



Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	April	2024		31	March	2025

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.

The charity is governed by a Board of Trustees, who are elected for an initial term of three years and may offer themselves for re-election for one further term of three years. In exceptional circumstances, and where this is considered to be in the best interests of the charity, Trustees may serve for longer periods. Trustees serve on a voluntary basis and act collectively as the charity's governing body, with ultimate responsibility for setting strategy, ensuring good governance, and overseeing the management and administration of the charity.

The Board of Trustees meets four times a year to plan, review, and monitor the overall policy, strategic direction, and financial performance of the charity. Sub-committees may be established and meet more frequently where required to focus on specific areas of work, providing additional oversight and support.

Trustees are responsible for identifying and reviewing the principal risks faced by the charity and for ensuring that appropriate systems and controls are in place to mitigate those risks. The Board recognises that the charity operates in a dynamic environment and that risks may change over time; as such, risk management is treated as an ongoing and active process. A quorum for general meetings is four Trustees. Meetings are chaired by the elected Chair of Trustees, or, in their absence, by another Trustee appointed by those present.

The charity may elect officers and Trustees at general meetings. New Trustees are appointed following a structured recruitment process. This includes:

- identifying a skills gap or area of need within the Board;
- exploring appropriate avenues to identify suitable candidates;
- meetings between the prospective Trustee, the Chair and Director, and at least two existing Trustees; and
- a formal vote by the Board of Trustees to approve the appointment.

The charity employs a small team of paid part-time staff who are responsible for the day-to-day management of the organisation. This includes operational delivery, volunteer coordination, fundraising, and reporting on progress and developments to the Board of Trustees.

The charity's services are delivered by a dedicated team of volunteers who provide bereavement support. Volunteers come from a range of professional backgrounds and receive appropriate bereavement support training. Ongoing supervision and support are provided to ensure high-quality, safe, and effective service delivery.

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

The charity has continued its strategic progression from a locally delivered service to a nationally accessible model of bereavement support. This development remains central to our mission and has been strengthened further during the reporting period through expanded online provision, increased in-person activity across multiple locations, and continued investment in evidence-based practice and evaluation.

Our primary focus remains supporting individuals bereaved by cancer. We continue to offer a range of services online, ensuring accessibility to people across the UK, while also growing our in-person provision through Walk and Talk events. Demand for support related to coronavirus bereavement continued to decrease, and provision for this was stopped in January 2025.

To meet the charity's aims and objectives, and to support the ongoing development of national provision, we delivered the following activities during the year:

Support Groups

Online peer bereavement support groups continue to be our core service. During the year, we delivered a total of **86 online support groups**, including both open groups and closed support group "bubbles", which allow the same group of individuals to meet regularly over a period of time. These groups support people bereaved by cancer and are provided free of charge. They continue to be highly valued by participants for offering connection, understanding, and mutual support.

Walk and Talk Events

We increased the delivery of our Walk and Talk events as part of our national growth strategy. These events bring bereaved people together in local communities, combining peer support with the therapeutic benefits of being outdoors. During the year, we hosted **32 Walk and Talk events across multiple locations and cities**, recruiting and training volunteers

to support delivery in new areas. These events play a key role in reducing isolation and building sustainable peer networks.

Grief Support Meetings

In addition to peer support groups, we delivered **23 grief support meetings** focused on helping people better understand grief and develop ways to support themselves through it. These meetings included psychoeducational content and explored themes relating to specific difficulties that can arise following bereavement, offering participants practical tools alongside shared discussion.

Therapeutic Groups and Psychology Provision

We continued to develop our therapeutic provision and launched a feasibility and acceptability project to pilot a randomised controlled trial (RCT) evaluating the effectiveness of our online therapy groups. This project commenced in February 2025, with four therapy groups scheduled to run throughout 2025. Demand for these groups was very high, and facilitators were trained in the therapeutic protocol to ensure consistent and high-quality delivery. 9 therapy group sessions were conducted within this financial year.

Alongside this, we onboarded a Trainee Clinical Psychologist in March 2025 for a six-month specialist placement in collaboration with University College London. This placement pilots the charity's contribution to clinical training, with a focus on grief and bereavement, and supports both service delivery and research activity.

