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OBJECTS OF THE CHARITY

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SPECIFIC INVESTMENT POWERS

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BANKERS

Charities Aid Foundation Bank Limited 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

INDEPENDENT EXAMINER

Mr Stephen Dover
2 Castlebar Road
Ealing
London
W5 2DP

TRUSTEES AND GOVERNANCE

TRUSTEES

Trustees who served throughout the period of this report unless otherwise indicated, were as follows:

Lucas Dawe (appointed 17th October 2024)
Stuart Derbyshire
Katherine Elks
Rosaleen Gallen
Lisa Langley-Jones
Deirdre McLellan (Secretary)
Jacek Opienski
Kevin Scott (Chairman)
Kevin Stinton (appointed 17th October 2024)
Christopher Wickenden (Treasurer)

Trustees are elected or re-elected annually by the members in General Meeting.

ACTIVITIES AND ACHIEVEMENTS

REPORT OF THE SECRETARY – DEIRDRE McLELLAN

APRIL 2023 TO MARCH 2024



After no less than 25 years of Bereft offering skilled and caring bereavement counselling and support to residents of Ealing Borough, I think we can be forgiven for looking back with some satisfaction at the ground we've covered. Usually at Bereft we look forward - constantly working out ways to improve or adjust our service to meet changing needs, to manage the financial and other problems which beset small charities and, not least, to support our clients and counsellors.

As co-founder, I initiated a regular meeting of a Practice Group, where our small team of staff and counselling supervisors gather together at regular intervals. Everything from clinical practice to the finances is on the table, and everyone has a say in the running of the charity. Some of those in this group are also Trustees, who meet regularly to review progress and keep Bereft on track. Chris Wickenden, our Treasurer, does a great deal more, updating us on Charity Commission and employment requirements and, vitally, monitoring our cash flow month by month in conjunction with our very capable staff member Jo Houghton who is responsible for Client Administration, Finance and Accounting. Jennifer Pitt, our Manager, who has been with us for many years, gives unstinting clinical support to our counsellors and has done much to develop our



service. The third member of the staff team, Sam Miller – Client Assessor/Client Liaison, gives much-valued support to our clients and counsellors alike.

A major change for us this year has been the move to a new counselling room/part-time office in Central Chambers, opposite Ealing Broadway station. We have more facilities than before, and the location couldn't be more accessible from all parts of the Borough.

Comments from some of our key players:-

Jennifer (Manager): *"It is no surprise that Bereft – like many, many voluntary sector operations – has had its share of ups and downs over the year (fortunately, more of the former!). And reflecting on the downs, the challenges, I cannot think of a more professionally generous, supportive and wonderful bunch of people to overcome these with."*

Jo (Office and Finance Manager): *"Working for Bereft, I do always feel valued and the last eight years have been a pleasure."*

Chris (Treasurer): *“I’ve had the pleasure of working with the staff and trustees of Bereft for over ten years now. I am proud to be part of such a caring, professional and committed team.”*

Kevin (Supervisor and Chair of Trustees): *“As a trainee and now qualified counsellor I’ve had the pleasure of working with colleagues who care deeply about our clients. On many occasions I have seen the difference we make to those affected by a death, or multiple deaths. People who feel there is no hope can be supported to take those first steps to move forward. It’s privilege to be alongside them.”*

Our Clients

Comment from post-counselling feedback:

“Initially, I was reluctant to go for bereavement counselling but was persuaded by my son. I had my mind made up that I would just try a couple of sessions. Thanks to my counsellor H, I completed all twenty four meetings with her and it has been of great benefit to me.

She helped me to explore and reflect on my feelings and actions and to make adaptations to my life after the death of my much missed husband. I would certainly recommend Bereft to help anyone coming to terms with the loss of a loved one”

Over the past 25 years, counselling – and particularly bereavement counselling – has become much more accepted as something helpful to seek when suffering the pain of bereavement and grief. I like to feel that we have contributed to this understanding through the existence of Bereft. Moreover, the subject of grief is much more openly and frequently covered in the media these days, which has led to increased perception of the possible damage to mental wellbeing that can occur in suppressing the feelings, particularly if the bereavement is traumatic, and/or relates back to events in the past.

As with the client above though, some still find making the initial approach takes courage, but, thankfully, they invariably end up grateful and appreciative of the warmth of their initial welcome and the skill and care of their counsellor.



“Bereft was a godsend at a difficult time.”

Finding Us

Although mostly we need our clients to make an approach to us in person, the way they hear of us varies. The majority (32%) are told of us by their GP, which has always been the case. Some seek online and find our excellent website. Other routes are via staff at local NHS Trusts, Mental Health Services, social prescribers (16%) and word of mouth. Former clients also return sometimes after further bereavements, trusting to the support they have received in the past.

Owing to the demand, we now offer 24 counselling sessions to each client, rather than being open-ended as we were in the past. (This can be increased in special circumstances if the need arises.)

To adjust to the demands of the outbreak of Covid, we switched to delivering counselling on Zoom or by telephone. Subsequently, this has continued in that we now offer a *hybrid* service, seeing 60% of our clients face to face at their request, mostly at our premises in central Ealing or a rented room elsewhere.

The majority (87%) of our clients are aged between 17 and 64. They come from diverse backgrounds and ethnicities, as has always been the case – 44% white British (2022/23 34%), 19% mixed heritage (2022/23 23%) and the remainder Asian, European, American, Australian and South American.

We saw 229 clients this year, which was 18 more than the previous year, with the ratio of male to female was 23% to 77% (2022/23 21% to 79%). 82 of our clients identified as carer, either currently or to the person they lost.

“My counsellor was excellent at supporting me. I really valued our sessions and they helped me very much”

Donations

Vital in keeping Bereft afloat, we offer each client an opportunity to make a donation to support the work of Bereft (according to their means). This helps to ensure that others will be able to receive our service in future. The vast majority appreciate this opportunity to donate, and many clients make generous donations. There are even three ex-clients who continue donating, even though their sessions with us have finished. Whether or not they can donate, however, clients receive the same service from us.

Our Counsellors

As a Counselling Supervisor, I have never ceased to be awed by the personal qualities, skill and commitment of those counsellors who apply to us for a placement in their second year (or further) of training. Without them we would have no service to offer of course. Some have stayed on with us after the end of the placement and/or qualifying, which we greatly value, and they also offer each other generous peer support. It is pleasing to note another change over the years. An ever-increasing number of different counselling training organisations recommend us to their students for placement, often from outside West London. All applicants are offered a rigorous interview to assess their suitability for us, and vice-versa.

