

THE CORONERS' COURTS SUPPORT SERVICE

England & Wales · Charity number 1105899

Details

Other names	THE CORONER'S COURT SUPPORT SERVICE
Status	Registered
Legal form	Other
Registered	2004-09-15
Register	View on the Charity Commission register

Contact

Address	Westminster Coroner's Court 33 Tachbrook Street Pimlico London SW1V 2JR
Phone	07836737432
Email	info@ccsupport.org.uk
Website	www.coronerscourtsupportservice.org.uk

Activities

Objects: TO PROVIDE FOR THE RELIEF OF FAMILY AND/OR WITNESSES WHO ARE IN CONDITIONS OF NEED, HARDSHIP OR DISTRESS AND SUFFERING BEREAVEMENT AND/OR TRAUMA BY THE PROVISION OF INFORMATION, GUIDANCE AND SUPPORT IN CONNECTION WITH THE CORONER'S COURT AND ITS PROCESSES.

Activities: The Coroners' Courts Support Service supports practically & emotionally the families and other witnesses attending The Coroner's Courts, thereby making the experience less onerous. The charity liaises with other parties appearing before the court to ensure their understanding of its role & methodology. Families are referred to other agencies for help with coming to terms with their bereavement.

Classification

- **How:** Provides Services
- **What:** Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** NOT DEFINED. IN PRACTICE WESTMINSTER, SOUTHWARK, ST PANCRAS, HAMMERSMITH & FULHAM, CROYDON, EAST LONDON, NORTH LONDON AND CITY OF LONDON.
- Throughout England

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£213,700	£263,388	-	-
2024-03-31	£220,780	£299,530	-	-
2023-03-31	£253,614	£405,885	-	-
2022-03-31	£275,149	£346,254	-	-
2021-03-31	£475,710	£303,752	-	-

Trustees

Name	Role	Appointed
Anthony Heaton-Armstrong		2025-10-02
Dr CHRISTOPHER PEAKER		2013-09-10
MS MAGGIE FROST		
Nikki Peters		2025-10-02
Rosemary Burden		2024-07-04
Tanya Shillingford		2025-10-02
Wai Hang Lau		2023-03-20

THE CORONERS' COURTS SUPPORT SERVICE

England & Wales - Charity number 1105899

Accounts



The Coroners' Courts Support Service

Here for you

ANNUAL REPORT

1st APRIL 2024 – 31st MARCH 2025

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Chair's Report

This past year has been one of change, fresh energy, and real progress for CCSS.

Firstly, I would like to thank Chris Blue, who stepped down as Chair earlier this year for personal reasons. We wish Chris all the very best for the future.

We are pleased to report that our financial position has strengthened significantly in the year. Through careful management of costs and the generous support of our partners, we enter the new year on a far more stable and confident financial footing.

A particularly encouraging development has been the request from Barnet Coroners Court for us to reinstate the service. We are currently training a new cohort of dedicated volunteers, whose energy and commitment are a powerful reminder of the essential role volunteers play in delivering support and comfort to those facing the most difficult of days.

We are also thrilled to have a new partnership with RWK Goodman Solicitors. Their generous donation has given a real boost to our work, and it is a sign that there is greater recognition of the valuable service we offer.

It also gives me great pleasure to share that our founding member, Roey Burden, was nominated for a prestigious national award The Sternberg Active Life Award sponsored by the Times which recognises outstanding service in the charity sector by those over 70. This richly deserved nomination is a testament to Roey's longstanding dedication to the CCSS since she founded it in 2003. Roey and I attended a reception for nominees held at 11 Downing Street, on April 29th, where whilst not winning the award Roey received a monetary prize which she has kindly donated to the CCSS. I am sure you will join me in wishing Roey our heartfelt congratulations and best wishes.

Looking ahead, we remain firmly committed to our mission and we are greatly encouraged by the progress we have made this year particularly in stabilising the finances as this enables us to grow the service in the future Thank you to all our supporters, staff, and volunteers for making this year such a positive one.

Acknowledgments

A big thank you to everyone who has played a part this year—our incredible staff and volunteers, my fellow trustees, our funders, sponsors, the Coroners, and of course, our Patrons, HHJ Mark Lucraft KC and Lady Emma Barnard.

This report really shows the strength, resilience, and commitment of everyone in the CCSS community. The Board remains positive about the future and is committed to guiding the organisation towards continued growth and impact.

Maggie Frost
Interim Chair

CEO Report

It is with a sense of optimism that I write this year's CEO report. Over the past 12 months, our organisation has continued to evolve, strengthen, and expand, thanks to the remarkable efforts of our staff, volunteers, and partners. We are now on a much more sustainable footing, both financially and operationally, and well-positioned to deliver our services more widely and effectively in the years ahead.

Strategic Overview

This year has been marked by clear strategic progress. We have strengthened our governance, invested in leadership development, and streamlined internal processes to better align with our long-term objectives. The Board approved a strategy focused on two key priorities:

1. Expanding our reach to all coroners' courts
2. Reviewing our fund-raising strategy to reduce reliance on Trusts and Foundations and to focus on developing income generation through corporate sponsorships, individual philanthropy and partnerships.

Financial Overview

This year has seen a significant improvement in our financial position, bringing greater stability and confidence as we look to the future. Our work with local authorities to secure increased fees has been highly successful. These efforts have resulted in more sustainable funding arrangements. We are grateful to all those involved in these negotiations, which have strengthened the foundation of our operations.

With this more secure financial footing, we are now exploring expanding our services into additional courts, in line with our long-term vision. This growth will allow us to reach more families and communities in need of our support while ensuring we can do so in a measured and financially responsible way.

We are actively planning the expansion of our service into those Coroners' courts where we currently have no presence. We are in discussions with several Local Authorities and Coroners' teams to scope this work. This will be a key priority for the coming year.

Priorities for the Coming Year

As we look to the coming year, our focus will be on sustainable growth, strategic partnerships, and financial resilience ensuring that we can extend our impact while retaining our core values.

Volunteer Engagement

Our volunteers remain at the heart of everything we do, and this year we have continued to invest in training, communication, and support.

We successfully trained 68 volunteers strengthening our capacity to deliver consistent, compassionate support across the courts we serve.

Our commitment to continued engagement remains a priority, and we have maintained regular contact through our quarterly volunteer newsletter, which provides updates, celebrates successes, and keeps everyone informed of upcoming opportunities and developments.

In addition, I hold my CEO Open Door sessions quarterly via Microsoft Teams. These informal sessions provide volunteers with a direct opportunity to hear organisational updates, raise questions, and share feedback. The response to these sessions has been positive, and we will continue to build on this open, two-way dialogue.

I am currently reviewing the role of our Volunteer Representatives and exploring ways to expand their remit to enhance their contribution to the organisation. Their insight and experience are invaluable, and there is potential to strengthen their involvement.

The demand for the Helpline service continues to grow and whilst complimentary to the court-based service it is proving to have gravitas as a stand-alone service.

During the year we have also provided support to two Public Inquiries those of Thirwell (Countess of Chester Hospital) and the Sturgess Inquiry (Salisbury Novichok poisoning). This has built on previous experience and is an area of potential growth for the charity as we look to the future. The value of the volunteers work to the Inquiries was acknowledged by the respective Chairs of the Inquiries.

We are incredibly grateful to all our volunteers for their dedication and commitment to the people and families we support.

Quote: “The support from your volunteers was exceptional. We couldn’t have faced the inquest without them.” – Family member

Building Corporate Partnerships

Collaboration continues to be essential to our success. Our strengthened relationship with RWK Goodman LLP continues to evolve into a meaningful corporate partnership, an example of how shared values can lead to sustained benefit. In the coming year we intend to explore opportunities to work in partnership with corporate sponsors, which has the potential to bring both financial support and added value through shared expertise, visibility, and mutual impact.

We are grateful for the sponsorships this year that have allowed us to upgrade our IT system and to start work on upgrading our website.

- **Major IT Upgrade**

Thanks to the expertise and professionalism of INTEGY, we have successfully completed a significant upgrade to our IT systems. Our new infrastructure is secure, up to date, and fit for purpose, giving our staff team the tools they need to work more effectively and ensuring we are well positioned to meet the growing demands of the service.

- **Web Site Upgrade**

The process of upgrading our website has begun, and work will continue into the next financial year. The current system is outdated, difficult to navigate, and no longer fit for purpose. In partnership with Dentons and RWK Goodman we are developing a new website that will be more user-friendly, accessible, and aligned with our strategic goals.

These strategic developments reflect our ongoing commitment to sustainability, innovation, and partnership. We are grateful to those who are walking this path with us.

Fundraising

Fundraising is becoming increasingly challenging. Many charities are now competing for the same limited funding opportunities, and the traditional routes, particularly through trusts and foundations, have significantly reduced. We recognise the critical importance of diversifying our income streams. Over the coming year, we will take a more creative and strategic approach to fundraising, seeking out new opportunities and exploring alternative methods of fundraising. This includes:

- Developing corporate partnerships that are built on shared values
- Exploring individual and legacy giving
- Exploring public engagement events

In closing, I extend my thanks to our Trustees, volunteers, partners, funders, staff, and to the Coronial teams and Local Authorities with which we work. Our collective achievements this year give us a strong platform from which to grow, innovate, and support more families at a time of their greatest need.

Angela Geer
CEO

HON. TREASURER'S REPORT

For the Period 1st April 2024 - 31st March 2025

Our annual accounts show reserves have reduced even though we operated more efficiently in cost terms than last year. However, deferred recognition of cash income already received means that we continue to have the funding available to sustain our services.

Income

During the year, we received £213,700 from private donations and local authorities. A list of donors is included in our Annual Report and I thank all our donors for their continued support. This support is especially important because we continue to provide our services without any central government support.

Expenditure

Total costs for the year were £263,388. This includes expenditure of £203,309 on staffing and £31,275 on volunteer recruitment, training and expenses. This is the second year in succession that we have incurred lower costs than in the previous year.

Summary

We begin the new financial year with restricted reserves of £15,496, total reserves of £54,634 and cash of £150,190. We continue to seek opportunities to provide our services to more courts, and more efficiently given fundraising challenges while seeking new sources of funding.

Once again, I thank Margaret Bayman for her continuing support with our financial reporting and our team and volunteers for their hard work this year.

Chris Peaker, Hon. Treasurer

Charity Number 1105899

**THE CORONERS' COURTS SUPPORT SERVICE
ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2025**

Independent examiner's report to the trustees of The Coroners' Court Support Service

I report on the accounts of the charity for the year ended 31 March 2025, which are set out on the pages following this report.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters.

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

Independent examiner's statement

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; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Karen Bunyan FCCA
Hargreaves Owen Ltd
Red Sky House
Fairclough Hall
Halls Green
Weston
Herts, SG4 7DP

The date upon which my opinion is expressed is: 20th August 2025

THE CORONERS' COURTS SUPPORT SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31st MARCH 2025

Charity No: 1105899

		31st March 2025			31st March 2024		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Incoming resources	Notes	Funds	Funds	Funds	Funds	Funds	Funds
		£	£	£	£	£	£
Donations	2	26,635	10,112	36,747	51,873	6,150	58,023
Local authorities		169,343	0	169,343	155,648	0	155,648
Income tax recovered		858	0	858	582	0	582
Interest received		2,632	0	2,632	6,527	0	6,527
Other		4,120	0	4,120	0	0	0
Total incoming resources		203,588	10,112	213,700	214,630	6,150	220,780
Resources expended							
Staff costs	3	203,309	0	203,309	197,493	10,921	208,414
Volunteer recruitment		28	0	28	310	0	310
Volunteer training		1,185	2,114	3,299	4,908	78	4,986
Volunteer expenses	4	27,948	0	27,948	34,135	173	34,308
Fundraising costs		2,480	0	2,480	19,604	0	19,604
Accountancy		11,064	0	11,064	11,040	0	11,040
Administration		7,762	0	7,762	11,964	2,203	14,167
Insurance		2,612	0	2,612	2,372	0	2,372
Marketing costs		819	0	819	823	0	823
Helpline costs		3,394	0	3,394	33	2,864	2,897
Independent examiner's fee		336	0	336	324	0	324
Bank charges		337	0	337	285	0	285
Total resources expended		261,274	2,114	263,388	283,291	16,239	299,530
Net incoming resources		(57,686)	7,998	(49,688)	(68,661)	(10,089)	(78,750)
Brought forward		96,824	7,498	104,322	165,485	17,587	183,072
Total funds		£39,138	£15,496	£54,634	£96,824	£7,498	£104,322

The attached notes form part of these accounts.

BALANCE SHEET
as at 31st MARCH 2025

	Notes	31st March 2025	31st March 2024
		£	£
Current assets			
Debtors	5	3,931	5,402
Cash at bank and in hand		150,190	173,762
		154,121	179,164
Current liabilities			
Creditors: amounts falling due within one year	6	1,661	1,544
Deferred income		97,826	73,298
		99,487	74,842
Net current assets		54,634	104,322
Net assets		£54,634	£104,322
Funds			
General funds	7	39,138	96,824
Restricted funds		15,496	7,498
		£54,634	£104,322

Approved by the Trustees and signed on their behalf by :

CJ Peaker

Trustee

THE CORONERS' COURTS SUPPORT SERVICE
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2025

Charity No: 1105899

1 Accounting policies

- a The financial statements have been prepared on the accruals basis and in accordance with the Charities Act 2022.
- b Restricted funds have been allocated to the period to which they relate and costs allocated to each particular fund.
- c Unrestricted funds are incoming resources received without specified purpose and are available as general funds.
- d Donations are included in the Statement of Financial Activities when received.
- e No provision for taxation is included in the financial statements as the Charity is entitled to exemption under section 505 of the Income and Corporation Taxes Act 1988.

2 Donations over £5,000

	31st March 2025	31st March 2024
	£	£
Smith Brothers	0	0
Norwich Crematorium and Memorial Group	10,000	0
	£10,000	£0

3 Staff costs and numbers

	31st March 2025	31st March 2024
	£	£
Salary	185,501	183,512
Social security costs	13,624	13,107
Pension costs	2,834	2,065
Staff travel	0	1,719
Other costs	0	8,011
	£201,958	£208,414

There were 7 employees in the year (2024 = 8).

None of the Trustees was directly or indirectly remunerated in any way.

4 Volunteer expenses

It is the policy of the Charity to reimburse expenses properly incurred by its volunteers in connection with its charitable activities. During the year, the total reimbursed to volunteers in respect of travel and sundry costs amounted to £31,275 (2024 = £39,604), which included £0 to trustees (2024 = £0).

5 Debtors

	31st March 2025	31st March 2024
	£	£
Expenditure prepayments	0	3,275
Accrued income	0	1,413
Income tax repayment	0	582
Other debtors	0	132
	£0	£5,402

6 Creditors: amounts falling due within one year

	31st March 2025	31st March 2024
	£	£
Expenditure accruals	0	1,544
Other creditors	0	0
	£0	£1,544

7 Reserves policy

Our unrestricted reserves reflect the need to sustain our commitment to the courts where we currently operate and provide our services to new courts, when the courts cannot be funded from restricted reserves.

Volunteer Representatives' Report

Areas covered: London, South and East, the Northwest, North East, Central, South and West and Wales

A Year of Stability and Growth

This year has been marked by stability across our volunteer teams and continued growth in the Representative network.

“Volunteers feel settled, supported, and valued in their courts.”

Strengthening the Volunteer Representative Team

New Appointments:

- Juliet Johnson joined the London, South & East region in March.
- Julia Bennett took over the North East role, allowing John Pattison to step down from his acting position.
- Toni Owens provided support to the Central, South & West region from September to January, assisting the new Taunton team.

We now have a complete team of Regional Representatives, enabling regular meetings with the Chief Executive and the chance to embed the new Volunteer Representative Role Specification.

“A full complement of Representatives strengthens our voice nationally.”

Supporting and Retaining Volunteers

Low Turnover: Exit interviews were at their lowest levels in years — a strong sign that volunteers feel settled, supported, and valued in their courts.

Communication: Lead Volunteers remain central to smooth operations. Regular email contact continues to work well and ensures quick resolution of queries.

Stability: No significant issues were raised by court teams or individual volunteers across the regions.

“Lead Volunteers remain central to smooth operations.”

Training and Development

Induction Training: Volunteer Representatives remain involved in training at an early stage of their volunteering experience. The training gives volunteers an insight into court attendance, the Helpline and TSS service.

Collaboration: We are grateful to Julie Wood, who continues to contribute her knowledge and support in training sessions even after stepping down as a Regional Representative.

Positive Impact: New volunteers report that these sessions build both confidence and understanding of their role.

“Training builds both confidence and understanding.”

Looking Ahead

With a stronger Volunteer Representative team, we are well placed to:

- Deepen support for volunteers and Lead Volunteers.
- Strengthen collaboration with the Chief Executive.
- Ensure that the voice of volunteers is consistently represented within the organisation.

Our Thanks

We extend our sincere appreciation to all volunteers across the regions. Your commitment, professionalism, and dedication remain the cornerstone of the service's success.

Volunteer Representatives 2025

John Pattinson – North West

Ruth Pressley - London, South & East

Juliet Johnson – Central South and West and Wales

Julia Bennet - North East

Courts and Coronial Areas with a CCSS Presence

Court	Coronial Area
Flax Bourton	Avon
Amptill	Bedfordshire & Luton
Reading	Berkshire
Blackpool	Blackpool & Fylde
Beaconsfield	Buckinghamshire
Huntingdon & Peterborough	Cambridgeshire & Peterborough
Warrington	Cheshire
Brighton	City of Brighton & Hove
Liverpool	City of Liverpool & Wirral
Sunderland	City of Sunderland
Truro	Cornwall and Isles of Scilly
Crook	County Durham & Darlington
Coventry	Coventry
Bournemouth	Dorset
Walthamstow	East London (service temporarily suspended)
Chelmsford	Essex
Exeter, Plymouth	County of Devon, Plymouth and Torbay
Newport	Gwent
Hatfield	Hertfordshire
St. Pancras, Poplar	Inner London North
Southwark	Inner London South
Maidstone	Kent – Mid Kent & Medway
Leicester	Leicester City & South Leicestershire
Lincoln, Boston	Lincolnshire
Stockport	Manchester South
Milton Keynes	Milton Keynes
Newcastle upon Tyne	Newcastle upon Tyne
Norwich	Norfolk
Northampton	Northamptonshire
Morpeth	Northumberland
Northallerton	North Yorks (service temporarily suspended)
Cleethorpes, Scunthorpe & Grimsby	North Lincolnshire & Grimsby
Nottingham	Nottingham City & Nottinghamshire
Barnet	Outer North London
Oxford	Oxfordshire
Shrewsbury	Shropshire, Telford & Wrekin
Taunton	Somerset
Croydon	South London
Stafford	South Staffordshire
Stoke on Trent	Stoke on Trent & North Staffordshire
Ipswich	Suffolk
Woking	Surrey
Fulham	West London
Horsham	West Sussex
Bradford	West Yorkshire (West)

Volunteer Activity Report 2024/2025

At the close of the 2024/25 financial year, statistical data was received from 42 Coronial areas across England and Wales. Notably, services at Northallerton and Middlesbrough Courts were suspended earlier in the year, while Taunton Court commenced operations in August 2024.

