



# The Coroners' Courts Support Service

*Here for you*

## ANNUAL REPORT

**1<sup>st</sup> APRIL 2024 – 31<sup>st</sup> 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 29<sup>th</sup>, 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 1<sup>st</sup> April 2024 - 31<sup>st</sup> 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: 20<sup>th</sup> August 2025

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

Charity No: 1105899

	Notes	31st March 2025			31st March 2024		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds £	Funds £	Funds £	Funds £	Funds £	Funds £
<b>Incoming resources</b>							
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
<b>Total incoming resources</b>		203,588	10,112	213,700	214,630	6,150	220,780
<b>Resources expended</b>							
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
<b>Total resources expended</b>		261,274	2,114	263,388	283,291	16,239	299,530
<b>Net incoming resources</b>		(57,686)	7,998	(49,688)	(68,661)	(10,089)	(78,750)
<b>Brought forward</b>		96,824	7,498	104,322	165,485	17,587	183,072
<b>Total funds</b>		£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
		£	£
<b>Current assets</b>			
Debtors	5	3,931	5,402
Cash at bank and in hand		150,190	173,762
		<hr/>	<hr/>
		154,121	179,164
		<hr/>	<hr/>
<b>Current liabilities</b>			
Creditors: amounts falling due within one year	6	1,661	1,544
Deferred income		97,826	73,298
		<hr/>	<hr/>
		99,487	74,842
		<hr/>	<hr/>
<b>Net current assets</b>		54,634	104,322
		<hr/>	<hr/>
<b>Net assets</b>		£54,634	£104,322
		<hr/>	<hr/>
<b>Funds</b>			
General funds	7	39,138	96,824
Restricted funds		15,496	7,498
		<hr/>	<hr/>
		£54,634	£104,322
		<hr/>	<hr/>

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**

	<b>31st March 2025</b>	<b>31st March 2024</b>
	<b>£</b>	<b>£</b>
Smith Brothers	0	0
Norwich Crematorium and Memorial Group	10,000	0
	<hr/>	<hr/>
	£10,000	£0
	<hr/> <hr/>	<hr/> <hr/>

**3 Staff costs and numbers**

	<b>31st March 2025</b>	<b>31st March 2024</b>
	<b>£</b>	<b>£</b>
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
	<hr/>	<hr/>
	£201,958	£208,414
	<hr/> <hr/>	<hr/> <hr/>

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**

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

**6 Creditors: amounts falling due within one year**

	<b>31st March 2025</b>	<b>31st March 2024</b>
	<b>£</b>	<b>£</b>
Expenditure accruals	0	1,544
Other creditors	0	0
	<hr/>	<hr/>
	£0	£1,544
	<hr/> <hr/>	<hr/> <hr/>