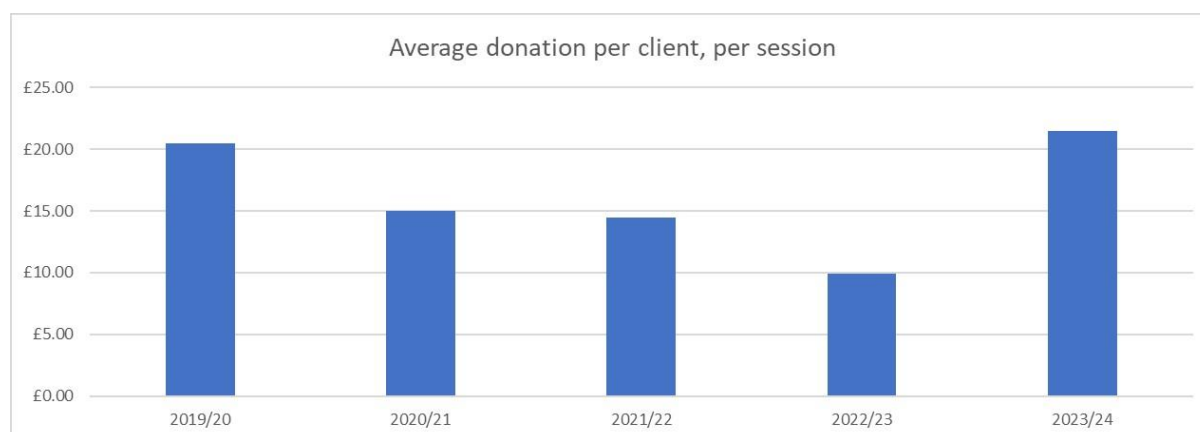
Upon acceptance, our staff get to know them through a package of induction, basic trauma training, and allocation to one of the mandatory Bereft supervision groups, delivered via Zoom. (To keep up with demand, there are eight of these groups now.) Excellent support to counsellors, is key to retaining them and this support is supplied by our Supervisors, our very experienced Manager – Jennifer - supported by Staff Jo and Samantha. Although not a training organisation as such, Bereft offers some free training workshops each year on topics related to our work, which are very popular as they offer an opportunity for counsellors to enhance their Further Professional Development as well as to learn from each other and to feel part of the wider organisation.

“I just wanted to let you know that I really appreciate your service. I would also mention that my therapist is really intuitive and asks the difficult but important questions as he listens and hears what is being said – or not said. I’m so grateful for your service at this terrible time.”

“My counsellor A was knowledgeable, empathetic, respectful, supportive, kind and gently encouraging... without this time and space I honestly don’t know how my mental health would have coped. “

Finance and the Future

We are a highly professional but no-frills organisation (as will be seen from the attached Accounts) and always have been. However, as our service developed and expanded to meet the demand, and not least with our having to pay – for the first time – the market rate for our new premises, our costs have risen unavoidably. The donations from our clients go a long way towards meeting our running costs, but as no-one is turned away, other funding streams are vital.



“This compassionate service is vital and (I think) shows humanity at its best.”

We bid for – and won – a modest Health and Social Care Grant from London Borough of Ealing. This bid required many hours of hard work from an already committed part-time staff. A recently-formed Funding Committee is now tasked to find other funding streams to ensure we can continue to increase our revenue. Kevin our Chair of Trustees and Chris, our Treasurer are confident that the next 25 years will see Bereft continue to give help to those in often extreme distress who have been bereaved.

“This compassionate service is vital and (I think) shows humanity at its best.”

Deirdre McLellan - Secretary



RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31st MARCH 2024

	Undesignated		Designated		Total	
	This Year	Last Year	This Year	Last Year	This Year	Last Year
RECEIPTS						
Donations	32,124	27,091	-	-	32,124	27,091
Gift Aid (Note 4)	1,983	2,016	-	-	1,983	2,016
Grant (Note 6)	3,750	7,500	-	-	3,750	7,500
Legacy (Note 2)	-	-	-	-	-	-
Investment Income	1,241	532	-	-	1,241	532
TOTAL RECEIPTS	£39,098	£37,139	-	-	£39,098	£37,139

PAYMENTS

CHARITABLE ACTIVITIES

Combined Commercial Insurance	568	563	-	-	568	563
Counsellors' Supervision	5,610	5,080	-	-	5,610	5,080
Manager & Assessor	17,581	15,274	-	-	17,581	15,274
Administrator & Assistant	22,934	19,238	-	-	22,934	19,238
Volunteers' Expenses	433	384	-	-	433	384
Room Hire	3,733	1,608	-	-	3,733	1,608
Training	681	250	-	-	681	250
Counsellor support (Note 2)	-	-	-	-	-	-

SUPPORT COSTS

Office Rent, Service Charge & Premises Insurance (note 5)	10,051	4,800	-	-	10,051	4,800
Office Light & Heat	444	-	-	-	444	-
Phone & Broadband	2,511	2,525	-	-	2,511	2,525
IT Costs including support & hosting	1,384	1,523	-	-	1,384	1,523

MANAGEMENT & ADMINISTRATION

Printing, Postage & Stationery	495	92	-	-	495	92
Sundry Admin & Office move-in Costs	909	64	-	-	909	64
Bank & JustGiving Charges	277	293	-	-	277	293
Legal & Professional charges re new Lease	683	485	-	-	683	485
Rental Deposit on Central Chambers	1,503	-	-	-	1,503	-

TOTAL PAYMENTS	£69,797	£52,179	-	-	£69,797	£52,179
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NET CASH INFLOW / OUTFLOW (-)

-£30,699	£-15,040	-	-	-£30,699	£-15,040
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OPENING BALANCES 1st APRIL 2023

CLOSING BALANCES 31st MARCH 2024

£75,881	£90,921	£394	£394	£76,275	£91,315
£45,182	£75,881	£394	£394	£45,576	£76,275

STATEMENT OF ASSETS AND LIABILITIES AT 31st MARCH 2024

	Undesignated This Year	Last Year	Designated This Year	Last Year	Total This Year	Last Year
FIXED ASSETS						
Computer equipment – Laptop & Printer purchased in 2016/17 for £1,189 – net book value at year end >>	-	-	-	-	-	-
Computer equipment - Laptop & Printer purchased in 2018/19 for £1,029 net book value at year end >>	-	-	-	-	-	-
Office Furniture - purchased in 2016/17 for £306 net book value at year end >>	-	-	-	-	-	-
TOTAL FIXED ASSETS	-	-	-	-	-	-
CURRENT ASSETS						
Gift Aid Claim outstanding	471	633	-	-	471	633
Cash & Bank Balances as per page 7						
CAF Gold Account	43,381	65,945	394	394	43,775	66,339
CAF Current Account	1,793	9,916	-	-	1,793	9,916
Cash in hand	8	20	-	-	8	20
Total cash at bank & in hand	45,182	75,881	394	394	45,576	76,275
CURRENT LIABILITIES						
Accrued Legal Expenses	-	(648)	-	-	-	(648)
NET ASSETS	£45,653	£75,866	£394	£394	£46,047	£76,260

NOTES TO THE ACCOUNTS

- The accounts have been prepared on a Receipts and Payments basis.
- The charity has used fund accounting principles in the preparation of these accounts.
 - Funds
 - All funds are unrestricted
 - The charity received a legacy from the estate of Catherine Fowler, a former Chairwoman of Bereft during the year ended 31st March 2022. The trustees resolved to designate this legacy to be used to provide additional support for our volunteer counsellors. No payments were made out of this fund during the year (2022/23 - £NIL)
- The trustees consider that no capital commitments have been entered into other than shown in the financial statements (2022/23 - £Nil).
- Receipts from HMRC in respect of Gift Aid claimed on donations received are included in the Receipts and Payments account in the year in which they are received. Any Gift Aid due to the charity for the current financial year but not received by the year end, is shown in the statement of assets and liabilities above.
- On 12th April 2023, the trustees entered into a Lease of Suite 11, Central Chambers, Ealing, London W5 2NR for two years at an annual rental of £5,010 + VAT
- During the year BEREFT was awarded a grant of £14,500 per annum for 4 years from 1st October 2023 until 30th September 2027 by the London Borough of Ealing. The grant is conditional on various clauses in the agreement, including one which stipulates the grant is only payable "...subject to the necessary funds being available when payment falls due". Income from the grant is therefore included as and when it is received.
- TREASURER'S REPORT** The trustees acknowledge the financial year's deficit but are confident that the plans that they have in place to develop additional as well as existing sources of income, coupled with the current level of reserves will enable BEREFT to continue to provide the service it is committed to, into the foreseeable future.