Despite these changes, overall activity levels have continued to show a modest upward trend. The suspension of Northallerton—a historically high-volume court—is likely to have contributed to reduced figures in certain regions.

Year-on-Year Comparison (2023/24 vs. 2024/25)

-  **6% increase** in the number of individuals directly supported
-  **1% decrease** in total volunteer days
-  **0.5% increase** in the number of inquests attended

Comprehensive data is available in the accompanying charts, which detail monthly activity levels and breakdowns by individual Coronial area.

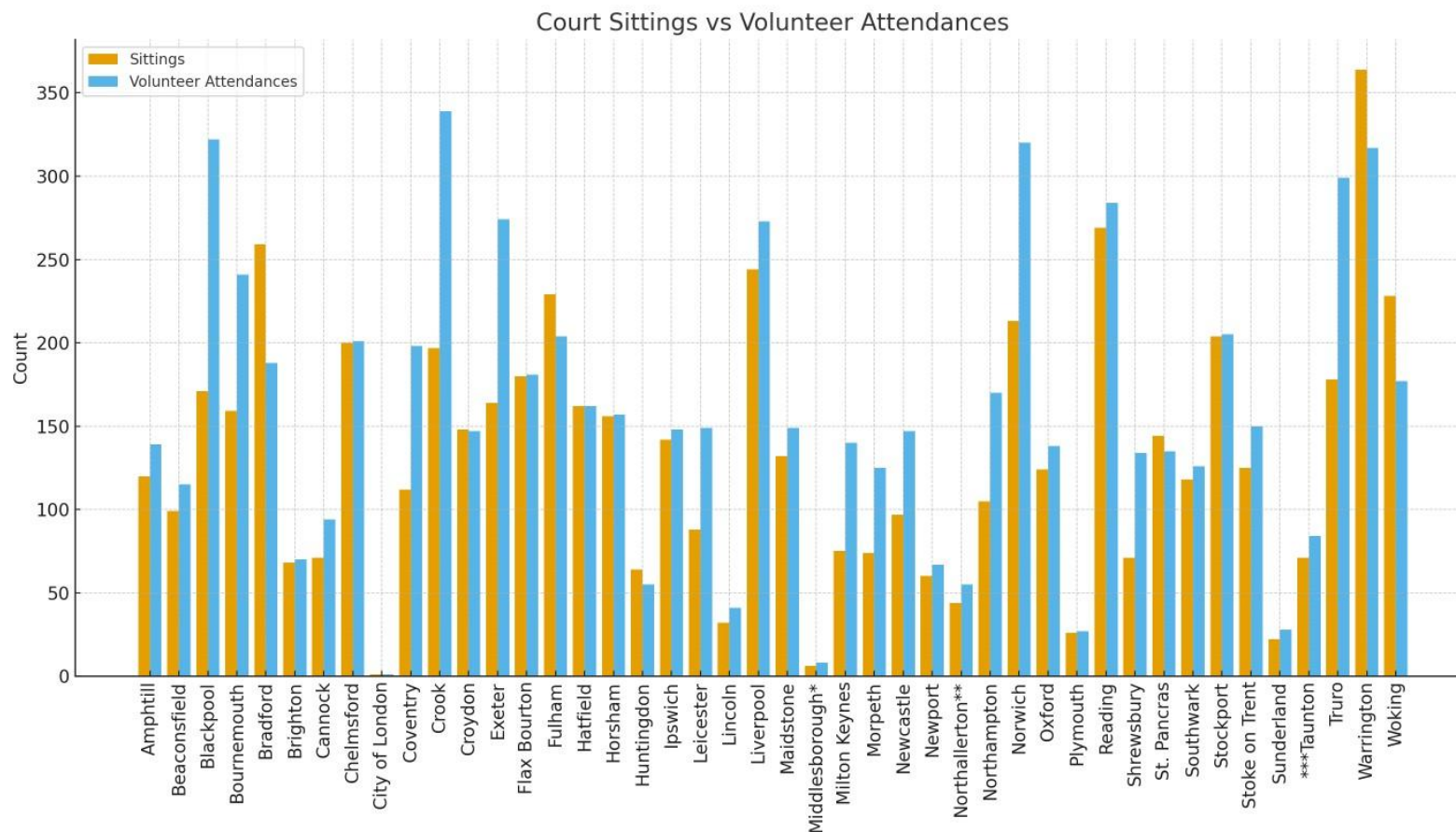
I would like to extend my sincere thanks to all our volunteers who diligently submit monthly returns. Your commitment to collecting and sharing local data is invaluable and deeply appreciated.

Robina Bush *May 2025*

		CORONERS' COURT SUPPORT SERVICE MONTHLY STATISTICS 2024/2025 Year End Totals										
	Sittings	Volunteer Attendances	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Individuals Supported	Signposted CCSS Helpline	Signposted Other
Amphill	120	139	3	18	153	495	14	208	502	1232	1	1
Beaconsfield	99	115	0	68	254	626	113	90	381	1210	0	0
Blackpool	171	322	10	61	139	642	64	265	396	1367	9	2
Bournemouth	159	241	0	3	173	579	58	219	28	884	200	91
Bradford	259	188	4	36	394	1352	188	572	1099	3211	1	39
Brighton	68	70	0	14	128	332	47	44	64	487	2	0
Cannock	71	94	0	2	148	343	7	172	300	832	0	0
Chelmsford	200	201	0	4	146	865	50	469	238	1622	2	1
City of London	1	1	0	0	1	2	0	0	0	2	0	0
Coventry	112	198	16	4	119	418	65	153	376	1012	41	20
Crook	197	339	23	67	318	1050	128	278	676	2132	12	157
Croydon	148	147	3	26	193	624	44	54	64	786	30	19
Exeter	164	274	0	6	302	891	147	139	63	1240	54	18
Flax Bourton	180	181	21	14	263	730	88	161	33	1012	13	45
Fulham	229	204	1	11	146	647	53	407	600	1707	0	4
Hatfield	162	162	0	1	245	731	90	286	146	1253	0	0
Horsham	156	157	5	12	187	615	90	93	181	979	52	2
Huntingdon	64	55	0	10	56	223	17	41	33	314	1	4
Ipswich	142	148	2	13	150	483	87	224	213	1007	3	6
Leicester	88	149	0	11	72	255	16	236	982	1498	0	0
Lincoln	32	41	0	0	32	87	7	6	9	109	12	0
Liverpool	244	273	0	15	204	616	118	210	663	1607	0	2
Maidstone	132	149	6	33	347	1101	104	152	201	1558	79	28
Middlesborough*	6	8	0	0	5	39	4	29	62	134	0	2
Milton Keynes	75	140	0	6	68	239	49	102	491	881	0	0
Morpeth	74	125	0	0	62	185	36	239	286	746	23	18
Newcastle	97	147	0	3	105	329	42	274	541	1186	1	1
Newport	60	67	0	3	53	58	3	44	11	116	4	5
Northallerton**	44	55	1	3	54	195	14	54	188	451	9	16
Northampton	105	170	4	5	273	565	90	283	248	1186	49	43

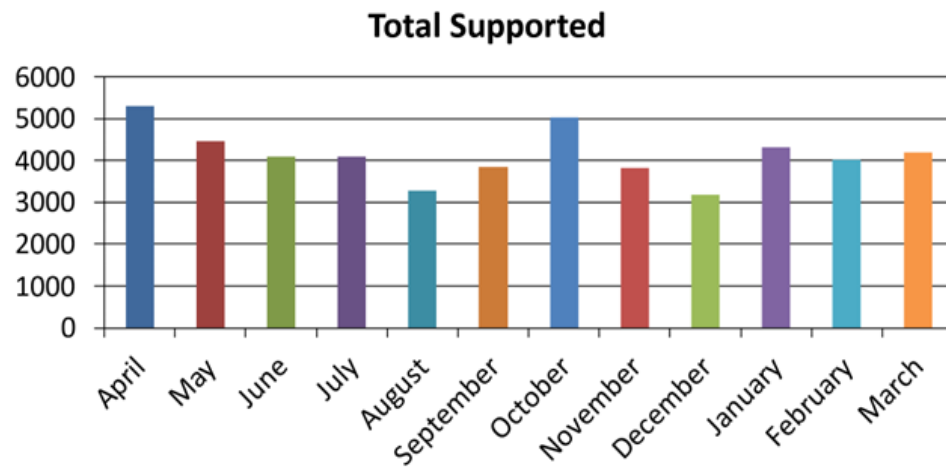
	Sittings	Volunteer Attendances	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Individuals Supported	Signposted CCSS Helpline	Signposted Other
Norwich	213	320	8	36	406	1046	159	204	678	2087	25	106
Oxford	124	138	0	5	180	488	97	48	53	686	0	2
Plymouth	26	27	0	0	31	106	16	24	22	168	0	0
Reading	269	284	67	36	292	868	140	256	537	1801	41	10
Shrewsbury	71	134	2	12	143	412	70	66	324	872	5	1
St. Pancras	144	135	9	10	101	447	81	318	484	1330	0	1
Southwark	118	126	0	3	175	546	88	43	62	739	5	7
Stockport	204	205	9	71	336	1205	125	482	559	2371	23	23
Stoke on Trent	125	150	21	22	380	1015	93	394	520	2022	9	8
Sunderland	22	28	0	3	19	65	11	36	86	197	0	0
***Taunton	71	84	0	3	19	64	11	36	86	197	0	0
Truro	178	299	0	3	200	562	115	143	273	1093	0	6
Warrington	364	317	47	50	356	947	54	680	1419	3100	1	1
Woking	228	177	7	39	254	747	66	11	12	836	33	28
	* Middlesborough suspended 2 months into the year.											
	** Northallerton suspended 4 months into the year											
	*** Taunton commenced service August 24											

Court Sittings vs Volunteer Attendances



		CORONERS COURT SUPPORT SERVICE STATISTICS 2024/2025											
	Sittings	Volunteer Attendances	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Supported	Signposted Helpline	Signposted Other	Total since 2003
April	597	742	19	67	762	2376	330	930	1672	5308	74	76	
May	548	646	33	44	686	2132	221	737	1377	4467	83	81	
June	473	569	14	62	634	2104	266	682	1030	4082	90	132	
July	494	565	27	69	694	2098	245	672	1081	4096	44	45	
August	418	491	20	47	647	1845	188	531	704	3268	79	77	
September	476	566	15	70	590	1757	253	728	1101	3839	63	52	
October	571	683	22	73	740	2384	299	798	1539	5020	84	62	
November	443	542	17	64	611	1797	233	658	1135	3823	63	46	
December	354	433	16	41	490	1613	215	469	880	3177	51	41	
January	489	581	21	64	638	1993	267	704	1350	4314	81	44	
February	482	576	33	79	580	1957	244	689	1130	4020	36	35	
March	502	607	32	74	688	2101	215	687	1195	4198	51	71	
Total	5847	7001	269	754	7760	24157	2976	8285	14194	49612	799	762	575612
23/24 Total	5553	7012	222	729	7728	23254	2931	7522	12264	46670	634	697	526000

Key Trends



Helpline Statistics April 2024 to March 2025

Key Insights 2024/2025

1. **Stable helpline demand**

The total number of callers to the helpline for the year ending March 2025 was 2,672, very similar to last year's figure of 2,666.

2. **Geographic reach across England**

Calls were received regarding deaths in every county in England. The highest volumes came from:

- Devon (57)
- West Yorkshire (58)
- Manchester (59)
- West Midlands (60)
- North Yorkshire (78)

This distribution often reflects how actively individual courts signpost our service, as well as the visibility of our number on court websites (sometimes more prominent than the courts own contact details).

3. **London coronial areas**

We received calls from every London coronial area. The highest came from:

- London Inner South (127)
- Inner West London (137) – noting we do not have a volunteer team in Westminster Court
- West London (153)

4. **Calls relating to Wales, Scotland and Ireland**

- Calls about deaths in Wales rose to an average of 5 per month, up from 3.8 in the first half of the year to 6 in the second half, totalling 59.
- A small increase in calls relating to deaths in Scotland and Ireland was also recorded (10 in total).

5. **Unknown coronial areas**

Around one third of calls did not disclose a coronial area. These are usually linked to email communications, callers reluctant to share details, or situations where the caller ends the call once they have the information needed. In many cases it would also be inappropriate to probe further, particularly when the caller is distressed.

6. Diverse range of callers

As in previous years, callers included family and friends of the deceased, witnesses, jurors, professionals (legal, medical, support organisations, insurers, MPs' assistants, Embassy staff), as well as others affected by deaths such as landlords, care home staff and funeral directors. While most callers are UK-based, we also continue to receive calls from Europe, the USA, Australia and elsewhere.

7. Media interest

Anecdotally, we have seen an increase in calls from journalists. Although not formally recorded, these require careful handling to protect the reputation of the charity.

8. Growth in email and voicemail contacts

- Emails now account for 18% of all contacts, a 2% increase on last year. This shift is significant: while overall contact volumes remain stable, emails generally take longer to respond to and are more frequent on Monday mornings when the helpline reopens after the weekend. This has contributed to a higher workload.
- Voicemail contacts also rose from 17.3% to 19.5%. Factors include technical issues with volunteer handsets (now resolved through replacement funding), calls arriving when lines are already busy, and calls made outside helpline hours.

9. Types of enquiries

- Calls about post-mortems almost doubled (209 this year vs. 119 last year).
- Requests for contact details for coroners, registrars, or related organisations also increased significantly (643 vs. 430 last year).

10. Referrals and boundaries

- TSS referral figures capture the number of callers requesting a call from a local volunteer but do not reflect every occasion when local teams are contacted to arrange in-court support.
- Volunteers remain clear about the boundaries of their role. On 112 occasions this year, legal matters were raised, but no legal advice was given. Typically, these queries involved whether legal representation is required at inquests, eligibility for funding, or the return of personal effects.

BOARD OF TRUSTEES01.04.24 – 31.03.25

Maggie Frost
Chairman & Trustee

Dr. Chris Peaker
Hon. Treasurer & Trustee

Roey Burden
Founder Trustee

Kim Chudley
Trustee

Wesley Lau
Trustee

Nicolas Gibbon
Trustee

Derek Winter – Advisor – Deputy Chief Coroner & Senior Coroner for the City of Sunderland

STAFF

Angela Geer
Chief Executive Officer

Sandra Weldon
Regional Director South

Gwen Wild
Regional Director North

Kerry Gracie
Executive Assistant

Jane Irvine
Administrator

Margaret Bayman
Financial Administrator

GRANTS & DONATIONS

To the Coroners' Courts Support Service 1st of April 2024 – 31st of March 2025

TRUSTS, FOUNDATIONS & CORPORATE SPONSORS

- Association of Private Crematoria & Cemeteries
- Barnes Charity
- Elmet Lions Club
- Irwin Mitchell LLP
- RWK Goodman LLP
- Simms Bakery
- Smith Brothers
- The Aldama Foundation
- The Fishmongers' Company
- The Founders' Company

DONATED EXPENSES FROM OUR VOLUNTEERS

Our volunteers not only give their time, compassion and energy, but many also generously donate expenses back to the charity. This kindness directly strengthens the support we can provide.

PRIVATE DONORS

To all our private donors, though we cannot list each name, every contribution is valued. Your generosity ensures families receive care and support at one of the most difficult times in their lives.

 *Together, we are making a difference.* 

THE CORONERS' COURTS SUPPORT SERVICE

England & Wales - Charity number 1105899

Accounts



The Coroners' Courts Support Service

Here for you

ANNUAL REPORT

1st APRIL 2023 – 31st MARCH 2024

CHAIRMAN'S REPORT

Introduction

It has been another busy and challenging year for the Coroners' Courts Support Service (CCSS). The current economic climate continues to exert pressure on our finances, further challenging our ability to deliver on our charitable objectives. Despite these difficulties, the Board remains committed to ensuring the sustainability and growth of our services.

Financial Overview

As detailed in the CEO's report, the financial landscape presents significant challenges. The Board is actively exploring a number of initiatives aimed at providing long-term solutions to these financial pressures. Among these initiatives are proposals to increase fees and enhance our fundraising efforts. The Board fully supports these efforts, recognising their importance in maintaining and expanding our services.

Looking Forward

I am hopeful that the current measures being undertaken by the CEO, with the full support of the Board, will enable us to expand our services into the remaining courts where we are not yet present. We are committed to continuing our mission and making our services accessible to more people in need.

Acknowledgments

At the AGM in September, we bid farewell to Rashid Teladia, who stepped down from his position as Chairman of the Board of Trustees after 18 years of dedicated service. His leadership and contributions have been invaluable to our organisation. We welcomed Christopher Blue as the new CCSS Chairman. We also welcomed two new Trustees at the September AGM, Wesley Lau and Kim Chudley. Wesley brings experience in business development and fundraising, while Kim is a successful senior HR leader with extensive experience across all aspects of HR and organisational development.

I would like to express my thanks to all our staff, volunteers, fellow trustees, funders, sponsors, Coroners and Patrons—HHJ Mark Lucraft KC and Lady Emma Barnard—for their unwavering support. This year also marked a transition within the Office of the Chief Coroner. I wish to extend our gratitude to the outgoing Chief Coroner, HHJ Tommy Teague, for his support to The CCSS and we extend our best wishes to him. The Board warmly welcomes HHJ Alexia Duran, the newly appointed Chief Coroner; and we look forward to building a productive and collaborative partnership with as we continue our vital work.

