

BEREAVEMENT CARE

England & Wales · Charity number 1157002

Details

Status Registered

Legal form CIO

Registered 2014-05-09

Register [View on the Charity Commission register](#)

Contact

Address Bereavement Care
The Lodge
64 Pinner Road
Harrow
Middlesex
HA1 4HZ

Phone 02084275720

Email admin@bereavementcareandsupport.co.uk

Website www.bereavementcareandsupport.co.uk

Activities

Objects: THE OBJECT OF THE CIO IS:TO RELIEVE THE SUFFERING AND DISTRESS CAUSED BY BEREAVEMENT OR LOSS AMONG THE PEOPLE OF THE LONDON BOROUGH AND DEANERY OF HARROW, AND SURROUNDING AREAS WHERE IT IS POSSIBLE TO MAKE ITS SERVICES AVAILABLE. THIS WOULD BE, IN PARTICULAR, BUT NOT EXCLUSIVELY BY: OFFERING SUPPORT THROUGH THE PROCESS OF GRIEVING. INCREASING THE PUBLIC AWARENESS AND KNOWLEDGE OF THE NEEDS OF BEREAVED PEOPLE, OR THOSE WHO HAVE EXPERIENCED LOSS, THROUGHOUT THE COMMUNITY. TRAINING AND SUPERVISING SUITABLE VOLUNTEERS IN LISTENING SKILLS FOR WORKING WITH THE BEREAVED (WHETHER IN THEIR HOMES OR IN OTHER APPROPRIATE PLACES). CO-OPERATING WITH AND OFFERING TRAINING TO OTHER AGENCIES ENGAGED IN SIMILAR WORK.

Activities: TO RELIEVE THE SUFFERING AND DISTRESS CAUSED BY BEREAVEMENT BY OFFERING SUPPORT THROUGH THE PROCESS OF GRIEVING; INCREASING AWARENESS AND KNOWLEDGE OF THE NEEDS OF BEREAVED PEOPLE IN THE COMMUNITY; TRAINING AND SUPERVISING VOLUNTEERS IN VISITING AND LISTENING SKILLS; CO-OPERATING WITH AND OFFERING TRAINING TO OTHER AGENCIES ENGAGED IN SIMILAR WORK.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Education/training
- **Who:** Other Defined Groups

Geography

- Hertfordshire
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£35,118	£30,858	-	-
2023-12-31	£27,139	£33,527	-	-
2022-12-31	£36,290	£33,415	-	-
2021-12-31	£33,918	£39,808	-	-
2020-12-31	£46,193	£47,874	-	-

Trustees

Name	Role	Appointed
Gopaljeet Bhachu	Chair	2023-09-20
Aviva Wilford		2023-09-20
Charlotte Spencer		2023-09-20
David Scott		2024-09-12
John Spencer		2021-05-01
LESLIE PAPPOE		2019-02-14
ROBERTA RIESEL		2017-05-24
Richard Segalov		2020-10-01
Sharon Daniels		2023-09-20
Sheila Small		2023-09-20

BEREAVEMENT CARE

England & Wales - Charity number 1157002

Accounts



Bereavement Care

Supporting you through grief and loss

ANNUAL REPORT AND ACCOUNTS

For the year ended

31st December 2024

The Lodge
64 Pinner Road
Harrow
Middlesex HA1 4HZ
020 8427 5720
email: admin@bereavementcareandsupport.co.uk
website: www.bereavementcareandsupport.co.uk

Registered Charity number 1157002

BEREAVEMENT CARE
ANNUAL REPORT AND ACCOUNTS
For the year ended 31st December 2024

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BEREAVEMENT CARE

ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2024

Trustees
(● current)

Neena Bedi	re-elected at AGM 20/09/23 resigned 19/03/24
● Gopaljeet Bhachu	elected at AGM 20/09/23 (Chair from 03/10/23)
● Sharon Daniels	elected at AGM 20/09/23
Almarene Frederick	re-elected at AGM 20/09/23 resigned 18/01/24
Michael Liddiard	co-option approved at AGM 20/09/23 resigned 09/02/24
● Leslie Pappoe	re-elected at AGM 20/09/23 (Honorary Treasurer from 15/05/19)
Sadhana Patel	elected at AGM 20/09/23 resigned 26/06/24
● Bobbi Riesel	re-elected at AGM 20/09/23 (Vice-chair from 03/10/23)
● Dave Scott	co-option by Trustees 12/09/24
● Richard Segalov	re-elected at AGM 20/09/23
Anthony Simmonds	elected at AGM 20/09/23 resigned 06/12/24
● Sheila Small	elected at AGM 20/09/23
● Charlotte Spencer	elected at AGM 20/09/23
● John Spencer	re-nominated May 2023, Harrow Synod (Honorary Secretary from 03/10/23)
● Aviva Wilford	elected at AGM 20/09/23

Corporate Members

All Saints Church, Harrow Weald
Ark Synagogue (Northwood & Pinner Liberal Synagogue)
Dovetail Bereavement Care (in association with Hillingdon Park Baptist Church)
Edware & Hendon Reform Synagogue
Edware & Mill Hill Bereavement Support Group
Elliott Hall Medical Centre
Emmanuel Church, Northwood
Harrow and Hillingdon Circuit of the Methodist Church
Holy Trinity Church, Northwood
Holy Trinity Church, Wealdstone
Ickenham Churches' Bereavement Support Group
Kol Chai Synagogue
Mosaic Jewish Community
Northwood & Ruislip United Synagogue
Pinner Synagogue Bereavement Support Group
St John the Baptist Church, Pinner
St John the Evangelist Church, Stanmore
St Margaret's Church, Uxbridge
St Mary's Church, Harrow-on-the-Hill
West London Synagogue

Bankers:

HSBC
26-28 St Ann's Road, Harrow, Middlesex HA1 1LA
Metro Bank
Unit 1, St Ann's Centre, St Ann's Road, Harrow, Middlesex HA1 1JU

Independent Examiner:

Margaret Matchett
Flat 1 Stanmore Lodge, 71 Stanmore Hill, Stanmore, Middx, HA7 3EX

Executive Officer:

David Griffiths
The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ

TRUSTEES' REPORT

The Trustees are pleased to present their report with the accounts of the charity for the year ended December 31, 2024.

Charity

Charitable status

Bereavement Care obtained a Charitable Incorporated Organisation (CIO) status in 2014. The aim of the organisation is to provide emotional support to people during bereavement. Grief impacts both the health and emotional wellbeing of a person. This journey may be painful and lonely, we help people through it. Our trained volunteers are good listeners and offer free support to all, regardless of religion, race, sexuality, disability, gender or age. As we cover a wide geographical area, our support is either over the telephone / mobile, by Skype or Zoom, or face to face in person at the client's home or other mutually agreeable venue, including one of our bereavement drop-in locations.

Charity Objectives

Our objectives for the public benefit are:

To relieve the suffering and distress caused by bereavement or loss among people who seek our help.

This would be, in particular, but not exclusively by:

- Offering support through the process of grieving.
- Increasing the public awareness and knowledge of the needs of bereaved people, or those who have experienced loss, throughout the community.
- Training and supervising suitable volunteers in listening skills for working with the bereaved (whether in their homes or in other appropriate places).
- Co-operating with and offering training to other agencies engaged in similar work.

Organisation

Trustees

The constitution allows for up to twelve elected Trustees and one nominated Trustee appointed by Harrow Deanery Synod.

Visitors

There are approximately 135 volunteers, who are trained in visiting and listening skills, and have worked with bereaved people in their homes or in other appropriate places such as drop-in centres. Each visitor successfully completes the Initial Bereavement Training (IBT) before joining a group. Visitors work to a comprehensive code of practice and are expected to complete a Disclosure and Barring Service (DBS) assessment, where appropriate.

The visitors contact bereaved people who are referred by their Group Leader or have requested support via the Bereavement Care office. Visitors are supervised by a Leader within the context of a group which meets regularly. Group Leaders have meetings for mutual support and exchange of information and have been supported by an Honorary Consultant Supervisor.

Staff

Bereavement Care has only one part-time employee.

Office

Bereavement Care rents an office in one of Harrow Council's buildings which has easy access from the centre of Harrow. The office is adequately equipped with two computers, a photocopier and lockable filing cupboards. We are seeking to finance and appoint a part-time administrator to cover all five weekday mornings. Not only would this improve our coverage of incoming phone calls, but this would also allow the current Executive Officer to revert to his original appointment as part-time Outreach and Development Officer. Other users of the office include members of the Lodge Groups for in-person support meetings. The building has a meeting room which is convenient for training, Trustee meetings and Group Leader meetings.

CHAIR'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2024

We started 2024 with a full Board of Trustees, as you will see on page 4 of this report. Regrettably, due to personal circumstances, five had tendered their resignations by the end of the year. We were particularly disappointed that Michael Liddiard, who had agreed to take on the role as Honorary Treasurer, was unexpectedly called away at short notice and had no other option but to leave us before really getting started! We were delighted to welcome Dave Scott to the Board in September. There are currently three vacancies and we would be very pleased to hear from anyone who feels they may have the time and interest in joining us, in particular anyone who might have an eye for figures and could relieve Leslie Pappoe of his duties as Honorary Treasurer.

Bobbi Riesel, David Griffiths and I attended the Harrow Council's Jobs and Volunteering Fair at Harrow College (Lowlands Road) in February with the Bereavement Care display boards and an opportunity to talk to prospective volunteers, predominantly with a view to them working in the office alongside David. Sadly, none were forthcoming despite some expressions of interest.

The first few months of the year were taken up by the new Board getting to understand their roles, and this was helped with some online training delivered by Alex Buckmire from Voluntary Action Harrow. Trustees completed safeguarding training and reviewed several policies including the Constitution, to ensure that governance was apposite and transparent. The revised Constitution was agreed at the Annual General Meeting (AGM) in May.

The AGM also gave me an opportunity to talk about our Strategic Development Plan which was in its embryonic stages at that time. The Trustees were very conscious that any strategy should be a working document, not just a collection of ideas that were merely a paper exercise. After several versions and drafts, we finally agreed the five areas of the Strategic Development Plan. These are:

- Communication and Marketing
- Recruitment and Training
- Community Engagement and Partnership Working
- Financial Security and Income Generation
- Service Review and Development

Each of these priorities in the plan are led by one or more Trustees who report back to the Board at Trustee meetings on progress with each of their areas. The Board has also been getting back on track by reviewing all the policies and procedures, and these are now scheduled for review over a three-year cycle. I will take this opportunity to remind everyone once again that it is the responsibility of everyone associated with Bereavement Care, whether paid or volunteering, to be familiar with their responsibilities for Safeguarding Children and Vulnerable Adults. To this end it is strongly recommended that everyone has an up-to-date DBS (Disclosure and Barring Service certificate) and has completed at least a Level 1, Introduction to Safeguarding Course, (information regarding both is available from the Office). Bereavement Care has a Lead Trustee for Safeguarding, Richard Segalov, who can be contacted via the office in relation to any specific safeguarding matters.

Towards the end of the year, we were honoured to have been awarded a special award. The 'London Dangoor Awards', the new name given to the London Faith & Belief Community Awards, were initially set up in 2017 by Sir Kenneth Olisa, The Lord Lieutenant of Greater London, and David Dangoor who was Chair of his Faith Council at that time. The event was described as an opportunity to share successes and celebrate the work of those who seek to build bridges and enrich Londoners' sense of belonging - supporting the Lord-Lieutenant's commitment to addressing the issue of social exclusion in London. The award ceremony was held at the Royal Society of Medicine on 26 November and was attended by over 200 people. We were told on the night that 109 nominations had been received from charitable organisations in 9 categories. Our nomination had been successful and Bereavement Care was one of 8 'winners' in the Health and Wellbeing category. The certificate was accepted by three of Bereavement Care's Trustees: myself, Charlotte Spencer and John Spencer.

We were sad to hear that after many years of service, Dr Dorothy Edwards had decided to step down as our Honorary Consultant Supervisor. Dorothy has given plenty of good advice to our team of volunteer client Assessors, to our Group Leaders and, at times, to Trustees and to individual Bereavement Visitors. We wish her all the best in her 'second' retirement! An advertisement to seek her replacement has been circulated within the organisation.

Thank you to Carole Binysh, Sarah Ferguson and Jane Mayes who attended a training course for Assessors in the autumn, and are now assessing prospective clients as part of our small (but very effective) team of Assessors.

It has also been encouraging to welcome Northwood and Ruislip United Synagogue as a Corporate Member this year. We would like to encourage more groups, particularly in the areas geographically that are currently under-resourced; and we need to recruit more volunteers, especially those who are bilingual and can offer support in some of the many languages that are spoken in our communities. Our partnerships with Voluntary Action Harrow and Young Harrow Foundation are important, and of course as Chair of both organisations, I commend to you the activities of Harrow Inter Faith. Bereavement Care is a member, so you are all welcome to come along to our events.

It was good to have received a grant to document our heritage through the "Stories of Harrow", but we continue to pursue additional funding through grants and charitable trusts to safeguard the future of Bereavement Care. As I write this report, in just a few days we will sadly see the closure of Brent Bereavement Services due to a shortfall in funding. We cannot let the same happen to Bereavement Care. My fellow Trustees and I appreciate the opportunity to lead and guide your charity, and recognise the privilege as well as the responsibility that this gives us. Trustees may come and go, but it is the dedication and commitment of our volunteers who deliver bereavement support to our clients. Thank you so much for all you do and long may it continue.

Gopal Bhachu
Chair

TRAINING REPORT

Recruitment and Training is one of the five priorities identified in our Strategic Development Plan and therefore continues to be at the forefront of our activities. Whether it is training new volunteers to become Bereavement Visitors, or keeping our existing volunteers up-to-date with ongoing training, both are fundamental to our objectives. We have also been able to offer training to other organisations, who would like their staff or volunteers to become more aware of the needs of bereaved people and how to support them appropriately.

In 2024 we held four Initial Bereavement Training (IBT) Courses. In January/February we were invited back to hold our first IBT of the year in John Keble Church in Mill Hill. 13 participants attended the course. Our thanks to Maggi Lamb for arranging the venue and refreshments. The remaining IBT courses held during the year were at The Lodge (64 Pinner Road). In May we had 9 participants, in September 8 and December it was 6 which made a total of 36 volunteers trained in the year.

We held one Children & Grief Course in May with 12 participants, predominantly training staff from schools and colleges in Harrow and Hillingdon. We also held three Refresher Trainings in June, July and September with a total of 25 participants – existing Bereavement Visitors who wanted to brush up on their skills.

In November, Bette Fraser and Jean Orpwood trained 6 people on an Assessor's course (three of whom have subsequently joined our small team of client assessors).

In May we were invited to provide some basic training for Harrow Carers; and we ended the year in December by training 18 people from the United Synagogue.

A big thank you to all the Trainers: Bette Fraser, Carole Scarlett, Helen Blakeley and Julie Rose for all your help.

Bobbi Riesel
Head of Training

FUND RAISING AND AWARENESS COMMITTEE REPORT

Committee members

Jeanette Leibling, Bobbi Riesel (Chair), Trudy Segal, Wendy Williams, David Griffiths.

Our Supper Quiz in February 2024 was held at Edgware & Hendon Reform Synagogue and we raised a record amount of £3,791. We were most appreciative of the support of our regular Quiz Master, Selwyn Foreman; together with Val Austen, Henry Wyatt and Jeanette Leibling on the marking desk. Not to mention a myriad of helpers who came to set up and clear away.

We held our usual tombola stall at Eastcote House Gardens in June and that raised £308.

Also in June, the Pinner Music Festival chose us as their nominated charity for the year and we were delighted to receive £4,546 from them and their audiences who contributed to the donation.

The Pinner Village Show in September brought us in £195 and an opportunity to talk to local people about the support we provide.

Our Carol Singing in December in Rayners Lane Station raised £303 with grateful thanks to Lawrence Bird and his fellow guitarists; and just a few weeks later our second stint of Carol Singing at Harrow-on-the-Hill station raised £681. We thank Avis on the keyboard and the beautiful voices of the Apollo Male Voice Choir. Both of these results, of course, eligible for Gift Aid under the Small Donations Scheme, so an extra 25% contributed by HM Revenue and Customs is very welcome.

As usual we are always looking for new members to help us with new ideas and to help our small team with events.

Many thanks to our committee and those volunteers who have sold tickets, held buckets and helped us in so many ways. We couldn't have done it without you and we appreciate everything that you do to help us.

Bobbi Riesel

Chair, Fund-raising and Awareness Committee

CONFERENCE REPORT

Committee members

Angela Atkins, Sharon Goldstein, David Griffiths, Karen Pollak, Jenny Reid, Bobbi Riesel, Linda Varley (Minute Taker), Judy Silverton (Chair).

Emmanuel Church in Northwood was, for the third time, the venue of Bereavement Care's 43rd Annual Conference, held on 30th October 2024. "Bereavement is Everyone's Business" took its title from the Report by the UK Commission on Bereavement. The venue, staff and volunteers at Emmanuel are very welcoming and it has plenty of space. In previous years, the feedback from participants included remarks on the fact that it was very cold and we decided that we would pay to have the heating on from 4.00am. This was very successful and worth the extra money. We did however still notify our delegates that churches are notoriously cold places and to dress warmly!

Jon Fiber, our incredible IT/AV man managed and coordinated all our audio and IT needs smoothly as always. He had some assistance from Emmanuel's AV technician who helped Jon set up.

Chair of Trustees, Gopal Bhachu, introduced himself and welcomed everyone to the Conference. Our keynote speaker was Dr Alison Penny MBE. She is coordinator of the National Bereavement Alliance and has her finger on the pulse and keeps the sector updated with relevant developments. She spoke eloquently about the public health approach to bereavement, an 'opportunity to step away from what the individual needs and think about what we need as a society.' She really launched the conference in the right mood. She talked about the 8 Principles of Change. There was a lively Q&A session with Sharon Goldstein and Bobbi Riesel in control of the roving microphones.

There were six workshops providing delegates with the opportunity to get as much information as possible during the day.

John Spencer, Trustee and Group Leader at Holy Trinity Church Northwood spoke about *The Bereavement Journey* which he has been running at Holy Trinity for four years. The course runs for seven weeks and is designed for small group participation at no charge. John and his team offer this twice a year.

Shehryar Ahmad-Wallana (former Mayor of Hillingdon and a practising Muslim) led a discussion group with The Reverend Nicholas Schofield, Parish Priest of the Catholic Parish of Our Lady of Lourdes and St. Michael's Uxbridge and Gopal Bhachu, (who is not only Chair of Trustees for Bereavement Care, but also Chair of Harrow Interfaith), discussing how faith communities address the rituals and processes associated with death and bereavement.