**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.

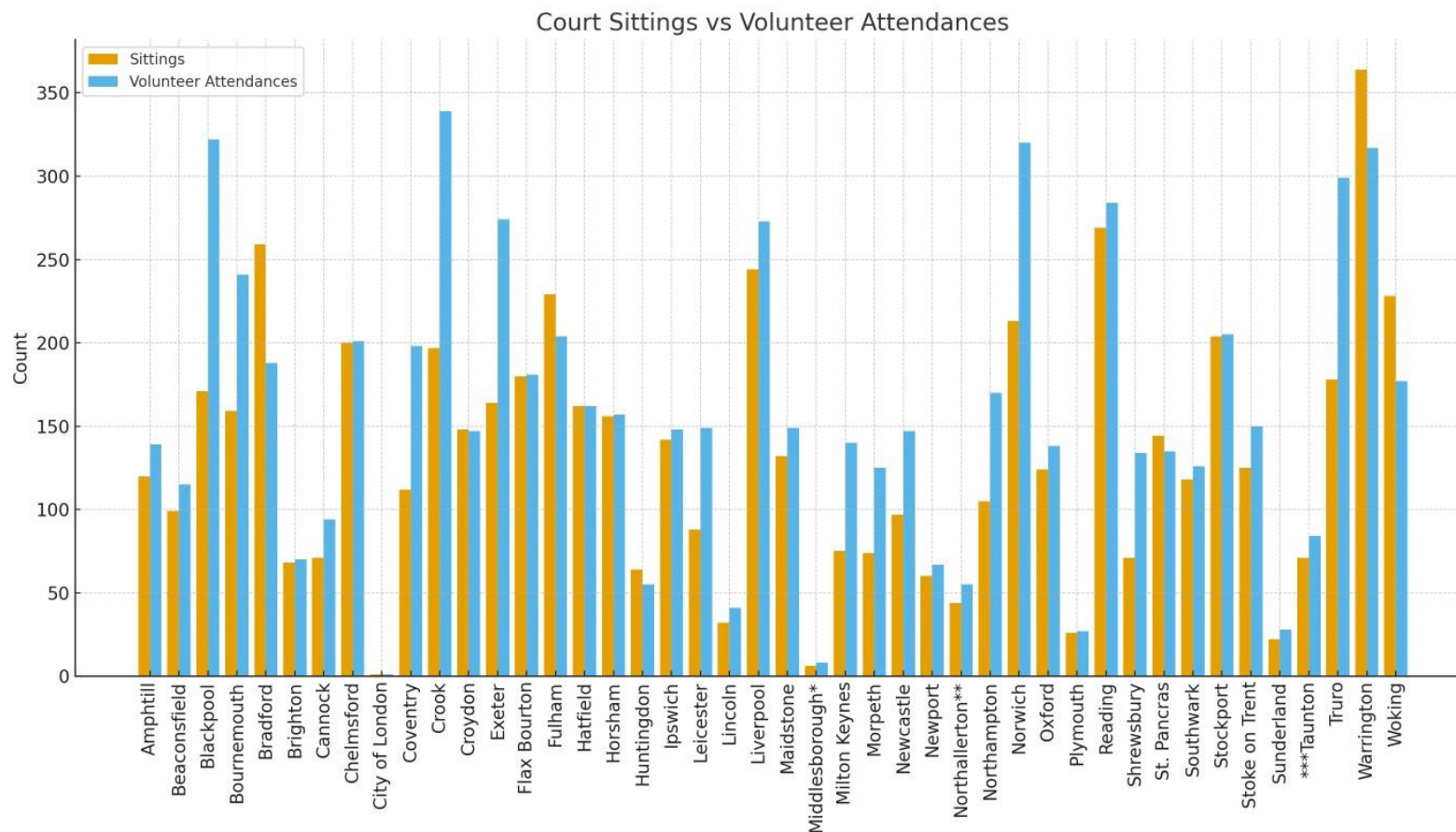
**Robina Bush** *May 2025*



		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

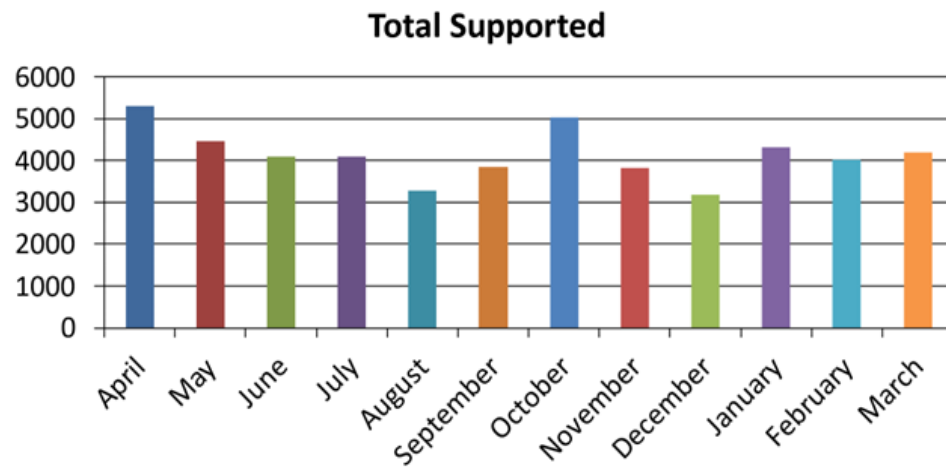
	Sittings	Volunteer Attendances	Openings	PIRs	Inquests	Family	Friends	Witnesses	Others	Total Individuals Supported	Signposted CCSS Helpline	Signposted Other
Norwich	213	320	8	36	406	1046	159	204	678	2087	25	106
Oxford	124	138	0	5	180	488	97	48	53	686	0	2
Plymouth	26	27	0	0	31	106	16	24	22	168	0	0
Reading	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.

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**Jane Irvine**

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## GRANTS & DONATIONS

### To the Coroners' Courts Support Service 1<sup>st</sup> of April 2024 – 31<sup>st</sup> of March 2025

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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.* 