Connect Service

Our one-to-one buddy service, Connect, continued to operate throughout the year. The service aims to pair individuals with similar experiences of loss to offer supportive conversations, meaningful connection, and the potential for longer-term peer relationships.

Training

We continued to provide bereavement training to organisations and individuals, including supporting companies to better respond to grieving customers and employees. Training remains an important area of development for the charity, both in terms of sharing our specialist knowledge of bereavement and evidence-based support, and in building a more sustainable income stream to support our charitable activities.

Information and Resources

Many individuals continue to benefit from the charity's written and video resources, which provide accessible information about grief and bereavement. Following the successful launch of our new website in the previous year, we have continued to expand the range of free resources available and improve signposting to additional support.

Social Media and Outreach

We continued to extend our reach through social media, sharing articles, reflections, event information, and messages of support. Our presence across Facebook, Twitter, and Instagram supports engagement, outreach, and awareness-raising. Investment in a very part-time Social

Media Officer has enabled us to build consistency and reach across these platforms.

Signposting

As a peer-support charity that does not provide 24-hour crisis support, we regularly signpost individuals to other services where additional or urgent support is required, including organisations such as Samaritans. We have further strengthened signposting information available on our website to ensure people can access appropriate help when needed.

Campaigning

We continued to promote our *IWontGoQuiet* campaign, encouraging people to say something rather than nothing when someone is bereaved. While we did not host a dedicated campaigning event during the year, the campaign remains closely aligned with our mission and continues to be reflected in our communications and messaging.

Research and Evaluation

We remain committed to learning from the people who access our services. With appropriate consent, we continue to collect feedback and outcome data to better understand lived experiences of grief and the impact of our support. This feedback informs service development, volunteer training, and continuous improvement.

We have been collaborating on two research projects with University College London, one evaluating the effectiveness of our online therapy group model, and one on exploring the barriers to bereavement support for those who identify as belonging to an ethnic minority.

In addition to ongoing collaboration with University College London, we published findings relating to our in-person groups and commenced new research focused specifically on our online therapy groups. This reflects our commitment to evidence-based practice and robust evaluation.

Governance Development

During the year, we also began recruitment for a new Chair of Trustees, as part of succession planning and to ensure strong leadership and governance as the charity continues to grow.

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.

<p>POLICIES</p> <p>The charity maintains a comprehensive Charity Policy document which brings together all organisational policies. This document is reviewed annually and updated as required to ensure it remains current, compliant, and reflective of best practice.</p> <p>Role-specific Volunteer Handbooks are also in place and provide practical guidance for volunteers, alongside key policies relevant to their roles within the charity. These are regularly updated.</p> <p>All Trustees, staff, and volunteers are required to sign a confidentiality agreement, confirming their responsibility to protect the confidentiality of service users and the charity's information at all times.</p> <p>STRATEGY</p> <p>During the year, the charity has continued to work towards its existing three-year strategy, with a focus on increasing the reach of our support services and strengthening national awareness of the charity and its work. Progress has been made particularly in expanding access to support, growing in-person provision, and increasing recognition of the charity's brand.</p> <p>The Board has also recognised that the organisation has reached a point of transition and that a refreshed strategic framework will be required to support the next phase of development. Planning is therefore underway to develop a new strategy following the recruitment of a new Chair of Trustees, with the intention that a revised strategy will be designed and launched in 2026.</p> <p>VOLUNTEERS</p> <p>The charity is deeply grateful to its dedicated team of volunteers, whose commitment and generosity continue to underpin the delivery of our services. Volunteer numbers increased over the year, and collectively volunteers contributed significant time and expertise, supporting hundreds of individuals through their bereavement.</p> <p>A new cohort of volunteers was recruited and trained specifically to support the growth of the Walk and Talk service. This builds on the success of the previous year and reflects the charity's ongoing commitment to developing accessible, community-based support.</p> <p>Looking ahead, the charity aims to continue growing its volunteer base in a sustainable way. Alongside this growth, we have recognised the importance of reviewing the volunteer lifecycle to ensure that volunteers are well supported, valued, and retained. This will include continued investment in training, supervision, and opportunities for professional development, as well as reviewing processes to ensure volunteer wellbeing remains a priority.</p>
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Summary of the main achievements of the charity during the year**Support Events and Service Delivery**

During the year, the charity delivered a total of **127 support events**, the majority of which were provided online to ensure accessibility to people across the UK. These events included peer support groups, therapeutic workshops, therapy groups, online social events, and in-person Walk and Talk sessions. Operating with limited financial and staffing resources, the charity continued to meet high levels of demand and deliver consistent, high-quality support to people bereaved by cancer.