Hazel Kann has been a listening Samaritan for over eight years and set up a 'Facing the Future' group for her Samaritan's branch (SW Herts in Watford) whilst she was its Outreach Director in 2019. She spoke about this project which brings together people who have been bereaved by suicide and who wish to talk through their feelings with others who have had similar experiences. Two members of staff from the Bereavement, Listening and Talking Therapies Team at Rennie Grove Peace Hospice, Christine Quintal and Katharine Finn led a workshop exploring anticipatory grief, and how a person's experience of anticipatory grief and crucially, the support they receive at that time, can impact the grieving process after their loved one dies.

A workshop looking at Beginnings, Endings and Boundaries was led by Bette Fraser, Bereavement Group Leader at Kol Chai Synagogue and one of Bereavement Care's Trainers.

Liz Hudson, Bereavement Support & Outreach Worker from Winston's Wish explained how that charity offers support to bereaved children and young people.

Lunch was served in the Lounge and as always was a great success, thanks to Bobbi and her team of helpers for making such a good lunch. We were lucky to get some bread donated by Wenzels and a couple of the supermarkets also made a contribution. Thanks go to Fruity Fresh in Northwood for supplying all the fruit.

After lunch delegates attended their second choice of workshop. At the end of the afternoon the delegates and the workshop leaders reconvened in the main body of the church for a plenary session. Each Workshop Leader was asked to bring two "good ideas" and this was fed back to the delegates. David Griffiths closed the event with a summary of the conference and a short reflection. I would like to add my thanks to the Conference Planning Committee members without whom this event would not be possible. Also, my grateful thanks to David Griffiths for his support and help with the administration which is always carried out extremely efficiently and never with a cross word, making my task much easier.

We are still in the early stages of planning this years' conference. We have a provisional date, 29th October 2025, a provisional venue, St Edmund's Church, Northwood Hills and a provisional title: "Barriers to Resolving Grief".

Judy Silverton

Chair, Conference Planning Group

REPORT FROM THE EXECUTIVE OFFICER

Whilst this report will focus on our progress and development in 2024, it is written shortly after receiving the sad news that Bridget Murray had died on 11th April 2025. Our sincere condolences to her family and friends on the loss of one of our longest members, who had not only been Group Leader at St. John's Church Pinner, but also one of our client Assessors. Bridget had already stepped down from the latter of these roles and had ceased client visiting when she had become unwell. At times like this, it does make us all consider succession planning. The recruitment (and retention) of volunteers is one aspect of the three-year Strategic Development Plan which has been the focus of the Trustees over the past year.

In February, I was invited to attend a Health Hub at St Mary's Church Hall, Harmondsworth which was arranged as part of an initiative by NHS primary healthcare providers to take services into the local community. In addition to being able to talk to local residents who were interested in the services we provide, it was good to meet other healthcare providers, such as Social Prescribers and G.P.s in this area to the south of Hillingdon where we would like to develop better outreach. Towards the end of the year, I was also able to attend a meeting of the Hillingdon Community Network in Uxbridge, meeting volunteers from Mind, Carers Trust Hillingdon and Community Connex (previously known as Mencap) amongst others, sharing how we support service users. In Harrow, we have engaged with the Conversation Café at St. Peter's Church in West Harrow which provides an interface, giving local residents an opportunity to meet with representatives from support organisations.

The number of client referrals received in our office in 2024 was similar to recent years, with slightly more adult referrals 120 (2023: 116) but fewer children and young people referrals 25 (2023: 34). We hope that a £5,000 grant received from Harrow Giving in 2025 will enable us to raise the profile of our support for bereaved children and young people in local schools and colleges. Of course, these are only the clients who were referred or self-referred through the Bereavement Care Office, and do not include those who received direct support from a Bereavement Group attached to a place of worship or who turned-up 'on spec' at a Drop-in (see **Statistics on pages 15 & 16**). Some of the churches that support us through their Corporate Memberships held Memorial Services in 2024. These services allow those families who have experienced a bereavement over the past year to formally remember their loved ones; the services often taking place around the Christian memorial of "The Commemoration of All Souls" in November, the month of Remembrance. We are grateful to those churches who take a collection from those attending, and offer it as a donation to Bereavement Care.

Other financial support in the form of donations was received from the Jewish Joint Burial Society, who provided a grant of £4,000 towards the costs of the rent and service charges for our office. Donations were also received from Pinner Music Festival (£4,546); Pinner Parish Church (£2,000); the Leila Charitable Trust (£200), Mosaic Reform Synagogue (£200), Jocelyn Tompkins (£500), Probus Club of Pinner (£265) and a grateful client (£250). In addition, we were successful in a bid to Harrow Giving for a grant of £7,500 to research and document the development of Bereavement Care, as part of a Borough-wide project to mark the 60th Anniversary of Harrow becoming a London Borough "Stories of Harrow".

Whilst Bereavement Care could not operate without the generous donations and support of its donors, benefactors, Corporate and Individual Members, it is without doubt the collaboration and community engendered by its volunteers that have proved to be invaluable over the past forty-four years.

On behalf of all the children and adults that have received support from many of you, may I offer sincere thanks for all that you do.

David Griffiths
Executive Officer



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

*Independent examiner's
report on the accounts*

Section A

Independent Examiner's Report

Report to the trustees/
members of

BEREAVEMENT CARE (THE TRUST)

On accounts for the year
ended

31 DECEMBER 2024

Charity
no (if any)

1157002

Set out on pages

12 - 14

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31 / 12 / 2024**.

**Responsibilities and basis
of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's
statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Margaret F Matchett

Date:

01/06/25

Name:

Margaret Matchett

Relevant professional
qualification(s) or body
(if any):

Address:

Flat 1, Stanmore Lodge

71 Stanmore Hill, Stanmore, Middlesex HA7 3EX

BEREAVEMENT CARE
Registered Charity number 1157002

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS	Notes	GENERAL FUNDS £	DESIGNATED FUNDS £	RESTRICTED FUNDS £	TOTAL 2024 £	TOTAL 2023 £
Voluntary Income Sources						
Grants Received	2	0		7,750	7,750	4,000
Donations	3	9,171			9,171	2,617
Corporate Membership Subscriptions	4	3,630			3,630	3,200
Individual Membership Subscriptions	4	811			811	595
Memorial Service Collections	5	552			552	908
Gift Aid		326			326	777
Sub Total		14,490	0	7,750	22,240	12,097
Other Income						
Fundraising	6	6,118			6,118	6,239
Conference	7	4,529			4,529	5,670
Training	8	2,030			2,030	2,910
Bank Deposit Interest		201			201	223
Total Receipts		£27,368	£0	£7,750	£35,118	£27,139
PAYMENTS						
Operating Costs						
Staff Costs		17,405			17,405	17,396
Premises Costs		1,615		4,000	5,615	5,510
Fundraising Costs	6	1,843			1,843	2,030
Telephone and Internet		1,490			1,490	871
Printing, Postage and Stationery		1,363			1,363	877
Conference Costs	7	1,353			1,353	2,924
Training		1,070			1,070	1,696
Insurance		415			415	1,669
Governance Costs	9	236			236	288
Office Costs		68			68	171
Volunteers, Visitors and Group Leaders		0			0	95
Total Payments		£26,858	£0	£4,000	£30,858	£33,527
(Deficit)/Surplus for the Year		510	0	3,750	4,260	(6,388)
Cash and Bank Balance at 1st January		21,414	24,732	0	46,146	52,534
Cash and Bank Balance at 31st December		£21,924	£24,732	£3,750	£50,406	£46,146

	2024				2023			
CASH AND BANK BALANCE	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £
Monetary Assets								
Metro Bank Account	10,053	22,837	3,750	36,640	14,304	14,000	0	28,304
HSBC Higher Interest Account	7,012	0	0	7,012	1,080	10,732	0	11,812
HSBC Business Account	4,755	0	0	4,755	4,102	0	0	4,102
Cash in Hand	73	0	0	73	6	0	0	6
PayPal Account	1,926	0	0	1,926	1,922	0	0	1,922
Closing balance	£23,819	£22,837	£3,750	£50,406	£21,414	£24,732	£0	£46,146

BEREAVEMENT CARE
Registered Charity number 1157002

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

1. STATEMENT OF ACCOUNTING POLICIES

The financial statements of the charity have been prepared on a receipts and payments basis and generally in accordance with the Charities SORP 2015 and The Charities Act 2011.

a. Funds and Reserves

The General Fund represents the funds of the charity that are not subject to special restrictions regarding their use and are available for application to the general purposes.

The Designated Fund represents funds that are held at the discretion of the trustees and therefore unrestricted.

The Restricted Fund represents funds that are restricted by a particular purpose and must be used within a reasonable period from their receipt.

b. Statement of Assets and Liabilities.

The statement of assets refers to monetary assets only.

Expenditure on capital equipment etc. is not recognised in these financial statements although a simple inventory of non-monetary assets is maintained by the trustees.

2. GRANTS RECEIVED

Restricted Funds

Jewish Joint Burial Society
Harrow Giving
Total per Receipts and Payments Account

2024 Receipts £	2024 Payments £	2024 Surplus £	2023 Surplus £
4,000	4,000	0	0
3,750	0	3,750	0
£7,750	£4,000	£3,750	£0

3. DONATIONS

Pinner Music Festival
Pinner Parish Church
Probus Club of Pinner
General public
Total per Receipts and Payments Account

2024 £	2023 £
4,546	0
2,000	0
265	0
2,360	2,617
£9,171	£2,617

4. MEMBERSHIP SUBSCRIPTIONS

Corporate Membership Fees
Total per Receipts and Payments Account

2024 £	2023 £
3,630	3,200
£3,630	£3,200

Individual Membership Fees
Total per Receipts and Payments Account

2024 £	2023 £
811	595
£811	£595

5. MEMORIAL SERVICE COLLECTIONS

St John's & St Luke's, Pinner
St. John's Church, Stanmore
All Saints Church, Harrow Weald
Holy Trinity, Wealdstone
Harrow InterFaith/Holocaust Memorial
All Saints Church, Queensbury
Total per Receipts and Payments Account

2024 £	2023 £
230	285
209	150
57	162
56	0
0	276
0	35
£552	£908

6. FUNDRAISING

Quiz Supper - This year
Grand Raffle
Pinner Village Show
Christmas Card Sales
Eastcote House Gardens
Fundraising Regulator
Total per Receipts and Payments Account

2024 Receipts £	2024 Payments £	2024 Surplus £	2023 Surplus £
5,610	1,753	3,857	3,364
0	0	0	895
196	25	171	0
4	0	4	0
308	15	293	0
0	50	(50)	(50)
£6,118	£1,843	£4,275	£4,209

7. CONFERENCE

Fees
Direct conference administration
Speakers' expenses, caretaker, audio and other expenses
Total per Receipts and Payments Account

2024 Receipts £	2024 Payments £	2024 Surplus £	2023 Surplus £
4,529	30	4,499	5,670
0	929	(929)	(2,863)
0	394	(394)	(61)
£4,529	£1,353	£3,176	£2,746

BEREAVEMENT CARE
Registered Charity number 1157002

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2024

8. TRAINING

Children
Workshops
Initial Training
Total per Receipts and Payments Account

2024 Receipts £	2024 Payments £	2024 Surplus £	2023 Surplus £
900	320	580	412
255	0	255	510
875	750	125	292
£2,030	£1,070	£960	£1,214

Analysis of training funds:
General funds
Total

2024 £	2023 £
960	1,214
£960	£1,214

During the year 1 Trustee provided training on behalf of the Charity and was paid for this. The amount was as follows:
Trustee 1
Total

2024 £	2023 £
355	500
£355	£500

9. GOVERNANCE COSTS

Bank charges
Disclosure and Barring Service (DBS) Checks
National Children's Bureau
Data Protection Registration
Harrow Interfaith
SSL certification
Total per Receipts and Payments Account

2024 £	2023 £
63	69
63	63
50	0
35	35
25	25
0	96
£236	£288

10. FUNDS

General Funds
Designated Funds (Contingency Fund)
Restricted Funds
Total

Balance 31 Dec 2023 £	Money in 2024 £	Money out 2024 £	Balance 31 Dec 2024 £
21,414	27,368	26,858	21,924
24,732	0	0	24,732
0	7,750	4,000	3,750
£46,146	£35,118	£30,858	£50,406

GROUP STATISTICS for the year ended 31st December 2024

Bereavement Care - Analysis of work done by visitors/volunteers in 2024									
Visiting Organisation	Number Analysis		Time Analysis in hours					TOTAL HOURS	
	Number of all individuals contacted by visitors	of which no. of new individuals were	Visiting ***	Phoning-mailing (except direct Bereavement Support)	Preparation for and attending meetings	Other bereavement activities*			
All Saints, Harrow Weald	41	7	61	1	4	1		67	
Ark Synagogue	104	46	14	47	94	42		196	
Doverall Bereavement - HPBC **	0	0	0	0	0	0		0	
Edwards & Mill Hill Visiting Group **	3	3	9	4	4	31		85	
Emmanuel, Northwood	16	14	72	19	37	45		173	
Holy Trinity, Wealdstone **	47	5	72	4	32	11		119	
Holy Trinity, Northwood **	25	19	35	45	88	495		663	
Ickenham Churches*	29	8	27	5	161	95		288	
Kol Chai Synagogue	58	49	32	83	192	90		396	
Lodge Group (1) & Children's Group	86	14	105	12	76	134		327	
Lodge Group (2)	9	7	172	55	6	0		233	
Lodge Group (3)	10	5	91	18	56	14		179	
Mosaic Bereavement Group	86	53	259	54	139	281		732	
Northwood & Piuslip United Synagogue	42	19	29	3	13	0		16	
Pinner United Synagogue	19	17	21	12	55	70		158	
St John's, Pinner	42	11	39	14	77	63		194	
St John's, Stanmore	4	3	18	2	40	102		162	
St Mary's - Harrow-on-Hill	6	3	59	0	0	0		59	
Visiting Totals for year	627	283	1115	377	1073	1473		4,046	
Drop In Groups									
Drop-In Organisation		Number of Max. individuals in the year**						TOTAL VOLUNTEER HOURS	
Doverall Bereavement - HPBC		10						146	
Edwards & Mill Hill Visiting Group		13						52	
Footprints Drop-In (St Margarets, Ux)		11						183	
Holy Trinity, Wealdstone Drop-in		24						240	
Holy Trinity, Northwood Drop-in		16						230	
Ickenham Churches Drop-in		24						129.5	
Drop In Totals for Year	98	98						981	
Total Visiting + Drop-In	717	381						5,026	

* "Other bereavement activities" includes: Client assessments; preparation for visiting and phoning; writing up notes; conferences and training; fundraising; Tree of Life and Memorial services; anything else

** Drop-In Notes: All attendees for first session in year are recorded as new. Thereafter for further drop-in sessions only number of new people attending for the first time are recorded.

*** Includes face-to-face visiting, telephone support and video (Zoom/Skype) support.

GROUP STATISTICS for the year ended 31st December 2024

Analysis of total number of new individuals/attendees contacted this year, by gender, age and ethnicity, including Drop-In for 2024																								
Organisation (** by name indicates Drop-In stats included)	Total new individuals visiting including Drop-In	Gender Identity			Reg Disab Under 18	Age			Ethnicity															
		Male	Female	Other		Over 50	White British	White Irish	White Other	Bangla- deshi	Indian	Pakis- tani	Asian Other	African	African Caribb	Black Other	China	Other Ethnic	Mixed Wh Blk Afrn	Mixed Wh Asian	Mixed Wh Afrn Caribb	Mixed Other		
All Saints, Harrow Weald	7	0	7		1	2	5	6							1									
Ark Synagogue	46	16	30			10	36	26		5		7			3					3		2		
Dovefall Bereavement -HPBC **	10	6	4			5	5	3		1		1					2		3					
Edgware & Mill Hill Visiting Group **	16	3	13			5	11	4	1	3	1	2			1	2		1				1		
Emmanuel, Northwood	14	5	9			3	11	12							1	1								
Footprints Drop-In **	11	3	8			2	9	8	1			1					1							
Holy Trinity, Wealdstone **	29	11	18			8	21	18	2	1		2	1	2					1			2		
Holy Trinity, Northwood **	35	6	29			13	22	20				8		3					3			1		
Ickenham Churches **	32	8	24			13	19	10		3		5	1	3	3				1	1		4		
Kol Chai Synagogue	49	8	41			14	35	33		3		5		1		1			3		2	1		
Lodge Group (1) & Children's Group	14	5	9		6	8	0	5		1		3		1	1		2					1		
Lodge Group (2)	7	0	7			4	3	5				2												
Lodge Group (3)	5	0	5			2	3	0		2				2		1								
Mosaic Bereavement Group	53	14	39			12	41	22		6	2	5	2	3	4	1			6	1		1		
Northwood & Ruising Synagogue	19	6	13			5	14	10	1	3		1		1	1				1					
Pinner United Synagogue	17	10	7		10	0	17	11	3					2	1									
St John's, Pinner	11	2	9			9	2	7	1						2									
St John's, Stanmore	3	1	2		2	3	0	1				1			1									
St Mary's - Harrow-on-Hill	3	0	3		5	1	2	1						1								1		
Totals for Year	381	104	277		17	6	119	256	202	9	28	3	43	6	25	13	4	7	0	21	2	2	8	8

BEREAVEMENT CARE

England & Wales - Charity number 1157002

Accounts



Bereavement Care

Supporting you through grief and loss

ANNUAL REPORT AND ACCOUNTS

For the year ended

31st December 2023

The Lodge
64 Pinner Road
Harrow
Middlesex HA1 4HZ
020 8427 5720
email: admin@bereavementcareandsupport.co.uk
website: www.bereavementcareandsupport.co.uk

Registered Charity number 1157002

BEREAVEMENT CARE
ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2023

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BEREAVEMENT CARE

ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2023

Trustees	Bobbi Riesel	resigned 24/01/23 re-elected at AGM 20/09/23 (Vice-chair from 03/10/23)
	John Spencer	re-nominated May 2023, Harrow Synod (Honorary Secretary from 03/10/23)
	Geraldine Dammen Kombonglangi	resigned 15/09/23
	Bhavini Kaviya	resigned 25/09/23
	Almarene Frederick	re-elected at AGM 20/09/23
	Neena Bedi	re-elected at AGM 20/09/23 (Chair until 03/10/23)
	Richard Segalov	re-elected at AGM 20/09/23
	Leslie Pappoe	re-elected at AGM 20/09/23 (Honorary Treasurer)
	Michael Liddiard	co-option approved at AGM 20/09/23 (Honorary Treasurer elect)
	Gopaljeet Bhachu	elected at AGM 20/09/23 (Chair from 03/10/23)
	Sharon Daniels	elected at AGM 20/09/23
	Sadhana Patel	elected at AGM 20/09/23
	Anthony Simmonds	elected at AGM 20/09/23
	Sheila Small	elected at AGM 20/09/23
	Charlotte Spencer	elected at AGM 20/09/23
	Aviva Wilford	elected at AGM 20/09/23

Corporate Members	Afghan Association Paiwand, Harrow
	All Saints Church, Harrow Weald
	Ark Synagogue (Northwood & Pinner Liberal Synagogue)
	Asian Bereavement Care
	Dovetail Bereavement Care (in association with Hillingdon Park Baptist Church)
	Edgware & Hendon Reform Synagogue
	Edgware & Mill Hill Bereavement Support Group
	Elliott Hall Medical Centre
	Emmanuel Church, Northwood
	Harrow and Hillingdon Circuit of the Methodist Church
	Holy Trinity Church, Northwood
	Holy Trinity Church, Wealdstone
	Ickenham Churches' Bereavement Support Group
	Kol Chai Synagogue
	Mosaic Jewish Community
	Pinner Synagogue Bereavement Support Group
	St John the Baptist Church, Pinner
	St John the Evangelist Church, Stanmore
	St Margaret's Church, Uxbridge
	St Mary's Church, Harrow-on-the-Hill
	West London Synagogue

Bankers:	HSBC 26-28 St Ann's Road, Harrow, Middlesex HA1 1LA
	Metro Bank Unit 1, St Ann's Centre, St Ann's Road, Harrow, Middlesex HA1 1JU

Independent Examiner:	Margaret Matchett Flat 1 Stanmore Lodge, 71 Stanmore Hill, Stanmore, Middx, HA7 3EX
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Executive Officer:	David Griffiths The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ
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TRUSTEES' REPORT

The Trustees are pleased to present their report with the accounts of the charity for the year ended December 31, 2023.