8. **POLICIES**

RESERVES POLICY

Bereft ensures that it maintains cash reserves sufficient to cover an appropriate level of operating expenditure together with any anticipated downturns in income. This level of reserves is reviewed annually by the trustees.

RISK REGISTER

Bereft maintains a risk register that is reviewed and amended as necessary annually.

SAFEGUARDING

Bereft's safeguarding policy is available on the website

SIGNATURES AND DECLARATION

DECLARATION

Signed on behalf of the trustees by:

Kevin Scott

KEVIN SCOTT - CHAIRMAN

Deirdre McLellan

DEIRDRE McLELLAN – SECRETARY

Christopher Wickenden

CHRISTOPHER WICKENDEN - TREASURER

17th October 2024

REPORT TO THE TRUSTEES & MEMBERS OF BEREFT IN RESPECT OF THE ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2024 AS SET OUT ON PAGES 7 - 9

RESPONSIBILITIES OF THE TRUSTEES AND EXAMINER

Bereft's trustees are responsible for the preparation of the accounts. Bereft's trustees consider that an audit is not required this year (under section 144 of the Charities Act 2011) and that an independent examination is needed.

It is the examiner's responsibility to:

- Examine the accounts (under section 145 of the Charities Act)
- Follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act and to state whether particular matters have come to the examiner's attention.

BASIS OF THE 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 Bereft 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 report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st March 2024

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 all 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 give me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Stephen Dover

Stephen Dover
2 Castlebar Road
Ealing
London W5 2DP

9th December 2024

BEREFT

England & Wales - Charity number 1077140

Accounts



Bereavement Support for the Borough of Ealing

Trustees' Annual Report & Accounts

for the year ended
31st March 2023

Registered Charity Number 1077140

Suite 11, Central Chambers
The Broadway
Ealing
London W5 2NR

LEGAL & ADMINISTRATIVE INFORMATION

GOVERNING DOCUMENT

Bereft's governing document is the Model Constitution for an Unincorporated Charitable Association which was adopted on the 4th June 1999

OBJECTS OF THE CHARITY

Bereft's object is to provide a service of support and counselling to bereaved people in the London Borough of Ealing.; thereby alleviating distress and suffering and helping in the avoidance of future mental health problems.

SPECIFIC INVESTMENT POWERS

Bereft's investment powers are conferred by the Trustees' Act 2000

BANKERS

Charities Aid Foundation Bank Limited 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

INDEPENDENT EXAMINER

Mr Stephen Dover
2 Castlebar Road
Ealing
London
W5 2DP

TRUSTEES AND GOVERNANCE

TRUSTEES

Trustees who served throughout the period of this report unless otherwise indicated, were as follows:

Stuart Derbyshire
Katherine Elks
Rosaleen Gallen
Lisa Langley-Jones
Deirdre McLellan (Secretary)
Jacek Opienski
Kevin Scott (Chairman)
Christopher Wickenden (Treasurer)

Trustees are elected or re-elected annually by the members in General Meeting.

ACTIVITIES AND ACHIEVEMENTS

REPORT OF THE SECRETARY – DEIRDRE McLELLAN

APRIL 2022 TO MARCH 2023

“From the very first conversation I had with you I felt supported and indeed, cared for. You recognised that I needed help even more than I did and provided me with a wonderful therapist.” Feedback from a client

Bereft has entered its twenty-fourth year and, thanks to the combined, unceasing efforts of the Bereft team of staff and trustees, I think we are justified in being proud of our record of delivering excellent counselling and support to the bereaved residents of Ealing Borough during all that time, including overcoming the difficulties that arose when Covid 19 made it all more difficult.

This has been a particularly challenging year, due to a relatively sudden need to find new premises as our old small office in Acton became increasingly untenable. With our modest budget, and many years of making-do with very modest space, it was a challenge to find ourselves having to look in the open office market for new premises. It's a tribute to our two major players - Jo Houghton, our multi-talented Finance and Administration Manager, and Chris Wickenden, our invaluable Treasurer - that after many nail-biting weeks waiting for completion, we could finally heave a sigh of relief and take possession of our new counselling room-cum-office in April this year (2023), located at Central Chambers, opposite Ealing Broadway Station. The effect was immediate. We could hugely increase the number of clients seen face to face – a service wanted by the majority of clients and counsellors. (Online counselling still accounted for half the sessions delivered overall during the year.)

“I am very thankful. Helpful staff, clear messages and a genuine willingness to support. My counsellor listened carefully and gave me thoughtful caring input.”

Feedback from a client

Our Counsellors and Supervisors

We could not offer our service without the willingness of our volunteer counsellors, most of whom are on placement from an ever-increasing range of training organisations, spread quite widely over London and beyond. Our good reputation with counsellors on placement has obviously spread by word of mouth.

Everyone who applies is interviewed and their suitability and readiness to counsel our clients is assessed. If they take up an invitation to join us (and most do!) they receive a very thorough induction from Jennifer Pitt, our capable and experienced Service Manager, after which they must join one of our eight Supervision groups before being allocated a client. The benefits work both ways; the clients receive the counselling, and the counsellors learn hugely from the clients, from each other and from working with us.

We have six Counselling Supervisors: Beata, Helen, Jadzia, Kevin Scott, Rosaleen Gallen and myself. Kevin was a counsellor on placement some years ago, and has since qualified as a therapist and Supervisor, in addition to being Chair of both the Trustees and the Practice Group. His contribution to Bereft is huge.

Maria, who has been a counsellor with us since May 2018, completed her qualification some while ago, and, pleasingly, chooses to continue working with us. She says:

“Both as a trainee, and since qualifying, I have felt supported by the friendly staff who have readily made themselves available when I have needed to discuss either a clinical or personal matter. This applies across the board: from the office staff, to my Supervisor and the Service Manager.”

As one of her clients said, about her,

“Maria was such a good counsellor. Changed my life. I will be forever grateful.”

And Nadia, who has finished her training and had to move on to other commitments, says:

“I am very sad to be leaving Bereft. I have so valued my ever-supportive Supervisor and monthly Supervision Group, and my lovely clients have provided me with a wealth of learning. Such a caring agency to volunteer with. I shall miss you all as you’ve been alongside me through my training and out the other side!”

Training Days

Maria continues: ***“I’ve also benefitted from Bereft’s training days, which provide an opportunity to meet other volunteers and build a sense of connectedness in work that has the potential to feel isolating. I thought they were varied, relevant, thought-provoking and, most importantly, practical. They are one of the elements which contributes to show how well Bereft operates as a team.”***

As part of their induction, all new counsellors receive basic training in recognising and dealing with trauma, as not all training organisations routinely cover this. Additionally, we had (free) workshops on Counselling and Autism, and Support and Challenge in Counselling. In March 2023 we met in person, for the first time since the Covid lockdown, for a workshop on Suicidal Ideation, which was most successful, not least because counsellors were delighted at the chance to meet each other to discuss this difficult topic. Our workshops are well-attended and valued by counsellors as a way to supplement their college training and ensure our practice remains at such a high standard. They are organised and run by Jennifer Pitt, our long-serving Service Manager, who has done so much to develop Bereft.

“My counsellor was extremely helpful and kind. He put me at my ease so I could share all my feelings and thoughts. I felt validated and gained the ability to move on through my grief.”

Staff and Trustees

Operating on the premise that “small is beautiful” we have kept our service local, contained and reliable – which is a major part of why, for instance, we are so well embedded locally with GPs and other health professionals who refer their patients to us. It also means that everyone on the team of Staff, Trustees and Supervisors is kept informed on all matters affecting the charity and knows they are needed for it to continue. We are indebted to Chris – our Treasurer – who has given untold numbers of hours of financial expertise over many years, coupled with warm support and belief in the value of what we do.