Finally, I wish to acknowledge our volunteers, whose dedication and commitment are invaluable to the CCSS. Their ongoing support is greatly appreciated, and we are grateful for their continued involvement in our mission.

This report underscores the resilience and dedication of the CCSS community in the face of ongoing challenges. The Board remains optimistic about the future and is committed to steering the organisation towards continued success and growth.

Maggie Frost
Interim Chairman

CHIEF EXECUTIVE'S REPORT

Finances

This financial reporting year has again been challenging and the Coroner's Court Support Service (CCSS) continues to face significant financial difficulties. Our financial support comes from two primary sources: fee income from Local Authorities and fundraised income. The combination of potential fee increases and increased momentum within fundraising is crucial to our financial security.

In response, the Board of Trustees and I have taken proactive steps to address these issues. One of those steps to address a shortfall in income is that I will be initiating joint meetings with Coroners and Local Authority budget holders to discuss potential fee increases. These meetings are scheduled to commence in the new financial year and will continue throughout 2024.

Despite the ongoing challenges, the dedication and efforts of our volunteers and staff are a source of inspiration and hope. Their unwavering commitment is the backbone of our organisation, and we are deeply grateful for their contributions.

Volunteer Engagement

As of 31st March 2024, the CCSS had 352 volunteers actively engaged in service, with an additional 72 individuals in training. These volunteers are supporting 49 courts across 44 coronial areas. The dedication of our volunteers is truly remarkable, and they remain the backbone of our organisation.

Statistics

Despite the financial challenges the CCSS has had a year of interesting developments that reaffirm the importance and relevance of the services the charity provides. Highlights include:

Comparing 2022/23 activity with 2023/24, there has been:

A 35% increase in the number of individuals directly supported.

A 19% increase in volunteer days.

A 29% increase in the number of inquests attended.

Detailed information can be found in the attached charts. A big thank you to Robina Bush who volunteers to compile our monthly and annual statistics.

Training

We successfully delivered seven new volunteer training courses along with Helpline training and Telephone Support Service training. Following feedback from our volunteers we launched a new training format in January spanning 2 consecutive days instead of the previous 3 days, including three one hour stand-alone sessions making a more streamlined and efficient process and a better on boarding experience to volunteers.

Helpline services

The Helpline continues to be a success. Since last year there has been an overall growth of 6.4% in users contacting the helpline, this varies by month. Since February when we started to collect geographical data, we have received calls relating to cases in almost all coronial areas in which we have a court team. We have also supported callers from areas that do not have a court team as well as those that do.

CEO Open Door Sessions

The CEO Open-Door Sessions, introduced in 2023 and open to all volunteers, provide an opportunity for me to get to know our volunteers better, hear first-hand how things are progressing in their areas, and for us to learn from each other. They are an invaluable means of communication.

Old Bailey Event

In September we hosted an awareness-raising event at the Old Bailey. I am grateful to our CCSS Patrons, HHJ Mark Lucraft and Lady Emma Barnard, for their support of this event. This evening was generously sponsored by the Worshipful Company of Fishmongers.

Engagement with Research and Policy Projects

The Operations & Training Manager and I, met with representatives from “Voicing Loss” a research and policy project on the role of bereaved people in coroners’ investigations and inquests. The Voicing Loss project examined the role of bereaved people in coroners’ investigations and inquests. We were delighted to take part in their research.

Justice Committee Engagement

Together with Roey Burden, Founder Trustee, I participated in a face-to-face session with the Justice Committee to provide evidence to their follow up inquiry into the Coroners Service for England and Wales. We received unequivocally positive comments and support for the CCSS.

Recognition and Rewards

I am delighted to report that the High Sheriff of West Sussex selected the CCSS to receive a High Sheriffs recognition award for 2024. An event was held on 21st of March 2024 where the volunteer team in West Sussex received a certificate of recognition and a cash award. This award celebrates the exceptional work and dedication of our volunteers who make a significant impact in their communities.

In Conclusion

In conclusion, while the financial landscape remains challenging, we are actively pursuing solutions through strategic fee increases and enhanced fundraising efforts. The dedication of our volunteers and the collaborative efforts of our team give us confidence in navigating these challenges successfully.

I extend my gratitude to our volunteers, for the generosity of their time and to our donors whose contributions make our work possible, to our Trustees for their unwavering guidance and support and to our staff, for their dedication and hard work.

Together, we make a difference in the lives of many, and together, we will continue to build a brighter future.

Angela Geer
CEO

HON. TREASURER'S REPORT

Our annual accounts show that we operated more efficiently than in the previous year and we are carefully managing expenditure while ensuring that we provide high quality services to our courts.

Income

During the year, we received £220,780 from private donations, local authorities and government grants. A list of donors is included in our Annual Report. We continue to provide our services without central government support.

Expenditure

Total costs for the year were £299,530 which included expenditure of £208,414 on staffing. This is significantly lower than last year because we have restructured how we operate. Consequently, expenditure on volunteer recruitment, training and expenses of £39,604 was also lower than last year. Other costs included £19,604 for fundraising.

Summary

We begin the new financial year with restricted reserves of £7,498 and total reserves of £104,322. We continue to seek opportunities to provide our services more efficiently given recent fundraising challenges while seeking new sources of funding.

Once again, I thank Margaret Bayman for her continuing support with our financial reporting and our team and volunteers, and my fellow trustees given the significant changes during the year.

Chris Peaker, Hon. Treasurer

Charity Number: 1105899

THE CORONERS' COURTS SUPPORT SERVICE
ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2024

Independent examiner's report to the trustees of The Coroners' Court Support Service

I report on the accounts of the charity for the year ended 31 March 2024, which are set out on the pages following this report.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters.

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

Independent examiner's statement

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; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Karen Bunyan FCCA
Hargreaves Owen Ltd
Red Sky House
Fairclough Hall
Halls Green
Weston
Herts, SG4 7DP

The date upon which my opinion is expressed is: 15th August 2024

THE CORONERS' COURTS SUPPORT SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31st MARCH 2024

Charity
No: 1105899

Incoming resources	Notes	31st March 2024			31st March 2023		
		Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
Donations	2	51,873	6,150	58,023	51,440	37,350	88,790
Local authorities		155,648	0	155,648	159,312	0	159,312
Income tax recovered		582	0	582	652	0	652
Interest received		6,527	0	6,527	4,860	0	4,860
Total incoming resources		214,630	6,150	220,780	216,264	37,350	253,614
Resources expended							
Staff costs	3	197,493	10,921	208,414	225,226	75,026	300,252
Volunteer recruitment		310	0	310	1,117	0	1,117
Volunteer training		4,908	78	4,986	8,214	15	8,229
Volunteer expenses	4	34,135	173	34,308	31,913	527	32,440
Fundraising costs		19,604	0	19,604	25,338	0	25,338
Accountancy		11,040	0	11,040	10,546	0	10,546
Administration		11,964	2,203	14,167	13,288	2,203	15,491
Insurance		2,372	0	2,372	1,823	0	1,823
Marketing costs		823	0	823	951	0	951
Helpline costs		33	2,864	2,897	9,068	0	9,068
Independent examiner's fee		324	0	324	348	0	348
Bank charges		285	0	285	282	0	282
Total resources expended		283,291	16,239	299,530	328,114	77,771	405,885
Net incoming resources		(68,661)	(10,089)	(78,750)	(111,850)	(40,421)	(152,271)
Brought forward		165,485	17,587	183,072	277,335	58,008	335,343
Total funds		£96,824	£7,498	£104,322	£165,485	£17,587	£183,072

THE CORONERS' COURTS SUPPORT SERVICE
BALANCE SHEET
as at 31st MARCH 2024

Charity Number:
1105899

	Notes	31st March 2024		31st March 2023	
		£	£	£	£
Current assets					
Debtors	5	5,402		4,220	
Cash at bank and in hand		173,762		283,735	

Approved by the Trustees and signed on their behalf by:

CJ Peaker
Trustee

The attached notes form part of these accounts

**THE CORONERS' COURTS SUPPORT SERVICE NOTES
FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2024**

Charity No:
1105899

1 Accounting policies

The financial statements have been prepared on the accruals basis and in accordance with the Charities Act 2022.

a Restricted funds have been allocated to the period to which they relate and costs allocated to each particular fund.

b Unrestricted funds are incoming resources received without specified purpose and are available as general funds.

c Donations are included in the Statement of Financial Activities when received.

d No provision for taxation is included in the financial statements as the Charity is entitled to exemption under section 505 of the Income and Corporation Taxes Act 1988.

2 Restricted Donations over £5,000

	31st March 2024	31st March 2023
	£	£
The Batchworth Trust	0	10,000
Eleanor Rathbone Charitable Trust	0	5,000
Heart of Bucks Community Foundation	0	5,850

3 Staff costs and numbers

	31st March 2024	31st March 2023
	£	£
Salary	183,512	256,221
Social security costs	13,107	14,872
Pension costs	2,065	3,716
Staff travel	1,719	12,267
Other costs	8,011	13,176
	<u>£208,414</u>	<u>£300,252</u>

There were 8 employees in the year (2023 = 12). None of the Trustees was directly or indirectly remunerated in any way.

4 Volunteer expenses

It is the policy of the Charity to reimburse expenses properly incurred by its volunteers in connection with its charitable activities. During the year, the total reimbursed to volunteers in respect of travel and sundry costs amounted to £39,604 (2023 = £41,786), which included £0 to trustees (2023 = £0).

5 Debtors

	31st March 2024	31st March 2023
	£	£
Expenditure prepayments	3,275	3,358
Accrued income	1,413	100
Income tax repayment	582	750
Other debtors	132	12
	<u>£5,402</u>	<u>£4,220</u>

6 Creditors: amounts falling due within one year

	31st March 2024	31st March 2023
	£	£
Expenditure accruals	1,544	1,749
Other creditors	0	0
	<u>£1,544</u>	<u>£1,749</u>

7 Reserves policy

Our unrestricted reserves reflect the need to sustain our commitment to the courts where we currently operate and provide our services to new courts, when the courts cannot be funded from restricted reserves.

VOLUNTEER REPRESENTATIVES' ANNUAL REPORT 2023 - 2023

Ruth Pressley – London, South and East

Volunteer Teams covered: Brighton, Chelmsford, City of London, Fulham, Hatfield, Huntingdon, Ipswich, Maidstone, Milton Keynes, Northampton, Norwich, Plymouth, St. Pancras and Poplar, Southwark.

I am pleased to report another year with no real issues within the teams. As Toni Owens has taken over from Julie Wood it has given an opportunity to revisit the areas we cover in order to make more geographical sense. The courts I now deal with are listed above and I look forward to returning to some of them, who I covered historically. I have conducted 3 exit interviews this year which is less than previously and a good sign that things are settling down following the Pandemic and the reorganisation of some of the courts.

As mentioned in the reports from my colleagues John and Julie, we have been reviewing our roles as Regional Representatives and I feel that we have worked well together to suggest ways to enhance our involvement in CCSS.

I have particularly enjoyed delivering training to new volunteers, as I think it is very important that we enthuse people at an early stage of their volunteering experience. I look forward to continuing to be involved with these sessions, which give people an insight into court attendance, the Helpline and TSS service.

I would like to thank Julie for all her input during her time as Regional Rep. She arrived like a breath of fresh air and came up with new ideas that I found encouraging. It has been a pleasure to work with her.

I look forward to working alongside Toni and wish her all the best in her new role

Julie Wood– Central, South and West

Volunteer Teams covered: Ampthill, Beaconsfield, Bournemouth, Chichester, Croydon, Exeter, Flax Bourton, Leicester, Milton Keynes, Newport, Northampton, Oxford, Plymouth, Reading, Shrewsbury, Woking.

I have continued to contribute to the regular online training of new volunteers, usually alongside Ruth Pressley. The feedback shared with us by the staff team indicates that new volunteers appreciate hearing from experienced volunteers about their experiences in court and on the Helpline and I am pleased that the review of the training offered to new volunteers has retained our input.

I have conducted seven exit interviews in the last year, which is fewer than the previous year and may be a sign that the higher turnover experienced as teams adjusted to new ways of working after the pandemic is now returning to pre-pandemic levels. Some leavers have continued to mention less regular and predictable shifts as a frustration but the overwhelming feedback from leavers concerns how much they have enjoyed their CCSS volunteering, with a particular focus on the support of their colleagues and Lead Volunteers.

I have completed three years in the role of Volunteer Representative and decided that the time was right for me to step down at the end of March 2024. Undertaking the role has given me an insight into the diversity of the experience of being a CCSS Court Volunteer in different courts across England and Wales, the incredible life experiences and amazing talents of CCSS volunteers and also the common values that bind those who offer their time to support anyone who finds themselves touched by the inquest process.

I am grateful in particular to Ruth who helped me so much when I first took on the role and to both Ruth and John for their advice and support as fellow Volunteer Representatives. Working with them has been a privilege.

John Pattison - Northwest

Volunteer Teams covered: Blackpool, Stafford, Coventry, Leicester, Liverpool, Morpeth, Stockport, Stoke, Warrington.

- During the period covered by this report I have undertaken 20 exit interviews. Five of these related to issues at one court which I am pleased to report have been resolved and volunteers are continuing. Otherwise as in previous years, volunteers have left the service for personal reasons and were highly positive of their experience in CCSS. Again, a small number of volunteers gave as their reason for leaving the lowering of their involvement the new operational developments in their courts which they felt restricted the amount and nature of contacts with families and witnesses
- The Leicester court is now part of the Northwest Region and I have written to the Lead Volunteer introducing myself and offering to attend meetings.
- The Regional Representatives developed a new outline of the role which was adopted in January. Consequently, I have written to the Lead Volunteers in the region highlighting the new developments.
- I have taken part in two of the on-line training sessions for new volunteers and intend to take part in the other scheduled events this year.

John Pattison Northeast (Acting)

Volunteer Teams covered: Bradford, Lincoln, Middlesbrough, Newcastle, Northallerton, Sunderland.

- As the post of Northeast Regional Representative has remained vacant, I have served in a 'caretaker' capacity for this region.
- I have undertaken several exit interviews with Northeast volunteers. Their reasons for leaving and feedback were very similar to those of their Northwest counterparts.
- I was contacted by a Northeast court team and met with them to discuss operational issues. I raised points arising from the meeting with management who are working to resolve them

As the only Regional Representative operating in the North, I have worked closely with the Area Manager responsible for the North region, Gwen Wild. Her enthusiasm and commitment in dealing with new developments has been outstanding. I would also like to thank Julie Wood the retiring Regional Representative for the Central, South and West region; it has been a real pleasure working with her.

COURTS WHERE THE CCSS IS HELPING AS AT 31st MARCH 2024

Coronial Area (44)

Avon
Bedfordshire & Luton
Berkshire
Blackpool & Fylde
Buckinghamshire
Cambridgeshire & Peterborough
Cheshire
City of Brighton & Hove
City of Liverpool & Wirral
City of London Area
City of Sunderland
Cornwall and Isles of Scilly
County Durham & Darlington
Coventry
Dorset
East London
Essex
Exeter & Greater Devon
Gwent
Hertfordshire
Inner London North
Inner London South
Kent – Mid Kent & Medway
Leicester City & South Leicestershire
Lincolnshire
Manchester South
Milton Keynes
Newcastle upon Tyne
Norfolk
Northamptonshire
Northumberland
North Yorkshire & York
Oxfordshire
Shropshire, Telford & Wrekin
South Devon
South London
South Staffordshire
Stoke on Trent & North Staffordshire
Suffolk
Surrey
Teesside
West London
West Sussex
West Yorkshire (West)

Courts (49)

Flax Bourton
Ampthill
Reading
Blackpool
Beaconsfield
Huntingdon & Peterborough
Warrington
Brighton
Liverpool
City of London
Sunderland
Truro
Crook
Coventry
Bournemouth
Walthamstow
Chelmsford
Exeter
Newport
Hatfield
St. Pancras, Poplar
Southwark
Maidstone
Leicester
Lincoln, Boston
Stockport
Milton Keynes
Newcastle upon Tyne
Norwich
Northampton
Morpeth
Northallerton, Harrogate
Oxford
Shrewsbury
Plymouth
Croydon
Stafford
Stoke on Trent
Ipswich
Woking
Middlesbrough
Fulham
Chichester, Horsham
Bradford

**CORONER'S COURTS SUPPORT SERVICE
REPORT ON VOLUNTEER ACTIVITY 2023/24**

At financial year-end, there were 43 Coronial areas returning statistical information pertaining to their courts.

Activity in all areas continues to increase, following the dramatic fall in activity 4 years ago caused by the Covid epidemic. Whilst some courts are back to pre-Covid levels of activity, many others are increasingly relying on technology, with hearings being held via video link. This has resulted in some courts only calling volunteers in when family and witnesses are attending in person.

That said, comparing 2022/23 activity with 2023/24 there has been:

- 35% increase in number of individuals directly supported.
- 19% increase in volunteer days.
- 29% increase in the number of inquests attended.

Detailed information can be found in the attached charts showing overall numbers by month and activity by individual Coronial area.

As ever, I would like to thank the volunteers who send in the monthly returns to me for their time and effort in collating their local data.