Charity

Charitable status

Bereavement Care obtained a Charitable Incorporated Organisation (CIO) status in 2014. The aim of the organisation is to provide emotional support to people during bereavement. Grief impacts both the health and emotional wellbeing of a person. This journey may be painful and lonely, we help people through it. Our trained volunteers are good listeners and offer free support to all, regardless of religion, race, sexuality, disability, gender or age. As we cover a wide geographical area, our support is either over the telephone / mobile, by Skype or Zoom, or face to face in person at the client's home or other mutually agreeable venue, including one of our bereavement drop-in locations.

Charity Objectives

Our objectives for the public benefit are:

To relieve the suffering and distress caused by bereavement or loss among people who seek our help.

This would be, in particular, but not exclusively by:

- Offering support through the process of grieving.
- Increasing the public awareness and knowledge of the needs of bereaved people, or those who have experienced loss, throughout the community.
- Training and supervising suitable volunteers in listening skills for working with the bereaved (whether in their homes or in other appropriate places).
- Co-operating with and offering training to other agencies engaged in similar work.

Organisation

Trustees

The constitution allows for up to twelve elected Trustees and one nominated Trustee appointed by Harrow Deanery Synod.

Visitors

There are approximately 135 volunteers, who are trained in visiting and listening skills, and have worked with bereaved people in their homes or in other appropriate places such as drop-in centres. Each visitor successfully completes the Initial Bereavement Training (IBT) before joining a group. Visitors work to a comprehensive code of practice and are expected to complete a Disclosure and Barring Service (DBS) assessment, where appropriate.

The visitors contact bereaved people who are referred by their Group Leader or have requested support via the Bereavement Care office. Visitors are supervised by a Leader within the context of a group which meets regularly. Group Leaders have meetings for mutual support and exchange of information and have been supported by the Honorary Consultant Supervisor, Dr. Dorothy Edwards.

Staff

Bereavement Care has only one part-time employee.

Office

Bereavement Care rents an office in one of Harrow Council's buildings which has easy access from the centre of Harrow. The office is adequately equipped with two computers, a photocopier and lockable filing cupboards. We are seeking to finance and appoint a part-time administrator to cover all five weekday mornings. Not only would this improve our coverage of incoming phone calls, but this would also allow the current Executive Officer to revert to his original appointment as part-time Outreach and Development Officer. Other users of the office include members of the Lodge Groups for in-person support meetings. The building has a meeting room which is convenient for Trustee meetings and Group Leader meetings.

CHAIR'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2023

2023 was an eventful and productive year for the Board of Trustees. Previous resignations had left only seven Trustees at the beginning of the year and two further resignations were anticipated before the Annual General Meeting (AGM). Of the remaining five Trustees, four (including the previous Chair) agreed to stand for re-election as each had reached the end of a three-year term. This included the Chair and the Honorary Treasurer who both expressed a desire to 'hand over' their respective positions to successors. Therefore, a serious call went out to all members of the Charitable Incorporated Organisation (CIO) for new Trustees, and nine applications to become Trustees were received, including an expression of interest in the positions of Chair and Honorary Treasurer.

The AGM was again held late in the year, as had previously been necessary during the COVID-19 pandemic. After the AGM (in October) the decision was made to bring the AGM back to its more natural timing of spring (April/May) in 2024.

Nine Trustees were approved at the AGM which filled the eight vacant 'elected' Trustee places on the Board (John Spencer, as nominated Trustee, had been reappointed earlier in the year). The (ninth) applicant had offered to take over and 'replace' the Treasurer but requested this be delayed until the new year to allow sufficient time for 'hand over'. Unfortunately, he had to withdraw due to unexpected personal circumstances. The Board would like to thank the ongoing Honorary Treasurer, Leslie Pappoe, who has said that he is prepared to continue until another potential replacement was found. Having presented the 2024 budget to the AGM, he was able to complete the year-end accounts in January 2024. An earlier AGM was on the cards!

Following the AGM, with a full house of Board members (4 re-elected Trustees, 8 newly elected Trustees, and one nominated Trustee) a renewed spirit of enthusiasm and anticipation was evident. The office of Chair passed from Neena Bedi to Gopal Bhachu; Bobbi Riesel was re-appointed as Vice Chair; and John Spencer agreed to act as Honorary Secretary and line manager to David Griffiths, our Executive Officer. Plans were soon made to review the CIO's strategy in preparation for the urgent task of preparing applications for long-term grant funding. The charity requires in excess of £30,000 annually to maintain the present 'status quo'. It is hoped to exceed this by seeking funding for further developments and extending current activities.

Activities during the year included a review of several policies, including Safeguarding and Data Protection (GDPR). It is the responsibility of everyone associated with Bereavement Care, whether paid or volunteering, to be familiar with their responsibilities for Safeguarding Children and Vulnerable Adults. To this end it is strongly recommended that everyone has an up-to-date DBS (Disclosure and Barring Service certificate) and has completed at least a Level 1, Introduction to Safeguarding Course, (information regarding both is available from the Office). Bereavement Care has a Lead Trustee for Safeguarding, Richard Segalov, who can be contacted via the office in relation to any specific safeguarding matters. Later in the year we carried out our first audit of GDPR databases. Other policies reviewed and updated emerged from a three-month project on Risk Assessment of home visiting by volunteers for bereavement support. Consultation was widespread and included Assessors, Groups Leaders, and Volunteers. What were originally four separate guidelines for volunteer visitors became a single, concise, document. The Assessors' portion of the Referral/Assessment Progress Form was amended to incorporate documentation of the potential risks, if any, of providing support by home visiting. The Client Assessment, Lone Worker, and Volunteer policies were also updated.

The final three months of 2023 was a time for settling-in of the new Trustees. References were collected during their period of ratification and the opportunity was taken for all Trustees to review their DBS certification and Safeguarding training status. Other important areas of accountability, such as the GDPR and conflicts of interest, were signed off. Many attended one of the Trustee Role training opportunities offered by Voluntary Action Harrow, specifically for local charities.

Two key initiatives were soon agreed as priorities and some of the results of these will be evident at the 2024 AGM: first, on the tenth anniversary of becoming a Charitable Incorporated Organisation (CIO), the charity's Constitution has been reviewed, updated, and re-presented in

line with the Charity Commission model, taking account of the views of the present Trustees. This has been circulated to all members of the CIO in order for it to be reviewed by the membership in advance and for the Trustees to receive any feedback. We will take notice of your views for any changes, and shortly will seek your approval to adopt this amended constitution. We will then need to send it to be registered with the Charity Commission.

Our second main initiative began to take shape in November, and this was a plan to create a new strategic focus, incorporating the expertise and enthusiasm of the new Board. This was considered an opportunity to review and expand some of the areas of expertise within the charity, as well as to develop possible new areas of relevance to the local population. Preliminary discussion already this year with the Young Harrow Foundation suggests that grief experienced by children and young adults is one example of an area we might look to expand into, and we hope to work with local schools to see where we might identify possible areas to offer our expertise. Important aspects of the work on our strategy, therefore, will be to improve our image and increase our presence locally, in Harrow and the surrounding areas. An inclusive and comprehensive strategy has major implications for our ability to seek grant funding which, working with Voluntary Action Harrow, will be our main focus for 2024.

I am proud to have been elected as the Chair of Trustees of Bereavement Care. My fellow Trustees and I appreciate the opportunity to lead and guide your charity over the next three years, and recognise the privilege as well as the responsibility that this gives us. As members, you also have an important role to play. We are always open to feedback about any issue relating to the governance and effectiveness of bereavement support. We are aware that there are many volunteers in the corporate groups who provide bereavement support under our umbrella. Most of these are not members, but it is clear they rely on the support that Bereavement Care can provide. We have been here over forty years now, and we intend to be here for many more years.

Gopal Bhachu
Chair

TRAINING REPORT

Training continues to be one of Bereavement Care's priorities. Whether it is training new volunteers to become Bereavement Visitors, or keeping our existing volunteers up-to-date with ongoing training, both are fundamental to our objectives. We have also been able to offer training to other organisations, who would like their staff or volunteers to become more aware of the needs of bereaved people and how to support them appropriately.

Last year we ran three Initial Bereavement Training courses - one in February 2023 with 6 participants, one in June 2023 with 12 participants and one in November 2023 with 8 participants.

In April 2023 we held a Children & Grief course with 11 participants at The Lighthouse Centre, South Ruislip run by Helen Blakeley and Julie Rose. Our grateful thanks to Harrow and Hillingdon Methodist Circuit for giving us permission to use the Lighthouse Centre. We held another Children & Grief training in November at The Lodge with 5 participants. This was run by Carole Scarlett and Julie Rose.

In April 2013 Emmie McGregor ran a Supporting those Bereaved by Suicide workshop with 13 participants.

Supporting those Bereaved by Suicide in a Faith Community was a new course, run in conjunction with Voluntary Action Harrow with 16 participants from several different faiths.

Bette Fraser and I travelled to Reading to provide bereavement training for the Make a Wish Foundation.

I want to thank all of our Trainers: Carole Scarlett, Helen Blakeley, Julie Rose, Emmie McGregor and Bette Fraser for all that you do for the organisation. Your help is much appreciated.

Bobbi Riesel
Head of Training

FUND RAISING AND AWARENESS COMMITTEE REPORT

Committee members

Jeanette Leibling, Bobbi Riesel (Chair), Trudy Segal, Wendy Williams, David Griffiths.

The Fund-raising and Awareness Committee's activities were somewhat limited this year due to illness - but the team, consisting of Jeanette Leibling, Trudy Segal, Wendy Williams and of course David Griffiths worked with their usual enthusiasm in putting together our most successful Supper Quiz yet. It was held in Mosaic Synagogue, which had just recently opened, and it was an amazing space where we raised approximately £3,500. Many thanks to our resident Quizmaster, Selwyn Foreman and his trusty helpers Henry Wyatt and Val Austen without whom the quiz would not be the same.

On the 13th December we were Carol singing in Harrow on the Hill Tube station which sadly was cut short as the Metropolitan Police were doing a major anti-drug swoop, but it was so successful that in the short time that we were there, we raised £414 which can be Gift Aided and that makes it just over £500.

As usual we are looking for new members to help us with new ideas and to help our small team with events.

I would like to thank Jeanette, Trudy, Wendy and David for their help and support and also those who have sold tickets, sang carols, held buckets and just been there to help us in the past year.

Bobbi Riesel

Chair, Fund-raising and Awareness Committee

CONFERENCE REPORT

Committee members

Angela Atkins, Sharon Goldstein, David Griffiths, Karen Pollak, Jenny Reid, Bobbi Riesel, Linda Varley (Minute Taker), Judy Silverton (Chair).

Bereavement Care's 42nd Annual Conference, held on 25th October 2023, **BEREAVEMENT: Coping with Life Alone.**

We held this year's conference for the second time at Emmanuel Church in Northwood. It is a very good venue with plenty of space. It was quite chilly even though the heating was on. It is a huge area to heat and even though the radiators were boiling hot, the church felt cold. We will be looking at this aspect, as we are planning to use the same venue for our next conference later this year and will ask delegates to bear this in mind.

The IT/AV system at the church is fairly sophisticated and Jon Fiber, our incredible IT/AV man was able to master the system, with a little help from Matt (Emmanuel's AV technician) who helped Jon set up.

The newly elected Chair of Trustees, Gopal Bhachu, introduced himself and welcomed everyone to the Conference. Our keynote speaker was Rabbi Jonathan Romain MBE who spoke for around 40 minutes, from personal and professional experience. He was very moving but also quite entertaining. An astonishing man, he spoke about how his Community in Maidenhead was helping him through his own bereavement journey. He spoke for 40 minutes and took Questions from the floor. It was a lively Q&A session with Sharon Goldstein and Bobbi Riesel in control of the roving microphones.

There were six workshops, run twice, thus giving our delegates the opportunity to get as much information as possible during the day. The workshops were held in the morning and repeated in the afternoon.

Colette Scarborough-Jelfs (Head of Operations and Partnerships at WAY Widowed and Young) explained how the charity supports both women and men under the age of 50, following the death of their partner.

Fahima Zaheen (Executive Director of the Afghan Association Paiwand in North West London) spoke about bereavement and how it affects refugees and asylum seekers.

Emmie McGregor (Bereavement Visitor and member of the St. John's, Pinner Bereavement Group) led a workshop on Supporting those Bereaved by Suicide.

Bette Fraser (Bereavement Group Leader at Kol Chai Synagogue, Bereavement Care Assessor and Trainer) ran a workshop exploring how to Support those who have lost a child. Very much in keeping with our keynote speaker.

Possibilities and Challenges in supporting older people with bereavement was led by Eleanor Anderson, a semi-retired Systemic and Family Psychotherapist.

Nicky Hitchcock and Sona Barbosa from Grief Encounter (the children and young people's bereavement charity based in Barnet) ran a workshop on supporting children and young people through their bereavement.

Lunch was served in the Lounge and always was a great success, thanks to Bobbi and her team of helpers for making such a good lunch. We were lucky to get some bread donated by Wenzels and a couple of the supermarkets also made a contribution. Thanks go to Fruity Fresh in Northwood for supplying all the fruit.

After lunch delegates went to their second choice of workshop.

At the end of the afternoon the delegates and the workshop leaders reconvened in the main body of the church for a plenary session. Each Workshop Leader was asked to bring two "good ideas" and this was fed back to the delegates.

David Griffiths closed the event with a summary of the conference and a short reflection.

I would like to add my thanks to the Conference Planning Committee members without whom this event would not be possible. Also, my grateful thanks to David Griffiths for his support and help with the administration which is always carried out extremely efficiently and never with a cross word, making my task much easier.

Our next conference will take on **30th October 2024** at Emmanuel Church and is entitled: **Bereavement is everyone's business.**

Judy Silverton
Chair, Conference Planning Group

REPORT FROM THE EXECUTIVE OFFICER

"Ding Dong! The witch is dead!" (from The Wizard of Oz) were the unusual words spoken by Rabbi Jonathan Romain at the 2023 Annual Conference, within a story which brought a ripple of laughter amongst the delegates. Whilst bereavement is no laughing matter, it is important that we take time to look after ourselves between the very important business of supporting those who are experiencing difficulty coping with the grief and loss of losing a close friend or relative. One of the biggest strengths of Bereavement Care is the effective partnerships that are established, developed and nurtured within the charity by the volunteers who give so much of their time, energy and enthusiasm, not only with our bereaved clients but in the preparation, planning and meetings which enable Bereavement Care to deliver such a well-respected and much-appreciated 'package' of support.

Some of these have already been mentioned in the individual reports: the Conference Planning Group, Fund-raising and Awareness Committee, and of course the Board of Trustees. Others are less apparent. Our team of Client Assessors meet (on Zoom) to discuss issues emanating from the process of referral and assessment. Their discussions often tackle issues which lead to changes in our procedures and policies.

The Group Leaders, who are responsible for the support and supervision of our Bereavement Visitors, meet termly to offer peer support and to exchange good practice in their roles. We were pleased to be able to take up the invitation of St Mary's Church Harrow on the Hill to meet in the Parish Room in June; and at the November meeting, Sarah Ferguson (Lodge Group Leader and BACP Supervisor) gave some good practice advice on effective supervision. At the end of the meeting Group Leaders were able to meet the newly elected Board of Trustees.

Volunteer Bereavement Visitors also meet within their respective Bereavement Groups every 4-6 weeks to receive peer support, as well as supervision and guidance from their Group Leader. The importance of these meetings cannot be over-estimated in the provision of high-quality bereavement support for our clients. It is also where we can ensure that volunteers are coping with the emotional challenges that confront them when supporting clients. Those who arrange the Bereavement Drop-in Groups often have the additional demands of booking the facilities, providing refreshments and arranging the rota of volunteers to be 'on standby' if a client attends who would like to receive some individual support.

The number of client referrals received in our office in 2023 was similar to recent years with 116 (2022: 125) Adult referrals and 34 (2022: 34) Child & Young People referrals. These are the clients who were referred or self-referred through the Bereavement Care Office, and do not include those who received direct support from a Bereavement Group attached to a place of worship or who turned-up 'on spec' at a Drop-in (see **Statistics on pages 15 & 16**). Some of the churches that support us through their Corporate Memberships held Memorial Services in 2023. The services allow those families who have experienced a bereavement over the past year to formally remember their loved ones; the services often taking place around the Christian memorial of "The Commemoration of All Souls" in November, the month of Remembrance. We are grateful to those churches who take a collection from those attending, and offer it as a donation to Bereavement Care.

Other financial support in the form of donations was received from the Jewish Joint Burial Society, who provided a grant of £4,000 towards the costs of the rent and service charges for our office. Donations were also received from the Leila Charitable Trust (£300), Mosaic Reform Synagogue (£400), Simmons GMS Ltd. (£250), Vintage Asset Management (£200), Jocelyn Tompkins (£500), Marietta Adami (£250) and grateful clients (£160). In addition, a collection taken at Harrow Interfaith's Holocaust Memorial Service raised £359.86 for Bereavement Care.

Whilst Bereavement Care could not operate without the generous donations and support of its donors, benefactors, Corporate and Individual Members, it is without doubt the collaboration and community engendered by its volunteers that have proved to be invaluable over the past forty-two years. This was acknowledged during Volunteers' Week in June when certificates were sent to recognise this selfless act of service.

On behalf of all the children and adults that have received support from many of you, may I offer sincere thanks for all that you do.

David Griffiths
Executive Officer

INDEPENDENT EXAMINER'S REPORT



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

***Independent examiner's
report on the accounts***

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

BEREAVEMENT CARE (THE TRUST)

**On accounts for the year
ended**

31 DECEMBER 2023

**Charity
no (if any)**

1157002

Set out on pages

12 - 14

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31 / 12 / 2023**.