The charity also continued to develop its Connect service, enabling increased provision of one-to-one peer support. This service provides an important alternative for individuals whose needs are better met through more personalised support.

Board Development and Governance

The charity continued to benefit from a committed and skilled Board of Trustees with a breadth of experience to support both service delivery and national growth ambitions. While no new Trustees were recruited during the financial year, the Board focused on maintaining stability, effective oversight, and reflective governance.

During the year, the charity began preparing for a period of organisational development and transition, including initiating recruitment for a new Chair of Trustees. This reflects proactive succession planning and recognition of the need for refreshed leadership to support the development of a new strategic direction.

Paid Staff Development

The charity continued to operate with a small team of paid part-time staff, including the Director, Charity Administrator, Fundraiser, and Social Media Officer. This team supported all areas of activity, including service delivery, volunteer coordination, fundraising, communications, and governance. Despite limited capacity, staff enabled the charity to expand reach and develop new areas of work. The charity remains focused on securing funding to allow for future growth in staffing capacity.

Volunteers

The charity is extremely grateful to its dedicated team of volunteers, whose contribution is central to the delivery of services. Over the course of the year, volunteers collectively donated a significant amount of time and expertise, supporting hundreds of individuals through their bereavement. Volunteer commitment and skill enabled the charity to sustain and expand services despite constrained resources.

Research and Evaluation

Research and evaluation remained a key priority throughout the year, supporting the charity's commitment to evidence-based practice and continuous improvement. Ongoing evaluation allowed the charity to

better understand the needs of those accessing support and to measure the outcomes and benefits of its services.

The charity continued collaboration with University College London on two research projects, contributing to learning about bereavement experiences and the effectiveness of peer and therapeutic support models. This work strengthens the quality, credibility, and future development of the charity's services.

Fundraising and Income Generation

Alongside service delivery, the charity undertook a range of fundraising and income-generating activities to support its ongoing work. Income generation during the year focused primarily on grant applications to fund core costs and service development, alongside community fundraising and donations raised through sponsored events.

Despite a challenging economic climate, the charity successfully hosted a comedy night fundraiser and participated in the London to Brighton cycle ride, both of which generated valuable unrestricted income.

The charity also expanded its provision of grief support training to organisations, delivering its largest volume of training within a single year. This enabled the charity to share its specialist knowledge more widely while contributing to a more sustainable income model.

In addition, the charity successfully expanded the range of resources available to purchase through its website, including bespoke sympathy cards, worksheets, and bereavement resources. This initiative provided supporters with meaningful ways to engage with the charity and generated a modest but valuable source of unrestricted income, supporting financial resilience.

Overall Performance

Overall, the charity delivered a significant programme of activity during the year, achieving meaningful impact with limited financial and staffing resources. The year was characterised by sustained service delivery, growth in reach, increased research activity, and preparation for organisational change, positioning the charity well for the next phase of development and strategic planning.

Brief statement of the charity's policy on reserves

The Trustees have reviewed the charity's reserves policy and consider it appropriate to hold free reserves equivalent to approximately three months of operating expenditure. This level of reserves is intended to ensure the charity can meet its financial obligations as they fall due and maintain continuity of services in the event of unforeseen circumstances, fluctuations in income, or delays in funding.

The Trustees monitor reserves as part of regular financial oversight and will review the policy annually to ensure it remains appropriate in light of the charity's activities, financial position, and future plans.

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.

During the year, the charity's income was generated primarily through a combination of grant funding, individual donations, and income from the delivery of bereavement training to organisations. These streams together formed the main sources of funding for the charity and supported both service delivery and organisational development.