Robina Bush
May 2024

CORONERS' COURT SUPPORT SERVICE STATISTICS 2023/2024 BY CORONIAL AREA

	Sittings	Volunteer	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Individuals	Signposted	Signposted
		Attendances								Supported	CCSS Helpline	Other
Amptill	121	137	2	27	145	417	62	197	480	1189	1	2
Beaconsfield	77	83	1	65	156	457	71	65	331	969	0	0
Blackpool	186	377	10	63	179	736	60	256	535	1657	0	1
Bournemouth	150	243	0	1	185	603	75	271	88	1037	201	85
Bradford	182	165	0	18	343	952	126	344	624	2101	0	6
Brighton	96	96	3	16	126	341	122	66	101	644	7	3
Cannock	98	148	0	8	214	595	48	131	105	916	0	0
Chelmsford	175	176	4	5	118	513	144	356	164	1164	1	3
Chichester	134	124	5	16	191	513	57	66	177	831	49	0
City of London	3	3	0	0	3	7	3	0	0	10	0	0
Coventry	56	88	0	1	61	194	40	47	49	330	9	8
Crook	209	327	46	98	337	1208	104	257	395	2047	15	155
Croydon	99	179	0	19	116	367	27	24	54	472	13	7
Exeter	142	223	0	6	197	654	78	133	24	929	46	1
Flax Bourton	197	215	13	19	299	820	131	189	178	1318	22	80
Fulham	197	192	1	4	136	552	43	269	429	1325	0	5
Hatfield	157	159	0	2	285	799	93	221	114	1268	0	0
Huntingdon	29	30	0	1	21	117	16	29	12	192	0	0
Ipswich	137	148	0	16	134	459	69	215	171	944	3	7
Leicester	92	99	0	5	88	291	26	228	443	1006	0	1
Lincoln	71	88	0	0	74	255	33	13	13	330	4	5
Liverpool	204	224	2	21	184	564	49	215	451	1122	0	4
Maidstone	125	164	1	48	495	1322	173	191	257	2019	20	160
Middlesborough	31	37	0	1	56	237	32	64	129	467	0	0

	Sittings	Volunteer	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Individuals	Signposted	Signposted
		Attendances								Supported	CCSS Helpline	Other
Milton Keynes	79	152	4	4	71	254	36	88	243	629	0	0
Morpeth	100	170	0	0	86	250	79	285	344	974	0	1
Newcastle	144	185	0	11	145	498	47	377	613	1566	0	3
Newport	52	63	0	1	53	76	1	52	5	151	0	3
Northallerton	165	190	0	7	257	694	66	195	367	1384	19	35
Northampton	107	140	1	1	332	589	77	270	236	1224	96	10
Norwich	187	295	4	40	349	954	131	134	452	1709	14	27
Oxford	98	117	0	2	166	457	84	46	40	627	3	20
Plymouth	71	117	0	8	81	237	45	44	47	373	9	0
Reading	244	273	51	31	299	847	97	336	761	2041	74	14
Shrewsbury	69	128	0	13	111	369	51	81	501	1002	0	1
St. Pancras	136	142	0	0	81	328	29	348	641	1346	0	0
Southwark	115	121	2	8	151	384	49	20	36	489	4	9
Stockport	167	184	6	39	305	1071	131	387	339	1928	1	5
Stoke on Trent	131	153	54	14	373	879	37	254	257	1427	6	2
Sunderland	23	31	0	1	22	67	1	47	126	241	0	1
Truro	210	355	0	10	234	626	137	149	436	1348	2	4
Warrington	269	381	0	21	237	898	78	536	1449	2961	2	2
Woking	218	190	12	57	249	844	63	28	25	960	20	27

CORONERS COURT SUPPORT SERVICE STATISTICS 2023/24

		CORONERS COURT SUPPORT SERVICE STATISTICS 2023/24											
	Sittings	Volunteer Attendances	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Supported	Signposted Helpline	Signposted Other	Total since 2003
April	405	514	16	38	557	1574	207	460	773	3014	52	55	
May	443	543	19	56	626	1877	203	578	848	3506	21	37	
June	484	620	23	47	692	1923	248	609	1030	3810	56	58	
July	437	578	37	56	646	1966	241	614	1057	3878	43	46	
August	419	512	5	54	611	1806	225	462	671	4122	43	55	
September	465	616	23	60	638	1865	245	663	1005	3674	59	57	
October	490	620	18	74	707	2110	318	652	1286	4366	82	74	
November	551	696	18	84	728	2269	289	785	1261	4500	62	64	
December	302	375	13	36	427	1343	179	444	610	2576	37	49	
January	512	649	14	71	656	2062	250	792	1270	4374	48	66	
February	527	656	17	77	726	2282	227	769	1345	4623	70	69	
March	518	633	19	76	714	2177	299	694	1108	4227	61	67	
Total	5553	7012	222	729	7728	23254	2931	7522	12264	46670	634	697	526000
22/23 Totals	4477	5884	133	505	6191	17968	2131	5519	8938	34556	754	437	

HELPLINE STATISTICS APRIL 2023 to MARCH 2024

KEY POINTS TO NOTE

1. Since last year there has been an overall growth of 6.4% in users contacting the helpline. This varies by month, for example, in May last year the increase was 44% over the number of contacts in May 2022.
2. Since February when we started to collect geographical data we have received calls relating to cases in every coronial area in which we have a court team except for Avon – although we had a call in January about a case in this area. This is an indication of the importance of the helpline in supporting people in a rounded way – through our court teams but also by providing support and information earlier in the inquest process, and often after the case has been concluded.
3. The range of people who contact the helpline includes family and friends of the deceased, witnesses, people called for jury service, professionals (legal, medical, support organisations, insurers, MP assistants, Embassy staff etc), and people affected by the death such as landlords, care home staff and funeral directors. Whilst most of these people are based in the UK, we also get calls from Europe, America, Australia and elsewhere.
4. About 16% of contacts over the last year have been via email. These generally take longer to respond to than a phone call and are often more frequent on a Monday morning due to the helpline being closed on Saturday and Sunday.
5. Many of the calls we receive are from people who have been very recently bereaved (often in the past day or so) who can be very upset. This is different to supporting in court, where people may be upset but are unlikely to still be dealing with the immediate aftermath of the death. Consequently, many of our calls relate to what to do when someone dies, particularly where the death has been referred to the coroner. This is something that will be more obvious from the new contact record we are using, but the fact that across the year about a fifth of the contact records mentioned death certificates is an indication of the relative frequency of such calls.
6. Volunteers are clear about the limits of our expertise so although there were 166 occasions when legal matters were brought up, legal advice is not given. Often these calls refer to whether legal representation is needed for an inquest, if funding is available, or such things as whether personal effects can be returned to a family.
7. Many callers find our number through the gov.uk website, coroners' websites, and coroners officers' letters/emails to family members, and through referral from other support organisations. These referrals from other organisations seems to have increased over the past year, partly due to the efforts made over time by those members of CCSS staff who work with the helpline volunteers and who have made contacts outside of CCSS.

At the beginning of 2024 the helpline team started using a different contact record. The first table is similar to the one presented a year ago. The second shows the greater detail which will appear going forwards. The reason for the change in contact record is to simplify the completion process as the helpline shifts get busier.

Month	CR	Email	Phone	Voicemail	Emotional	Inquest process	Legal	PM	Disclosure	Jury	Support at court	Complaint	IDC/DC	Contact details	Historical case	Other	Signposted	TSS Referral
2023																		
Apr	196	45	130	18	18	58	12	8	5	0	17	14	48	21	5	74	122	1
May	249	35	168	42	20	68	13	9	16	0	29	19	40	28	9	87	160	5
June	198	29	140	27	19	50	13	6	6	0	19	7	38	34	0	83	116	5
July	190	22	140	28	18	57	9	6	12	1	15	15	32	25	6	59	121	3
Aug	216	31	140	45	24	64	17	5	12	0	23	11	35	29	8	63	134	10
Sept	193	38	128	27	17	65	11	11	13	0	26	10	32	27	6	57	104	5
Oct	286	47	205	34	31	79	16	12	10	1	44	18	67	40	8	84	180	9
Nov	201	38	113	48	18	71	12	9	4	2	29	6	50	24	4	59	116	4
Dec	170	31	96	42	11	40	13	11	4	2	13	3	41	27	3	56	95	1
2024																		
Jan	286	41	186	57	40	93	27	12	7	2	43	19	63	49	10	66	170	9
Feb	224	28	146	48	25	33	16	15	20	3	26	10	56	73	5	51	145	9
Mar	230	29	160	40	26	23	7	15	9	1	27	17	52	53	4	45	122	6
Totals	2639	414	1752	456	267	701	166	119	118	12	311	149	554	430	68	784	1585	67

The TSS referral figures reflect how often people wish to have a call from a local volunteer. In addition to this, contact is frequently made with local teams to check that support will be available for a particular inquest or to answer a specific question, but without the need for the local volunteer to call the user.

Month	CR	Email	Phone	Voicemail	Emotional	Family Support	PM	IDC/DC	Open – PIR - Inquest	PIR purpose/nature	Disclosure/bundle	Purpose of inquest	Evidence/questioning	Conclusions/R of I	Death registration	Remote/hybrid	Jury	Inquest other	Complaint	Support at court	Legal	Historic case	Press/public	Actions following death	TUO	Funeral details	Probate	Family dispute	Repatriation	Contact details coroner	Contact details reg	Contact details other	Other	Signposted	TSS Referral?
2024 Jan	286	41	186	57	40	0	12	63	0	0	3	76	0	1	2	0	1	1	19	43	27	10	1	2	1	1	0	1	0	45	0	0	66	170	9
Feb	224	28	146	48	25	8	15	56	6	9	20	33	26	9	17	4	3	22	10	26	16	5	5	4	11	12	3	5	6	59	8	6	51	145	9
Mar	230	29	160	40	26	9	15	52	6	2	9	23	12	1	26	1	1	19	17	27	7	4	3	5	10	5	6	7	0	48	4	1	45	122	6
Total	740	98	492	145	91	17	42	171	12	11	32	132	38	11	45	5	5	42	46	96	50	19	9	11	22	18	9	13	6	152	12	7	162	437	24

In addition, in January 2023 we started to compare historical data. As per our data protection procedures this is only held for two years. Consequently, the data for the first two months of 2021 was not available for comparison.

The shaded columns represent the number of contact records. The other columns give percentage increase over time.

	2021	2022	% increase from 2021	2023	% increase from 2021	% increase from 2022	2024	% increase from 2021	% increase from 2022	% increase from 2023
Jan		218		277		27	286		31	3
Feb		173		246		42	226		31	-8
Mar	158	210	33	283	79	35	246	56	17	-13
Apr	165	151	-8	197	19	30				
May	130	165	27	237	82	44				
Jun	150	190	27	211	41	11				
Jul	129	151	17	209	62	38				
Aug	161	219	36	188	17	-14				
Sep	175	250	43	204	17	-18				
Oct	168	201	20	260	55	29				
Nov	192	190	-1	226	18	19				
Dec	121	182	50	176	45	-3				
		2300		2714						

To support future fundraising we have also been recording geographical information since February relating to where an inquest is held or where the deceased lived. The intention is to try to give a sense of how financial support may help people in a particular area through the helpline in much the same way as the statistics collected for each court. The highlighted cells show the top 10% of locations in terms of service users by category, i.e. Counties, London Boroughs, Wales. Please note, it is not possible to identify location for all users, particularly when contacted by email.

Counties

BEDFORDSHIRE	1
BERKSHIRE	3
BUCKINGHAMSHIRE	2
CAMBRIDGESHIRE	4
CHESHIRE	8
CORNWALL	4
COUNTY DURHAM	2
CUMBRIA & ISLE OF MAN	2
DERBYSHIRE	5
DEVON	17
DORSET	5
DURHAM	1
EAST SUSSEX	5
EAST YORKSHIRE & HUMBERSIDE	2
ESSEX	8

GLOUCESTERSHIRE	12
GREATER MANCHESTER	17
HAMPSHIRE & ISLE OF WIGHT	8
HEREFORDSHIRE & WORCESTERSHIRE	2
HERTFORDSHIRE	8
KENT	26
LANCASHIRE	4
LEICESTERSHIRE	9
LINCOLNSHIRE	6
MERSEYSIDE	3
MIDDLESEX	2
NORFOLK	11
NORTH YORKSHIRE	9
NORTHAMPTONSHIRE	12
NORTHUMBERLAND	1

NOTTINGHAMSHIRE	5
OXFORDSHIRE	3
SHROPSHIRE	3
SOMERSET	5
SOUTH YORKSHIRE	3
STAFFORDSHIRE	3
SUFFOLK	5
SURREY	7
TYNE AND WEAR	5
WARWICKSHIRE	8
WEST MIDLANDS	18
WEST SUSSEX	10
WEST YORKSHIRE	13
WILTSHIRE	8
Total	295

N.B. Where there have been no identified instances from a particular area, these places have been omitted from the data for brevity.

London Boroughs

Barking and Dagenham	0
Barnet	12
Bexley	0
Brent	0
Bromley	0
Camden	6
Croydon	13
Ealing	4
Enfield	0
Greenwich	0
Hackney	2

Hammersmith and Fulham	22
Haringey	3
Harrow	3
Havering	0
Hillingdon	6
Hounslow	5
Islington	0
Kensington and Chelsea	0
Kingston upon Thames	0
Lambeth	3
Lewisham	3

Merton	1
Newham	0
Redbridge	3
Richmond	0
Southwark	19
Sutton	1
Tower Hamlets	7
Waltham Forest	7
Wandsworth	8
Westminster	26
Total	154

Wales

Cardiff Council (Cyngor Caerdydd)	4
Newport City Council (Cyngor Dinas Casnewydd)	2
Pembrokeshire County Council (Cyngor Sir Penfro)	2
Rhondda Cynon Taf County Borough Council (Cyngor Bwrdeistref Sirol Rhondda Cynon Taf)	1
Total	9

Glasgow	1
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BOARD OF TRUSTEES 01.04.23 – 31.03.24

Christopher Blue	Chairman & Trustee
Dr. Chris Peaker	Hon. Treasurer & Trustee
Roey Burden	Founder Trustee
Kim Chudley	Trustee
Maggie Frost	Trustee
Nicolas Gibbon	Trustee
Wesley Lau	Trustee
Derek Winter	Advisor – Deputy Chief Coroner & Senior Coroner for the City of Sunderland

STAFF

Angela Geer	Chief Executive Officer
Sandra Weldon	Operations & Training Manager
Gwen Wild	Area Manager North
Steve Cullis	Area Manager South
Kerry Gracie	Executive Assistant
Jane Irvine	Administrator
Juliet Moss	Major Donor Fundraiser
Margaret Bayman	Financial Administrator

GRANTS AND DONATIONS TO THE CORONERS' COURTS SUPPORT SERVICE 2023 – 2024

Our very grateful thanks to all our supporters

TRUSTS & FOUNDATIONS

**Barness Charity
Edward Cadbury ECCT
KKL Charity
Smith Bros
Somerset Community Foundation
South Eastern England Coroners Society
St Mary's Church
The Clark Foundation
Trees Rickfield Trust
West Sussex High Sheriff Fund
Worshipful Company of Glovers**

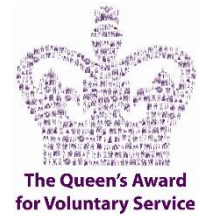
INDIVIDUALS

**Ms H Ball
Mr R Euridge
Ms J Farmanfaranian
Mr W Madill
Mr A Salmon
Simms Bakers
Mr D Simpson
Mrs J Taylor
Mrs E Whyte
Donated expenses from our volunteers**

THE CORONERS' COURTS SUPPORT SERVICE

England & Wales - Charity number 1105899

Accounts



The Coroners' Courts Support Service

Here for you

ANNUAL REPORT

1st APRIL 2022 – 31st MARCH 2023

CHAIRMAN'S REPORT

Despite the gloomy economy post Covid, and the financial pressure affecting many charities, we were able to retain the great majority of our volunteers who we see as our charity's backbone to help us deliver the Service to bereaved families and witnesses attending inquests. At the end of March 2023, we have 342 volunteers and 39 in training and we are providing support in 45 courts of the 83 Coronial Areas in England and Wales.

Like most small charities, we also face financial pressure in delivering our charitable objective as listed in the Chief Executive's Report. The Board is fully supportive of the Chief Executive's reorganisation of our structure and future operational plan. The proposed changes will support The Coroners' Courts Support Service (CCSS) to sustain its services in the current challenging era affected by the economic and living crises, businesses, charities and the population of this country have encountered.

I am hopeful that the reorganisation will prove that we can survive and eventually continue to expand to the remaining courts where we are not yet offering our Service.

At the end of June our Director, Beverley Radcliffe, resigned from her position and Angela Geer was appointed as Chief Executive Officer. She commenced work with us on 26th September 2022.

The Board was delighted to appoint two new Trustees, who bring specific specialism. Kim Chudley has wide ranging Human Resources (HR) experience and knowledge across numerous organisations, including the Third Sector and Wesley Lau has good fundraising experience in the charity sector together with international fundraising and business development experience in Non-Governmental Organisations.

Maggie Frost ended her six-year term as Joint Chairman at the Annual General Meeting 2021-22 held on 13th January 2023. Her support and contribution to the work of the CCSS has been invaluable. My position as the Chairman of the CCSS will end at the Annual General Meeting 2022-23 to be held later this year and we are, therefore, searching for a new Chairman.

Finally, I should like to thank all our staff, volunteers, fellow trustees, funders, sponsors, and Patrons - HHJ Mark Lucraft, KC and Lady Emma Barnard - for their support.

Rashid Teladia
Chairman

CHIEF EXECUTIVE'S REPORT

for period 26th September 2022 to 31st March 2023

Upon appointment I undertook an initial strategic assessment of the charity, the evidence of which revealed the disturbing fact that the CCSS was facing a significant financial challenge.

An examination of the financial data and information indicated that only 40% of the actual costs of providing CCSS services were recovered from the Local Authority funding, leaving the remaining 60% to be secured through the charity's fundraising activity. The data indicated that the fundraising activity was unable to deliver on the funding requirement.

The CCSS fundraising activity has been solely confined to the submission of grant applications to Trusts and Foundations limiting its exposure to other funding channels. Furthermore, the charity does not operate a full cost recovery model in its negotiations with Local Authorities. The current economic climate were serious mitigating factors for both.

Ultimately the figures indicated that the CCSS had a predicted life span of circa 12 months to 31st December 2023.