**Responsibilities and basis
of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's
statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed:

Margaret F Matchett

Date:

04/05/24

Name:

Margaret Matchett

**Relevant professional
qualification(s) or body
(if any):**

Address:

Flat 1, Stanmore Lodge

71 Stanmore Hill, Stanmore, Middlesex HA7 3EX

BEREAVEMENT CARE

Registered Charity Number 1157002

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2023

RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS	Notes	GENERAL FUNDS £	DESIGNATED FUNDS £	RESTRICTED FUNDS £	TOTAL 2023 £	TOTAL 2022 £
Voluntary Income Sources						
Grants Received	2			4,000	4,000	6,500
Donations	3	2,617			2,617	10,644
Corporate Membership Subscriptions	4	3,200			3,200	2,700
Individual Membership Subscriptions	4	595			595	360
Memorial Service Collections	5	908			908	1,070
Gift Aid		777			777	826
Sub Total		8,097	0	4,000	12,097	22,101
Other Income						
Fundraising	6	6,239			6,239	6,244
Conference	7	5,670			5,670	4,326
Training	8	2,910			2,910	3,590
Bank Deposit Interest		223			223	30
Total Receipts		£23,139	£0	£4,000	£27,139	£36,290
PAYMENTS						
Operating Costs						
Fundraising Costs	6	2,030			2,030	2,534
Conference Costs	7	2,624			2,624	2,300
Governance Costs	9	288			288	266
Staff Costs		17,696			17,696	17,104
Training		1,696			1,696	1,659
Insurance		1,669			1,669	1,572
Premises Costs		1,510		4,000	5,510	5,429
Printing, Postage and Stationery		877			877	935
Telephone and Internet		871			871	1,064
Office Costs		171			171	242
Volunteers, Visitors and Group Leaders		95			95	312
Total Payments		£29,527	£0	£4,000	£33,527	£33,415
(Deficit)/Surplus for the Year		(6,388)	0	0	(6,388)	2,875
Cash and Bank Balance at 1st January		27,802	24,732	0	52,534	49,659
Cash and Bank Balance at 31st December		£21,414	£24,732	£0	£46,146	£52,534

CASH AND BANK BALANCE	2023				2022			
	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £
Monetary Assets								
Metro Bank Account	14,304	14,000	0	28,304	18,898	12,000	0	30,898
HSBC Higher Interest Account	1,080	10,732	0	11,812	4,857	12,732	0	17,589
HSBC Business Account	4,102	0	0	4,102	1,943	0	0	1,943
Cash in Hand	6	0	0	6	181	0	0	181
PayPal Account	1,922	0	0	1,922	1,923	0	0	1,923
Closing balance	£21,414	£24,732	£0	£46,146	£27,802	£24,732	£0	£52,534

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2023

1. STATEMENT OF ACCOUNTING POLICIES

The financial statements of the charity have been prepared on a receipts and payments basis and generally in accordance with the Charities SORP 2015 and The Charities Act 2011.

a. Funds and Reserves

The General Fund represents the funds of the charity that are not subject to special restrictions regarding their use and are available for application to the general purposes.

The Designated Fund represents funds that are held at the discretion of the trustees and therefore unrestricted.

The Restricted Fund represents funds that are restricted by a particular purpose and must be used within a reasonable period from their receipt.

b. Statement of Assets and Liabilities.

The statement of assets refers to monetary assets only.

Expenditure on capital equipment etc. is not recognised in these financial statements although a simple inventory of non-monetary assets is maintained by the trustees.

2. GRANTS RECEIVED

General Funds

Harrow Together
Total per Receipts Account

2023 £	2022 £
0	2,500
£0	£2,500

Restricted Funds

Jewish Joint Burial Society
Total per Receipts and Payments Account

2023 Receipts £	2023 Payments £	2023 Surplus £	2022 Surplus £
4,000	4,000	0	0
£4,000	£4,000	£0	£0

3. DONATIONS

Donations in 2022 comprise of amounts received from the general public.

4. MEMBERSHIP SUBSCRIPTIONS

Corporate Membership Fees - Current year
Corporate Membership Fees - In Advance
Total per Receipts and Payments Account

2023 £	2022 £
3,200	2,700
0	0
£3,200	£2,700

Individual Membership Fees - Current year
Individual Membership Fees - In Advance
Total per Receipts and Payments Account

595	360
0	0
£595	£360

5. MEMORIAL SERVICE COLLECTIONS

St. John's Church, Pinner
Harrow InterFaith/Holocaust Memorial
All Saints Church, Harrow Weald
St. John's Church, Stanmore
All Saints Church, Queensbury
Total per Receipts and Payments Account

2023 £	2022 £
285	665
276	0
162	130
150	268
35	7
£908	£1,070

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2023

6. FUNDRAISING

Quiz Supper - This year
Grand Raffle
Pinner Village Show
Christmas Card Sales
Fundraising Regulator
Total per Receipts and Payments Account

2023 Receipts £	2023 Payments £	2023 Surplus £	2022 Surplus £
5,344	1,980	3,364	1,843
895	0	895	1,354
0	0	0	533
0	0	0	30
0	50	(50)	(50)
£6,239	£2,030	£4,209	£3,710

7. CONFERENCE

Fees
Direct conference administration
Speakers' expenses, caretaker, audio and other expenses
Total per Receipts and Payments Account

2023 Receipts £	2023 Payments £	2023 Surplus £	2022 Surplus £
5,670	0	5,670	4,326
0	2,863	(2,863)	(2,193)
0	61	(61)	(107)
£5,670	£2,924	£2,746	£2,026

8. TRAINING

Initial Training
Children
Workshops
Total per Receipts and Payments Account

2023 Receipts £	2023 Payments £	2023 Surplus £	2022 Surplus £
1,255	963	292	646
945	533	412	340
710	200	510	945
£2,200	£1,496	£704	£986

Analysis of training funds:

General funds
Total

2023 £	2022 £
1,214	1,931
£1,214	£1,931

During the year 1 Trustee provided training on behalf of the Charity and was paid for this. The amount was as follows:

Trustee 1
Total

2023 £	2022 £
500	365
£500	£365

9. GOVERNANCE COSTS

SSL certification
Bank charges
Disclosure and Barring Service (DBS) Checks
Data Protection Registration
Harrow Interfaith
National Children's Bureau
Total per Receipts and Payments Account

2023 £	2022 £
96	0
69	72
63	84
35	35
25	25
0	50
£123	£194

10. FUNDS

General Funds
Designated Funds (Contingency Fund)
Restricted Funds
Total

Balance 31 Dec 2022 £	Money in 2023 £	Money out 2023 £	Balance 31 Dec 2023 £
27,802	23,139	29,527	21,414
24,732	0	0	24,732
0	4,000	4,000	0
£52,534	£27,139	£33,527	£46,146

GROUP STATISTICS for the year ended 31st December 2023

Bereavement Care - Analysis of work done by visitors/volunteers in 2023							
Visiting Organisation	Number Analysis		Time Analysis in hours				TOTAL HOURS
	Number of all individuals contacted by visitors	of which no. of new individuals were	Visiting ***	Phoning-Training (except direct Bereavement Support)	Preparation for and attending meetings	Other bereavement activities	
All Saints, Harrow Weald	30	9	40	0	5	5	50
Ark Synagogue	161	63	145	13	156	51	365
Dovefall Bereavement - HPBC **	0	0	0	0	0	0	0
Edgeacre & Mill Hill Visiting Group**	5	1	22	2	0	96	120
Emmanuel, Northwood	23	17	76	19	37	58	190
Holy Trinity, Weststone**	29	7	41	1	31	15	88
Holy Trinity, Northwood**	7	5	50	0	92	260	402
Isleham Churches**	72	14	48	0	226	131	405
Kol Chai Synagogue	58	24	48	34	92	119	293
Lodge Group (1) & Children's Group	44	38	212	45	139	85	481
Lodge Group (2)	15	12	94	5	32	13	144
Lodge Group (3)	13	10	126	19	90	32	267
Mosaic Bereavement Group	78	48	235	49	126	255	665
Primer United Synagogue	29	20	59	39	100	59	257
St John's, Pinner	70	9	60	35	219	387	701
St John's, Stanmore	2	2	47	4	50	31	132
St Mary's - Harrow-on-Hill	5	2	32	3	8	12	55
Visiting Totals for year	641	282	1335	268	1403	1809	4,815

Drop-In Groups					
Drop-In Organisation	Number of all individuals in the year**				TOTAL VOLUNTEER HOURS
Dovefall Bereavement - HPBC	9				115
Edgeacre & Mill Hill Visiting Group	18				124
Footprints Drop-In (St Margaret's, UX)	11				183
Holy Trinity, Weststone Drop-In	21				219
Holy Trinity, Northwood Drop-In	25				174
Isleham Churches Drop-In	22				153
Drop In Totals for Year	106				968
Total Visiting + Drop-In	747	388			5,583

* "Other bereavement activities" includes:- Client assessments; preparation for visiting and phoning; writing up notes; conferences and training; fundraising; Tree of Life and Memorial services; anything else

** Drop-In Notes: All attendees for first session in year are recorded as new. Thereafter for further drop-in sessions only number of new people attending for the first time are recorded.

*** Includes face-to-face visiting, telephone support and video (Zoom/Skype) support.

GROUP STATISTICS for the year ended 31st December 2023

Analysis of total number of new individuals/attendees contacted this year, by gender, age and ethnicity, including Drop-In for 2023

Organisation (** by name indicates Drop-In stats included)	Total new Individuals Visiting including Drop-In	Gender Identity			Reg Disabled	Age			Ethnicity																
		Male	Female	Other		Under 16	17-59	Over 60	White British	Irish	White Other	Bangla- deshi	Indian	Pakis- tani	Asian Other	African	Afrn Caribn	Black Other	China	Other Ethnic	Mxd Wh Bk Afrn	Mixed White/ Asian	Mxd Wht Afrn Caribb	Mixed Other	
All Saints, Harrow Weald	9	1	8			4	5	3								4			2						
Ark Synagogue	63	20	43			18	45	60		3															
Dovefall Bereavement - HPBC **	9	3	6				4	5	5	2						1								1	
Edgware & Mill Hill Visiting Group **	19	9	10				3	16	13	1	2	1			1				1						
Emmanuel, Northwood	17	4	13				3	14	12		3		1						1						
Footprints Drop-in **	11	3	8				2	9	8	1			1					1							
Holy Trinity, Wealdstone **	28	10	18		1	1	10	17	15				5	3		2			1	2					
Holy Trinity, Northwood **	30	9	21				13	17	18	1	1		5							2				1	
Ickenham Churches **	36	12	24				6	30	31		3		2												
Koi Chai Synagogue	24	5	19				3	21	24																
Lodge Group (1) & Children's Group	39	10	28	1		17	17	5	30		3		1			2			1					2	
Lodge Group (2)	12	2	10				6	6	4	1	1		2		1		1		2						
Lodge Group (3)	10	2	8				7	3	3		3		1			2			1						
Mosaic Bereavement Group	48	13	35				11	37	33		5		2		2		1		4					1	
Pinner United Synagogue	20	10	10				3	17	20																
St John's, Pinner	9	2	7				3	6	6				3												
St John's, Stannore	2	1	1		2		1	1					2												
St Mary's - Harrow-on-Hill	2	0	2				1	1	2																
Totals for Year	388	116	271	1	3	18	115	255	287	6	24	1	25	3	4	0	13	1	2	13	2	0		4	3

BEREAVEMENT CARE

England & Wales - Charity number 1157002

Accounts



ANNUAL REPORT AND ACCOUNTS

For the year ended

31st December 2022

The Lodge
64 Pinner Road
Harrow
Middlesex HA1 4HZ
020 8427 5720
email: admin@bereavementcareandsupport.co.uk
website: www.bereavementcareandsupport.co.uk

Registered Charity number 1157002

BEREAVEMENT CARE
ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2022

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BEREAVEMENT CARE

ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2022

Trustees	Neena Bedi Bobbi Riesel Leslie Pappoe Jeremy Day Geraldine Dammen Kombonglangi Almarene Frederick Maceo Frederick Bhavini Kaviya Jack Lynes Richard Segalov John Spencer Victoria Wells	(Chair) (Vice-chair) (Honorary Treasurer) (Honorary Secretary, to 18/02/2022) (to 22/09/2022) (to 15/08/2022) (to 18/02/2022)
Corporate Members	Afghan Association Paiwand, Harrow All Saints Church, Harrow Weald All Saints Church, Queensbury Ark Synagogue (Northwood & Pinner Liberal Synagogue) Asian Bereavement Care Dovetail Bereavement Care (in association with Hillingdon Park Baptist Church) Edgware & Hendon Reform Synagogue Edgware & Mill Hill Bereavement Support Group Elliott Hall Medical Centre Emmanuel Church, Northwood Harrow and Hillingdon Circuit of the Methodist Church Holy Trinity Church, Northwood Holy Trinity Church, Wealdstone Ickenham Churches' Bereavement Support Group Kol Chai Synagogue Mosaic Jewish Community Pinner Synagogue Bereavement Support Group St John the Baptist Church, Pinner St John the Evangelist Church, Stanmore St Luke's Hospice, Kenton St Margaret's Church, Uxbridge St Martin's Church, Ruislip St Mary's Church, Harrow-on-the-Hill West London Synagogue	
Bankers:	HSBC 26-28 St Ann's Road, Harrow, Middlesex HA1 1LA	
Independent Examiner:	Margaret Matchett Flat 1 Stanmore Lodge, 71 Stanmore Hill, Stanmore, Middx, HA7 3EX	
Executive Officer:	David Griffiths The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ	

TRUSTEES' REPORT

The Trustees are pleased to present their report with the accounts of the charity for the year ended December 31, 2022.

Charity

Charitable status

Bereavement Care obtained a Charitable Incorporated Organisation (CIO) status in 2014. The aim of the organisation is to provide emotional support to people during bereavement. Grief impacts both the health and emotional wellbeing of a person. This journey may be painful and lonely, we help people through it. Our trained volunteers are good listeners and offer free support to all, regardless of religion, race, sexuality, disability, gender or age. As we cover a wide geographical area, our support is either over the telephone / mobile or face to face in person as home visits.

Charity Objectives

Our objectives for the public benefit are:

To relieve the suffering and distress caused by bereavement or loss among people who seek our help.

This would be, in particular, but not exclusively by:

- Offering support through the process of grieving.
- Increasing the public awareness and knowledge of the needs of bereaved people, or those who have experienced loss, throughout the community.
- Training and supervising suitable volunteers in listening skills for working with the bereaved (whether in their homes or in other appropriate places).
- Co-operating with and offering training to other agencies engaged in similar work.

Organisation

Trustees

The constitution allows for up to twelve elected Trustees and one nominated Trustee appointed by Harrow Deanery Synod.

Visitors

There are approximately 135 volunteers, who are trained in visiting and listening skills, and have worked with bereaved people in their homes or in other appropriate places such as drop-in centres. Each visitor successfully completes the Initial Bereavement Training (IBT) before joining a group. Visitors work to a comprehensive code of practice and are expected to complete a Disclosure and Barring Service (DBS) assessment, where appropriate.

The visitors contact bereaved people who are referred by their Group Leader or have requested support via the Bereavement Care office. Visitors are supervised by a Leader within the context of a group which meets regularly. Group Leaders have meetings for mutual support and exchange of information and have been supported by the Honorary Consultant Supervisor, Dr. Dorothy Edwards.

Review of the year

There are separate reports covering Conference, Training, and Fundraising & Awareness. There is also a report from the Chair of the Trustees and from the Executive Officer.

Staff

Bereavement Care has only one part-time employee.

Office

Bereavement Care rents an office in one of Harrow Council's buildings: The Lodge, 64 Pinner Road, Harrow. The office is adequately equipped with computers, photocopier and filing cupboards. The office is at present not set for remote working. People have to be in office to access information and documents. Trustees would like to develop systems to make it easier for stakeholders to access policies, documents, and policies from home. Obviously, these systems will have to comply with Data Protection and Safeguarding of information guidelines.

The Trustees

CHAIR'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2022

2022 brought further relief from COVID restrictions. The complete lockdown in 2020 and partial lockdown in 2021 had served its purpose and herd immunity to COVID had improved. Our immunity was stronger due to the vaccinations programme, reaction to COVID virus was getting milder. So the government restrictions and guidelines relaxed and people were allowed to mingle with caution, our charity activities slowly started getting back to normal. Our volunteers were still encouraged to do their own risk assessment bearing in mind the vulnerability of their family and their circumstances. Wearing of mask during visits, drop-in and meetings was a choice and not a compulsion. Ensuring the meeting room have good ventilation, seating well-spaced, hygienic surroundings with a supply of antimicrobial gel and wipes became the new norm and second nature for organisers and attendees.

Zoom meetings and virtual training sessions reduced and it was a great pleasure to see people in person and socialise again. Our main activities during the year were Conference, Fund Raising-raising awareness, and Training sessions. Each group have submitted their report as attached, so I will avoid repetition and only focus on the highlights.

Conference committee, comprises of a group of dedicated competent and highly motivated volunteers. Trustees are truly grateful to the team and would like to formally thank them for their time and dedication. They met regularly during the year to deliver a high-level professional conference. Their planning is meticulous, focusing on relevant well thought out topics. If you have not attended one of our conferences, then you must try and attend this year. It is an inspirational/ exhilarating experience. One leaves the conference fully charged and rearing to go!

This activity is a showcase for the charity as it is purposeful in raising emotional intelligence of the attendees, provides a forum for discussion on sensitive topics. It also raises the profile of the charity. We do not regard our conference as a money-making exercise so the fees are kept low to encourage attendance. Our Speakers also give their time free of charge or take a small token amount to cover travel cost, which is much appreciated.

Fund Raising and awareness committee is a relatively small team of five. Their energy and commitment to Bereavement Care is commendable. They usually carry out four activities in the year of which the Quiz with supper fish and chips are most popular. In 2022 they raised £3700 for which the charity is very grateful. Trustees take this opportunity to thank the committee members for their selfless hard work. Trustees would like to pay homage to Jack Lynes. Jack was an active member of the group, taking the position of chair and later co-chair. He was well known for collating the questions for the Quiz, making it challenging yet entertaining and allowing all to participate. He worked tirelessly till the end for the Charity, for which the Trustees are very grateful. We will miss his smile and his out of the box thinking.

Training programmes increased this year and moved to face to face, in person sessions. This is an essential part of our activities as it standardises the support our volunteers give to our clients. Unfortunately, it is still a fee-paying course, as we have to pay out trainers. When funds allow, Trustees would like to offer this free of cost to volunteers and stake holders. We publicise and run these courses to other organisations and non-members. Trustees would like to acknowledge the time and effort put in by our trainers. It will be amiss, not to acknowledge the support provided by David Griffiths, to ensure the smooth running of these courses.