“My counsellor has made a difference to my life in a huge way. I owe so much to her at such a difficult time. I often think of her. She was amazing!”

Our clients

This year our counsellors provided 2,568 counselling sessions (2021/22 - 2,885) to 211 clients (10 more than the previous year). Due mainly to the effects of the ongoing need caused by Covid we began offering – instead of being open-ended – a maximum of 24 weekly sessions per client – to keep up with the demand and ensure no client had to wait very long for their counselling to start. Although 24 are generally offered, for some people less are needed and 12 is the average number overall, as opposed to 14 last year. This may change again now we have the new premises and the number of clients seen in person is increasing exponentially. However, we still offer remote counselling to meet the needs of those who choose it, or have difficulty accessing a counselling room.

Below is how a client experienced their ending with their Bereft counsellor:

“My counsellor was most sensitive in informing me our sessions would be coming to an end in the next month. This actually prepared me mentally, enabling me to move forward and giving me that strength. She guided me and gave me tools (to cope). Thank you.”

Ealing being such a culturally diverse borough, our clients come from 25 different stated backgrounds. They were: 34% white British, 23% from Mixed Heritage, and the other 43% identified as Asian, African, European, American, Australian and South American. The male to female client ratio was 21% to 79%, a change from the previous year – 18% to 82% - and hopefully this divide will continue to narrow as the male population gets to appreciate that seeking such help is acceptable when the pain of loss and despair gets too much to bear alone. This year has seen increased numbers of clients with long term mental health problems, referred by GPs or professionals from the NHS Mental Health Services. Our service often fills the gap for individual therapy and support that such clients desperately need but do not get from the NHS, for whatever reason.

“At the beginning of counselling I had thought of suicide, but this abated after two sessions”

We have, of course, a Safeguarding policy and procedure which extends to clients, counsellors and staff. Sadly, the numbers of clients who have lost someone to suicide seems to be on the increase, and this can lead to despairing thoughts and feelings which can be shared with counsellors when not safe to do so with anyone else. On a practical note, our work often results in a client being able to function much better, to take care of themselves, obviate the need for medication such as anti-depressants, and being able to return to work. Financially, it is impossible to quantify the value to society of this last, but it is nonetheless a benefit, and can also be a sign that someone's bereavement counselling is completed.

The office staff, who are all working part-time, includes Samantha, originally a Bereft Counsellor and a capable third member of the staff team. All three have to take the time to deal with quite a few enquiries/referrals which are not suitable for our service and must be signposted elsewhere, but receive careful attention nonetheless.

“My counsellor has been a sanctuary every week, a space to explore my feelings and emotions, something I have not done before. He has enabled me to open up and delve into my inner self with empathy and compassion, and I am so very grateful for that”

Donations and Finance

With ballooning costs, though a no-frills organisation, the importance of client donations is absolutely crucial to our continuance. All clients are made aware of our need for funding and our acceptance of donations. This, it could be said, helps them value what they are receiving, as well as appreciate that their contribution enables others to receive the service. No-one, however, is turned away because they can only afford little or no donation and indeed, 31% of clients came in this category this year. Probably due to the every-increasing cost of living, the *average* donation was down to c£10 from £13.50 last financial year, but we did have several clients making very generous donations. We are also grateful to regular benefactors who are continuing to donate to us. We would welcome more - of course!

A downturn in donations, for whatever reason, also affects the amount of Gift Aid we can claim as shown in the financial statement but we are confident the Bereft team will identify other sources of funding once our current Health and Social Care grant comes to an end in October 2023. Both the demand from bereaved people, and the supply of counsellors giving their services, shows that Bereft is needed as much, if not more, than ever. And, as one client put it

“Amazing staff and service. 10/10!”

Deirdre McLellan, Secretary



RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31st MARCH 2023

	Undesignated		Designated		Total	
	This Year	Last Year	This Year	Last Year	This Year	Last Year
RECEIPTS						
Donations	27,091	42,640	-	-	27,091	42,640
Gift Aid (Note 4)	2,016	2,741	-	-	2,016	2,741
Grant	7,500	7,500	-	-	7,500	7,500
Legacy (Note 2)	-	-	-	1,114	-	1,114
Investment Income	532	13	-	-	532	13
TOTAL RECEIPTS	£37,139	£52,894	-	£1,114	£37,139	£54,008

PAYMENTS

ADVERTISING inc. website & leaflets	-	260	-	-	-	260
CHARITABLE ACTIVITIES						
Insurance & professional fees	563	465	-	-	563	465
Counsellors' Supervision	5,080	4,190	-	-	5,080	4,190
Manager & Assessor	15,274	15,541	-	-	15,274	15,541
Administrator & Assistant	19,238	13,607	-	-	19,238	13,607
Volunteers' Expenses	384	-	-	-	384	-
Room Hire	1,608	-	-	-	1,608	-
Training	250	1,192	-	-	250	1,192
Counsellor support (Note 2)	-	-	-	720	-	720
SUPPORT COSTS						
Office Rent	4,800	4,500	-	-	4,800	4,500
Phone & Broadband	2,525	2,197	-	-	2,525	2,197
Postage & Stationery	-	214	-	-	-	214
IT Costs including support & hosting	1,523	1,337	-	-	1,523	1,337
MANAGEMENT & ADMINISTRATION						
Sundry Admin Costs	156	75	-	-	156	75
Bank & JustGiving Charges	293	312	-	-	293	312
Legal & Professional charges	485	-	-	-	485	-
TOTAL PAYMENTS	£52,179	£43,890	-	£720	£52,179	£44,610

NET CASH (OUTFLOW) INFLOW	-£15,040	£9,004	-	£394	-£15,040	£9,398
OPENING BALANCES 1 st APRIL 2022	£90,921	£81,917	£394	-	£91,315	£81,917
CLOSING BALANCES 31 st MARCH 2023	£75,881	£90,921	£394	£394	£76,275	£91,315

**STATEMENT OF ASSETS AND
LIABILITIES AT 31st MARCH 2023**

	Undesignated		Designated		Total	
	This Year	Last Year	This Year	Last Year	This Year	Last Year
FIXED ASSETS						
Computer equipment – Laptop & Printer purchased in 2016/17 for £1,189 – net book value at year end >>	-	-	-	-	-	-
Computer equipment - Laptop & Printer purchased in 2018/19 for £1,029 net book value at year end >>	-	-	-	-	-	-
Office Furniture - purchased in 2016/17 for £306 net book value at year end >>	-	-	-	-	-	-
TOTAL FIXED ASSETS	-	-	-	-	-	-
CURRENT ASSETS						
Gift Aid Claim outstanding	633	551	-	-	633	551
Cash & Bank Balances as per page 7						
CAF Deposit Account	65,945	75,819	-	-	65,945	75,819
CAF Current Account	9,916	15,082	394	394	10,310	15,476
Cash in hand	20	20			20	20
	75,881	90,921	394	394	76,275	91,315
CURRENT LIABILITIES						
Accrued Legal Expenses	(648)	-	-	-	(648)	-
NET ASSETS	£75,866	£91,472	£394	£394	£76,260	£91,866

Notes:

- The accounts have been prepared on a Receipts and Payments basis.
- The charity has used fund accounting principles in the preparation of these accounts.
 - Funds
 - All funds are unrestricted
 - The charity received a legacy from the estate of Catherine Fowler, a former Chairwoman of Bereft during the year ended 31st March 2022. The trustees resolved to designate this legacy to be used to provide additional support for our volunteer counsellors. No payments were made out of this fund during the year (2021/22 - £720)
- The trustees consider that no capital commitments have been entered into other than shown in the financial statements (2021/2022 Nil).
- Receipts from HMRC in respect of Gift Aid claimed on donations received are included in the Receipts and Payments account in the year in which they are received. Any Gift Aid due to the charity for the current financial year but not received by the year end, is shown in the statement of assets and liabilities above.
- The trustees recognise the financial year's deficit and the consequent reduction in reserves but are confident that the plans that they have put in place to develop and implement a new financial plan as well as to move to a more suitable base of operations, will enable Bereft to continue to provide the service it is committed to in its charitable aims.