The majority of income received was unrestricted, enabling the charity to allocate funds flexibly in line with its charitable objectives and to meet core operational costs. Where grant funding was restricted, funds were applied in accordance with the relevant funding agreements and used specifically to support the delivery and development of agreed services and activities.

Expenditure during the year was largely focused on core costs associated with running and developing the charity and its support services, including staffing, volunteer support, and service delivery costs. While the charity's model enables support services to be delivered with relatively low direct costs, ensuring the sustainability and quality of these services remains a priority for the Trustees.

Section F

Other optional information

Future plans

During 2025/26, the charity will continue to build on its progress towards delivering accessible, high-quality bereavement support on a national basis, while ensuring sustainability and good governance.

The charity's key plans for the year ahead include:


- Continuing to develop nationally accessible support services, with a particular focus on expanding in-person provision through Walk and Talk events in additional locations across the UK.
- Increasing awareness of the charity's services and brand, including strengthening links with partner organisations and services to improve referral pathways.
- Continuing research and evaluation activity to strengthen evidence-based practice, including progressing analysis of data collected through the pilot randomised controlled trial evaluating online therapy group support.
- Expanding the charity's pool of trained volunteers to support growth in services, alongside ongoing investment in training, supervision, and volunteer wellbeing.
- Further developing and expanding the corporate training programme, sharing specialist knowledge of grief and bereavement while supporting more sustainable income generation.
- Increasing income diversification through the sale of resources and merchandise via the charity's website, alongside the development of recorded webinars to provide accessible, paid training content.
- Continuing to provide bereavement support related to coronavirus loss where there is ongoing demand.
- Strengthening governance and leadership capacity through continued Board development, including progression of Chair recruitment and preparation for the development of a refreshed organisational strategy.

Section G

Declaration

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

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	Dr Erin Hope Thompson	
Position (e.g. Secretary, Chair, etc)	Director	
Date	22/01/2026	



THE LOSS FOUNDATION		1147362		CC16a
Receipts and payments accounts				
For the period from	01-Apr-24	To	3/31/2025	

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	63,789	12,000	-	75,789	69,797
Fundraising and fundraising events	10,193	-	-	10,193	10,116
Fees for charitable services	6,975	-	-	6,975	2,405
Gift Aid	2,159	-	-	2,159	1,755
Interest on deposit accounts	-	-	-	-	-
Training	38,645	-	-	38,645	7,377
Merchandise	7,709	-	-	7,709	1,201
Other	1,611	-	-	1,611	510
Sub total (Gross income for AR)	131,080	12,000	-	143,080	93,161

A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-

Total receipts	131,080	12,000	-	143,080	93,161
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A3 Payments

					Last year
Fundraising costs	5,900.28	-	-	5,900	7,969
Wages / salaries / NI / pension	69,758.25	6,000	-	75,758	71,518
Consultancy / professional fees	-	-	-	-	-
Bank interest / charges / Insurance	1,396.00	-	-	1,396	565
Office rent	92.00	-	-	92	236
Training / Conferences	135.00	-	-	135	-
Telephone	409.08	-	-	409	384
Research	12.00	-	-	12	-
Internet/website/email	380.39	-	-	380	290
Printing/postage/stationary/tech tools	3,401.63	-	-	3,402	761
Membership	492.68	-	-	493	334
Equipment	785.90	-	-	786	464
Cost of charitable activities	8,095.06	6,000	-	14,095	10,520
Volunteer expenses	331.95	-	-	332	129
Advertising	1,932.31	-	-	1,932	1,325
Merchandise	327.50	-	-	328	-
Board / governance	365.21	-	-	365	678
Team expenses / wellbeing	488.13	-	-	488	617
Other	749.78	-	-	750	1,649
Sub total	95,053	12,000	-	107,053	97,437

A4 Asset and investment purchases, (see table)					
	-	-	-	-	

	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	95,053	12,000	-	107,053	97,437
Net of receipts/(payments)	36,027	-	-	36,027	- 4,277
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	60,039	-	-	60,039	64,315
Cash funds this year end	96,065	-	-	96,065	60,039

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	96,065	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities		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	22/01/2026

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 2025.

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 and signature: Ribhu Agrawal

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

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

Date: 14 January 2026