Our Assessors, Group Leaders and volunteers are the backbone of our charity. They play a key role and have the responsibility for assessing all new cases. On their recommendation a case is accepted and passed on to our group leader and volunteers. It can be said they are the gatekeepers of our charity. Their diligent, selfless, consistent contribution is very much appreciated by Trustees and other stakeholders. It will be fair to say the charity could not function without them. A very big thank you to Jean Orpwood, Bette Fraser, Emmie McGregor, Debbie Scott, Sharon Smith, Helen Blakeley, Carole Scarlett, John Spencer and Bridget Murray. Group Leaders and visitors do an amazing job of supporting clients. We are lucky to have Dr Dorothy Edwards, as a consultant supervisor. She is always available to give us advice and guidance.

Other stake holders- We would like to thank our two ex-trustees Maceo Fredrick and Jean Seymour. They have stepped down from active roles but are always there when we need them. Maceo helps with payroll and Jean helps with secretarial matters. Margaret Matchett for offering her professional expertise as an Independent Examiner of our accounts. We are lucky to have these selfless diligent people supporting the charity.

Development plan- Trustees believe that our charity provides a very important service to people in grief, at their lowest emotional point in life. Ideally, we would like to see the charity expand and support more people. For this we need to be more visible and raise awareness in society. We can only progress if all stakeholders work collectively to move the organisation forward. We should aim to display a leaflet or poster in every possible public place- doctors' surgeries, libraries, undertakers, hospitals, schools and chemists telling people of the valuable free service we provide. To support this drive, we need to increase manpower at all levels- group leaders, volunteers, assessors, trustees, and administrator. We want to be better equipped to respond to requests for support from people/ clients and organisations. However, Trustees are very aware of our limitations on both fronts- manpower and monetary constraints. It's a chicken and egg situation, which one comes first?

Could the answer lie in reviewing our procedures with a view to work smartly. Bringing change in an organisation which has been in existence for over 40 years is sometimes difficult. It may be worth exploring ways to slimdown procedures, by giving better access to information and data base to assessors and group leaders so that some of the administration time is reduced. This would free David from mundane tasks and he could then have the time to explore different exciting ways of fund raising, promoting our charity and attract more volunteers. This will necessitate upgrading our Information Technology system using professional help, followed by training stake holders to use and own it. To take the charity forward in this direction we need the goodwill / enthusiasm of all stake holders.

Although we are maintaining status quo, Trustees are concerned that we are gradually depleting our resources. We do not have any regular income and totally rely on fundraising and donations. It is important that we all work collectively and play our role to keep the charity afloat.

Lastly, Trustees would like to acknowledge the sad passing of our valuable members and their contribution to bereavement care. Our condolences to the families and friends of Cyril Tompkins, Jack Lynes, Helen Tanner, Mary Holmes and Teresa McAbery.

Neena Bedi
Chair

TRAINING REPORT

In 2022, we picked up the momentum in our training (after two years of coping with online webinars and the reservations of returning to face-to-face training in the wake of the Covid pandemic). Six Initial Bereavement Training Courses were held during the year, training 50 adults with our well-established formula. Unfortunately, not all of the trainees were destined to volunteer with Bereavement Care, but we did take on several and many of them are already supporting clients. We were particularly grateful to be given venues either free of charge or at minimal cost, in order to run these courses and keep the course fees at a reasonable price. Our thanks to Emmanuel Church Northwood, John Keble Church Edgware, St Luke's Hospice and Kenton Methodist Church.

In March we were delighted with the response from over 40 of our volunteers, who tuned in to an online webinar Workshop on Data Protection, led by Judy Roth (from Jewish Women's Aid, and also a Bereavement Visitor at Pinner Synagogue).

We were once again grateful to Harrow and Hillingdon Methodist Circuit for allowing us to use The Lighthouse Centre in Ruislip for our face-to-face Children and Grief Training in April. Eight trainees were due to attend; but numbers reduced to five following one testing positive for Covid

on the day of the course, another unable to be released from their school due to staff sickness and a third for other reasons. It made us realise that we were still facing the aftermath of Covid even though everyone was trying to return to some degree of normality.

Of course, we also provide training to other organisations who recognise the expertise and experience that our Trainers have to offer (and it produces a little extra revenue for Bereavement Care). Three Webinars were presented for Reform Judaism in March and April. A Children and Grief Training Course was run for volunteers working with Halo Children's Foundation in Hayes in May. Baker-Law, a Solicitors and Legal Practice in Farnham, Surrey requested a Webinar to help their staff in "Understanding Bereavement" and how to respond appropriately when dealing with bereaved clients. Need to Talk Counselling, based in Harrow, benefitted from 15 of their counsellors being trained over two sessions with an "Introduction to Bereavement" at Harrow College. The Liberal Jewish Synagogue in St John's Wood asked us to provide a workshop "Supporting those bereaved by Suicide"; and the Roman Catholic Church of the Most Precious Blood and St Edmund in Edmonton (Roman Catholic Diocese of Westminster) had a "follow-up" to some bereavement training that had been provided by us pre-pandemic.

This would not have been possible without the generous commitment and support of our Trainers: Helen Blakeley, Bette Fraser, Judy Karbritz, Emmie McGregor and Bobbi Riesel.

FUND RAISING AND AWARENESS COMMITTEE REPORT

The Fund-raising and Awareness Committee worked tirelessly throughout the year, arranging events and recruiting (a small number of) volunteers to help with the various initiatives – many of which have become 'regulars' in the Bereavement Care calendar.

In 2021, Dr Lewis Owens (St Martin's Challenge) had managed to encourage benefactors to donate a holiday in Mauritius and a substantial contribution towards airfares; which together with a £150 John Lewis Voucher and a Red Letter Day Experience provided the prizes in a Grand Raffle Draw. With such an attractive first prize, it was believed that the tickets would be keenly purchased. The tickets were sold throughout the autumn of 2021 and into the early spring of 2022, with the draw due to take place at the Fish and Chip Supper Quiz. It was disappointing that some of our volunteers were reluctant to sell tickets to their friends and family for such a good cause. However, the ticket sales raised £4,166 and the first prize winner, Fay Avery, apparently had a very enjoyable week in Mauritius.

It was particularly pleasing that Fay was present and participating at the Fish and Chips Supper Quiz when her ticket was drawn. The Quiz was held at the Harrow and District Masonic Centre in Kenton in February. Our thanks to the small team of regular helpers who rally round to get everything together to make the evening both enjoyable and successful. The Quiz raised £1,800.

Her Majesty The Queen celebrated her Platinum Jubilee in June, and Bereavement Care was present at the Eastcote House Gardens Jubilee Picnic with its familiar fund-raising and awareness gazebo and stall. The weather was great and the crowds turned out, and £386 was made on the 'prize-every-time' tombola.

Just three months later, we were repeating the same at Rotary Club's Pinner Village Fair on 10th September. On this occasion, just £177 were the proceeds of the tombola, but the success of these two events is not essentially in the funds raised – but in the conversations that are initiated with prospective clients or volunteers. There are few opportunities where members of the public have time to stop and chat, either to find out what we provide in the way of bereavement support, or how they can volunteer with us.

Certainly, the four Charity Bucket Collections that were held at Morrison's Supermarket in Hatch End during the year were exhausting. There do not appear to be many of our supporters who are willing to spend an hour or two holding a collecting bucket at the store entrance whilst busy shoppers pass by, trying desperately hard to avoid eye contact with our volunteers. Many no longer carry small change (apart from the £1 coin to release their trolley) so we have been trying

to offer donations by debit card – but this is time-consuming and not everyone's choice. Having said that, the four collections in total raised over £860; and since all of that money is donated, we can claim Gift Aid on Small Donations bringing the total to over £1,000.

We were delighted to be back Carol Singing at Harrow-on-the-Hill Underground Station in December. The number of commuters has certainly reduced since pre-Covid times and we collected £484. The following evening at St Ann's Shopping Centre, it was warmer, but the total collected was slightly less at £359.64. Our sincere thanks to our musicians and singers, who brought a little festive cheer as we approached Christmas.

Unfortunately, the Fund-raising and Awareness Committee needs new members, bringing new ideas and new energy to support the work of Bereavement Care, both in raising funds and in generating awareness in the community. In total, £8,235 was achieved through the endeavours of this small committee, with a further £420 which can be added in Gift Aid.

Our sincere thanks to Bobbi Riesel, Jeanette Leibling, Trudy Segal and Wendy Williams – and to all those who have contributed by attending events, donating prizes, selling draw tickets, holding collecting buckets, singing Christmas carols and generally supporting Bereavement Care.

CONFERENCE REPORT

Committee members

Angela Atkins, Sharon Goldstein, David Griffiths, Karen Pollak, Jenny Reid, Emmie McGregor, Bobbi Riesel, Linda Farley (Minute Taker), Judy Silverton (Chair).

The Annual Conference was held in person on 26th October 2022, the first time since the pandemic and it was aptly named **Back to the Future: New Ways of Being**. The committee realised that there were still some people who may not be ready to mix. However, we felt we really needed to 'get back to normal'.

We used a new venue this year, Emmanuel Church in Northwood. There was plenty of space with several rooms for workshops. It worked extremely well although, it was very cold as the boiler had broken. There was also a slight problem with noise from the builders who were repairing the roof. The builders did stop when asked but the church did get progressively colder as the day wore on.

The audio and projection systems were fairly sophisticated and Jon Fiber, our amazing IT/AV man, was able to get to grips with it all quite easily.

We had two keynote speakers: Samantha Duggan from Alcoholics Anonymous and Judy Roth from Jewish Women's Aid. Both spoke for about 40 minutes with 20 minutes for Q&A. Samantha was an excellent, professional presenter. Unfortunately, Judy had too many PowerPoint slides. Both Q&A sessions were lively with Sharon Goldstein and Bobbi Riesel in control of the roving microphones.

Lunch was served in the Lounge and always was a great success, thanks to Bobbi and her team of helpers.

After lunch delegates had a choice of one of six workshops:

Mindfulness – Barbara Lenton. Barbara is a qualified Mindfulness Based Awareness Coach who is deeply passionate about personal growth and development of wellbeing. She came across the concept of mindfulness and living mindfully in her personal life and, after gaining an appreciation and recognising the benefits it had given her, decided to immerse herself fully in the practice.

An introduction to Mental Health First Aid – Derek Reale. Derek is Founder and Managing Director of Primum Workplace Wellbeing in Hillingdon. He has a clinical background having worked in well-being and occupational health for 20 years, and was able to introduce delegates to some of the considerations around mental health first aid.

Supporting Children and Young People - Tracey Boseley and Rebecca Haycock. Tracey is Child Bereavement UK's Head of Education Services, and together with Rebecca Haycock, they discussed the particular needs and requirements in supporting bereaved children and young people.

Supporting those bereaved by Suicide – Sam Miller and Lucas Dawe. Sam and Lucas both work with Bereft, the bereavement support charity for those living in the London Borough of Ealing. They provided some very helpful guidelines when supporting friends and family members who have been bereaved following the death of a close friend or relative who has taken their own life.

Supporting Bereaved People by Telephone – Kalpana Mehta and Isobel Nissen. Kalpana and Isobel are part of the Harrow Samaritans Outreach, Recruitment and Training Team. Their workshop addressed some of the challenges that volunteers have to cope with when speaking to a client on the telephone (rather than face-to-face).

Unconscious Bias - Aurora Da Silva. Aurora is the Founder, Senior Manager and Clinical Supervisor for Need to Talk Counselling Service in Harrow. She was able to challenge delegates in their day-to-day practice, helping them to consider the unconscious biases that we often fail to notice when working with clients.

The Workshops were summarised and reviewed in the final plenary by Councillor Debbie Morris, Chair of Three Rivers District Council.

When closing the event, Judy paid tribute to the late Jack Lynes, who had contributed so much to the Conference Planning Group as well Bereavement Care.

I would like to add my thanks to the Conference Planning Committee members without whom this event would not be possible. Also, my grateful thanks to David Griffiths for his support and help with the administration which is always carried out extremely efficiently and never with a cross word, making my task much easier.

Our next conference will take place face-to-face on **25th October 2023** and is entitled **Bereavement: Coping with life alone.**

Judy Silverton
Chair, Conference Planning Group

REPORT FROM THE EXECUTIVE OFFICER

Last year was, very much, about trying to return to some degree of 'normality' following almost two years of the Covid pandemic. The return to face-to-face training, drop-in groups and face-to-face visiting had been cautiously reintroduced in the autumn of 2021, and the new year commenced with an Initial Bereavement Training Course at Emmanuel Church, Northwood. It was also possible to arrange a Children and Grief Course at The Lighthouse Centre, South Ruislip in April. We hoped that we had turned a corner.

However, the impact the Covid pandemic has had on Bereavement Care (in common with many other charities) has affected not only our clients and our volunteers, but also our financial sustainability. Fortunately, we were able to organise the annual Fish and Chip Supper Quiz, stalls at Eastcote House Gardens and Pinner Village Fair, and two sessions of Carol Singing. But, like the Covid pandemic, what we were unable to foresee was the economic hiatus that hit the UK early into 2022. Consequently, applications to charitable trusts and funding bodies became even more competitive, as these organisations prioritised supporting the most vulnerable in our society with funding diverted to foodbanks, warm hubs and community initiatives combating the 'cost of living crisis'.

Fortunately, we were successful in receiving support from the Jewish Joint Burial Society, who provided a grant of £4,000 towards the costs of the rent and service charges for our office. Donations were also received from the Schon Family Trust (£200), Leila Charitable Trust (£200), Probus Pinner (£260), Mosaic Reform Synagogue (£300), St Mary's Church, Harrow on the Hill (£500), Freeman of the City of London (£500), Waitrose, Harrow Weald (£500) and Pinner Parish Church (£1,000).

Although mentioned in last year's Annual Report, it would be remiss not to mention the sad passing of some of our long-term supporters in 2022: Cyril Tompkins (June); Jack Lynes (August); Helen Tanner (September); Mary Holmes (October); and Teresa McAbery (November). We are indebted to them for their unstinting service in supporting Bereavement Care and those who look to us for support. Our sincere condolences to their families and friends. We were extremely grateful to receive a donation "in memoriam" of Jack Lynes from Edgware and Stanmore Rotary Club of £3,000, and donations from other supporters "in memoriam" for Jack, Cyril and Mary.

Those churches that were able to, restarted their annual Memorial Services in 2022 (very much in abeyance over the pandemic). The services allow those families who have experienced a bereavement over the past year to formally remember their loved ones; the services often taking place around the Christian memorial of "The Commemoration of All Souls" in November, the month of Remembrance. We are grateful to those churches who take a collection from those attending, and offer it as a donation to Bereavement Care.

The number of client referrals received in our office in 2022 was lower than previous years with 125 (2021: 175) Adult referrals and 34 (2021: 39) Child & Young People referrals. This appears to be contrary to the increasing number of deaths in Harrow and Hillingdon over the past two years, not least due to the Covid pandemic. There is no one single reason as to why referrals have reduced; but there has been a significant increase in media coverage of responses to bereavement (particularly those bereaved by suicide – "Three Men Walking", "Molly Russell", "Roman Kemp" et al.) and the importance of talking to relieve stress and anxiety (such as ITV's "Get Britain Talking" campaign). Despite these very worthwhile initiatives, there will always be a need for volunteers who are trained to listen, and listen empathetically. However well-anticipated the death may be; however well-prepared the partner, family or friends may have thought they were: there is inevitably an over-whelming feeling of loss when someone close dies. Being there to walk alongside someone as they navigate their way through the grief is our privilege.

On behalf of all the children and adults that have received support from many of you, may I offer sincere thanks for all that you do.

David Griffiths,
Executive Officer

INDEPENDENT EXAMINER'S REPORT



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees

Charity Name
Bereavement Care (The Trust)

On accounts for the year ended

31/12/22

Charity no
(if any)

1157002

Set out on pages

13 – 15

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31 December 2022.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

☐. Delete ☐ if not applicable.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (*) which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Margaret F Matchett

Date:

19/08/23

Name:

Margaret F Matchett

Relevant professional
qualification(s) or body
(if any):

Address:

Flat 1 Stanmore Lodge, 71 Stanmore Hill, Stanmore HA7 3EX

BEREAVEMENT CARE

Registered Charity Number 1157002

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2022

RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS	Notes	GENERAL FUNDS £	DESIGNATED FUNDS £	RESTRICTED FUNDS £	TOTAL 2022 £	TOTAL 2021 £
Voluntary Income Sources						
Grants Received	2	2,500		4,000	6,500	7,865
Donations	3	10,644			10,644	8,677
Corporate Membership Subscriptions	4	2,700			2,700	3,850
Individual Membership Subscriptions	4	360			360	670
Gift Aid		826			826	844
Memorial Service Collections	5	1,070			1,070	911
Sub Total		18,100	0	4,000	22,101	22,817
Other Income						
Fundraising	6	6,244			6,244	4,775
Conference	7	4,326			4,326	2,440
Training	8	3,590			3,590	3,880
Bank Deposit Interest		30			30	6
Total Receipts		£32,290	£0	£4,000	£36,290	£33,918
PAYMENTS						
Operating Costs						
Fundraising Costs	6	2,534			2,534	55
Conference Costs	7	2,300			2,300	1,328
Governance Costs	9	266			266	178
Staff Costs		17,104			17,104	27,016
Premises Costs		1,429		4,000	5,429	6,034
Training		1,659			1,659	1,379
Insurance		1,572			1,572	1,135
Telephone and Internet		1,064			1,064	1,024
Printing, Postage and Stationery		935			935	1,042
Volunteers, Visitors and Group Leaders		312			312	444
Office Costs		242			242	173
Total Payments		£29,415	£0	£4,000	£33,415	£39,808
(Deficit)/Surplus for the Year		2,875	0	0	2,875	(5,890)
Cash and Bank Balance at 1st January		24,927	24,732	0	49,659	55,549
Cash and Bank Balance at 31st December		£27,802	£24,732	£0	£52,534	£49,659

	2022				2021			
CASH AND BANK BALANCE	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £
Monetary Assets								
Metro Bank Account	18,898	12,000	0	30,898	11,628	12,000	0	23,628
HSBC Higher Interest Account	4,857	12,732	0	17,589	5,827	12,732	0	18,559
HSBC Business Account	1,943	0	0	1,943	5,889	0	0	5,889
Cash in Hand	181	0	0	181	3	0	0	3
PayPal Account	1,923	0	0	1,923	1,580	0	0	1,580
Closing balance	£27,802	£24,732	£0	£52,534	£24,927	£24,732	£0	£49,659

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2022

1. STATEMENT OF ACCOUNTING POLICIES

The financial statements of the charity have been prepared on a receipts and payments basis and generally in accordance with the Charities SORP 2015 and The Charities Act 2011.

a. Funds and Reserves

The General Fund represents the funds of the charity that are not subject to special restrictions regarding their use and are available for application to the general purposes.

The Designated Fund represents funds that are held at the discretion of the trustees and therefore unrestricted.

The Restricted Fund represents funds that are restricted by a particular purpose and must be used within a reasonable period from their receipt.

b. Statement of Assets and Liabilities.

