



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 donation 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
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CHARITABLE ACTIVITIES

Insurance & professional fees

465	488	-	-	465	488
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Counsellors' Supervision

4,190	3,050	-	-	4,190	3,050
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Manager & Assessor

15,541	12,012	-	-	15,541	12,012
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Assistant Manager

550	3,477	-	-	550	3,477
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Administrator & Assistant

13,057	10,043	-	-	13,057	10,043
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Volunteers' Expenses

-	-	-	-	-	-
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Room Hire

-	589	-	-	-	589
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Training

1,192	1,183	-	-	1,192	1,183
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Counsellor support (Note 2)

-	-	720	-	720	-
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SUPPORT COSTS

Office Rent

4,500	3,600	-	-	4,500	3,600
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Phone & Broadband

2,197	2,054	-	-	2,197	2,054
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Postage & Stationery

214	213	-	-	214	213
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IT Costs including support & hosting

1,337	1,227	-	-	1,337	1,227
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MANAGEMENT & ADMINISTRATION

Sundry Admin Costs

75	104	-	-	75	104
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Replacement Laptop PC

-	-	-	-	-	-
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Bank & JustGiving Charges

312	69	-	-	312	69
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TOTAL PAYMENTS

£43,890	£38,264	£720	-	£44,610	£38,264
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NET CASH INFLOW

£9,004	£13,221	£394	-	£9,398	£13,221
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OPENING BALANCE 1st APRIL 2021

£81,917	£68,696	-	-	£81,917	£68,696
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CLOSING BALANCE 31st MARCH 2022

£90,921	£81,917	£394	-	£91,315	£81,917
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**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