POLICIES

RESERVES POLICY

Bereft ensures that it maintains cash reserves sufficient to cover an appropriate level of operating expenditure together with any anticipated downturns in income. This level of reserves is reviewed annually by the trustees.

RISK REGISTER

Bereft maintains a risk register that is reviewed and amended as necessary annually.

SIGNATURES AND DECLARATION

DECLARATION

Signed on behalf of the trustees by:

KEVIN SCOTT - CHAIRMAN

DEIRDRE McLELLAN – SECRETARY

CHRISTOPHER WICKENDEN - TREASURER

19th October 2023

REPORT TO THE TRUSTEES & MEMBERS OF BEREFT IN RESPECT OF THE ACCOUNTS FOR THE YEAR
ENDED 31st MARCH 2023 SET OUT ON PAGES 7 - 9

RESPONSIBILITIES OF THE TRUSTEES AND EXAMINER

Bereft's trustees are responsible for the preparation of the accounts. Bereft's trustees consider that an audit is not required this year (under section 144 of the Charities Act 2011) and that an independent examination is needed.

It is the examiner's responsibility to:

- Examine the accounts (under section 145 of the Charities Act)
- Follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act and to state whether particular matters have come to the examiner's attention.

BASIS OF THE 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 Bereft 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 report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st March 2023

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 all 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 give me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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

>

Mr Stephen Dover
2 Castlebar Road
Ealing
London W5 2DP

>

BEREFT

England & Wales - Charity number 1077140

Accounts



Bereavement Support for the Borough of Ealing

Trustees' Annual Report & Accounts

for the year ended
31st March 2022

Registered Charity Number 1077140

Hawkco House
35 Horn Lane
Acton
London W3 6NS

LEGAL & ADMINISTRATIVE INFORMATION

GOVERNING DOCUMENT

Bereft's governing document is the Model Constitution for an Unincorporated Charitable Association which was adopted on the 4th June 1999

OBJECTS OF THE CHARITY

Bereft's object is to provide a service of support and counselling to bereaved people in the London Borough of Ealing.; thereby alleviating distress and suffering and helping in the avoidance of future mental health problems.

SPECIFIC INVESTMENT POWERS

Bereft's investment powers are conferred by the Trustees' Act 2000

BANKERS

Charities Aid Foundation Bank Limited 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

INDEPENDENT EXAMINER

Mr Stephen Dover
2 Castlebar Road
Ealing
London
W5 2DP

TRUSTEES AND GOVERNANCE

TRUSTEES

Trustees who served throughout the period of this report unless otherwise indicated, were as follows:

Stuart Derbyshire (appointed 19th October 2021)
Katherine Elks
Rosaleen Gallen
Nina Kallis (resigned 1st April 2021)
Lisa Langley-Jones (appointed 19th October 2021)
Deirdre McLellan (Secretary)
Jacek Opienski
Kevin Scott (Chairman)
Christopher Wickenden (Treasurer)

Trustees are elected or re-elected annually by the members in General Meeting.

ACTIVITIES AND ACHIEVEMENTS

REPORT OF THE SECRETARY – DEIRDRE McLELLAN

APRIL 2021 TO MARCH 2022

“Amazing staff and service!”

It's always pleasing to get this kind of feedback from a client. Understandably, we are proud of our twenty-three-year record of providing bereavement support and counselling to the residents of Ealing Borough. It takes a certain amount of courage to make the first move to contact a counselling organisation, and prospective clients are assured of warmth and understanding from our three part-time staff – Jennifer, Jo and Samantha.

Bereft carried on being available without any break in the service right through the Covid pandemic, embracing alternative methods of working such as video call or phone when face-to-face was not possible. We ensured that all our counsellors had received extra training to prepare them for this. Interestingly, only just over half our clients chose to receive their sessions on Zoom, the rest opting for counselling on the phone. We now aim to operate a hybrid service, with more and more clients being seen face to face.

“I can't thank my counsellor enough. I felt so relaxed and able to talk about things I have been scared to. He got me to a much better place”

About our clients

Clients come with many bereavement-related issues, e.g., the loss of a loved person to suicide seems to be on the increase, loss of a relative in hospital during the pandemic when denied visiting and saying Goodbye, and/or multiple losses of family and friends etc. Even when expected, through a long illness for example, it is still a shock when the person dies. However, a sudden, unexpected death is often hard to believe, and we are often alongside people struggling through this 'stage' to help them progress, eventually, to acceptance. Halfway through the year, due to having to cope with the demand, we reluctantly introduced a limit of 24 sessions per client. This is still more than many low-cost organisations offer. If it is clear more are needed, this can be arranged.

This year we saw 201 clients, slightly more than the previous year (2021 - 199) and delivered 2,890 sessions to them (2021 – 2,694). The fact that this is 9% more sessions than last year is probably accounted for by the increased number of complex bereavements we encounter, partly due to Covid 19 and its effects., It is disappointing to note that, like other counselling organisations, the number of male clients requesting counselling is far below that of female clients, the stats showing 18% male to 82% female (2021 20% - 80%) In terms of age, 89% (2021 - 88%) were aged 18-64 and 4.5% (2021 – 2%) were 75-82. We now record those who have, or had, a role as carer – this time 35% (2021 – 39%) of all clients.

As with last year, the majority 63% (2021 – 62%) heard of us via their GP, the NHS counselling service called IAPT or Mental Health provision in the community. Others found us through word of mouth, internet search, Cruse, etc. A few were former clients going through another bereavement. As before in our history, clients were from diverse (stated) backgrounds: 42% (2021 – 45%) white British, 18% mixed heritage, and 40% Asian countries or Eastern European (Other 2021 – 55%).

***"I am very grateful for all your wise and gentle input – it really has made a big difference."
"Your help helped me to move on from a very dark place I felt stuck in."***

Our Counsellors

"The Core Conditions' of empathy, congruence and unconditional positive regard" were believed by the psychologist Carl Rodgers to be essential for clients to benefit from the approach he developed called Person-Centred Counselling. While we accept counsellors from a wide range of training organisations being trained in other modalities, we mainly look for this approach as being most suitable for someone grieving.

"Very apprehensive regarding counselling initially. It was, and is, extremely difficult and challenging. I have learnt a lot about myself"

(client received over a year's counselling with us. Although this is unusual, it is sometimes necessary when issues are complex)

After applying online, every counsellor who applies to join us has a preliminary interview, and if accepted get a very thorough induction and a Handbook, as well as some online training in dealing with trauma. Thus, we can be confident that they are ready to see our clients. (Many of our clients have experienced trauma in their bereavement and/or their life, and the need for trauma training arose as we discovered that trauma had quite frequently not been covered by our applicants' training organisations.) Every counsellor is allocated to a Supervision group, to ensure good practice and much learning from others.