The statement of assets refers to monetary assets only.

Expenditure on capital equipment etc. is not recognised in these financial statements although a simple inventory of non-monetary assets is maintained by the trustees.

2. GRANTS RECEIVED

General Funds

Harrow Together
Total per Receipts Account

2022 £	2021 £
2,500	0
£2,500	£0

Restricted Funds

Jewish Joint Burial Society
Postcode Neighbourhood Trust
Total per Receipts and Payments Account

2022 Receipts £	2022 Payments £	2022 Surplus £	2021 Deficit £
4,000	4,000	0	0
0	0	0	(10,000)
£4,000	£4,000	£0	(£10,000)

3. DONATIONS

Donations in 2022 comprise of amounts received from the general public.

4. MEMBERSHIP SUBSCRIPTIONS

Corporate Membership Fees - Current year
Corporate Membership Fees - In Advance
Total per Receipts and Payments Account

2022 £	2021 £
2,700	3,850
0	0
£2,700	£3,850

Individual Membership Fees - Current year
Individual Membership Fees - In Advance
Total per Receipts and Payments Account

2022 £	2021 £
360	645
0	25
£360	£670

5. MEMORIAL SERVICE COLLECTIONS

St. John's Church, Pinner
St. John's Church, Stanmore
All Saints Church, Harrow Weald
All Saints Church, Queensbury
Total per Receipts and Payments Account

2022 £	2021 £
665	314
268	250
130	105
7	242
£1,070	£911

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2022

6. FUNDRAISING

Quiz Supper - This year
Grand Raffle
Pinner Village Show
Christmas Card Sales
Fundraising Regulator
The Rotary Club
Barnet Walking Football Team
Total per Receipts and Payments Account

2022 Receipts £	2022 Payments £	2022 Surplus £	2021 Surplus £
3,047	1,204	1,843	1,895
2,604	1,250	1,354	1,950
563	30	533	274
30	0	30	56
0	50	(50)	(50)
0	0	0	(5)
0	0	0	600
£6,244	£2,534	£3,710	£4,720

7. CONFERENCE

Fees
Direct conference administration
Speakers' expenses, caretaker, audio and other expenses
Web hosting
Total per Receipts and Payments Account

2022 Receipts £	2022 Payments £	2022 Surplus £	2021 Surplus £
4,326	0	4,326	2,440
0	2,193	(2,193)	(1,200)
0	107	(107)	(36)
0	0	0	(92)
£4,326	£2,300	£2,026	£1,112

8. TRAINING

Workshops
Initial Training
Children
Total per Receipts and Payments Account

2022 Receipts £	2022 Payments £	2022 Surplus £	2021 Surplus £
1,550	605	945	1,410
1,335	689	646	295
705	365	340	796
£3,590	£1,659	£1,931	£2,501

Analysis of training funds:
General funds
Total

2022 £	2021 £
1,931	2,501
£1,931	£2,501

During the year 1 Trustee provided training on behalf of the Charity and was paid for this. The amount was as follows:
Trustee 1
Total

2022 £	2021 £
365	300
£365	£300

9. GOVERNANCE COSTS

Disclosure and Barring Service (DBS) Checks
Bank and Credit Card charges
National Children's Bureau
Data Protection Registration
Harrow Interfaith
SSL certification
Total per Receipts and Payments Account

2022 £	2021 £
84	0
72	27
50	0
35	35
25	25
0	91
£266	£178

10. FUNDS

General Funds
Designated Funds (Contingency Fund)
Restricted Funds
Total

Balance 31 Dec 2021 £	Money in 2022 £	Money out 2022 £	Balance 31 Dec 2022 £
24,927	32,290	29,415	27,802
24,732	0	0	24,732
0	4,000	4,000	0
£49,659	£36,290	£33,415	£52,534

GROUP STATISTICS for the year ended 31st December 2022

Bereavement Care - Analysis of work done by visitors/volunteers in 2022							
Visiting Organisation	Number Analysis		Time Analysis in hours				
	Number of all individuals contacted by visitors	of which no. of new individuals were	Visiting ***	Phoning/mailing (except direct Bereavement Support)	Preparation for and attending meetings	Other bereavement activities*	TOTAL HOURS
Afghan Association Paband	4	4	4	3	4	15	26
All Saints, Queensbury	0	0	0	0	0	0	0
All Saints, Harrow Weald	41	11	52	1	0	2	55
Ark Synagogue	118	50	92	19	117	48	276
Children's Group	13	13	40	3	9	7	59
Doverall Bereavement - HPBC **	3	3	26	2	8	21	57
Edgware & Mill Hill Visiting Group**	0	0	0	0	0	45	45
Emmanuel, Northwood	23	22	72	15	33	61	181
Holy Trinity, Wealdstone**	23	7	40	6	41	11	98
Holy Trinity, Northwood**	10	8	68	10	78	77	233
Ickenham Churches**	86	16	54	14	230	125	423
Kol Chai Synagogue	68	18	66	19	102	102	289
Lodge Group (1)	117	4	120	30	81	65	296
Lodge Group (2)	14	11	132	18	28	6	184
Lodge Group (3)	12	4	304	27	82	49	462
Mosaic Bereavement Group	55	47	136	71	221	195	623
Pinner United Synagogue	35	32	60	36	133	42	271
St John's, Pinner	109	19	127	29	277	233	666
St John's, Stanmore	9	4	59	9	52	74	194
St Mary's - Harrow-on-Hill	2	2	10	0	2	2	14
Visiting Totals for year	742	275	1462	312	1498	1180	4452
Drop-In Groups							
Drop-In Organisation		Number of new individuals in the year**					TOTAL VOLUNTEER HOURS
Doverall Bereavement - HPBC		14					136
Edgware & Mill Hill Visiting Group		16					130
Footprints Drop-In (St Margarets, UK)		6					140
Holy Trinity, Wealdstone Drop-In		24					264
Holy Trinity, Northwood Drop-In		14					210
Ickenham Churches Drop-In		22					142
Drop In Totals for Year		96					1022
Total Visiting + Drop-In		371					5,474

* "Other bereavement activities" includes:- Client assessments; preparation for visiting and phoning; writing up notes; conferences and training; fundraising; Tree of Life and Memorial services; anything else

** Drop-In Notes: All attendees for first session in year are recorded as new. Thereafter for further drop-in sessions only number of new people attending for the first time are recorded.

*** Due to the Covid Pandemic, the nature of Bereavement Visiting changed during 2020 and includes face-to-face visiting, telephone support and video (Zoom/Skype) support.

GROUP STATISTICS for the year ended 31st December 2022

Analysis of total number of new individuals/attendees contacted this year, by gender, age and ethnicity, inc Drop-In for 2022																							
Organisation by name indicates Drop-In state included)	Total new individuals Visiting plus Drop-In	Gender		Rel Disabled	Age		Ethnicity																
		Male	Female		Under 16	17-59	Over 60	White British	White Irish	White Other	Bangla- deshi	Indian	Pakist- ani	Asian/Other	African	Afr'n Carib'n	Black Other	Chinese	Other Ethnic	Mixed Wh Black Afr'n	Mixed White/ Asian	Mixed Wh Afr'n Carib'n	Mixed Other
Afghan Association Pwland	4		4			4								3									
All Saints Queensbury	0																						
All Saints, Harrow Weald	11	2	9	1		11		4						5		1			1				
Ark Synagogue	50	11	39	1		12	38	50															
Children's Group	13	7	6		13			4						5		2			2				
Doverall Bereavement - HPBC "	17	8	9			2	15	14						1								1	
Edgware & Mill Hill Visiting Group "	16	3	13			8	8	12	1			2		1									
Emmanuel, Northwood	22	5	17			4	18	17		1		1		2					1				
Footprints Drop-In "	6	2	4	1			6	3	1			1	1										
Holy Trinity, Wealdstone "	31	12	19			9	22	21			3	2	1	2		1							
Holy Trinity, Northwood "	22	4	18			3	19	19		2		1											
Ickenham Churches "	38	15	23			8	30	36				2											
Koi Chai Synagogue	18	2	16			1	17	18															
Lodge Group (1)	4	2	2			2	2	1	1			1		1									
Lodge Group (2)	11	4	7	1		8	3	5	1	3		1				1							
Lodge Group (3)	4		4			1	3	2	1			1											
Mosaic Bereavement Group	47	10	37			12	35	43		1				2					1				
Pinner United Synagogue	32	12	20			3	29	32															
St John's, Pinner	19	4	15	1		9	10	18				1											
St John's, Stanmore	4		4			3	1	3					1										
St Mary's - Harrow-on-Hill	2	1	1			1	1	1		1													
Totals for Year	371	104	267	5	13	101	257	303	4	9	3	13	3	22	0	5	2	0	6	0	0	1	0

BEREAVEMENT CARE

England & Wales - Charity number 1157002

Accounts



Bereavement Care

Supporting you through grief and loss

ANNUAL REPORT AND ACCOUNTS

For the year ended

31st December 2021

The Lodge
64 Pinner Road
Harrow
Middlesex HA1 4HZ
020 8427 5720
email: admin@bereavementcareandsupport.co.uk
website: www.bereavementcareandsupport.co.uk

Registered Charity number 1157002



BEREAVEMENT CARE
ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2021

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BEREAVEMENT CARE

ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2021

Trustees

Neena Bedi (Chair)
Bobbi Riesel (Vice-chair)
Leslie Pappoe (Honorary Treasurer)
Jean Seymour (Honorary Secretary, to 31/06/2021)
Jeremy Day (from 20/04/2021,
Honorary Secretary, from 01/07/2021)
Geraldine Dammen Kombonglangi (from 06/01/2021)
Almarene Frederick
Maceo Frederick (from 01/03/2021)
Bhavini Kaviya (from 06/01/2021)
Edward Lewis (to 31/10/2021)
Jack Lynes
Helena Reid (to 09/04/2021)
Richard Segalov
John Spencer (from 01/05/2021)
Victoria Wells (from 20/04/2021)

Corporate Members

Afghan Association Paiwand, Harrow
All Saints Church, Harrow Weald
All Saints Church, Queensbury
Asian Bereavement Care
Dovetail Bereavement Care (in association with
Hillingdon Park Baptist Church)
Edgware & Hendon Reform Synagogue
Edgware & Mill Hill Bereavement Support Group
Elliott Hall Medical Centre
Emmanuel Church, Northwood
Harrow and Hillingdon Circuit of the Methodist Church
Holy Trinity Church, Northwood
Holy Trinity Church, Wealdstone
Ickenham Churches' Bereavement Support Group
Kol Chai Synagogue
Mosaic Synagogue Bereavement Group
Northwood & Pinner Liberal Synagogue (The Ark Synagogue)
Pinner Synagogue Bereavement Support Group
St Alban's Church, North Harrow
St John the Baptist Church, Pinner
St John the Evangelist Church, Stanmore
St Luke's Hospice, Kenton
St Margaret's Church, Uxbridge
St Martin's Church, Ruislip
St Mary's Church, Harrow-on-the-Hill
St Michael & All Angels Church, Harrow Weald
West London Synagogue

Bankers:

HSBC
26-28 St Ann's Road, Harrow, Middlesex HA1 1LA

Independent Examiner:

Margaret Matchett
9 Stanmore Lodge, 71 Stanmore Hill, Stanmore, Middx, HA7 3EX

Executive Officer:

David Griffiths
The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ

TRUSTEES' REPORT

The Trustees are pleased to present their report with the accounts of the charity for the year ended December 31, 2021.

Charity

Charitable status

Bereavement Care obtained a Charitable Incorporated Organisation (CIO) status in 2014. The aim of the organisation is to provide emotional support to people during bereavement. Grief impacts both the health and emotional wellbeing of a person. This journey may be painful and lonely, we help people through it. Our trained volunteers are good listeners and offer free support to all, regardless of religion, race, sexuality, disability, gender or age. As we cover a wide geographical area, our support is either over the telephone / mobile or face to face in person as home visits.

Charity Objectives

Our objectives for the public benefit are:

To relieve the suffering and distress caused by bereavement or loss among people who seek our help.

This would be, in particular, but not exclusively by:

- Offering support through the process of grieving.
- Increasing the public awareness and knowledge of the needs of bereaved people, or those who have experienced loss, throughout the community.
- Training and supervising suitable volunteers in listening skills for working with the bereaved (whether in their homes or in other appropriate places).
- Co-operating with and offering training to other agencies engaged in similar work.

Organisation

Trustees

The constitution allows for up to twelve elected Trustees and one nominated Trustee appointed by Harrow Deanery Synod.

Visitors

There are approximately 135 volunteers, who are trained in visiting and listening skills, and have worked with bereaved people in their homes or in other appropriate places such as drop-in centres. Each visitor successfully completes the Initial Bereavement Training (IBT) before joining a group. Visitors work to a comprehensive code of practice and are expected to complete a Disclosure and Barring Service (DBS) assessment, where appropriate.

The visitors contact bereaved people who are referred by their Group Leader or have requested support via the Bereavement Care office. Visitors are supervised by a Leader within the context of a group which meets regularly. Group Leaders have meetings for mutual support and exchange of information and have been supported by the Honorary Consultant Supervisor, Dr. Dorothy Edwards.

Review of the year

There are separate reports covering Conference, Training, and Fundraising & Awareness. There is also a report from the Chair of the Trustees and from the Executive Officer.

Staff

Bereavement Care has only one part-time employee.

Office

Bereavement Care rents an office in one of Harrow Council's buildings: The Lodge, 64 Pinner Road, Harrow. The office is adequately equipped with computers, photocopier and filing cupboards. The office is at present not set for remote working. People have to be in office to access information and documents. Trustees would like to develop systems to make it easier for stakeholders to access policies, documents, and policies from home. Obviously, these systems will have to comply with Data Protection and Safeguarding of information guidelines.

The Trustees

CHAIR'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

Like the previous year, 2021 came with its own challenges. Although COVID restrictions had started to relax, the virus was still around, and a huge number of cases were being reported. Trustees were concerned about the wellbeing of our volunteers, so their suggested directive was to try and avoid unnecessary risk and contact with people not in their bubble. Trustees felt that it was better to err on the side of caution and not encourage visitors to resume face to face visits, drop-in and meetings straight away. Most visitors and clients had become skilled in using Face time / Zoom and supporting clients over the phone, they were encouraged to carry on using these methods where possible. We are proud of our volunteers who carried on supporting their clients and our group leaders and Assessors who are irreplaceable. We cannot thank them enough.

The other new challenge was adjusting to the reduced working hours of our one and only employee, David Griffiths. His working week was being reduced from 37.5 hours to 30 hours from January 2021 and from July 2021 he was going to drop another day and reduce his hours to 22.5 hours. This was a big change for us because over the years we have become very dependent on David and his absence from the office one or two days a week was unsettling. Fortunately, we were expecting a Kick Start person, assistant to David to start in January 2021. We were planning to use this person to cover the office and man the phones when David was not working. Unfortunately, Sana from Kick Start did not arrive till July.

So, we moved to plan B, to help David for the first six months January to June. Trustees were put into a rota to man the telephones and receive phone calls on Friday, chair or vice chair visited the office to man it for a few hours and check on mail. Trustees further agreed to reduce the number of meetings David attended and take minutes. Line manager Jean, agreed to do the bank and post office run. In July Sana, Kick start person arrived and we were able to hand over some of the responsibilities to her. She was extremely capable and efficient person. She took telephone calls, processed referrals, organised attendance and display at Brunel University, got the training packs ready, drafted newsletter and improved our social media presence. In the short time she was with us she managed to secure funding for £2000.

The Fundraising and awareness group have also been raising funds which are essential for us. Through their yearly planned activities, they raised £4720. A big thank you to this dedicated group.

Conference group is another amazing group, they are self-motivated and very professional. They meet regularly and meticulous planning every aspect of the conference. The net amount raised this year was £1112, and we are grateful to them for their commitment and support to Bereavement Care. Every conference is superb and certainly raises the profile of our Charity.

All of the money raised by the above groups and from outside agencies is put to good use, in maintaining our office and in salary. We do not get any funding from the Council nor do we get concessional rates on our rent.

Trustees are still committed to updating the office computer system and software capability of our office, to improve remote accessibility. Unfortunately, we only have a small budget for this, so we are looking for person who will help our charity free of charge or work with us for a discounted rate.

This year three trustees have left the board, two retired and one is taking a break. However, we have been very lucky to recruit four new trustees. In January, we advertised internally and externally for additional trustees. We encouraged people to join our charity and become a trustee. The response to our external advert was amazing, we had a lot of interest. We think it might be due to COVID, people have lost their near and dear ones. They are more willing to talk about bereavement, it is not a taboo any longer. Another reason could be that people were at home for nearly a year, they felt had more time on their hands and wanted to volunteer for a worthwhile cause. Within the first couple of months, we had recruited four promising young

Trustees. New trustees were inducted, their expected conduct and responsibilities were discussed. They were encouraged to join one of the working groups and become part of the team. The groups on offer were Fundraising and awareness, Publicity and social media, Digitalisation, Finance, Safeguarding, Data Protection and Policies. Trustees started meeting regularly on Zoom, Friday afternoon around lunchtime

Bereavement Care provides free service to our clients. We can do this because we have a team of fantastic public-spirited volunteers. I and the board of Trustees thank them for their support and good will to the charity. The Trustees also thank David for his continued commitment and efficiency. No report can be complete without thanking the people behind the scenes Margaret Matchett, Independent Examiner and Dorothy Edwards for her vital support to the assessors. As the Chair I would also like to thank my fellow Trustees for their support, teamwork, and constructive criticism.

Together we move forward and work for the good of the organisation.

Neena Bedi
Chair

TRAINING REPORT

Our training continued, despite the restrictions in 2021, and we started off in January with an Introduction to Bereavement Support webinar which was well attended.

In March we had another webinar, the subject being Solution Focused Therapy, also known as Brief Therapy. This was run by Harvey Ratner and 60 people joined us on Zoom.

From February to May we ran a weekly online support for Harrow Council to help them to support their employees with losses they had suffered over the past year or so.

Our children's training in March was much needed; both for our children's support groups who are in need of more visitors for children and young people, and also for those working in schools and colleges who are at the 'sharp end' of supporting students following the death of a relative or close friend.

In June we ran another Introduction to Bereavement Support which helped some of the groups who had lost visitors (for various reasons) during the pandemic.

With some trepidation, we decided to run a face-to-face Initial Bereavement Training Course in August with 13 participants and were very kindly hosted at the Hatch End Baptist Church. A second course at Holy Trinity Church, Northwood attracted a further 9 participants in October.

An Introduction to Bereavement Support Webinar in September took place online to meet the needs of those who were still somewhat wary of mixing while the coronavirus was still with us.

October was the month when we ran a training for some potential Assessors, which helped to share the responsibility of assessing clients to a larger group of trained and experienced volunteers.

We were grateful to Harrow and Hillingdon Methodist Circuit for allowing us to use The Lighthouse Centre in Ruislip for our face-to-face Children and Grief Training in November.

