



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	April	2023		31	March	2024

Section A Reference and administration details

Charity name

The Loss Foundation

Other names charity is known by

Registered charity number (if any)

1147362

Charity's principal address

6 Welbeck Villas

Highfield Road

London

Postcode

N21 3HN

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Vanessa Babouram	Chair		Deepa Patel and Erin Thompson
2	Dr Kirsten Smith			Erin Thompson
3	Shereen Sally			Deepa Patel
4	Rebecca Mahallati			Deepa Patel
5	Peter Osborn			Deepa Patel
6	Sarah Barrick			Deepa Patel
7	Edward Levey			Deepa Patel
8	Kate Rowlandson			Shereen Sally and Erin Thompson
9	Colin Ware			Erin Thompson and Peter Osborn

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year
n/a	

Name of chief executive or names of senior staff members (Optional information)

Dr Erin Hope Thompson acts as Director of the charity.

Description of the charity's trusts

Type of governing document (e.g. trust deed, constitution)	Constitution
How the charity is constituted (e.g. trust, association, company)	Charity
Trustee selection methods (e.g. appointed by, elected by)	New Trustees are appointed by interview with a selection of The Board of Trustees.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

Trustees are elected for an initial term of three years and may offer themselves for a further period of three years. The Trustees are a voluntary management committee and have ultimate responsibility for the charity. The Trustees meet 4 times a year to plan, control and monitor the overall policy and direction of the charity. Subcommittees of Trustees may meet more frequently to work on specific tasks.

The Trustees understand that they have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The Trustees recognise that in the dynamic environment in which the charity operates the risks encountered are continually changing.

No business shall be transacted at any general meeting unless a quorum is present of 4 members. General meetings are chaired by the person who has been elected as Chair (unless the Chair is unavailable and Trustees appoint another attendee).

The charity can elect officers and other Trustees in general meetings. New Trustees are invited on to the Board when; a) an area of need has been recognised and discussed on the Board, b) avenues are explored to secure a new Trustee fitting for that role, c) a meeting is arranged between the potential new Trustee with the Chair and/or Director, d) if all requirements are met, the Board agree to the new membership.

We have paid members of part-time staff who are responsible for the day-to-day running of the organisation, volunteer management, seeking funding, and reporting progress and developments to the Board of Trustees.

The next level of organisation lies within the charity's volunteers who run the bereavement services. The volunteers are made up of a range of professionals. All volunteers receive bereavement support training and access supervision for their work.

Summary of the objects of the charity set out in its governing document

Purpose: To provide UK-wide bereavement support for anyone who loses a loved one to cancer.

The aims and objectives of the charity are:

- To provide UK wide access to cancer bereavement support;
- To relieve the suffering of persons resident in the United Kingdom (UK) experiencing bereavement or loss by cancer, by providing support for such persons;
- To relieve the suffering of persons resident in the UK experiencing bereavement or loss from cancer, by offering information about the experience of bereavement and how to access other forms of support.

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

REVIEW OF SERVICES – Local to National Support

Growing from local to national provision has been a development in the pipeline for the Charity in recent years.

The majority of our support services continued to be held online during this period in time, alongside the growth of our Walk and Talk events that we host in-person. We continued to be a charity focused on providing bereavement support to those who have experienced the death of a loved one to cancer, however, we continued to provide a small provision of support groups to those bereaved by coronavirus. We provided these in line with demand, which continues to reduce over time.

To meet the main aims and objectives of the charity whilst continuing to work towards a growing model of national support, we have carried out the following activities:

Support Groups

Over the course of the year we have provided peer bereavement support groups free of charge to individuals who are bereaved by cancer or coronavirus. We ran a total of 95 peer support groups over the course of the year. This included continuing to run specific themed support groups, e.g. parent loss to cancer, partner loss to cancer, as well as one-off support groups and support group bubbles (meeting with the same collection of people on a monthly basis).

Social Events

We discontinued the running of our online social get togethers given the shift to hosting more in-person get togethers. We hosted one online social get together on Christmas Day to support those who were alone or in need of connection during a difficult time of year.

Walk and Talks

We focused our efforts on increasing our Walk and Talk events, which are the target of our national growth. The aim is to create communities

across the UK bringing people together in loss and creating friendships and connections, alongside the therapeutic benefits of nature. During this financial year we hosted 19 events across several cities. These events have involved recruiting and training new volunteers in new locations for us.