"V (counsellor) has been great. Fully supportive and exactly what I needed"

We are fortunate that V, the counsellor mentioned above, has been with us for many years. The majority, however, are on placement from a wide range of training organisations and stay with us for a minimum of a year, though a considerable number choose to stay longer, either because they need time to come to a planned ending with their clients, or because they enjoy working with us. Perhaps both!

"I was able to unload my grief safe in the knowledge it was confidential. I'm very grateful to Bereft and my counsellor"

Staff

Jennifer, our committed and resourceful Manager and Jo, our multi-talented Finance and Client Administration Manager, are aided by Samantha, a past Bereft counsellor now qualified whose help is much needed as referrals have increased. The team works together to ensure, among other things, that clients who are assessed as being suitable for our service have only a reasonable wait before counselling starts. (The logistics of matching client and counsellor availability can be pretty challenging, not least because either may be working and have limited hours for counselling.)

"Bereft proved invaluable for working through the mental, emotional and physical reactions to loss in a systematic and reflective way. Thank you"

Trustees

Following the death of our Chair Catherine in July 2021, we were delighted that Kevin, a Bereft Supervisor and experienced therapist - and past Bereft counsellor- stepped into the role. We are a small charity, and his enthusiasm and skill at managing both Trustee and Practice Group meetings is invaluable. We are grateful to our other Trustees too, some of

whom help with the important task of interviewing prospective counsellors. Nina, who helped with these interviews and was a Supervisor, resigned for health reasons at the start of this year. She was very much a part of Bereft from the beginning, and we are sorry to lose her.

Lastly, as has been the case for many years, we are indebted to our conscientious and knowledgeable Treasurer, Chris, who gives so many hours to Bereft. In this, and previous years, he and staff member Jo have worked together on new financial and IT systems to make everything run smoothly and efficiently - systems partly due to the new operational demands of the pandemic.

Training

Although we are not a training organisation as such, we have always offered our counsellors at least two free training days a year on topics relevant to our work. These workshops are held on video link on a Saturday, and draw a healthy attendance and participation from attendees. Topics covered were:

- Self-Care and avoiding burnout for therapists
- “Clean language” in therapy
- Therapeutic Endings
- Using Supervision

Donations and Finances

We are always conscious of being a “low-cost” service to the community. We make no charges for our counselling and clients only donate what they can afford. The average was down slightly from last year but was offset by several clients making higher donations. Donations are essential for the service to keep going of course, and we also benefitted from several private donors:

- Deborah, a former counsellor, raised more than £1,700 by running the London Marathon for us
- Our late Chair, Catherine Fowler, left a legacy fund of £1,114 in her name which is earmarked for any of our counsellors in need of it for additional support.
- A former client continues to give us monthly donations
- A client whose financial situation had improved gave us a £200 gift, post-counselling
- A gift of £2,000 was received from a private individual.

This, plus our ability to claim Gift Aid, leaves us with reserves adequate to see us through the next few years. This is particularly important as the Health and Social Care Grant from LB Ealing comes to an end next year. We are part of a consortium of counselling organisations in Ealing and the expectation is that the consortium will apply for similar Grant Funding in future. We feel our value to the community is proven, and we have every reason to feel hopeful that our service will continue for years to come.

“I’m not sure I would be able to carry on with my life in the same way I did without you”



RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31st MARCH 2022

	Undesignated		Designated		Total	
	This Year	Last Year	This Year	Last Year	This Year	Last Year
RECEIPTS						
Donations	42,640	37,654	-	-	42,640	37,654
Gift Aid (Note 4)	2,741	6,300	-	-	2,741	6,300
Grant	7,500	7,500	-	-	7,500	7,500
Legacy (Note 2)	-	-	1,114	-	1,114	-
Investment Income	13	31	-	-	13	31
TOTAL RECEIPTS	£52,894	£51,485	£1,114	-	£54,008	£51,485

PAYMENTS

ADVERTISING inc. website & leaflets	260	155	-	-	260	155
CHARITABLE ACTIVITIES						
Insurance & professional fees	465	488	-	-	465	488
Counsellors' Supervision	4,190	3,050	-	-	4,190	3,050
Manager & Assessor	15,541	12,012	-	-	15,541	12,012
Assistant Manager	550	3,477	-	-	550	3,477
Administrator & Assistant	13,057	10,043	-	-	13,057	10,043
Volunteers' Expenses	-	-	-	-	-	-
Room Hire	-	589	-	-	-	589
Training	1,192	1,183	-	-	1,192	1,183
Counsellor support (Note 2)	-	-	720	-	720	-
SUPPORT COSTS						
Office Rent	4,500	3,600	-	-	4,500	3,600
Phone & Broadband	2,197	2,054	-	-	2,197	2,054
Postage & Stationery	214	213	-	-	214	213
IT Costs including support & hosting	1,337	1,227	-	-	1,337	1,227
MANAGEMENT & ADMINISTRATION						
Sundry Admin Costs	75	104	-	-	75	104
Replacement Laptop PC	-	-	-	-	-	-
Bank & JustGiving Charges	312	69	-	-	312	69
TOTAL PAYMENTS	£43,890	£38,264	£720	-	£44,610	£38,264

NET CASH INFLOW	£9,004	£13,221	£394	-	£9,398	£13,221
OPENING BALANCE 1 st APRIL 2021	£81,917	£68,696	-	-	£81,917	£68,696
CLOSING BALANCE 31 st MARCH 2022	£90,921	£81,917	£394	-	£91,315	£81,917

**STATEMENT OF ASSETS AND
LIABILITIES AT 31st MARCH 2022**

	Undesignated		Designated		Total	
	This Year	Last Year	This Year	Last Year	This Year	Last Year
CASH FUNDS						
Current Accounts	15,082	7,472	394	-	15,476	7,472
Deposit Account	75,819	74,425	-	-	75,819	74,425
Cash in hand	20	20	-	-	20	20
TOTAL CASH FUNDS	£90,921	£81,917	£394	£0	91,315	£81,917
CURRENT ASSETS						
Gift Aid Claims Due for 2020/21	-	-	-	-	-	-
Gift Aid Claims Due for 2021/22	-	-	-	-	-	-
TOTAL CURRENT ASSETS	-	-	-	-	-	-
FIXED ASSETS						
Computer equipment – Laptop & Printer purchased in 2016/17 for £1,189 – net book value at year end >>	-	-	-	-	-	-
Office Furniture purchased in 2016/17 for £306 net book value at year end >>	-	-	-	-	-	-
Laptop & Printer purchased in 2018/19 for £1,029 net book value at year end	-	-	-	-	-	-
TOTAL FIXED ASSETS	-	-	-	-	-	-
LIABILITIES	-	-	-	-	-	-

Notes:

1. The accounts have been prepared on a Receipts and Payments basis.
2. The charity has used fund accounting principles in the preparation of these accounts.
 - a. Funds
 - i. All funds are unrestricted
 - ii. The charity received a legacy from the estate of Catherine Fowler, a former Chairwoman of Bereft. The trustees resolved to designate this legacy to be used to provide additional support for our volunteer counsellors. During the year ended 31st March 2022 £720 was paid out for this purpose.
3. The trustees consider that no capital commitments have been entered into other than shown in the financial statements (2020/2021 Nil).
4. Receipts from HMRC in respect of Gift Aid claimed on donations received are included in the Receipts and Payments account in the year in which they are received. Any Gift Aid due to the charity but not received by the year end, is shown in the statement of assets and liabilities above.

POLICIES

RESERVES POLICY

Bereft ensures that it maintains cash reserves sufficient to cover an appropriate level of operating expenditure together with any anticipated downturn in grant income. This level of reserves is reviewed annually by the trustees.