In December we were fortunate enough to have a face-to-face training in St. Luke's Hospice which was open to all. We hope to extend our partnership with St Luke's Hospice in the future.

Special thanks to all of the Trainers.

Bobbi Riesel
Voluntary Head of Training

FUND RAISING AND AWARENESS COMMITTEE REPORT

We were unable to do much face-to-face fundraising again this year due to the pandemic.

Zooming was one way of keeping in touch with our supporters and raising funds; and in March not only did we have our usual Bereavement Care quiz online which was very successful, but the Barnet Walking Football Club held a quiz and donated their funds to Bereavement Care.

We were fortunate to have Lewis Owens with us, who very kindly ensured that we were able to launch our Grand Raffle with both a trip to Mauritius and the flights being donated.

At the Pinner Show in September we had a stall where we raised money on the Tombola.

London Transport were not yet accepting bookings for Carol Singing, but we were able to book a slot at the St Ann's shopping centre in Harrow where had a great turnout of musicians and singers and we sang merrily to the entertainment of the staff and much reduced shoppers.

We received a grant of £2,900 from the Joint Jewish Burial Service which was very welcome and a small number of donations from some of our grateful clients.

Bobbi Riesel

Chair: Fund Raising and Awareness Committee

CONFERENCE WEBINAR REPORT

Committee members

Angela Atkins, Sharon Goldstein, David Griffiths, Jack Lynes, Bridget Murray, Karen Pollak, Jenny Reid, Bobbi Riesel, Jem Day (Minute Taker), Judy Silverton (Chair).

For a second year in succession, we held our conference online, as the pandemic was still impacting life in a negative way. It was obvious to us all that we had to go for a Covid 19 theme again. ***It's a Long Journey: The length and complexity of prolonged grief*** took place as a webinar on Wednesday 20th October 2021. It was agreed that it should only be a half day as people can easily lose interest whilst on-line. There was a lot of debate but we knew it was the right decision and looking back we definitely made the right choice. There was a new Covid variant and many people were still not ready to 'go back to normal'.

I was slightly less worried about the IT this year as it all had gone very smoothly last year, thanks to Jon Fiber, our amazing IT/AV man. Zoom is a great platform but so many things can go wrong.

We were very lucky to 'secure' a wonderful psychiatrist for our Keynote speaker – Robert Freudenthal. He is a Registrar in psychiatry, currently completing the final year of his training in general adult and old age psychiatry in North London. Instead of having him deliver a keynote speech we decided to have a 'conversation' together. It worked very well.

The next segment was delivered by two people: Giles Pinnock and Sharon Merchant. The Revd. Giles Pinnock is the Head of Spiritual & Pastoral Care at Imperial College Healthcare NHS Trust which includes Charing Cross, Hammersmith and St Mary's Hospitals. He is the Roman Catholic Archbishop's Adviser on Health and Wellbeing in the Diocese of Westminster. His presentation was called: Supporting bereaved people in different settings: From the perspective of a Hospital Chaplain.

Sharon Merchant was Child Bereavement UK's Regional Lead for the London Region. Prior to working for Child Bereavement UK, Sharon was Counselling Lead at Harlington Hospice. Her talk focussed on Bereaved Children and Young People.

The Q&A sessions were all live with Jon Fiber co-ordinating screens etc and the questions were all moderated by Sharon Goldstein and Bobbi Riesel and then fed to me by WhatsApp. It worked very well. During the Comfort Break there was a short film highlighting the 40 years of Conferences. Jem Day, our minute taker, put this together. It was on a loop which ran twice so delegates had time to see it. Fortunately, on the day everything went very smoothly with no technical hitches.

I would like to add my thanks to the Conference Planning Committee members without whom this event would not be possible. Also, my grateful thanks to David Griffiths for his support and help with the administration which is always carried out extremely efficiently and never with a cross word, making my task much easier.

Our next conference will take place face-to-face on 26th October 2022 and is entitled ***Back to the Future: New Ways of Being.***

Judy Silverton
Chair, Conference Planning Group

REPORT FROM THE EXECUTIVE OFFICER

At the start of 2021, the Covid pandemic was still having a significant impact upon people and organisations across the globe. In our local communities, the roll-out of the Coronavirus vaccine had increased resistance to the virus and had certainly reduced the severity of the symptoms of those who had become infected, but hospitals such as Northwick Park and Hillingdon, were still reporting high levels of Covid patients; and anything but essential face-to-face contact was strongly discouraged. Following the rising Covid rates over the Christmas and New Year periods, however, it was agreed that a 'hybrid' work pattern would be adopted at Bereavement Care, with just one or two days per week in the office in Harrow. At the same time, I started to work a reduced number of hours in accordance with my request to the Trustees towards the end of 2020. There were some initial concerns that Bereavement Care should continue to have the office telephone answered Monday - Friday 'office hours' and for the first six months, my non-working day (Friday) was covered by a rota of Trustees using the remote divert facility on our telephone line. In effect, there were usually no more than two or three callers and it was agreed that in July, when my working hours were further reduced to 3 days per week, that callers could leave voicemail messages and these would be picked up and responded to on the next working day.

July also saw the start of our Executive Assistant, Sana Shaikh, who was employed under the Government's "Kickstart" initiative. The aim of the scheme was to provide new jobs for young people on Universal Credit who were at risk of long term unemployment. This was a six-month, fixed term contract with the salary provided by the Department of Health and Social Security, in return for organisations giving applicants the opportunity to gain "real life" skills and experience. It was agreed that Bereavement Care would provide a small proportion of additional funding to raise the Minimum Wage provided to the London Living Wage. Sana proved to be a most helpful and amenable colleague, and suggested a potential way forward in staffing (subject to funds being available).

Bereavement Care volunteers had successfully negotiated nine months of 'remote' working throughout 2020 and the first event of 2021, the annual Quiz, was 're-shaped' to an online event which took place on 6th March. Meetings, Training Courses and Group Supervision also relied upon remote working and everyone soon became very proficient in using Zoom (our chosen form of remote video communication).

By the end of April, national Covid restrictions were starting to ease and it was agreed that I would return to work in the office. There were also some tentative returns to face-to-face visiting, drop-ins and meetings - although as part of our Risk Assessment, Lateral Flow Testing had become a 'normal activity' before attending any face-to-face meetings and social distancing was essential.

The number of client referrals received in our office in 2021 was very similar to the previous year with 175 (2020: 179) Adult referrals and 39 (2020: 32) Child & Young People referrals. The number of clients attending the Bereavement Drop-ins was considerably lower than pre-pandemic times, as these did not start to re-open until half way through the year when the Covid risk had significantly decreased and volunteers felt that they were able to provide a relatively safe space for people to gather in accordance with Government guidelines.

Securing funding remains a major priority; yet despite applications to a number of trusts and organisations our efforts were unrewarded. We were therefore even more grateful for a grant of £2,900 from the Jewish Joint Burial Society which was used primarily to offset our core costs of maintaining the Bereavement Care office and the communications and technical infrastructure to enable remote working and online meetings and training. We are always most grateful to the Jewish Joint Burial Society for their continuing support.

Having started in 2020, we were better placed to continue online training throughout the first half of the year. As Covid rates decreased, we tentatively re-commenced face-to-face training in August in venues where appropriate social distancing and adequate ventilation could be maintained. We are grateful to Hatch End Baptist Church, Holy Trinity Church Northwood, The Lighthouse Centre (Harrow & Hillingdon Methodist Circuit) and St. Luke's Hospice for the use of their premises.

Fund-raising activities could not take place due to Covid restrictions until much later in the year. It was therefore agreed to use a Grand Draw (Small Society Lottery) to compensate for the lack of fund-raising. Dr Lewis Owens, Founder and CEO of St. Martin's Challenge, secured a donation of a holiday in Mauritius as a First Prize and tickets were printed and sold (and also sold online) during the autumn and winter. Although showing receipts of £1,950 in the accounts (see financial statements), the total raised from the sales totalled £4,166 by the date on which the draw was held in 2022. Barnet Walking Football Team raised £600 in a Quiz for their members. Thank you to all who made donations, which were the sources of our largest income.

We were delighted to welcome Holy Trinity Northwood as a Corporate Member during the year; but sadly saw the demise of Bereavement Groups at St. Alban's North Harrow, St. Michael and All Angels Harrow Weald and the Coffee Shop Drop-in at Cannon Lane Methodist Church.

Whilst not 'officially' within the reporting period of this Annual Report, it would be remiss not to mention the sad passing of some of our long-term supporters in 2022: Cyril Tompkins (June); Jack Lynes (August); Helen Tanner (September) and Mary Holmes (October). We are indebted to them for their unstinting service in supporting Bereavement Care and those who look to us for support. Our sincere condolences to their families and friends.

As we look ahead to the future, we can but hope that we will be able to continue providing this most vital of services in our local community; and on behalf of all the children and adults that have received support from many of you, may I offer sincere thanks for all that you do.

David Griffiths,
Executive Officer

INDEPENDENT EXAMINER'S REPORT



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Bereavement Care (The Trust)

On accounts for the year
ended

31/12/2021

Charity no
(if any)

1157002

Set out on pages

12 - 14

(remember to include the page numbers of additional sheets)

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above
charity ("the Trust") for the year ended 31/12/2021.

As the charity's trustees, you are responsible for the preparation of the
accounts in accordance with the requirements of the Charities Act 2011
("the Act").

I report in respect of my examination of the Trust's accounts carried out
under section 145 of the 2011 Act and in carrying out my examination, I
have followed all the applicable Directions given by the Charity Commission
under section 145(5)(b) of the Act.

Independent
examiner's statement

The charity's gross income exceeded £250,000 and has qualified to
undertake the examination by being a qualified member of (insert name of
applicable listed body). Delete [] if not applicable.

I have completed my examination. I confirm that no material matters have
come to my attention in connection with the examination (other than that
disclosed below *) which gives me cause to believe that in, any material
respect:

- the accounting records were not kept in accordance with section 130
of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements
concerning the form and content of accounts set out in the Charities
(Accounts and Reports) Regulations 2008 other than any requirement
that the accounts give a 'true and fair' view which is not a matter
considered as part of an independent examination.

I have no concerns and have come across no other matters in connection
with the examination to which attention should be drawn in this report in
order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Margaret F Matchett

Date:

8/9/2022

Name:

Margaret F Matchett

Relevant professional
qualification(s) or body

Address:

Flat 1 Stanmore Lodge, 71 Stanmore Hill

Stanmore, Middlesex

HA7 3EX

BEREAVEMENT CARE

Registered Charity Number 1157002

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2021

RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS	Notes	GENERAL FUNDS £	DESIGNATED FUNDS £	RESTRICTED FUNDS £	TOTAL 2021 £	TOTAL 2020 £
Voluntary Income Sources						
Grants Received	2	0		7,865	7,865	23,020
Donations	3	8,677			8,677	8,724
Corporate Membership Subscriptions	4	3,850			3,850	4,150
Individual Membership Subscriptions	4	670			670	1,065
Gift Aid Tax		844			844	1,143
Memorial Service Collections	5	911			911	131
Sub Total		14,952	0	7,865	22,817	38,233
Other Income						
Fundraising	6	2,880	1,895		4,775	3,804
Conference	7	2,440			2,440	2,646
Training	8	3,880			3,880	1,395
Bank Deposit Interest		6			6	115
Total Receipts		£24,158	£1,895	£7,865	£33,918	£46,193
PAYMENTS						
Operating Costs						
Staff Costs	2	19,051		7,965	27,016	30,142
Premises Costs	2	534		5,500	6,034	6,309
Governance Costs	9	178			178	2,100
Conference Costs	7	1,328			1,328	1,999
Fundraising Costs	6	55			55	1,818
Office Costs		118		55	173	1,578
Printing, Postage and Stationery		0		1,042	1,042	1,203
Insurance	2	235		900	1,135	992
Telephone and Internet	2	0		1,024	1,024	865
Training	8	0		1,379	1,379	642
Volunteers, Visitors and Group Leaders		444			444	226
Children's Encounter Day		0			0	0
Total Payments		£21,943	£0	£17,865	£39,808	£47,874
(Deficit)/Surplus for the Year		2,215	1,895	(10,000)	(5,890)	(1,681)
Cash and Bank Balance at 1st January		22,712	22,837	10,000	55,549	57,230
Cash and Bank Balance at 31st December		£24,927	£24,732	£0	£49,659	£55,549

CASH AND BANK BALANCE	2021				2020			
	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £
Monetary Assets								
Metro Bank Account	8,728	12,000	2,900	23,628	0	0	0	0
HSBC Higher Interest Account	5,827	12,732	0	18,559	13,219	10,837	0	24,056
HSBC Business Account	5,889	0	0	5,889	2,080	0	0	2,080
Cash in Hand	3	0	0	3	42	0	0	42
PayPal Account	1,580	0	0	1,580	828	0	0	828
COIF Account	0	0	0	0	6,543	12,000	10,000	28,543
Closing balance	£22,027	£24,732	£2,900	£49,659	£22,712	£22,837	£10,000	£55,549

Signed for and on behalf of the Trustees

Neena Bedi
(Chair of Trustees)

L Pappoe
(Honorary Treasurer)

Date:

Date:

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2021

1. STATEMENT OF ACCOUNTING POLICIES

The financial statements of the charity have been prepared on a receipts and payments basis and generally in accordance with the Charities SORP 2015 and The Charities Act 2011.

a. Funds and Reserves

The General Fund represents the funds of the charity that are not subject to special restrictions regarding their use and are available for application to the general purposes.

The Designated Fund represents funds that are held at the discretion of the trustees and therefore unrestricted.

The Restricted Fund represents funds that are restricted by a particular purpose and must be used within a reasonable period from their receipt.

b. Statement of Assets and Liabilities.

The statement of assets refers to monetary assets only.

Expenditure on capital equipment etc. is not recognised in these financial statements although a simple inventory of non-monetary assets is maintained by the trustees.

2. GRANTS RECEIVED

General Funds

Mrs Smith and Mount Trust
Henry C Hoare Charitable Trust
Edward Harvist Fund
J Smith Charitable Settlement
Total per Receipts Account

2021 £	2020 £
0	5,000
0	5,000
0	520
0	500
£0	£11,020

Restricted Funds

London Borough of Harrow - Kickstart
Jewish Joint Burial Society
Postcode Neighbourhood Trust
Total per Receipts and Payments Account

2021 Receipts £	2021 Payments £	2021 Deficit £	2020 Surplus £
4,965	4,965	0	0
2,900	2,900	0	0
0	10,000	(10,000)	10,000
£7,865	£17,865	(£10,000)	£10,000

3. DONATIONS

Donations in 2021 comprise of amounts received from the general public.

4. MEMBERSHIP SUBSCRIPTIONS

Corporate Membership Fees - Current year
Corporate Membership Fees - In Advance
Total per Receipts and Payments Account

2021 £	2020 £
3,850	3,550
0	600
£3,850	£4,150

Individual Membership Fees - Current year
Individual Membership Fees - In Advance
Total per Receipts and Payments Account

2021 £	2020 £
645	810
25	255
£670	£1,065

5. MEMORIAL SERVICE COLLECTIONS

St. John's Church, Pinner
St. John's Church, Stanmore
All Saints Church, Queensbury
All Saints Church, Harrow Weald
St. Alban's Church, North Harrow
Total per Receipts and Payments Account

2021 £	2020 £
314	0
250	0
242	0
105	0
0	131
£911	£131

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2021

6. FUNDRAISING

Quiz Supper - This year
Barnet Walking Football Team
Grand Raffle
Pinner Village Show
Christmas Card Sales
Fundraising Regulator
The Rotary Club
Total per Receipts and Payments Account

2021 Receipts £	2021 Payments £	2021 Surplus £	2020 Surplus £
1,895	0	1,895	2,036
600	0	600	0
1,950	0	1,950	0
274	0	274	0
56	0	56	0
0	50	(50)	(50)
0	5	(5)	0
£4,775	£55	£4,720	£1,986

7. CONFERENCE

Fees
Direct conference administration
Web hosting
Speakers' expenses, caretaker, audio and other expenses
Donations
Total per Receipts and Payments Account

2021 Receipts £	2021 Payments £	2021 Surplus £	2020 Surplus £
2,440	0	2,440	2,626
0	1,200	(1,200)	(1,200)
0	92	(92)	(149)
0	36	(36)	(650)
0	0	0	20
£2,440	£1,328	£1,112	£647

8. TRAINING

Workshops
Children
Initial Training
Total per Receipts and Payments Account

2021 Receipts £	2021 Payments £	2021 Surplus £	2020 Surplus £
2,435	1025	1,410	653
850	54	796	(7)
595	300	295	107
£3,880	£1,379	£2,501	£753

Analysis of training funds:
General funds
Total

2021 £	2020 £
2,501	753
£2,501	£753

During the year 1 Trustee provided training on behalf of the Charity and was paid for this. The amount was as follows:
Trustee 1
Total

2021 £	2020 £
300	100
£300	£100

9. GOVERNANCE COSTS

SSL certification
Data Protection Registration
Harrow Interfaith
Bank and Credit Card charges
National Council for Voluntary Organisations
National Children's Bureau
Disclosure and Barring Service (DBS) Checks
Total per Receipts and Payments Account

2021 £	2020 £
91	0
35	25
25	25
27	28
0	1,872
0	100
0	40
£178	£2,090

10. FUNDS

General Funds
Designated Funds (Contingency Fund)
Restricted Funds
Total

Balance 31 Dec 2020 £	Money in 2021 £	Money out 2021 £	Balance 31 Dec 2021 £
22,712	24,158	21,943	24,927
22,837	1,895	0	24,732
10,000	7,865	17,865	0
£55,549	£33,918	£39,808	£49,659

GROUP STATISTICS for the year ended 31st December 2021

Visiting Organisation	Number Analysis		Time Analysis in hours					TOTAL HOURS
	Number of all individuals contacted by visitors	Number of which no. of new individuals were	Visiting ***	Phoning/visiting (except direct Bereavement Support)	Preparation for and attending meetings	Other bereavement activities*		
Alphan Association Paivard	5	4	38	2	4	19	63	
At Saints, Queensbury	8	4	38	0	0	9	48	
At Saints, Harrow Weald	28	4	31	2	4	4	41	
Ark Synagogue	204	43	167	5	239	8	419	
Children's Group	19	6	43	23	12	28	106	
Downall Bereavement - HPBC **	15	14	77	0	16	20	113	
Edware & Mill Hill Visiting Group**	36	3	87	5	3	8	103	
Emmanuel, Northwood	18	17	63	11	36	80	190	
Holy Trinity, Wealdstone**	13	10	30	1	25	20	76	
Holy Trinity, Northwood**	14	14	64	8	15	68	155	
Iskenham Churches**	177	22	116	2	195	90	403	
Kol Chal Synagogue	79	31	81	7	100	121	309	
Lodge Group (1)	36	3	74	4	9	17	104	
Lodge Group (2)	71	7	182	2	26	16	226	
Lodge Group (3)	126	10	403	51	302	39	795	
Mosaic Bereavement Group	78	46	378	14	144	107	643	
Pinner United Synagogue	42	32	54	35	93	65	247	
St Alban's North Harrow	20	13	65	1	41	24	131	
St John's, Pinner	75	22	59	14	147	214	434	
St John's, Stanmore	35	13	47	13	61	51	172	
St Mary's - Harrow-on-Hill	6	3	6	0	13	3	22	
Visiting Totals for year	1105	321	2104	200	1485	1011	4800	