Robust and immediate actions were necessary to address the situation. Throughout January to April the CCSS has undertaken a strategic recovery plan that specifically addresses:

1. Fundraising. The CCSS has secured the services of a fundraising consultant to articulate and embed a fundraising strategy that will open up the full range of funding channels whilst adding momentum to the existing platform. The CCSS continues to examine the merits and risks of implementing a full cost recovery model with the Local Authorities given the current economic environment.
2. Reorganisation. The CCSS operational platform is about volunteers providing practical and emotional support services to the bereaved family, friends and witnesses attending inquests at Coroner's Courts. Whilst not wanting to jeopardise the quality and integrity of these services, we have undertaken a robust restructuring, which has seen six paid employee operational posts being made redundant and replaced with a leaner and less bureaucratic structure of national manager and two area managers. This devolves more responsibility and autonomy to the volunteers at court level and maintains both the quality and integrity of CCSS services. The expansion of CCSS services have been halted until such time as the financial situation is more stable. During this period of transition both internal and external stakeholders have been regularly consulted and whilst change is never easy the CCSS is now benefitting from a more engaged volunteer workforce and the support of our professional external colleagues.
3. Cost savings. The reorganisation together with renegotiated service contracts and termination of some accreditation processes have resulted in cost savings of circa £100,000 pa. This provides the financial buffer that is needed to build on existing and transition into new fundraising channels.

The CCSS can look forward with cautious optimism to a more financially stable future as we combine a new operational structure and fundraising model with a new CCSS business strategy for 2023-2024.

I would like to take this opportunity to thank the Trustees, staff and volunteers for a warm and supportive welcome to the CCSS. A special note of thanks is extended to Robina Bush, who in a voluntary capacity undertakes the invaluable work of collating CCSS statistical data.

Angela Geer
Chief Executive

HON. TREASURER'S REPORT

For the Period 1st April 2022 - 31st March 2023

Our annual accounts are beginning to show the impact of efficiency initiatives that are helping mitigate declining reserves and a challenging fundraising environment.

Income

During the year, we received £253,614 from private donations, local authorities and government grants. A list of donors is included in our Annual Report and this includes:

- £10,000 from The Batchworth Trust;
- £5,850 from the Heart of Bucks Community Foundation; and
- £5,000 from the Eleanor Rathbone Charitable Trust.

Expenditure

Total costs for the year were £405,885 which included expenditure of £300,252 on staffing. These staff costs reflect our ongoing transition from Volunteer Coordinators to Area Managers. Expenditure on volunteer recruitment, training and expenses totalled £41,786. This is higher than last year due to greater costs incurred for travelling to courts. Other costs included £25,338 for fundraising and £9,068 for our helpline.

Summary

We begin the new financial year with restricted reserves of £17,587 and total reserves of £183,072. We are prioritising fundraising activities given the fall in the level of our reserves and the lack of any financial support from central government.

I thank Margaret Bayman for her advice and assistance with the accounts and our team of staff and volunteers for patiently helping us to operate more efficiently.

Chris Peaker, Hon. Treasurer

Charity Number: 1105899

THE CORONERS' COURTS SUPPORT SERVICE
ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2023

Independent examiner's report to the trustees of The Coroners' Court Support Service

I report on the accounts of the charity for the year ended 31 March 2023, which are set out on the pages following this report.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters.

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

Independent examiner's statement

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; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Karen Bunyan FCCA
Red Sky House
Fairclough Hall
Halls Green
Weston
Herts, SG4 7DP

The date upon which my opinion is expressed is: 17th July 2023

THE CORONERS' COURTS SUPPORT SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31st MARCH 2023

Charity No: 1105899

	Notes	31st March 2023			31st March 2022		
		Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
Incoming resources							
Donations	2	210,752	37,350	248,102	221,985	38,091	260,076
Government grant (Job Retention Scheme)		0	0	0	4,659	0	4,659
Income tax recovered		652	0	652	98	0	98
Interest received		4,860	0	4,860	1,360	0	1,360
Fundraising		0	0	0	8,956	0	8,956
Total incoming resources		216,264	37,350	253,614	237,058	38,091	275,149
Resources expended							
Staff costs	3	225,226	75,026	300,252	247,962	22,085	270,047
Volunteer recruitment		1,117	0	1,117	1,500	0	1,500
Volunteer training		8,214	15	8,229	9,130	569	9,699
Volunteer expenses	4	31,913	527	32,440	14,637	3,532	18,169
Fundraising costs		25,338	0	25,338	10,350	0	10,350
Property and related costs		0	0	0	(39)	0	(39)
Accountancy		10,546	0	10,546	9,559	0	9,559
Administration		13,288	2,203	15,491	6,984	5,456	12,440
Insurance		1,823	0	1,823	1,496	0	1,496
Marketing costs		951	0	951	655	1,593	2,248
Helpline costs		9,068	0	9,068	9,649	555	10,204
Independent examiner's fee		348	0	348	330	0	330
Bank charges		282	0	282	251	0	251
Total resources expended		328,114	77,771	405,885	312,464	33,790	346,254
Net incoming resources		(111,850)	(40,421)	(152,271)	(75,406)	4,301	(71,105)
Brought forward		277,335	58,008	335,343	352,741	53,707	406,448
Total funds		£165,485	£17,587	£183,072	£277,335	£58,008	£335,343

The attached notes form part of these accounts

THE CORONERS' COURTS SUPPORT SERVICE
BALANCE SHEET
as at 31st MARCH 2023

Charity No: 1105899

	Notes	31st March 2023		31st March 2022	
		£	£	£	£
Current assets					
Debtors	5	4,220		5,715	
Cash at bank and in hand		283,735		436,661	
		287,955		442,376	
Current liabilities					
Creditors: amounts falling due within one year	6	1,749		2,384	
Deferred income		103,134		104,649	
		104,883		107,033	
Net current assets			183,072		335,343
Net assets			£183,072		£335,343
Funds					
General funds			165,485		277,335
Restricted funds	7		17,587		58,008
			£183,072		£335,343

Approved by the Trustees and signed on their behalf by :

Christopher Peaker
Trustee

Rashid Teladia
Trustee

The attached notes form part of these accounts

THE CORONERS' COURTS SUPPORT SERVICE
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2023

Charity No: 1105899

1 Accounting policies

- a The financial statements have been prepared on the accruals basis and in accordance with the Charities Act 2022.
- b Restricted funds have been allocated to the period to which they relate and costs allocated to each particular fund.
- c Unrestricted funds are incoming resources received without specified purpose and are available as general funds.
- d Donations are included in the Statement of Financial Activities when due.
- e No provision for taxation is included in the financial statements as the Charity is entitled to exemption under section 505 of the Income and Corporation Taxes Act 1988.

2 Restricted donations over £5,000	31st March 2023	31st March 2022
	£	£
The Batchworth Trust	10,000	0
Eleanor Rathbone Charitable Trust	5,000	0
Heart of Bucks Community Foundation	5,850	0
Wates Foundation	0	7,000
The Dulverton Trust	0	30,841

3 Staff costs and numbers	31st March 2023	31st March 2022
	£	£
Salary	256,221	229,862
Social security costs	14,872	17,376
Pension costs	3,716	4,590
Staff travel	12,267	9,476
Other costs	13,176	8,743
	£300,252	£270,047

There were 12 employees in the year (2022 = 11).

None of the trustees was directly or indirectly remunerated in any way.

4 Volunteer expenses

It is the policy of the Charity to reimburse expenses properly incurred by its volunteers in connection with its charitable activities. During the year, the total reimbursed to volunteers in respect of travel and sundry costs amounted to £41,786 (2022 = £18,169), which included £0 to the trustees (2022 = £0).

5 Debtors	31st March 2023	31st March 2022
	£	£
Expenditure prepayments	3,358	3,725
Accrued income	100	1,892
Income tax repayment	750	98
Other debtors	12	0
	£4,220	£5,715

6 Creditors: amounts falling due within one year	31st March 2023	31st March 2022
	£	£
Expenditure accruals	1,749	2,384
Other creditors	0	0
	£1,749	£2,384

7 Reserves policy

Our unrestricted reserves reflect the need to sustain our commitment to the courts where we currently operate and provide our services to new courts, when the courts cannot be funded from restricted reserves.

VOLUNTEER REPRESENTATIVES' ANNUAL REPORT 2022 - 2023

Ruth Pressley – London, South and East

Volunteer Teams covered: Brighton, Chelmsford, City of London, Fulham, Hatfield, Huntingdon, Ipswich, Maidstone, Norwich, St. Pancras, Southwark, Truro, Walthamstow, Westminster.

It has been yet another year of gradual return to court for some of the volunteers. I have continued to keep in contact with Lead Volunteers via email. Regrettably attending team meetings face to face has not featured because the geographical area I cover is big and the travel expenses cannot be justified.

The relocation of some courts and the lack of opportunity for volunteers to return to others has resulted in a number of exit interviews. When speaking to people it is always good to hear how positive they are about the experience they have had with the CCSS and many regret having to leave due to a change in their circumstances.

I have enjoyed joining Julie Wood delivering training to new volunteers. It gives me the opportunity to enthuse others not only with the court experience but also the Helpline, Telephone Support Service (TSS) and my role as a Volunteer Representative.

Julie Wood– Central, South and West

Volunteer Teams covered: Ampthill, Beaconsfield, Bournemouth, Chichester, Croydon, Exeter, Flax Bourton, Leicester, Milton Keynes, Newport, Northampton, Oxford, Plymouth, Reading, Shrewsbury, Woking.

Meeting new volunteers at the online training events delivered by the Volunteer Coordinators to which I have contributed alongside Ruth Pressley over the last year has been a definite highlight. It is a privilege to be able to share our experiences as court, Helpline and TSS volunteers and to explain our role as Volunteer Representatives at the start of their relationship with the CCSS. I hope that volunteer training is something we can continue to contribute to in the future.

The other key activity over the last year has been carrying out numerous exit interviews. It is encouraging that so many volunteers who decide to stop volunteering with the CCSS are willing to spend some time discussing their volunteer experience. Most of those I have spoken to describe very enjoyable and satisfying experiences as a CCSS volunteer and are regretful that changes in personal circumstances mean that they are not able to continue.

It is noticeable that, for some volunteers, the changes that have taken place in many Coroners' courts since the pandemic, have had an impact on their role and the changes have not been welcomed. Some volunteers have commented that the number of inquests being held remotely has reduced the requirement for court volunteer support and that sometimes

rotas are amended at very short notice. For volunteers who relish a regular volunteering commitment this has contributed to them deciding to cease their volunteering.

Whilst these are not matters over which the CCSS has control and will vary from court to court it is a sign of the context in which court volunteers operate being more dynamic and may lead to a higher turnover, particularly of long-standing volunteers whose current experience compares unfavorably with their pre-pandemic experience.

John Pattison - North West

Volunteer Teams covered: Blackpool, Coventry, Liverpool, Morpeth, Newcastle upon Tyne, Stafford, Stockport, Sunderland, Warrington.

I am pleased to report that there has been a significant increase in teams with Lead Volunteers in the region. Last year only four courts had Lead Volunteers, and this made contact with teams difficult. In light of recent developments, I have been in contact with all Team Leaders and have offered to participate in virtual team meetings if required. One team has already taken up the offer.

During the period covered by this report I have undertaken 14 exit interviews. Five of these related to issues at one court which I am pleased to report have been resolved and volunteers are continuing. Otherwise, volunteers have left the service for personal reasons and were highly positive of their CCSS experience. Training was seen as very useful. It was deemed 'excellent' by one volunteer, herself a former trainer at Marks and Spencer. However, in several cases volunteers felt that sessions were overlong. As was the case last year, a small number of volunteers gave their reason for leaving, the lowering of their involvement at courts due to virtual hearings.

Due to the lack of a Regional Coordinator, volunteer training sessions have not been undertaken during this period.

John Pattison North East (Acting)

Volunteer Teams covered: Bradford, Crook, Lincoln, Middlesbrough, Northallerton, Stoke on Trent.

As the post of Northeast Regional Representative has remained vacant, I have served in a 'caretaker' capacity for this region.

This has involved undertaking several exit interviews. I have also recently been contacted by a North East team and will be meeting with them shortly to discuss issues.

COURTS WHERE THE CCSS IS HELPING **March 2023**

Coronial Area (45)

Avon
Bedfordshire & Luton
Berkshire
Blackpool & Fylde
Buckinghamshire
Cambridgeshire & Peterborough
Cheshire
City of Brighton & Hove
City of Liverpool & Wirral
City of London Area
City of Sunderland
Cornwall and Isles of Scilly
County Durham & Darlington
Coventry
Dorset
East London
Essex
Exeter & Greater Devon
Gwent
Hertfordshire
Inner London North
Inner London South
Inner London West
Kent – Mid Kent & Medway
Leicester City & South Leicestershire
Lincolnshire
Manchester South
Milton Keynes
Newcastle upon Tyne
Norfolk
Northamptonshire
Northumberland
North Yorkshire
Oxfordshire
Shropshire, Telford & Wrekin
South Devon
South London
South Staffordshire
Stoke on Trent & North Staffordshire
Suffolk
Surrey
Teeside
West London
West Sussex
West Yorkshire (West)

Courts (50)

Flax Bourton
Amphill
Reading
Blackpool
Beaconsfield
Huntingdon & Peterborough
Warrington
Brighton
Liverpool
City of London
Sunderland
Truro
Crook
Coventry
Bournemouth
Walthamstow
Chelmsford
Exeter
Newport
Hatfield
St. Pancras, Poplar
Southwark
Westminster
Maidstone
Leicester
Lincoln, Boston
Stockport
Milton Keynes
Newcastle upon Tyne
Norwich
Northampton
Morpeth
Northallerton, Harrogate
Oxford
Shrewsbury
Plymouth
Croydon
Stafford
Stoke on Trent
Ipswich
Woking
Middlesbrough
Fulham
Chichester, Horsham
Bradford

Annual Activity Data by Coronial Area 2022/23

The past year has seen a gradual increase in the number of individuals supported within the service. That said, many courts are still using the technology developed during the height of the Coronavirus epidemic, and are carrying out inquests via digital media so fewer individuals are attending in person. Volunteers support a very small number of individuals before or after a digital inquest either by telephone or via Teams. Two courts in London have yet to call volunteers back in these being Walthamstow and Westminster.

The activity for the whole of the service by month (including the 2021/22 comparative data in red) and the full year activity by coronial area, can be found in the attached charts. You will note there are a large number of individuals being signposted to the CCSS Helpline. However, this is mostly just handing a leaflet to individuals in case they want to make contact to see what follow-up services may be available from other agencies.

With courts coming back online, many of the volunteers are taking on the return of the statistics for the first time and I am very grateful to both these individuals and those whom have returned the statistics over many years, for their help and support in returning the data to me.

Robina Bush
June 2023

CORONERS' COURT SUPPORT SERVICE STATISTICS 2022/2023 BY CORONIAL AREA

	Sittings	Volunteer	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Individuals	Signposted	Signposted
		Attendances								Supported	CCSS Helpline	Other
Ampthill	121	145	2	30	157	433	55	209	525	1222	5	2
Beaconsfield	73	73	4	51	218	433	46	79	311	869	9	9
Blackpool	179	347	19	58	185	537	64	174	324	1099	0	0
Bournemouth	125	199	0	4	159	482	47	264	19	812	138	52
Bradford	118	161	2	18	156	559	39	204	453	1255	0	0
Brighton	106	111	0	6	154	379	105	91	170	745	4	1
Cannock	84	133	0	3	207	469	40	107	96	712	0	0
Chelmsford	89	107	0	1	63	323	44	115	1	483	10	0
Chichester	111	116	2	1	163	459	65	117	119	760	29	9
City of London	3	3	0	0	2	14	0	0	0	14	0	0
Coventry	38	63	0	0	44	126	18	31	39	214	1	0
Crook	150	269	10	24	266	857	98	162	307	1424	40	114
Croydon	91	128	0	12	89	268	32	51	61	412	12	18
Exeter	105	179	0	5	166	438	76	69	71	654	56	2
Flax Bourton	123	208	8	18	170	583	78	184	260	1105	8	51
Fulham	120	123	3	4	96	347	24	121	283	775	0	5
Hatfield	142	146	0	1	252	654	54	180	122	1010	0	1
Huntingdon	47	53	0	10	36	132	9	34	9	184	0	0
Ipswich	170	192	0	8	182	627	57	190	463	1337	14	17
Leicester	105	118	0	3	102	273	26	251	504	1054	0	0
Lincoln	72	86	0	0	117	199	20	36	20	275	5	1
Liverpool	129	164	1	19	180	589	47	172	432	1240	0	2
Maidstone	50	58	2	11	115	326	65	7	28	426	101	11
Middlesborough	35	41	0	0	63	189	20	82	145	436	0	1
Milton Keynes	78	113	8	9	76	260	37	71	160	528	0	0
Morpeth	75	118	0	0	61	211	22	233	294	760	0	0
Newcastle	163	235	0	17	189	591	54	469	500	1614	0	0
Newport	14	26	0	0	23	52	2	11	6	71	3	1
Northallerton	160	181	0	7	222	635	71	184	408	1298	2	12
Northampton	77	142	0	7	275	554	88	154	227	1023	137	22
Norwich	218	252	5	21	308	771	108	59	224	1162	9	48
Oxford	91	99	2	5	173	419	52	69	121	661	3	11
Plymouth	33	53	0	0	41	102	14	4	5	125	12	6
Reading	242	286	45	23	290	772	108	423	570	1873	113	11
Shrewsbury	61	100	0	16	116	363	51	97	368	879	2	2
St. Pancras	100	100	0	6	98	329	70	85	135	619	0	0
Southwark	87	86	0	5	76	241	33	19	30	323	10	11
Stockport	110	110	12	23	202	607	58	88	149	902	0	2
Stoke on Trent	94	117	5	8	158	433	27	140	213	813	0	0
Sunderland	32	50	0	3	24	147	13	39	148	347	0	1
Truro	156	291	0	8	211	686	90	159	228	1163	0	2
Walthamstow	0	0	0	0	0	0	0	0	0	0	0	0
Warrington	94	169	0	1	91	328	38	242	267	875	0	0
Westminster	0	0	0	0	0	0	0	0	0	0	0	0
Woking	192	168	3	50	202	670	63	47	7	787	29	20

CORONERS COURT SUPPORT SERVICE STATISTICS 2022/23

	Sittings	Volunteer	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total	Signposted	Signposted	Total since
		Attendances								Supported	Helpline	Other	2003
April	275	362	5	24	363	987	138	258	567	1950	40	20	
May	358	469	18	42	448	1404	161	426	910	2901	38	31	
June	342	422	9	43	451	1263	149	379	746	2537	49	44	
July	341	439	14	37	473	1280	149	478	589	2496	22	19	
August	327	430	13	40	530	1416	155	348	439	2358	77	35	
September	330	441	8	55	441	1251	159	431	672	2513	53	37	
October	406	533	13	40	563	1734	186	586	830	3336	46	32	
November	458	618	9	43	617	1839	218	616	1053	3726	69	36	
December	297	391	3	39	402	1202	153	369	447	2171	74	48	
January	445	595	13	57	655	1845	215	547	776	3383	101	51	
February	405	532	15	36	556	1702	219	472	843	3236	89	27	
March	493	652	13	49	692	2045	229	609	1066	3949	96	57	
Total	4477	5884	133	505	6191	17968	2131	5519	8938	34556	754	437	479330
21/22	2798	3756	69	254	3213	9068	885	3122	5705	18264	226	103	444774

BOARD OF TRUSTEES 1.4.22 – 31.3.23

Rashid Teladia	Chairman & Trustee
Dr. Chris Peaker	Hon. Treasurer & Trustee
Roey Burden	Hon. Secretary & Founder Trustee
Kim Chudley	Trustee
Maggie Frost	Trustee
Nicolas Gibbon	Trustee
Wesley Lau	Trustee
Derek Winter	Advisor – Deputy Chief Coroner & Senior Coroner for the City of Sunderland

STAFF

Angela Geer	Chief Executive Officer
Sandra Weldon	Operations & Training Manager
Liz Armer	Executive Assistant
Jane Irvine	Administrator
Margaret Bayman	Financial Administrator

DONATIONS AND GRANTS TO THE CORONERS' COURTS SUPPORT SERVICE 2022-2023

Our very grateful thanks to all those mentioned below.