Therapeutic Workshops

We continued to run our online therapeutic workshops, led by our Clinical Psychologists and aimed at helping people to cope with grief related difficulties. We ran 11 online workshops. The workshop design came from our evidence based therapeutic groups, and we are continuing to evaluate the benefits of the workshops. These have been a highly beneficial service, offering a lot of support and psychoeducation in short windows of time, and bringing people together.

Connect Service

We have continued to provide our buddy service, Connect. The goal of Connect is to pair up individuals with similar losses for supportive conversations, meaningful connections, and perhaps the start of a friendship.

Training

We continued to provide training across the year, to both organisations and individuals. This largely included training mental health professionals and providing continued professional development. This is an area of development for the charity that we plan to extend over the coming year. Our aim is to provide more training to share our knowledge of bereavement experiences and evidence-based support for it, whilst creating a stable avenue of income for the charity.

Information

In addition to our in-person support, many people have continued to benefit from information, articles and videos on our website that focus on the experience of bereavement. We successfully launched a new website during this financial year, which houses significantly more information and free resources for those who are grieving.

Social Media

We extended our support more widely on our social media channels, offering articles, quotes, advice, event info and pictures. Our main social media avenues are Facebook, Twitter and Instagram. We have continued with our investment in a very part-time Social Media Officer who works to build our presence across social media and helps with outreach.

Signposting

We have been able to signpost people to other services when necessary for their benefit and mental health. As a peer-support service that is not available 24-hour support, we regularly signpost to other support services, such as Samaritans. We now house more information on our website on other support services.

Campaigning

Following on from previous years, we have continued to advertise our IWontGoQuiet, campaign, encouraging people to say something rather than nothing when someone is bereaved. We have not been able to host a campaigning event during the past year, but continue to hold this campaign close to our mission.

Research

Over the course of the year we continued to collect information from people taking part in our support events (with permission). This allows us to learn more about peoples' authentic experiences of grief and associated difficulties, as well as the benefits of the support we provide. Feedback from users also allows to gauge which elements of our support are being well received and which elements need tweaking, and we use this type of feedback to inform our volunteer training. We are committed to continuously improving our support and resources.

We have also started collaboration with UCL to do research together to help further learn about bereavement support and to evaluate the data we collect.

Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

POLICIES

We have a Charity Policy document that houses all of our policies and is updated regularly and reviewed annually.

We also have Volunteer Handbooks designed specifically for volunteers and their roles, which also houses some of our charity policies they need to know.

All those involved in the charity are required to sign a confidentiality statement, stating that they will not break the confidentiality of our users or charity.

STRATEGY

We have continued working towards our 3-year strategy, with the aim of accomplishing our target goals, including;

- UK wide access to cancer bereavement support;
- Providing connection geographically for those with similar losses;
- Continuously develop research and therapeutic interventions;
- Become a go-to organisation for grief support training;
- Create national recognition of TLF brand;
- Establish diverse and sustainable fundraising/income portfolio.

VOLUNTEERS

We are extremely grateful to our dedicated team of volunteers, which has increased in size over the past year. Over the course of the year they have donated a huge amount of time collectively and helped support hundreds of people during their bereavement.

In this time period we have taken on a new cohort of volunteers specifically targeted at our new support service, Walk and Talks. This is an extension of our Walk and Talk progress last year, which proved successful, hence the continued recruitment and growth.

We will aim to steadily increase numbers of volunteers each year, and to continuously provide training and continued professional development.

Summary of the main achievements of the charity during the year

SUPPORT EVENTS

Over the course of the year we provided 128 support events, the majority of which were hosted remotely. This includes our peer support groups, workshops, therapy groups, online social events and in-person walks. We also continued to develop our Connect service further, allowing us to provide more 1-2-1 support for our beneficiaries.

BOARD DEVELOPMENT AND RESTRUCTURE

We have continued to benefit from a Board with varied expertise to help guide our discussions around supporting people and growing nationally.

We have not recruited any new Trustees in this financial year.

PAID STAFF DEVELOPMENT

We have continued with our part time staff roles of Director, Charity Administrator, Fundraiser and Social Media Officer during this period. We aim to continue raising money to be able to expand our team.

VOLUNTEERS

We are extremely grateful to our dedicated team of volunteers. Over the course of the year they have donated a huge amount of time collectively and helped support hundreds of people during their bereavement.

RESEARCH AND EVALUATION

Carrying out research and evaluation has enabled us to better measure the need for support, the benefit of our support and to collect tangible outcomes for our work. We continue to evaluate our support so that we can be sure we are providing gold standard support at all times. We are also collaborating with UCL on two research projects to better learn about our impact.