RISK REGISTER

Bereft maintains a risk register that is reviewed and amended as necessary annually.

SIGNATURES AND DECLARATION

DECLARATION

Signed on behalf of the trustees by:

KEVIN SCOTT - CHAIRMAN

DEIRDRE McLELLAN – SECRETARY

CHRISTOPHER WICKENDEN - TREASURER

18th October 2022

REPORT TO THE TRUSTEES & MEMBERS OF BEREFT IN RESPECT OF THE ACCOUNTS FOR THE YEAR
ENDED 31st MARCH 2022 SET OUT ON PAGES 6, 7 AND 8

RESPONSIBILITIES OF THE TRUSTEES AND EXAMINER

Bereft's trustees are responsible for the preparation of the accounts. Bereft's trustees consider that an audit is not required this year (under section 144 of the Charities Act 2011) and that an independent examination is needed.

It is the examiner's responsibility to:

- Examine the accounts (under section 145 of the Charities Act)
- Follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act and to state whether particular matters have come to the examiner's attention.

BASIS OF THE 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 Bereft 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 report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st March 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 all 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 give me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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

Stephen Dover (signed)

2 Castlebar Road
Ealing
London W5 2DP

26th January 2023

BEREFT

England & Wales - Charity number 1077140

Accounts



Bereavement Support for the Borough of Ealing

Trustees' Annual Report & Accounts

for the year ended
31st March 2021

Registered Charity Number 1077140

Hawkco House
35 Horn Lane
Acton
London W3 6NS

LEGAL & ADMINISTRATIVE INFORMATION

GOVERNING DOCUMENT

Bereft's governing document is the Model Constitution for an Unincorporated Charitable Association which was adopted on the 4th June 1999

OBJECTS OF THE CHARITY

Bereft's object is to provide a service of support and counselling to bereaved people in the London Borough of Ealing. Thereby alleviating distress and suffering and helping in the avoidance of future mental health problems.

SPECIFIC INVESTMENT POWERS

Bereft's investment powers are conferred by the Trustees' Act 2000

BANKERS

Charities Aid Foundation Bank Limited 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ

INDEPENDENT EXAMINER

Mr Stephen Dover
Castlebar Road
Ealing
London
W5 2DP

TRUSTEES AND GOVERNANCE

TRUSTEES

Trustees who served throughout the period of this report unless otherwise indicated, were as follows:

Catherine Fowler (died 16th July 2021)
Christopher Wickenden (Treasurer)
Deirdre McLellan (Secretary)
Nina Kallis
Rosaleen Gallen
Jacek Opienski
Kevin Scott
Katherine Elks (appointed 20th October 2020)

Trustees are elected or re-elected annually by the members in General Meeting.

ACTIVITIES AND ACHIEVEMENTS

REPORT OF THE SECRETARY & ACTING CHAIRPERSON – DEIRDRE MCLELLAN

APRIL 2020 TO MARCH 2021

“I should like to thank you for the support Bereft has given me over these weeks and to let you know how appreciative I am of this kindness and for the invaluable service that you provide to people like myself” (feedback from client, November 2020)

I think the word ‘kindness’ stands out from this feedback. Kindness and compassion are two of the major qualities Bereft offers, both by the staff and by our counsellors. And perhaps there has never been a time when it was needed more, with the Covid 19 lockdown causing so many of our clients to lose loved ones without being able to visit them or say goodbye. Clearly the span of this report from April 2020 to March 2021 was a time of challenge for the way in which Bereft operates, consolidating the change from face to face sessions in counselling rooms to “remote” working on Zoom videolink or on the phone. Half our clients opted for counselling on Zoom and half on the phone. Either way, the onus was on the client to find a suitable space at home to talk to their counsellor, uninterrupted by family, friends or deliveries. Not always easy for them, and more than one had to resort to sitting in their cars instead.

It is generally believed that the lockdown had a deleterious effect on mental health, and certainly there was increased demand for our services.

“M gave me tremendous support and understanding around my partner’s death. It was the worst year of my life.” (client had 33 counselling sessions)

“It was such a relief to hear my sessions would be open-ended rather than numbered, and for that I think Bereft are incredibly special.” (client received 28 sessions)

Our Counsellors

Unlike many counselling organisations we provide “open-ended” counselling, referred to by this client, which means that our policy from the start in 1999 has been to allow for as many sessions as clients and counsellors feel are necessary to complete their work together. This year 25% of our clients attended more than 20 sessions, some even benefitting from over 40 sessions when needed.

Our counsellors work voluntarily for us on placement from a wide range of training organisations once they are in at least their second year of training, have studied bereavement issues and are ready for clients. Since the lockdowns we have had to ask for an additional requirement: to have undertaken training in ‘remote’ counselling after face to face was no longer a possibility. It is to their credit that they have coped so well and adapted to the different way of working. However, we do plan to return to face to face counselling when circumstances permit.

We ask for a commitment of a year from our counsellors but many have stayed much longer with us after qualifying, and appear to value working with us as we value them.

“Your help helped me to move on from a very dark place I felt stuck in.”

“I cannot thank my counsellor enough. I felt so relaxed with him and was able to talk about things I had been scared to. He got me to a much much better place.”

Statistics

Bereft saw 199 clients for a total of an amazing 2,694 sessions this year. These number are up by 17% and a 40% from last year, in spite of losing a couple of weeks of sessions during the change over to remote counselling during the first lockdown in March/April 2019. As mentioned elsewhere, we took on more counsellors to meet the demand. Referrals also increased, from 223 to 241, though not everyone goes on to receive counselling, as some are not ready, really available, or feel pressured by family etc.

The male to female split was 20% male to 80% female. We have more male counsellors these days and took on a male supervisor and supported his training, and we do hope that the m/f split in the clients will even out in time. In terms of age groups, 88% were 18-64, 10% were 65-74 and 2% were 75-82 years of age. (This year saw 77 clients who had a role as a carer, which is an increase of 10% from last year.)

Unusually, due to counselling remotely being possible, some clients who had travelled to stay with family during the pandemic were able to work with us from Spain, Italy and Abu Dhabi.

The ethnicity of our clients was as diverse as usual, from 20 different stated backgrounds. Overall 45% were white British and 55% were 'other'. I have made the point in previous years that our counsellors also come from a number of different ethnicities.

The majority of our referrals come via GPs (32%), and 30% via the NHS Counselling Service IAPT. Clients self-refer, and 12% were from former clients or had researched on the Internet and 15% from hearing about us by word of mouth. People are also told about us by the NHS Crisis and other Mental Health teams, Cruse, local hospitals or private therapists. The average donation per session per client was a little down at £15, but several clients made well above average donations at £40 to £45. (No-one is excluded from counselling if they can only make a modest donation, or none.) We have also been grateful for gifts from private donors, and later in the year an ex-counsellor ran the London Marathon on our behalf. We also receive Gift Aid on donations (see the Accounts).

"Thank you K (counsellor) for your help getting me through some of the biggest questions I've faced in my life. This has been so rewarding - trying to stand on two feet again."

Our Staff

The trio of part-time staff we had had for a long while and who worked so well together sadly saw the loss this year of Annette d'Alton who reluctantly had to stop working for Bereft due to health reasons. We hope to find a third person to join our very hard-working Manager, Jennifer and our Counselling Co-ordinator, Jo before too long, though since then one of our current counsellors is moving across to partly fill her role. The staff cover a huge range of tasks, including personal support for counsellors, as well as for clients for whom picking up the phone to request our service can seem a daunting prospect. The kindness and compassion they receive, as mentioned above, is beyond price.