TRUSTS & FOUNDATIONS

Anson Charitable Trust
Barness Charity
Batchworth Trust
Charles Littlewood Hill Trust
CHK
Cheshire Community Foundation
Eleanor Rathbone Charitable Trust
Essex Community Fund
Geoffrey Watling Charity Trust
Heart of Bucks Community Foundation
Lottery Community Fund
Maud Elkington Trust
Norman Family Charitable Trust
Peter Stebbing Memorial Charity
Rosca Trust
The Wixamtree Trust

INDIVIDUALS

C.B. & H.H. Taylor
Bramhill Women's Club
Donated expenses from our volunteers
Knowlton Circle Benefice
Mrs. Elizabeth Whyte
Ms. Jill Robinson
Ms. Juni Farmanfarmanian
Ms. Linda Barker
Mr. F. Napier
Mrs. Leary Knowles
Ms. Ann Darbyshire
Ms. Sarah Boulter from the Estate of Kenneth J. Evans
Mr. N. Steiger
Norton & District Women's Institute
Pound Hill (North) Residents Association
The Community Church Burton & District
Toddington U3A History Group
Westoning Women's Institute

THE CORONERS' COURTS SUPPORT SERVICE

England & Wales - Charity number 1105899

Accounts



The Coroners' Courts Support Service

Here for you

ANNUAL REPORT

1st APRIL 2021 - 31st MARCH 2022

JOINT CHAIRMEN'S REPORT 2021 -2022

In our last joint report, we said the Coroners Courts' Support Service (CCSS) would come out of the pandemic era and people's lives would resume their normality in the coming year. Although some normality to work resumed during the period of this report, many courts continued to hold virtual inquests. Where courts held face to face inquests, restrictions were in place as to how many people could attend. Our volunteers worked with the courts to fit a service that would be appropriate to each court's environment and needs. Of the 63 courts that we work with, many of our teams resumed the service, but not all courts' services are fully delivered. We hope our services will be fully operational in all courts during 2022 and 2023.

Our last AGM was held on 9 November 2021 at the Supreme Court. Guest speakers included one of our patrons, HHJ Mark Lucraft, QC, on his role as a Chief Coroner before moving to his new role as a Recorder of London. Sir Bob Neill, Chairman of the Justice Select Committee, was another guest speaker who spoke on the work of the Justice Select Committee. Both speakers' topics are essential to the service of the CCSS.

Like most other charities, we were grateful that the Government introduced the Furlough Scheme for employees. The CCSS used the scheme and placed some staff on furlough leave. The scheme ended in September 2021, but it supported us in sustaining our service during one of the most challenging eras faced by the country. We were one of the fortunate charities that survived the difficult period and are now looking to develop and expand our Service in England and Wales. However, this will take time and concentrated effort and we will need to secure new funding.

The Parliamentary Justice Select Committee has recommended that a support service should be made available to bereaved families. However, the Government have not agreed to this recommendation but should they do so in the future, we will be reviewing our Service to see how we can adapt and expand to meet the Committee's recommendations.

The Chief Coroner, Judge Lucraft, recommended to the Justice Select Committee ". . . **how important it is that bereaved people are supported in their interactions with the Coroner Service: "We are dealing with families at a very raw time for them. They are grieving, and they find the process very difficult."** He further went on to say how important the Coroners' Courts Support Service is in the coroners' court.

"I would urge that every coroner's court be required to have the Coroners' Courts Support Service to greet and meet families and make sure they are not by themselves and induct them into the processes expected in that court. They work regionally and understand how the coronial system works locally and they are an excellent charity that should be encouraged to roll out everywhere."

The Ministry of Justice (MoJ) was also unable to share the estimated costings of extending support services as the data relates to the development of ongoing Government policy. A question was also raised by Caroline Lucas, MP, to the Secretary of Justice on 28 October 2021 on funding the Coroners' Courts Support Service, "What estimate has the Secretary of Justice made of the cost of extending support services, such as the Coroners' Courts Support Service, to all 85 coroner areas; under what circumstances that would be assessed as affordable; and if he will make a statement." To which Tom Pursgrove, Parliamentary Under Secretary of State, responded by saying "...that further detailed work needed to be done to understand the affordability, legal and commercial issues in delivering it."

Although the MoJ recognises our work, they have so far not responded to our application to support us in our national expansion work or provide our charity with any funding that would help us sustain our service for the bereaved families. We do not receive any central government funding, so we are heavily dependable on grants and donations. We cover a fraction of our cost from Local Authorities in whose Coroner's courts we are present.

Our plan to expand our services in England and Wales will continue, and we hope to reach an agreement with the MoJ for more secure and regular funding.

We are pleased to inform two of our quality mark awards, ISO90001 and OCN Quality Mark, were successfully renewed. As an organisation, we will continue to monitor our activities and finances with regular risks assessment.

Finally, it is essential to acknowledge that we would not be able to sustain and improve our services without the support of our over 300 dedicated volunteers, who are the hub of our charity and, of course, our committed staff team and Trustees.

We would like to thank all our volunteers, staff and Trustees for their support and commitment which has been even more appreciated during this challenging year.

Our thanks to our two Patrons, Lady Emma Barnard and HHJ Mark Lucraft, QC, for their commitment and support. Our thanks to all our sponsors and funders for their support throughout the year.

Maggie Frost and Rashid Teladia
Joint Chairmen

DIRECTOR'S REPORT 2021 -2022

We have had yet another 'unique' year and another one of reflection and challenges but as I write this year's report, I can now see the light at the end of a very long tunnel. We have not been alone in the challenges we have faced, many charities have and are still facing, similar difficulties.

Despite this, we have continued to deliver our service via the National Helpline and thankfully, we are slowly beginning to resume our 'at court' support. I know you have all been waiting patiently for this to happen. Many Coroners will continue to hold virtual or hybrid inquests and we will do our very best to help people who attend virtually, whilst acknowledging this may not always be the most comfortable or easiest way of supporting people.

We also assisted people during the Manchester Arena Inquiry and a special thank you to those volunteers who were involved in this. I know some of the details were very difficult for many of those attending and for us seeing the news reports as the evidence unfolded.

We supported people at the Stephen Port inquest many who were family members and friends of the four men who were tragically killed by him.

We were also asked to help at more high-profile inquests and inquiries during the year and we have received very positive feedback. Thank you to the volunteers who were involved in supporting those attending.

I mention these inquests and inquiries, not because they hold any more importance than any others, but because volunteers supported those attending them in addition to looking after those attending at other inquests around the country.

Despite a difficult year, we still managed to support 18,264 people. As of March 2022, we only had five courts where we had not resumed and I know this will also reduce in the coming months. Many people continue to be invited to attend virtually and it will be some time before 'normal service' will be resumed.

We continued to deliver our 3-day volunteer training virtually and again, feedback from those of you who have attended has been overwhelmingly positive. I know the staff have all worked incredibly hard to make sure these courses have been helpful to those attending to ensure the learning has not been diminished in any way.

In terms of staffing, we recruited Gwen Wild, Coordinator for London and the South East, who had waited patiently to join us for some time before we were in a position to finally get

her on board. Both Paul Mellish and Mike Jackson left during the year. A further three new members joined us in January 2022, Donna Duffy our new Trusts and Foundations Manager, Clare Green, Coordinator for the South and Susanne O'Brien, Coordinator for the South West.

Now that we have a dedicated Trusts and Foundations Manager, we hope our fundraising efforts will be even more successful. However, being realistic I believe the next two years will continue to be a struggle and I know there are many other charities that are also finding the same thing.

We have all continued to network with other relevant people and organisations and have contributed to a number of papers, select committees and research. Thank you to those of you who have given us your invaluable insights into the experiences of bereaved families.

We moved from our London office when the lease ended as the building was repurposed and all the organisations based there had to vacate.

As with last year, it is our shared vision and purpose that has been vital and the real desire to help people through one of the most difficult times in their lives.

Our staff and volunteers have been incredible throughout the real challenges everyone has faced and I feel very proud and privileged to work alongside the staff and knowing the volunteers are out there making such a positive change in people's lives.

As always, Robina Bush, compiled the monthly and annual statistics and I thank her for her time, patience and support.

Derek Winter, Senior Coroner for Sunderland and Deputy Chief Coroner continues to support us in giving advice and guidance. I have done my best to throw some interesting questions at him, but I have not been able to thwart him so far as he has always been able to give me sound advice in all his responses.

I end this report with a heart-felt thank you to you all for everything you have done and continue to do.

Beverley Radcliffe
Director

HON. TREASURER'S REPORT
For the Period 1st April 2021 - 31st March 2022

Our annual accounts show how we have begun to use our income and reserves to fund the post-COVID-19 restoration of our services and extension of where we support to other coronial areas.

Income

During the year, we received £275,149 from private donations, local authorities and government grants. A list of donors is in our Annual Report and includes:

- £30,841 from The Dulverton Trust;
- £7,000 from the Wates Foundation; and
- £4,659 from the Government's Coronavirus Job Retention Scheme.

Expenditure

Total costs for the year were £346,254, which included expenditure of £270,047 on staffing. The reopening of courts resulted in a return to spending significantly on supporting our volunteers. Expenditure on volunteer recruitment, training and expenses totalled £29,368. The increase was partially offset by avoiding renting office space by working virtually. Other costs included £10,350 for fundraising and £10,204 for our helpline.

Summary

We begin the new financial year with restricted reserves of £58,008 and general reserves of £277,335. Reserves are expected to decrease as we fund the restoration of our service and a return to opening in more courts and we are, therefore, placing an increased focus on pursuing fundraising opportunities.

I thank all our donors who help us to provide our service especially as we now no longer receive financial support from central government. Once again, I am grateful to Margaret Bayman for her assistance with the accounts and everyone in our team for their agility and patience over the last year.

Chris Peaker
Hon. Treasurer

Charity Number: 1105899

THE CORONERS' COURTS SUPPORT SERVICE
ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2022

Independent examiner's report to the trustees of The Coroners' Court Support Service

I report on the accounts of the charity for the year ended 31 March 2022, which are set out on the pages following this report.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters.

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

Independent examiner's statement

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; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Karen Bunyan FCCA
Red Sky House
Fairclough Hall
Halls Green
Weston
Herts, SG4 7DP

The date upon which my opinion is expressed is: 2nd September 2022

THE CORONER'S COURT SUPPORT SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31st MARCH 2022

Charity No: 1105899

		31st March 2022			31st March 2021		
		Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
Incoming resources	Notes						
Donations	2	221,985	38,091	260,076	186,851	205,100	391,951
Government grant (Job Retention Scheme)		4,659	0	4,659	48,338	0	48,338
Income tax recovered		98	0	98	1,514	0	1,514
Interest received		1,360	0	1,360	1,846	0	1,846
Fundraising		8,956	0	8,956	32,061	0	32,061
Total incoming resources		237,058	38,091	275,149	270,610	205,100	475,710
Resources expended							
Staff costs	3	247,962	22,085	270,047	52,259	192,418	244,677
Volunteer recruitment		1,500	0	1,500	0	0	0
Volunteer training		9,130	569	9,699	1,011	0	1,011
Volunteer expenses	4	14,637	3,532	18,169	2,050	0	2,050
Fundraising costs		10,350	0	10,350	977	0	977
Property and related costs		(39)	0	(39)	5,477	8,065	13,542
Accountancy		9,559	0	9,559	9,131	0	9,131
Administration		6,984	5,456	12,440	7,212	7,757	14,969
Insurance		1,496	0	1,496	2,094	0	2,094
Marketing costs		655	1,593	2,248	143	6,253	6,396
Helpline costs		9,649	555	10,204	214	8,203	8,417
Independent examiner's fee		330	0	330	330	0	330
Bank charges		251	0	251	158	0	158
Total resources expended		312,464	33,790	346,254	81,056	222,696	303,752
Net incoming resources		(75,406)	4,301	(71,105)	189,554	(17,596)	171,958
Brought forward		352,741	53,707	406,448	163,187	71,303	234,490
Total funds		£277,335	£58,008	£335,343	£352,741	£53,707	£406,448

The attached notes form part of these accounts

THE CORONER'S COURT SUPPORT SERVICE
BALANCE SHEET
as at 31st MARCH 2022

Charity No: 1105899

	Notes	31st March 2022		31st March 2021	
		£	£	£	£
Current assets					
Debtors	5	5,715		13,033	
Cash at bank and in hand		436,661		552,912	
		442,376		565,945	
Current liabilities					
Creditors: amounts falling due within one year	6	2,384		5,408	
Deferred income		104,649		154,089	
		107,033		159,497	
Net current assets			335,343		406,448
Net assets			£335,343		£406,448
Funds					
General funds			277,335		352,741
Restricted funds	7		58,008		53,707
			£335,343		£406,448

Approved by the Trustees and signed on their behalf by :

Christopher Peaker

Rashid Teladia

Trustee

Trustee

The attached notes form part of these accounts

THE CORONER'S COURT SUPPORT SERVICE
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2022

Charity No: 1105899

1 Accounting policies

- a The financial statements have been prepared on the accruals basis and in accordance with the Charities Act 2011.
- b Restricted funds have been allocated to the period to which they relate and costs allocated to each particular fund.
- c Unrestricted funds are incoming resources received without specified purpose and are available as general funds.
- d Donations are included in the Statement of Financial Activities when due.
- e No provision for taxation is included in the financial statements as the Charity is entitled to exemption under section 505 of the Income and Corporation Taxes Act 1988.

2 Donations

	31st March 2022 Restricted Funds £	31st March 2021 Restricted Funds £
Ministry of Justice	0	0
Wates Foundation	7,000	0
The Dulverton Trust	30,841	0
Others	250	205,100
	£38,091	£205,100

3 Staff costs and numbers

	31st March 2022 £	31st March 2021 £
Salary	229,862	212,992
Social security costs	17,376	15,697
Pension costs	4,590	4,897
Staff travel	9,476	1,400
Other costs	8,743	9,691
	£270,047	£244,677

There were 11 employees in the year (2021 = 9).
None of the Trustees was directly or indirectly remunerated in any way.

4 Volunteer expenses

It is the policy of the Charity to reimburse expenses properly incurred by its volunteers in connection with its charitable activities. During the year, the total reimbursed to volunteers in respect of travel and sundry costs amounted to £18,169 (2021 = £2,050), which included £0 to trustees (2021 = £0).

5 Debtors

	31st March 2022 £	31st March 2021 £
Expenditure prepayments	3,725	2,842
Accrued income	1,892	350
Income tax repayment	98	1,595
Other debtors	0	8,246
	£5,715	£13,033

6 Creditors: amounts falling due within one year

	£	£
Expenditure accruals	2,384	5,351
Other creditors	0	57
	£2,384	£5,408

7 Reserves policy

Our unrestricted reserves reflect the need to sustain our commitment to the courts where we currently operate and provide our services to new courts, when the courts cannot be funded from restricted reserves.

8 Exceptional impact of coronavirus pandemic

During the year, our volunteers continued to provide support by telephone, online and in courts when government guidance allowed. This was achieved by adapting our activities to safeguard the well-being of our volunteer teams, staff and court attendees. This included virtual working arrangements without a physical administration office and furloughing staff through the Coronavirus Job Retention Scheme.
The resulting temporary improvement in reserves is now helping us to fund the restoration of our service and a return to expanding where we provide our assistance.

VOLUNTEER REPRESENTATIVES' ANNUAL REPORT 2021 - 2022

John Pattison - North West

Volunteer Teams covered: Blackpool, Cannock, Cockermouth, Coventry, Liverpool, Morpeth, Newcastle, Stockport, Sunderland, Warrington.

Although the Central Manchester court team is no longer operational, I worked with Tom North to maintain contact with volunteers, including several lunch meetings when Covid regulations allowed.

Contact with teams in the region has been a problem as currently only four have Lead Volunteers. I found that regional meetings were extremely useful in making contact with colleagues and it is to be hoped that they can be reinstated as soon as possible.

During the period of this report, I have undertaken 13 exit interviews, several of which with North East region volunteers as that Regional Representative post is currently vacant. Volunteers were unanimous in praising the support and information they received from both Regional Coordinators and central office. Latterly, three volunteers have given as their reason for leaving the lowering of their involvement at courts and the dislocation caused for them by the last-minute cancellation of hearings.

Angela Salkeld - North East (until September 2021)

Volunteer Teams covered: Bradford, Crook, Lincoln, Manchester City, Middlesbrough, Northallerton, Stoke.

In both the Crook and Northallerton courts all volunteers have returned and are supporting at every inquest. There are 4 volunteers in training.