FUNDRAISING

In addition to the support services we have provided to individuals who have lost a loved one to cancer, we have undertaken activities to generate funds for the charity. This has mainly been through the seeking of grants to cover our maintenance and development costs, as well as donations raised through sporting and sponsored events.

We hosted a comedy night fundraiser that helped us raise funds for our services, and we hosted some places in the London to Brighton bike ride, which also helped us raise funds.

We largely applied for grants over the year to help fund our increased support.

Brief statement of the charity's policy on reserves

The Trustees have agreed that the charity is currently not of sufficient size to justify a formal reserves policy, however, this will be reviewed on an annual basis. We work to always having three months average monthly spend available at all times.

Details of any funds materially in deficit

n/a

Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

We secured a small amount of income from small grants, individual donations and fundraising. We expect that these avenues will continue into next year.

Our expenditure has been allocated to key objectives of the charity.

Our main expenditure over the past year has been related to the core costs of running and developing our support services and charity. The costs of running our support services are low but remain a priority.

Section F

Other optional information

Future plans

Our main plans for the year 2024/25 are as follows:

- To continue developing our national reaching service, focusing on in-person support specifically with our Walk and Talk events.
- To increase awareness for our charity's brand and services, and linking with services and organisations across the UK.
- Continue with research and evaluation.
- To secure a Patron/s to help raise awareness of our charity.
- Expand our pool of volunteers.
- Expand our corporate training support programme.
- Launch the sale of merchandise on our website to increase income streams.
- Carry out activities in line with our three-year strategy.
- To continue providing covid loss support where there is demand.

Section G

Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)	Erin Thompson	
Full name(s)	Erin Thompson	
Position (e.g. Secretary, Chair, etc)	Director	
Date	28/01/2025	



THE LOSS FOUNDATION		1147362		CC16a
Receipts and payments accounts				
For the period from	01-Apr-23	To	3/31/2024	

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Donations, legacies, grants	48,047	21,750	-	69,797	50,354
Fundraising and fundraising events	10,116	-	-	10,116	-
Fees for charitable services	2,405	-	-	2,405	7,947
Gift Aid	1,755	-	-	1,755	1,444
Interest on deposit accounts	-	-	-	-	-
Training	7,377	-	-	7,377	7,868
Merchandise	1,201	-	-	1,201	-
Other	510	-	-	510	51
Sub total (Gross income for AR)	71,411	21,750	-	93,161	67,664
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	71,411	21,750	-	93,161	67,664

A3 Payments

					Last year
Fundraising costs	7,969.01	-	-	7,969	5,064
Wages / salaries / NI / pension	57,018.11	14,500	-	71,518	60,802
Consultancy / professional fees	-	-	-	-	-
Bank interest / charges / Insurance	564.67	-	-	565	533
Office rent	236.00	-	-	236	623
Training / Conferences	-	-	-	-	-
Telephone	383.84	-	-	384	432
Research	-	-	-	-	140
Internet/website/email	289.78	-	-	290	271
Printing/postage/stationary/tech tools	760.75	-	-	761	896
Membership	333.71	-	-	334	262
Equipment	464.12	-	-	464	109
Cost of charitable activities	3,269.55	7,250	-	10,520	22,496
Volunteer expenses	128.60	-	-	129	256
Advertising	1,325.31	-	-	1,325	2,192
Merchandise	-	-	-	-	-
Board / governance	677.80	-	-	678	1,150
Team expenses / wellbeing	616.85	-	-	617	130
Other	1,649.16	-	-	1,649	-
Sub total	75,687	21,750	-	97,437	95,356
A4 Asset and investment purchases, (see table)					

	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	75,687	21,750	-	97,437	95,356
Net of receipts/(payments)	- 4,277	-	-	- 4,277	- 27,692
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	64,315	-	-	64,315	92,006
Cash funds this year end	60,039	-	-	60,039	64,314

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds		-	-	-
		-	-	-
		-	-	-
	Total cash funds	60,039	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	Shereen Sally	Shereen Sally	12/11/2024	

Independent examiner's report to the trustees of 'The Loss Foundation'

I report on the accounts of the Charity for the year ended 31 March 2024.

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(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the commission under section 145(5)(b) of the 2011 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 you as 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 next statement.

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:
 - a) to keep accounting records in accordance with section 130 of the 2011 Act and
 - b) to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 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.

Name: Ribhu Agrawal

Relevant professional qualification or body: FCCA (Association of Chartered Certified Accountants)

Address: Flat 20 Best House, Matthews Close, Wembley, HA9 8FE

Date: 28 Jan 2025