Our Supervisors

We upped the number of voluntary counsellors to thirty and had therefore to provide extra essential counselling supervision sessions. With the increase in counsellors, we now run eight monthly (mandatory) supervision groups, with up to four counsellors in each one. This is an essential part of a safe and efficient counselling service, of value to counsellors and clients alike in ensuring good practice. Again, these have to take place on Zoom until we can reinstate face to face groups. For some it is actually more convenient, being people with busy lives juggling their training, employment and family commitments.

Training

Although we are not a training organisation, we do offer at least a couple of free training sessions a year for counsellors' CPD (Continuing Professional Development) on issues related to bereavement.

Our Manager Jennifer Pitt felt counsellors needed more this year and organised and facilitated the following by Zoom videolink:-

- *Delivering Bereavement Counselling Remotely during the Pandemic* – small group discussions
- *Bereavement and Coronavirus* – small group workshops
- *Basic Trauma Skills in the therapy room* facilitated with Jadzia, one of our supervisors and a specialist in trauma therapy
- *Diversity in our Work* – Laurie O'Garro, trainer

Our Trustees

Distressingly, our loyal and committed Chair, Catherine Fowler, suddenly contracted a serious illness at the end of 2020 and had to cease her Trusteeship and also her work as a Counselling Supervisor for us, which was a shock to everyone. She had been with Bereft since its inception in 1999 and her warmth, humour and unswerving support are much missed. Sadly, Catherine died in July 2021.

Fortunately, our invaluable Treasurer and all round adviser, Chris Wickenden, continues with us as do our other Trustees. We are pleased too, to have co-opted a new Trustee - Lisa Langley-Jones - who was a counsellor with us way back in 2004 and has made a career in psychotherapy, currently working with the NHS.

Donations and Funding

"Thank you, and please continue with your super, inspiring and nourishing work. It is SO important." (from a letter from a grateful client in memory of the person he, and his family, lost)

We have every intention of Bereft continuing into the future. Our finances are healthy due to clients' donations and careful management. We are grateful for the (diminishing) funding from the Health and Social Care Fund, which we obtained because we are part of a consortium of local counselling services. However, this will run out next year.

However, we trust that we are well-known enough as a proven, well-established, unique and valuable service for Ealing residents to be looked on favourably if grants are available.

"My counsellor was a lifeline for me. She listened and understood what I was going through and when everyone around you seems to shy away from asking you about your loss, or doesn't hear what you're saying when you do talk, it is the most life-affirming thing.... She made me feel normal when I felt as though I was on fire. Warmest and deepest thanks." Extract from a long appreciative letter from a client with multiple losses

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31st MARCH 2021

	Unrestricted		Restricted		Total	
	This Year	Last Year	This Year	Last Year	This Year	Last Year
RECEIPTS						
Grants	7,500	7,500			7,500	7,500
Client Donations	36,874	38,329			36,874	38,329
Other Donations	780	695			780	695
Investment Income	31	102			31	102
Gift Aid (note 3)	6,300	1,227			6,300	1,227
TOTAL RECEIPTS	£51,485	£47,853	£0	£0	£51,485	£47,853

PAYMENTS						
ADVERTISING inc. website & leaflets	0	711			0	711
CHARITABLE ACTIVITIES						
Insurance & professional fees	488	559			488	559
Counsellors' Supervision	3,050	3,337			3,050	3,337
Manager & Assessor	12,012	8,794			12,012	8,794
Assistant Manager	3,477	6,671			3,477	6,671
Administrator	10,043	8,230			10,043	8,230
Volunteers' Expenses	0	0			0	0
Room Hire	589	7,059			589	7,059
Training	1,183	515			1,183	515
SUPPORT COSTS						
Office Rent	3,600	4,500			3,600	4,500
Phone & Broadband	2,054	4,290			2,054	4,290
Printing, Postage & Stationery	368	307			368	307
IT Costs including support & hosting	1,227	510			1,227	510
MANAGEMENT & ADMINISTRATION						
Sundry Admin Costs	104	284			104	284
Replacement Laptop PC		0				0
Bank Charges	69	60			69	60
TOTAL PAYMENTS	£38,264	£45,827	£0	£0	£38,264	£45,827

NET CASH INFLOW (OUTFLOW)	£13,221	£2,026	£0	£0	£13,221	£9,442
OPENING BALANCE 1st APRIL 2020	£68,696	£66,670	£0	£0	£68,696	£57,228
CLOSING BALANCE 31st MARCH 2021	£81,917	£68,696	£0	£0	£81,917	£66,670

STATEMENT OF ASSETS AND LIABILITIES
AT 31st MARCH 2021

	Unrestricted This Year	Last Year	Restricted This Year	Last Year	Total This Year	Last Year
CASH FUNDS						
Current Accounts	7,472	1,504			7,472	1,504
Deposit Account	74,425	67,173			74,425	67,173
Cash in hand	20	19			20	19
TOTAL CASH FUNDS	£81,917	£68,696	£0	£0	£81,917	£68,696
CURRENT ASSETS						
Gift Aid Claims Due for 2019/20	0	3,430			0	3,430
Gift Aid Claims Due for 2020/21	0	0			0	0
TOTAL CURRENT ASSETS	£0	£3,430	£0	£0	£0	£3,430
FIXED ASSETS						
Computer equipment – Laptop & Printer purchased in 2016/17 for £1,189 – net book value at year end >>	0	0			0	0
Office Furniture purchased in 2016/17 for £306 net book value at year end >>	0	0			0	0
Laptop & Printer purchased in 2018/19 for £1,029 net book value at year end	0	343			0	343
TOTAL FIXED ASSETS	£0	£343	£0	£0	£0	£343
LIABILITIES	£0	£0	£0	£0	£0	£0

Notes:

1. The accounts have been prepared on a Receipts and Payments basis.
2. The trustees consider that no capital commitments have been entered into other than shown in the financial statements (2019/2020 Nil).
3. Receipts from HMRC in respect of Gift Aid claimed on donations received are included in the Receipts and Payments account in the year in which they are received. Gift Aid due to the charity but not received by the year end is shown above

POLICIES

RESERVES POLICY

Bereft ensures that it maintains cash reserves sufficient to cover an appropriate level of operating expenditure together with any anticipated downturn in grant income. This level of reserves is reviewed annually by the trustees.

RISK REGISTER

Bereft maintains a risk register that is reviewed and amended as necessary annually.

SIGNATURES AND DECLARATION

DECLARATION

Signed on behalf of the trustees by:

MRS DEIRDRE McLELLAN – SECRETARY



MR CHRISTOPHER WICKENDEN - TREASURER

19th October 2021

REPORT TO THE TRUSTEES & MEMBERS OF BEREFT IN RESPECT OF THE ACCOUNTS FOR THE YEAR
ENDED 31st MARCH 2021 SET OUT ON PAGES 6, 7 AND 8

RESPONSIBILITIES OF THE TRUSTEES AND EXAMINER

Bereft's trustees are responsible for the preparation of the accounts. Bereft's trustees consider that an audit is not required this year (under section 144 of the Charities Act 2011) and that an independent examination is needed.

It is the examiner's responsibility to:

- Examine the accounts (under section 145 of the Charities Act)
- Follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act and to state whether particular matters have come to the examiner's attention.

BASIS OF THE 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 Bereft 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

In connection with my examination, no matter has come to my attention:

1. Which gives me reasonable cause to believe that in any material respect the requirements:
 - To keep accounting records in accordance with section 130 of the Charities Act; and
 - To prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act have not been met;
2. Or to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Mr Stephen Dover
Castlebar Road
Ealing
London
W5 2DP

Date

21st January 2022