Middlesbrough has varying difficulties but there is hope things will change when the new Administrator is in place.

I stood down as the North East Volunteer Rep in September 2021, as I felt it was time to give someone else the opportunity. Sadly, to date, no one has come forward.

Ruth Pressley – London, South and East

Volunteer Teams covered: Brighton, Chelmsford, City of London, Fulham, Hatfield, Huntingdon, Ipswich, Maidstone, Norwich, St. Pancras, Southwark, Truro, Walthamstow, Westminster.

It has been an interesting year with many of the Courts I cover only slowly getting their volunteers back in attendance. I have continued to keep in contact with Lead volunteers via email and have attended some team meetings held virtually.

It was very fortunate that Julie Wood decided to offer her services and we now share the courts in the South between us, hence the geographical adjustments that have been made. We have been invited to have an input to the new volunteers training programme which is done via Zoom and allows us to do this without having to travel. I am able to give an overview of my role as a Volunteer, a Lead Volunteer, a Regional Rep, a Helpline Volunteer and also my involvement with the Telephone Support Service.

I have done several exit interviews and these have increased in number as volunteers have had to reconsider their lives in the light of the pandemic. It is good to hear how positive they feel about their CCSS experience.

Julie – Central, South and West

Volunteer Teams covered: Ampthill, Beaconsfield, Bournemouth, Chichester, Croydon, Exeter, Flex Bourton, Leicester, Milton Keynes, Northampton, Oxford, Reading, Shrewsbury, Woking.

I became a Volunteer Representative at the end of July 2021 when Laura Logan Wood stepped down. Ruth Pressley gave me a really helpful introduction to the responsibilities of the role and between us we made some adjustments to our respective court allocations.

I have been in touch by email with all the Lead Volunteers for the courts I look after and have had the opportunity to attend team meetings via Zoom with teams in Chichester, Woking and Croydon. I have joined Ruth to provide input into the online training for new volunteers where we raise awareness of the role of a Volunteer Rep and share our volunteering experiences. I have conducted 15 exit interviews in the last few months and have appreciated hearing direct from volunteers about how much their volunteer experience with the CCSS has meant to them.

COURTS WHERE THE CCSS IS HELPING MARCH 2022

Coronial Area (44)

Avon
Bedfordshire & Luton
Berkshire
Blackpool & Fylde
Buckinghamshire
Cambridgeshire & Peterborough
Cheshire
City of Brighton & Hove
City of Liverpool & Wirral
City of London Area
City of Sunderland
City of York
Cornwall and Isles of Scilly
County Durham & Darlington
Coventry
East London
Essex
Exeter & Greater Devon
Hertfordshire
Inner London North
Inner London South
Inner London West
Kent – Mid Kent & Medway
Leicester City & South Leicestershire
Lincolnshire
Manchester South
Milton Keynes
Newcastle upon Tyne
Norfolk
Northamptonshire
North Northumberland
North Yorkshire
Oxfordshire
Shropshire, Telford & Wrekin
South London
South Staffordshire
Stoke on Trent & North Staffordshire
Suffolk
Surrey
Teeside
West London
West Sussex
West Yorkshire (West)

Courts (53)

Flax Bourton
Ampthill
Reading
Blackpool
Beaconsfield
Huntingdon & Peterborough
Warrington
Brighton
Liverpool
City of London (EC4)
Sunderland
York
Truro
Crook
Coventry
Walthamstow
Chelmsford
Exeter
Hatfield
St. Pancras, Poplar
Southwark
Westminster
Maidstone
Leicester
Lincoln, Boston
Stockport
Milton Keynes
Newcastle upon Tyne
Norwich
Northampton
Northumberland
Northallerton, Harrogate
Oxford
Shrewsbury, Wellington
Croydon
Stafford
Stoke on Trent
Ipswich
Woking
Middlesbrough & Hartlepool
Fulham
Chichester, Horsham
Bradford

CORONERS' COURTS SUPPORT SERVICE STATISTICS 2021 - 2022

Due to the ongoing Covid 19 pandemic, volunteer activity within the courts has yet again been restricted.

At year end, volunteers had still been unable to return to 5 courts. Whilst others were up and running, the numbers of inquests attended by volunteers remained well below pre-pandemic levels. Some courts are only calling in volunteers for specific inquests rather than regular attendances.

The increasing use of 'virtual' attendances particularly for witnesses, has also had an effect on the number of individuals supported.

The attached tables give the year end totals for both individual courts and the monthly overall numbers.

Robina Bush
May 2022

CORONERS' COURTS SUPPORT SERVICE

STATISTICS 2021 - 2022

				YEAR END TOTALS								
	Sittings	Volunteer	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	total Individual	Signposted	Signposted
		Attendances								Supported	CCSS Helpline	Other
Ampthill	95	108	2	24	109	297	44	153	514	1008	0	2
Beaconsfield	5	7	0	3	14	19	8	14	79	134	0	0
Blackpool	181	360	14	48	131	548	34	261	459	1334	0	0
Bradford	29	45	0	0	2	5	1	31	2	39	0	0
Brighton	108	120	0	14	113	324	51	88	129	592	11	0
Cannock	97	140	0	0	170	233	5	73	85	408	0	0
Chelmsford	0	0	0	0	0	0	0	0	0	0	0	0
City of London	0	0	0	0	0	0	0	0	0	0	0	0
Coventry	23	39	0	0	18	74	2	29	62	172	0	0
Chichester	56	56	1	4	70	247	15	23	56	355	11	0
Crook	64	122	8	6	114	307	27	54	79	467	21	16
Croydon	24	24	0	5	18	51	0	14	31	103	2	0
Exeter	100	158	0	3	11	295	32	88	142	570	41	1
Flax Bourton	9	15	0	0	2	9	0	6	105	120	0	0
Fulham	62	60	0	1	33	115	10	72	177	381	2	1
Hatfield	94	105	0	0	133	399	12	132	60	618	1	0
Huntingdon	46	67	0	9	26	175	10	19	67	275	1	2
Ipswich	87	100	0	5	83	360	15	61	315	757	0	1
Leicester	78	97	0	0	49	215	23	123	193	558	2	0
Lincoln	51	60	0	0	79	193	10	37	45	297	0	0
Liverpool	129	211	0	6	174	449	30	121	256	881	4	1
Maidstone	1	1	0	0	1	2	1	0	0	3	0	0
Middlesborough	10	15	0	0	26	75	0	27	41	143	0	3
Milton Keynes	47	65	4	4	46	139	5	38	109	300	0	1
Morpeth	94	116	0	1	86	295	19	236	264	820	0	0
Newcastle	109	128	0	5	154	406	57	345	388	1222	1	6
Northallerton	134	174	0	24	258	454	69	118	288	938	5	12
Northampton	85	144	0	5	219	444	38	250	287	1019	71	9
Norwich	205	251	0	9	178	503	93	10	79	714	0	21
Oxford	3	3	0	0	4	23	1	4	0	30	0	0
Reading	150	175	22	9	184	458	140	199	302	997	40	5
Shrewsbury	55	107	2	14	135	332	66	50	299	747	0	0
St. Pancras	63	63	0	1	63	166	62	49	34	315	8	1
Southwark	0	0	0	0	0	0	0	0	0	0	0	0
Stockport	145	146	14	21	190	497	32	54	126	744	0	1
Stoke on Trent	74	82	2	16	112	267	35	44	62	433	0	1
Sunderland	40	62	0	1	39	142	10	90	148	392	1	4
Truro	13	32	0	1	8	38	3	8	29	79	0	0
Walthamstow	0	0	0	0	0	0	0	0	0	0	0	0
Warrington	61	115	0	0	67	180	5	160	165	513	2	1
Westminster	0	0	0	0	0	0	0	0	0	0	0	0
Woking	86	81	0	16	77	246	18	17	1	301	4	11

			MONTHLY RETURNS										
	Sittings	Volunteer	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total	Signposted	Signposted	Total since
		Attendances								Supported	Helpline	Other	2003
April	123	192	2	13	135	366	29	165	227	758	19	3	427268
May	195	261	5	26	175	451	29	207	801	983	8	3	428251
June	203	262	2	8	237	582	55	217	262	1116	7	3	429367
July	192	247	2	17	247	675	52	181	336	1244	14	2	430611
August	164	226	4	16	222	514	83	188	237	1022	12	6	431633
September	232	380	5	17	292	714	81	300	681	1776	15	9	433409
October	248	354	16	20	284	862	67	371	567	1867	21	4	435276
November	313	412	9	26	338	1098	85	382	467	2032	23	13	437308
December	265	278	4	39	236	723	102	189	475	1489	26	14	438797
January	265	355	5	19	321	982	117	295	476	1870	20	16	440667
February	264	358	5	25	294	881	85	231	446	1643	32	16	442310
March	334	431	10	28	432	1220	100	396	730	2464	29	14	444774
Total	2798	3756	69	254	3213	9068	885	3122	5705	18264	226	103	

BOARD OF TRUSTEES

Maggie Frost	Joint Chairman & Trustee
Rashid Teladia	Joint Chairman & Trustee
Dr. Chris Peaker	Hon. Treasurer & Trustee
Roey Burden	Hon. Secretary & Founder Trustee
Nicolas Gibbon	Trustee
Derek Winter	Advisor – Deputy Chief Coroner & Senior Coroner for the City of Sunderland

ADVISORY COMMITTEE

This Committee did not meet during the pandemic.

STAFF

Beverley Radcliffe	Director
Samantha Catt	Northern Regional Manager, Helpline Manager & North East Coordinator
Sandra Weldon	Southern Regional Manager & East of England Coordinator
Clare Green	Southern Coordinator (joined 17.1.22)
Donna Duffy	Trusts & Foundations Manager (Freelance joined 6.1.22)
Gwen Wild	London & South East Coordinator (joined 5.5.21)
Jane Irvine	Administrative Assistant (joined 10.5.21)
Liz Armer	Executive Assistant
Margaret Bayman	Financial Administrator (Freelance)
Mike Jackson	South West Coordinator (resigned 29.10.21)
Paul Mellish	Project Manager & South East Coordinator (resigned 29.10.21)
Susanne O'Brien	South West Coordinator (joined 17.1.22)
Tom North	North West Coordinator

DONATIONS TO THE CORONER'S COURTS SUPPORT SERVICE 2021-22

TRUSTS & FOUNDATIONS

CHK Foundation
The Dulverton Trust
Wates Foundation

CORPORATE

Smith Brothers (Leicester) Limited
Wolferstons

INDIVIDUALS

Chelmsford County Tangent Club
Court Ladies Luncheon Club
Donated expenses from our volunteers
John Padovan
Keep Ladies Luncheon Club
Mr. James & Lady Emma Barnard (The Barness Trust)
Mr. & Mrs. Thorpe
Mrs. Jane Morgan
Mrs. Elizabeth Whyte
Ms. R. Spearing
Pavilion Ladies Luncheon Club
The Two Toms

Anonymous donations from families and witnesses who have attended inquests at various
Coroner's Courts and wish to support the work of the CCSS

THE CORONERS' COURTS SUPPORT SERVICE

England & Wales - Charity number 1105899

Accounts



The Coroners' Courts Support Service

Here for you

ANNUAL REPORT

1st APRIL 2020 - 31st MARCH 2021

OUR PATRONS



© Elizabeth Zeschin.

LADY EMMA BARNARD

I am very honoured and absolutely delighted to be a Patron of the CCSS. This exceptional little charity quietly provides invaluable support and kindness, not just to the families going through the trauma of an Inquest, but also to the staff and officers of the Coroners' Courts who are faced with such difficult and sensitive tasks every day. This has a powerful impact - hard to measure but valuable beyond words.



HHJ MARK LUCRAFT, QC

The CCSS do a first class job in assisting many through the inquest process. Their volunteers work tirelessly to help people navigate their way through what can be for some, a traumatic experience, at a time when they are still grieving. I know many Coroners welcome the

presence of CCSS volunteers at their courts. Sadly, the reach of the CCSS is not yet universal to all Coroners' courts through England & Wales, but hopefully time will come when that is the case. In my time as Chief Coroner between 2016 and 2020 I was able to see the impact of the work – at inquests I conducted and in the many opportunities to meet volunteers. The Radio 4 appeal brought in much needed additional finance to support this vital work and let's hope the CCSS goes from strength to strength.

JOINT CHAIRMEN'S REPORT 2020-2021

2020-2021 has been the most challenging period of our history where the country and the world suffered from a major pandemic. During this period, the two national lockdowns in England have severely impacted our charity's services and we had to withdraw our volunteers from helping in the Courts for their own safety. No doubt, the same impact was suffered by other charities and not-for-profit organisations.

During this period, many of the Coroners' Courts heard inquests virtually with bereaved families and witnesses 'attending' via a digital platform such as Teams or Zoom. We were, therefore, unable to deliver our face-to-face support. As a result of this reduced demand, we placed the majority of our staff on the Government's Job Retention Scheme (Furlough).

Our energetic and enthusiastic staff and volunteer teams led by our Director, Beverley Radcliffe, were able to diversify and introduce other services to meet the demand during the pandemic. Although our face-to-face support was suspended, calls to our Helpline increased and we adapted our support and delivered a local Telephone Support Service (TSS) offering to talk through what to expect on the day if people were attending in person.

As well as setting up the local Telephone Support Service, the CCSS also became part of multi-agency services and expanded the Helpline team to support the first Pandemic Multi-Agency Response Team (PMART). Other members of the PMART included the City of London Police, various Westminster Council Departments, the London Fire Brigade, London Ambulance Service, the NHS and the Metropolitan Police. The CCSS had to quickly train existing volunteers and recruit more to join the Helpline team to provide the much-needed support to callers to the PMART. During the three months of our engagement with PMART, the CCSS provided support to more than 1,500 callers.

Through the pandemic period, our Trustees met monthly through a virtual platform to regularly monitor the impact of Covid 19 on our services and how this could affect our human and financial resources. The Trustees carried out regular reviews of the Covid 19 risk assessment in order to ensure the safety of our staff and volunteers.

We hope that we will come out of the pandemic era and the lives of people will resume to their normality in the coming year. As an organisation, we will continue to monitor our activities and finances and re-build our usual face-to-face support service in the Coroners' Courts where we help. We will also continue with our plan to expand our services in England and Wales as we manage to obtain the funding to do so.

We would not be able to sustain and improve our services without the support of our dedicated volunteers, who are the hub of our charity and, of course, our committed staff team and Trustees.

We would like to thank all our volunteers, staff and Trustees for all their support and commitment which has been ever more appreciated during this difficult year.

Our thanks also go to our Patrons, Lady Emma Barnard and HHJ Mark Lucraft, all our supporters and sponsors. Your help is invaluable and we look forward to continuing to work with you.

Maggie Frost and Rashid Teladia
Joint Chairmen

DIRECTOR'S REPORT 2020-2021

Reflecting on a uniquely challenging year, one thing is clear – we have all been impacted by COVID-19 and our thoughts are with those of you who are grieving the death of people close to you.

My report to you all last year made mention of the pandemic and even then, we all knew this would be something we would all be affected by, how much though remained to be seen.

As you all know we made the very difficult decision to suspend the Service on the 13th March last year. This was not an easy decision to make but was an essential one and the right decision at the time with the government announcing the first national lockdown a week or so later.

This did not mean that bereaved people were going unsupported as our national Helpline continued responding to callers. This essential service was acknowledged by Professor Fiona Wilcox, Senior Coroner for the Westminster Coroner's Court when she requested our help with COVID-19 community deaths within the London area. Professor Wilcox recognised the need for a multi-agency response to the pandemic to ensure vital services such as the emergency response and mortuary services were not put at risk of collapsing under the weight of such vast numbers of suspected COVID-19 deaths in the community. The first PMART (Pandemic Multi-Agency Response Team) was set up and the CCSS and specifically, our Helpline team, became part of this multi-agency response.

The Helpline role joined the PMART operation on the evening of the 8th April to help bereaved families within the community to find out which temporary mortuary the person who had died had been taken to when the family didn't have their own funeral directors appointed and to help determine the stage the necessary paperwork was at.

We adapted our face-to-face training and trained a further thirteen volunteers online to join the existing team of thirteen and extended our Helpline opening hours to 08.00 – 20.00 seven days a week. During the time of the PMART operation, almost three months, we supported more than 1,500 callers. The extent to which the team went above and beyond should be commended and formally recognised as everyone was magnificent in responding to the call to take on additional shifts and the volume and type of calls being received felt, at times, overwhelming.

This came at the same time as the decision to furlough five of our staff team as did many other charities, many also making their staff redundant. However, we were able to maintain our staffing levels with only our Administrator having to be let go. This was a very difficult time for us all and a very different landscape to the one we left before the pandemic hit us. I would like to thank all our volunteers and staff for their complete and utter ongoing dedication to the CCSS. I am also very grateful to the Trustees who were instrumental in being financially diligent, ensuring staff jobs were saved.

Given how little presence we have had within the courts, we still managed to support more than 1,600 people at court and over 1,400 callers to our Helpline during the pandemic. These calls were in addition to the PMART calls.

So, whilst it has been an incredibly difficult year for everyone, we can see the glimmer of light emerging from all of the awfulness that has been thrown at us.

Through all the obstacles and challenges our staff and volunteers faced throughout the year, I am proud to say you have all risen to those challenges and overcome as many obstacles as was humanly possible. We became creative in the ways we were able to adapt our Services, maximise the benefits of digital media to hold webinars, presentations, training, team meetings and interviews and if you were like me, coming from a zero understanding of Zoom, you have now become a dab hand at it!

During the year our shared vision and purpose has been vital, it has been the glue that has kept us all together and that, when faced with adversity, we often see the very best in people. Our staff and volunteers are a constant source of inspiration and is what drives us on with our endeavours and you all truly live up to our values as you have all been so STOIC over the last year.

I would like to thank you all for your steadfast understanding and patience of the decisions we felt we needed to make in extremely uncertain and difficult times even when you may not have fully understood or agreed with them. Some of those decisions were made with little or no notice and you accepted those decisions with the knowledge that we were doing our very best for the organisation and for you as individuals in keeping you all safe and well as much as we possibly could.

As always, Robina Bush, our volunteer at Southwark compiled the monthly and annual statistics and I thank her for all her endeavours, she does a miraculous job.

Particular thanks go to Derek Winter, Senior Coroner for Sunderland and Deputy Chief Coroner for all his advice, guidance and abundance of patience! We have thrown some interesting conundrums at him this year.

Our BBC Radio 4 Appeal was an overwhelming success, raising £30,970. We thank the BBC for the opportunity to share our story and raise awareness, the donors for their generosity and of course Karen Bartram, our Presenter, for being so brave in sharing her own very personal experience of the death of her baby boy.

Where possible, we are slowly but surely beginning to resume our 'at-court' service where I know you all feel the most helpful and where you can often make the most impact. We will continue growing our local Telephone Support Service which sits alongside our existing Helpline. We feel all three elements of our support will give as many bereaved families and witnesses access to as much support and information as possible so they can fully participate in the proceedings.

During the year Samantha Shaw, Midlands Coordinator and Co-Manager of the Helpline, decided to step down from her role of more than four years. Sam continues to promote the CCSS in her new role of Coroner's Officer. I would like to thank Sam for all her commitment and hard work during her time with us.

This year has shown me what a strong charity we are all part of and the reason it is strong is the people who hold it together. Thank you for facing the challenges life has thrown at us and for your continued dedication to the CCSS.

Beverley Radcliffe
Director

HON. TREASURER'S REPORT

For the Period 1st April 2020 - 31st March 2021

Our income and reserves sustained our support activities and adaptations necessary to safeguard the well-being of our volunteer teams, staff and court attendees during the COVID-19 pandemic. These included introducing virtual working arrangements and closing our administration office.

Income

During the year, we received £475,710 from private donations, local authorities, government grants and the National Lottery. A list of donors is included in our Annual Report and this includes:

- £118,000 and £69,000 from the National Lottery and National Lottery Community Fund respectively
- £48,338 from the Government's Coronavirus Job Retention Scheme
- £30,970 from our BBC Radio 4 Appeal
- £20,000 from the CHK Foundation
- £20,000 from the Linbury Trust to help fund the set-up of our service in the South West of England. This is the final amount from the donation
- £17,750 from the City Bridge Trust
- £17,356 of final funding from the Esmee Fairbairn Foundation for a staff post; and
- £8,600 from The Tudor Trust to continue to fund our helpline.

Expenditure

Total costs for the year were £303,752, which included expenditure of £244,677 on staffing. The majority of other expenditure was for property, administration and our helpline which together cost £36,928.

Summary

We begin the new financial year with restricted reserves of £53,707 and general reserves of £352,741. Lower people costs, funds allocated for setting up in new courts and the timing of one-off National Lottery funding contributed to a temporary improvement in reserves. This is helping us to fund the restoration of our service and a return to opening in more courts as demand for our assistance increases.

I thank all our donors, as our ability to continue our service rests on their generosity. I am grateful to Margaret Bayman for her assistance with the accounts and everyone in our team for their assistance, patience and perseverance during this challenging year.

Chris Peaker
Hon. Treasurer

Charity Number: 1105899

THE CORONERS' COURTS SUPPORT SERVICE
ACCOUNTS FOR THE YEAR ENDED 31st MARCH 2021

Independent examiner's report to the trustees of The Coroners' Court Support Service

I report on the accounts of the charity for the year ended 31 March 2021, which are set out on pages 13 to 15.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales.

It is my responsibility to:

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

Basis of independent examiner's report

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records.

It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters.

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

Independent examiner's statement

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; or

- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Gary Sisman ACA
Red Sky House
Fairclough Hall
Halls Green
Weston
Herts, SG4 7DP

The date upon which my opinion is expressed is: 6th August 2021

THE CORONER'S COURT SUPPORT SERVICE
BALANCE SHEET
as at 31st MARCH 2021

Charity No: 1105899

	Notes	31st March 2021		31st March 2020	
		£	£	£	£
Current assets					
Debtors	5	13,033		7,462	
Cash at bank and in hand		552,912		355,985	
		565,945		363,447	
Current liabilities					
Creditors: amounts falling due within one year	6	5,408		5,162	
Deferred income		154,089		123,795	
		159,497		128,957	
Net current assets			406,448		234,490
Net assets			£406,448		£234,490
Funds					
General funds			352,741		163,187
Restricted funds	7		53,707		71,303
			£406,448		£234,490

Approved by the Trustees and signed on their behalf by :

Rashid Teladia
Trustee

Christopher Peaker
Trustee

The attached notes form part of these accounts

THE CORONER'S COURT SUPPORT SERVICE
STATEMENT OF FINANCIAL ACTIVITIES
YEAR ENDED 31st MARCH 2021

Charity No: 1105899

		31st March 2021			31st March 2020		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
Incoming resources	Notes	Funds	Funds	Funds	Funds	Funds	Funds
		£	£	£	£	£	£
Donations	2	186,851	205,100	391,951	357,694	79,912	437,606
Government grant (Job Retention Scheme)		48,338	0	48,338	0	0	0
Income tax recovered		1,514	0	1,514	2,141	0	2,141
Interest received		1,846	0	1,846	2,347	0	2,347
Fundraising		32,061	0	32,061	0	0	0
Total incoming resources		270,610	205,100	475,710	362,182	79,912	442,094
Resources expended							
Staff costs	3	52,259	192,418	244,677	220,533	53,604	274,137
Volunteer recruitment		0	0	0	1,403	16	1,419
Volunteer training		1,011	0	1,011	25,705	1,098	26,803
Volunteer expenses	4	2,050	0	2,050	39,232	3,767	42,999
Fundraising costs		977	0	977	26,099	0	26,099
Property and related costs		5,477	8,065	13,542	15,922	0	15,922
Accountancy		9,131	0	9,131	9,138	0	9,138
Administration		7,212	7,757	14,969	11,705	0	11,705
Insurance		2,094	0	2,094	1,682	0	1,682
Marketing costs		143	6,253	6,396	1,575	0	1,575
Helpline costs		214	8,203	8,417	175	7,115	7,290
Independent examiner's fee		330	0	330	300	0	300
Bank charges		158	0	158	527	0	527
Total resources expended		81,056	222,696	303,752	353,996	65,600	419,596
Net incoming resources		189,554	(17,596)	171,958	8,186	14,312	22,498
Brought forward		163,187	71,303	234,490	155,001	56,991	211,992
Total funds		£352,741	£53,707	£406,448	£163,187	£71,303	£234,490

The attached notes form part of these accounts

THE CORONER'S COURT SUPPORT SERVICE Charity No: 1105899
NOTES FORMING PART OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31st MARCH 2021

1 Accounting policies

- a The financial statements have been prepared on the accruals basis and in accordance with the Charities Act 2011.
- b Restricted funds have been allocated to the period to which they relate and costs allocated to each particular fund.
- c Unrestricted funds are incoming resources received without specified purpose and are available as general funds.
- d Donations are included in the Statement of Financial Activities when due.
- e No provision for taxation is included in the financial statements as the Charity is entitled to exemption under section 505 of the Income and Corporation Taxes Act 1988.

2 Donations

	31st March 2021	31st March 2020
	Restricted Funds	Restricted Funds
	£	£
Ministry of Justice	0	0
National Lottery Funding	69,000	0
National Lottery Community Fund	118,000	0
City Bridge Trust	17,750	0
Others	350	79,912
	£205,100	£79,912

3 Staff costs and numbers

	31st March 2021	31st March 2020
	£	£
Salary	212,992	215,463
Social security costs	15,697	17,208
Pension costs	4,897	4,368
Staff travel	1,400	25,530
Other costs	9,691	11,568
	£244,677	£274,137

There were 9 employees in the year (2020 = 9).

None of the Trustees was directly or indirectly remunerated in any way.

4 Volunteer expenses

It is the policy of the Charity to reimburse expenses properly incurred by its volunteers in connection with its charitable activities. During the year the total reimbursed to volunteers in respect of travel and sundry costs amounted to £2,050 (2020 - £42,999), which included £0 to trustees (2020 - £166).

5 Debtors

	31st March 2021	31st March 2020
	£	£
Expenditure prepayments	2,842	2,073
Accrued income	350	800
Income tax repayment	1,595	2,141
Other debtors	8,246	2,448
	£13,033	£7,462

6 Creditors: amounts falling due within one year

	31st March 2021	31st March 2020
	£	£
Expenditure accruals	5,351	5,155
Other creditors	57	7
	£5,408	£5,162

7 Reserves policy

Our unrestricted reserves reflect the need to sustain our commitment to the courts where we currently operate and provide our services to new courts, when the courts cannot be funded from restricted reserves.

8 Exceptional impact of the coronavirus pandemic

During the year, our volunteers continued to provide support by telephone, online and in courts when government guidance allowed. To achieve this, we successfully adapted our activities to safeguard the well-being of our volunteer teams, staff and court attendees. Lower activity levels did not result in redundancies because we managed costs by delaying recruitment and furloughing staff through the Coronavirus Job Retention Scheme. We also introduced virtual working arrangements and closed our administration office. Lower people costs, funds allocated for setting up in new courts and the timing of one-off National Lottery funding contributed to a temporary improvement in reserves. This is helping us to fund the restoration of our service and a return to expansion as demand from coroners for our assistance increases.

VOLUNTEER REPRESENTATIVES' ANNUAL REPORT 2020 - 2021

John Pattison - North West

Volunteer Teams covered: Blackpool, Cannock, Cockermouth, Coventry, Liverpool, Newcastle, Stockport, Sunderland, Warrington.

For much of the year face-to-face contact with teams has not been possible due to Covid restrictions. With the return to courts of volunteer teams I hope to resume contact shortly.

I undertook 2 exit interviews during the year. Both the volunteers who left did so for personal reasons rather than the inactivity of their courts due to Covid. As in previous exit interviews, both leavers paid tribute to the training and support they had received.

I have also been able to participate remotely at both a training session and meeting for those volunteers who are staffing the Telephone Support Service.

During the period of the report, the Manchester Arena Inquiry has been investigating the 2017 attack. A team of volunteers, including myself, was organised by Tom North, the NW Volunteer Coordinator, to provide support for families and witnesses. Given the special and sensitive nature of the inquiry, a useful specific training day was provided for the team. After an initial period of activity, volunteers have not been able to attend sittings, although Tom is currently investigating a potential return.

Angela Salkeld - North East

Volunteer Teams covered: Bradford, Crook, Lincoln, Manchester City, Middlesbrough, Northallerton, Stoke.

I have held one exit interview during the year and the volunteer left for personal family reasons. Although it has not been possible to visit any of the Courts or meet the volunteers, I have kept in touch by email and via telephone calls. Now that we are returning to help in the Courts, I hope to meet the teams again soon.

Ruth Pressley – South East

Volunteer Teams covered: Brighton, Chelmsford, City of London, Flax Bourton, Hatfield, Huntingdon, Leicester, Milton Keynes, Northampton, Norwich, Oxford, St. Pancras, Shrewsbury, Southwark

This year has been very different due to the Covid Pandemic. Face to face meetings with teams have not been possible, but I was able to attend the Christmas Zoom meeting with the Flax Bourton and Exeter teams. With the introduction of the Telephone Support Service, I have been involved remotely with some volunteers during their training.

I have conducted 8 exit interviews and it has been interesting to note that the reason for resignations is not due to the fact that volunteers have been unable to be in their Courts. Some Courts have had to re-locate and the travelling is an issue. I hope to have more contact with volunteers once they return to Court.

Laura Logan Wood – South West

Volunteer Teams covered: Ampthill, Beaconsfield, Canterbury, Crawley, Croydon, Exeter, Fulham, Ipswich, Maidstone, Reading, Truro, Walthamstow, Westminster, Woking.

I agreed to continue with the Volunteer Representative role on a temporary basis until another volunteer was identified to take up the reins. However, during this time the role was not filled, but it is hoped that another volunteer will take over next year as I have to step down from this aspect of my role due to a change in personal circumstances.

I carried out 3 exit interviews during the year, the volunteers all leaving for personal reasons.

COURTS WHERE THE CCSS IS HELPING MARCH 2021

Coronial Area (44)

Avon
Bedfordshire & Luton
Berkshire
Blackpool & Fylde
Buckinghamshire
Cambridgeshire & Peterborough
Cheshire
City of Brighton & Hove
City of Liverpool & Wirral
London City
City of Sunderland
City of York
Cornwall and Isles of Scilly
County Durham & Darlington
Coventry
East London
Essex
Exeter & Greater Devon
Hertfordshire
Inner London North
Inner London South
Inner London West
Kent – Mid Kent & Medway
Kent - North East Kent
Leicester City & South Leicestershire
Lincolnshire
Manchester South
Milton Keynes
Newcastle upon Tyne
Norfolk
Northamptonshire
North Northumberland
North Yorkshire
Oxfordshire
Shropshire, Telford & Wrekin
South London
South Staffordshire
Stoke on Trent & North Staffordshire
Suffolk
Surrey
Teeside
West London
West Sussex
West Yorkshire (West)

Courts (63)

Flax Bourton
Ampthill
Reading
Blackpool
Beaconsfield
Huntingdon & Peterborough
Warrington, Crewe, Macclesfield, Chester
Brighton
Liverpool
City of London (EC4)
Sunderland
York
Truro
Crook
Coventry
Walthamstow
Chelmsford
Exeter
Hatfield
St. Pancras, Poplar
Southwark
Westminster
Maidstone
Sandwich
Leicester
Lincoln, Boston, Stamford
Stockport
Milton Keynes
Newcastle upon Tyne
Norwich, Kings Lynn
Northampton
Northumberland
Northallerton, Scarborough, Harrogate, Selby, Skipton
Oxford
Shrewsbury, Wellington
Croydon
Cannock, Burton on Trent, Stafford
Stoke on Trent, Hanley
Ipswich
Woking
Middlesbrough & Hartlepool
Fulham
Crawley
Bradford, Huddersfield & Halifax

CORONERS COURT SUPPORT SERVICE STATISTICS 2020/21

Due to Covid 19 and the subsequent court closures, it is not possible to present the annual statistics in the usual format.

The attached tables give a general overview of activity for the court sittings where volunteers have been able to attend.

	Sittings	Volunteer Attendances	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Supported	Signposted Helpline	Signposted Other	Total since 2003
April 0 Courts	0	0	0	0	0	0	0	0	0	0	0	0	424713
May 0 courts	0	0	0	0	0	0	0	0	0	0	0	0	424713
June 0 Courts	0	0	0	0	0	0	0	0	0	0	0	0	424713
July 1 Court	4	4	0	0	7	8	0	7	3	18	0	0	424731
August 6 Courts	42	65	1	5	67	137	2	63	60	259	1	2	424990
September 7 Courts	47	79	3	13	56	214	8	64	92	378	0	0	425368
October 2 Courts	22	40	1	17	38	0	39	38	115	192	2	2	425560
November 2 Courts	21	36	4	0	23	66	2	25	19	112	2	7	425672
December 6 Courts	34	62	0	1	43	102	13	56	50	221	0	0	425893
January 0 Courts	0	0	0	0	0	0	0	0	0	0	0	0	425893
February 0 Courts	0	0	0	0	0	0	0	0	0	0	0	0	425893
March 13 Courts	70	105	2	10	71	250	25	89	175	539	4	0	427612
Total	240	391	11	46	305	777	89	342	514	1719	9	11	

Courts Sitting

April	Nil
May	Nil
June	Nil
July	Cannock
August	Blackpool, Brighton, Cannock, Crook, Liverpool, Southwark
September	Amphill, Blackpool, Hatfield, Liverpool, Manchester, Shrewsbury, Woking
October	Blackpool, Northallerton
November	Northallerton, Blackpool
December	Crawley, Northampton, Shrewsbury, Warrington, Woking, Exeter, Blackpool
January	Nil
February	Nil
March	Amphill, Blackpool, Brighton, Cannock, Crawley, Northallerton, Northampton, Northumberland, Reading, Shrewsbury, Sunderland, Warrington Fishmongers' Hall

BOARD OF TRUSTEES

Maggie Frost	Joint Chairman & Trustee
Rashid Teladia	Joint Chairman & Trustee
Dr. Chris Peaker	Hon. Treasurer & Trustee
Roey Burden	Hon. Secretary & Founder Trustee
Nicolas Gibbon	Trustee
Derek Winter	Advisor – Deputy Chief Coroner & Senior Coroner for the City of Sunderland

ADVISORY COMMITTEE

Roey Burden	Chairman
Beverley Radcliffe	Director
Sonia Brooks	Nominated member for the Coroners' Officers & Staff Association
James Parker	Co-Opted member from the Chief Coroner's Office
Ruth Pressley	Volunteers' Representative South East
Laura Logan Wood	Volunteers' Representative South West
Angela Salkeld	Volunteers' Representative North East
John Pattison	Volunteers' Representative North West

STAFF

Beverley Radcliffe	Director
Samantha Catt	Northern Regional Manager, Helpline Manager & North East Coordinator
Sandra Weldon	Southern Regional Manager & East of England Coordinator
Paul Mellish	Project Manager & South East Coordinator
Tom North	North West Coordinator
Mike Jackson	South West Coordinator
Liz Armer	Executive Assistant
Margaret Bayman	Financial Administrator (Freelance)

DONATIONS TO THE CORONERS' COURTS SUPPORT SERVICE 2020-2021

TRUSTS & FOUNDATIONS

CHK Foundation
City Bridge Trust
The Worshipful Company of Curriers
Cyril & Eve Jumbo Charitable Trust
Esmee Fairbairn Foundation
Henry & Elizabeth Whyte
Milton Keynes Community Foundation
National Lottery Community Fund
National Lottery Coronavirus Community Support Fund
The Linbury Trust
The Rickfield Trust
The Tudor Trust

CORPORATE

Local Registration Services Association sponsoring the Campaign Week
Smith Brothers (Leicester) Limited
Waitrose Community Matters (Altrincham, Walbrook EC4)
Serjeants' Inn Chambers sponsoring the Campaign Week

INDIVIDUALS

Anonymous donations
A.Botwright
BBC Radio 4 Appeal
Donated expenses from our Volunteers
John Padovan
Juni Farmanfarmanian
Robyn Steer

Many anonymous personal donations from families, witnesses and others who have attended Inquests at various Coroners Courts and wish to support the work of the CCSS.