Drop-In Organisation	Drop In Groups		TOTAL VOLUNTEER HOURS
	Number of Drop-In individuals in the year **		
Downall Bereavement - HPBC	17		48
Edware & Mill Hill Visiting Group	10		36
Footprints Drop-In (St Margarets, Ux)	9		52
Holy Trinity, Wealdstone Drop-In	9		90
Holy Trinity, Northwood Drop-In	3		14
Iskenham Churches Drop-In	22		97
Drop In Totals for Year	70		337
Total Visiting + Drop-in	391		5,137

GROUP STATISTICS for the year ended 31st December 2021

Analysis of total number of new individuals/attendees contacted this year, by gender, age and ethnicity, inc Drop-In for 2021

Organisation by name indicates Drop-In stats included)	Total new individuals (Visiting plus Drop- In	Gender		Reg Disabled	Age			Ethnicity														
		Male	Female		Under 16	17-50	Over 60	White British	White Other	Black Other	Asian Other	African	African Caribb	Black Other	China	Other Ethnic	Mixed White/ Asian	Mixed White/ Afrn Caribb	Mixed Other			
Albanian Association Palwood	4		4			4					4											
All Saints Queensbury	4	2	2			4	3					1										
All Saints, Harrow Weald	4		4		3	1	1				3											
Ark Synagogue	43	20	23		17	26	43															
Children's Group	6	3	3		5	1					5							1				
Dovesal Bereavement - HPBC **	31	11	20		11	20	24	3			2	1										
Edgware & Mill Hill Visiting Group **	13	1	12		5	8	7	4					1									
Emmanuel, Northwood	17	5	12		4	13	15						1			1						
Footprints Drop-In **	9	1	8		1	8	7	1														
Holy Trinity, Wealdstone **	19	10	9		5	14	12	1				1	1					1				
Holy Trinity, Northwood **	17	2	15		5	12	14				2	1										
Isleworth Churches **	44	18	26		8	36	40		2				2									
Koi Chai Synagogue	31	6	25		10	21	30											1				
Lodge Group (1)	3		3			3	1						1									
Lodge Group (2)	7	3	4	1	7		1	1	2			1	1			1						
Lodge Group (3)	10	2	8		7	3	4						1	1	1	2	1					
Mosaic Bereavement Group	46	21	25		8	38	22	1	1		1		21									
Pinner United Synagogue	32	15	17		8	26	29	1	2													
St Alban's North Harrow	13	2	11		5	8	9	1							1		2					
St John's, Pinner	22	8	14		9	13	21						1									
St John's, Stanmore	13	3	10	2	8	5	7	1	1				2			1						
St Mary's - Harrow-on-Hill	3	2	1		1	2	2															
Totals for Year	391	133	258	3	5	125	282	11	11	0	38	4	14	3	9	1	4	1	0	1	2	0

BEREAVEMENT CARE

England & Wales - Charity number 1157002

Accounts



ANNUAL REPORT AND ACCOUNTS

For the year ended

31st December 2020

The Lodge
64 Pinner Road
Harrow
Middlesex HA1 4HZ
020 8427 5720
email: admin@bereavementcareandsupport.co.uk
website: www.bereavementcareandsupport.co.uk

Registered Charity number 1157002



BEREAVEMENT CARE
ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2020

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BEREAVEMENT CARE

ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2020

Trustees

Neena Bedi	(Chair, from 25/11/2020)
Edward Lewis	(Chair, to 25/11/2020)
Bobbi Riesel	(Vice-chair, from 25/11/2020)
Richard Jones	(Vice-chair, to 20/10/2020)
Leslie Pappoe	(Honorary Treasurer)
Jean Seymour	(Honorary Secretary)
Val Austen	(to 21/10/2020)
Neena Bedi	(to 25/11/2020)
Almarene Frederick	(from 20/10/2020)
Edward Lewis	(from 25/11/2020)
Jack Lynes	
Helena Reid	
Bobbi Riesel	(to 25/11/2020)
Richard Segalov	(from 21/10/2020)

Corporate Members

Afghan Association Paiwand, Harrow
All Saints Church, Harrow Weald
All Saints Church, Queensbury
Asian Bereavement Care
Dovetail Bereavement Care (in association with
Hillingdon Park Baptist Church)
Edgware & Hendon Reform Synagogue
Edgware & Mill Hill Bereavement Support Group
Elliott Hall Medical Centre
Emmanuel Church, Northwood
Harrow and Hillingdon Circuit of the Methodist Church
Holy Trinity Church, Wealdstone
Ickenham Churches' Bereavement Support Group
Kol Chai Synagogue
Mosaic Synagogue Bereavement Group
Northwood & Pinner Liberal Synagogue (The Ark Synagogue)
Pinner Synagogue Bereavement Support Group
St Alban's Church, North Harrow
St John the Baptist Church, Pinner
St John the Evangelist Church, Stanmore
St Luke's Hospice, Kenton
St Margaret's Church, Uxbridge
St Martin's Church, Ruislip
St Mary's Church, Harrow-on-the-Hill
St Michael & All Angels Church, Harrow Weald
West London Synagogue

Bankers:

HSBC
26-28 St Ann's Road, Harrow, Middlesex HA1 1LA

Independent Examiner:

Margaret Matchett
9 Stanmore Lodge, 71 Stanmore Hill, Stanmore, Middx, HA7 3EX

Executive Officer:

David Griffiths
The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ

TRUSTEES' REPORT

The Trustees are pleased to present their report with the accounts of the charity for the year ended December 31, 2020.

Charity

Charitable status

Bereavement Care obtained a Charitable Incorporated Organisation (CIO) status in 2014. The aim of the organisation is to provide emotional support to people during bereavement. Grief impacts both the health and emotional wellbeing of a person. This journey may be painful and lonely, we help people through it. Our trained volunteers are good listeners and offer free support to all, regardless of religion, race, sexuality, disability, gender or age. As we cover a wide geographical area, our support is either over the telephone / mobile or face to face in person as home visits.

Charity Objectives

Our objectives for the public benefit are:

To relieve the suffering and distress caused by bereavement or loss among people who seek our help.

This would be, in particular, but not exclusively by:

- Offering support through the process of grieving.
- Increasing the public awareness and knowledge of the needs of bereaved people, or those who have experienced loss, throughout the community.
- Training and supervising suitable volunteers in listening skills for working with the bereaved (whether in their homes or in other appropriate places).
- Co-operating with and offering training to other agencies engaged in similar work.

Organisation

Trustees

The constitution allows for up to twelve elected Trustees and one nominated Trustee appointed by Harrow Deanery Synod.

Visitors

There are approximately 135 volunteers, who are trained in visiting and listening skills, and have worked with bereaved people in their homes or in other appropriate places such as drop-in centres. Each visitor successfully completes the Initial Bereavement Training (IBT) before joining a group. Visitors work to a comprehensive code of practice and are expected to complete a Disclosure and Barring Service (DBS) assessment, where appropriate.

The visitors contact bereaved people who are referred by their Group Leader or have requested support via the Bereavement Care office. Visitors are supervised by a Leader within the context of a group which meets regularly. Group Leaders have meetings for mutual support and exchange of information and have been supported by the Honorary Consultant Supervisor, Dr. Dorothy Edwards.

Review of the year

There are separate reports covering Conference, Training, and Fundraising & Awareness. There is also a report from the Chair of the Trustees and from the Executive Officer.

Staff

We thank David Griffiths, Executive Officer for his ongoing support and dedication to Bereavement Care.

The Trustees

CHAIR'S REPORT FOR THE YEAR ENDED 31 DECEMBER 2020

2020 has been an eventful year. A year filled with new challenges, a year we learnt to use Face time and zoom. A year which impacted on how we support clients, how we conduct meetings, how we hold conferences, how we raise funds. It was a year of rapid change, crisis management and steep learning curve.

The year started with the usual organised list of activities. The Fundraising group were planning for their February Fish and Chips Supper Quiz, Training sessions were being finalised, Conference group was meeting regularly, Executive Officer was managing the day to day office activities and the Trustees were focused on governance.

In February, the Fish and Chips quiz took place and a Training course was delivered. Soon after that on 23rd of March the country went into work from home mode and eventually a complete lock down, to control the pandemic. This obviously had a very big impact on the work of our organisation. Home visits stopped and drop-in centres closed. Charity set up a Zoom account so that working groups and Trustees could carry on with their work through virtual meetings. Training packages were modified and training delivered by zoom. The biggest challenge of all was the delivery of the Conference to a large audience. My hats off of the dedicated competent volunteers who made every challenge look easy. Well done! Reports from various working groups further explain the impact of lock down on their activities.

It was at this time we realised our administration work was not set up to facilitate remote working. The Executive Officer could only access emails from home. All other files were saved on our computer and could only be accessed in the office or taken on a pen drive to work from home. Clearly this was unsatisfactory and needs to be addressed. The office has to be updated to standards that will allow files to be stored in a 'cloud' and accessed from anywhere/ home. After some research Trustees have decided to adopt Microsoft 365 as our platform. We are in the process of setting this up with a view to moving our data and files onto this platform as soon as possible. Charity is aware of its duty to client's confidential data and its protection. So, all work will be done with utmost care.

Fortunately, our communication by phone was not affected. We had already upgraded our phone system to a provider to allow calls to be diverted to another telephone or mobile. So, our communication channels were kept open during the lock down. However, to our surprise we did not receive that many referrals. In fact, they were fewer than the previous year. All referrals were processed quickly and visitors allocated. Due to the lock down visitors were not allowed to visit, so they had to remotely support over the phone. Our visitors are of exceptional calibre, they quickly mastered IT skills and could offer support through facetime, skype and zoom to their clients. This was in addition to the regular telephone support.

Although our routine fundraising activity and donation sources were affected, we were lucky to receive three large grants to the total of £22,000. Here I would like to record my thanks to Lewis Owens who raised more than £5,000 for Bereavement Care. This was very welcome because our expenses had not gone down during the lockdown. On the contrary Harrow Council had increased the service charge for the Lodge from £170 to £255 in Feb 2020. So far the Council has ignored our requests for concessional rate during the lock down period of 9 months.

It's a pleasure to report that after an external assessment Bereavement Care Charity has been granted the Trusted Charity Mark (TCM). This was only possible because of the quality of our dedicated volunteers who willingly give up their valuable time to support vulnerable bereaved person. They provide free service to our clients. The Trustees are very grateful for their continued support.

Towards the end of the year, David's request for part-time work was accepted. Later on 25th November I was elected as Chair of Bereavement Care. It was a challenge for me because the country was coming out of lock down and we needed to take stock and plan for the future.

However, our sole employee David had a substantial amount of unused annual leave which had accumulated due to lock down. This had to be taken before he started his reduced hours in January 2021. So, the issue was manning the phones and processing the referrals in December. Fortunately, we have a marvellous team of Assessors, who immediately offered to help, arranged a rota and provided cover for the whole month of December. I cannot thank them enough for their support. They are kind hearted souls who truly care about the charity.

Bereavement Care provides free service to our clients. We can do this because we have a team of fantastic public-spirited volunteers. I and the board of Trustees thank them for their support and good will to the charity. The Trustees also thank our Executive Officer, David for his continued commitment and efficiency. No report can be complete without thanking the people behind the scenes Margaret Matchett, Independent Examiner and Dorothy Edwards for her vital support to the assessors. As the Chair I would also like to thank Father Edward my predecessor for his hard work as Chairman, my fellow Trustees for their support, teamwork and constructive criticism.

Together we move forward and work for the good of the organisation.

Neena Bedi
Chair

TRAINING REPORT

The training we provide is a vital part of our on-going recruitment and induction for new volunteers who would like to be trained as Bereavement Visitors. We offer workshops and training for our existing volunteers, to keep their skills up-to-date. Our courses are also open to others who wish to increase their knowledge and understanding of bereavement. The pandemic therefore threw some challenges at us.

In February 2020 we were able to have our last face to face Initial Bereavement Training (IBT) for 11 trainees.

Our Children & Grief training which was due to take place towards the end of March, was regrettably cancelled due to the onset of the restrictions imposed by the Government to reduce the spread of the pandemic

We then turned to online trainings. Initially for the London Borough of Harrow - 2 presentations - one concerning children, one for adults. This was on Bereavement, Grief and the Covid pandemic.

We developed a new 4-hour Webinar: Introduction to Bereavement Support which was first delivered in September with 9 trainees and November with 4 trainees.

Hillingdon Carers Trust asked us for a bespoke training which we ran 3 times last October for a total of 29 of their volunteers.

We realised that online training wasn't for everyone but we were able to train people who could volunteer for us with a view to them attending the two-day IBT course when they were able.

Thank you to all our Trainers: Helen Blakeley and Carole Scarlett for organising the Children and Grief Training; and to Bette Fraser and Judy Karbritz for their help and support with the training for adult bereavement visitors and the training for external agencies.

Bobbi Riesel
Voluntary Head of Training

FUND RAISING AND AWARENESS COMMITTEE REPORT

Our usual fundraising last year was severely curtailed by the pandemic and this has had a substantial impact on the charity. We weren't able to do our usual carol singing, there were no memorial services as churches were closed but we did receive some money from the Waitrose Community Fund; and we were fortunate to receive grants from the Mrs Smith and Mount Trust, the Edward Harvist fund and the Joint Jewish Burial Society. We also received donations from St John's Church in Pinner and Mosaic Reform Synagogue.

We were rather late in launching our Christmas appeal but still had a generous response; and were very grateful for the support of Terry Waite, who recorded a short video to encourage supporters to donate.

Some special birthdays were marked by presents in the form of donations to Bereavement Care - a good example to follow.

We were happy to have the services of Lewis Owens for a few months during which time he generated some considerable sums.

We are now looking ahead to a face-to-face Fish and Chip Supper Quiz in February, when we will be drawing our most ambitious Grand Raffle with a first prize of a holiday in Mauritius. Please support this if you can, either buying a ticket or two – but preferably by asking relatives, friends and colleagues to support us. Tickets are available online through our web-site.

"Every little helps" and we are grateful for our members' continued support.

Bobbi Riesel

Chair: Fund Raising and Awareness Committee

CONFERENCE WEBINAR REPORT

Committee members

Angela Atkins, Sharon Goldstein, David Griffiths, Jack Lynes, Bridget Murray, Karen Pollak, Jenny Reid, Bobbi Riesel, Judy Silverton (Chair).

For the last 38 years, Bereavement Care has organised an all-day Conference which provides an opportunity for delegates to receive training on diverse bereavement issues and to network with others working in the same field. Delegates include bereavement visitors, healthcare professionals, teachers, counsellors, community leaders and clergy.

Well, this year it was rather different! There was a pandemic – what to do?

At the beginning of the year, we had started planning a face-to-face event but as the year went on it became apparent that we needed to think out of the box. We didn't know whether Covid 19 would still be a threat in November but assuming it would be, we started planning our first Webinar – an altogether different challenge.

At this point, it was obvious to us all that we had to go for a Covid 19 theme. So this was the inception of our Webinar: ***When Covid Strikes: Responding to those bereaved during a pandemic.***

Jon Fiber, our amazing IT/AV expert, suggested that we pre-record as much of the webinar as possible. I was extremely worried about the IT. Zoom is a great platform but so many things could go wrong.

In the early stages of planning, we were lucky enough to 'secure' a wonderful Keynote speaker – Julia Samuel. She is very well known with the field. She is a psychotherapist specialising in grief and worked as a bereavement counsellor in the NHS paediatrics department of St Mary's Hospital, Paddington, where she pioneered the role of maternity and paediatric psychotherapy. She is also the author of several books and has a fairly high profile on TV and radio.

Julia was very happy to be involved in the online conference and she wanted to 'be in conversation' rather do a traditional keynote speech. The conversation with Judy Silverton was entitled "Grief in the Time of Corona. Jon was very reassuring but I did want to pre-record as much as possible. However, Julia wanted to have the conversation live as she felt it would come over much more naturally.

I recorded my opening speech as did the four other participants, Umami Merali, (Delayed Grief), Paul Parsons (The dual process model of Grief), Aaron Goldstein (Supporting Children and Young People), Ruth Caleb (Caring for Ourselves).

The Q&A sessions were all live with Jon co-ordinating screens etc and the questions were all moderated by Angela Atkins and Bobbi Riesel and then fed to Judy by WhatsApp. It worked very well.

During the Comfort Break there was a short film with Information about Bereavement Care produced by Aaron Lynes, a young volunteer who had helped out in the Bereavement Care office.

Luckily, on the day it all went very smoothly with no IT hitches.

I would like to add my thanks to the Conference Planning Committee members without whom this event would not be possible. Also, my grateful thanks to David Griffiths for his support and help with the administration which is always carried out extremely efficiently and never with a cross word, making my task much easier.

The 40th Conference will take place again online on 20th October 2021 and is entitled:
It's a Long Journey: The length and complexity of prolonged grief.

Judy Silverton
Chair, Conference Planning Group

REPORT FROM THE EXECUTIVE OFFICER

There have been many challenges in the 'lifetime' of Bereavement Care (and of its predecessors, Harrow Churches Bereavement Visiting Scheme and Harrow Bereavement Care) over the past 40 years; but none that could match the unexpected Covid pandemic that struck last year. At the turn of the year in January, we were excited by a grant we had received from the People's Postcode Neighbourhood Trust, and plans to run a number of training courses, meetings and events to raise greater awareness of our charity, to recruit and train more volunteers and start up some new Bereavement Groups and Drop-ins, particularly in areas that were under-resourced such as South Harrow, Hayes, Yiewsley & West Drayton.

The Fish & Chips Supper Quiz took place on 8th February and the Initial Bereavement Training Course which was planned for later that month went ahead with a good number of participants and then everything ground to a halt! The Government advised everybody where possible to "work from home". Fortunately, our office telephone provider has the facility for us to divert calls, and from Monday 23rd March all calls were diverted to my mobile and upon the advice of the Trustees I re-located the office of Bereavement Care to my small home office.

This was not ideal, but we were able to keep open communications and I was able to receive and send Bereavement Care e-mails from my home computer. Training Courses and meetings were swiftly cancelled; our Drop-in Groups were suspended; and perhaps most devastating of all, our one-to-one face-to-face visiting was curtailed. Just at a time when the nation and London in particular were seeing huge numbers of deaths from Coronavirus, it looked like we were going to be unable to provide the bereavement support that so many more people were going to require.

However, if we thought that a global pandemic was going to stop us, we should think again! Our dedicated and versatile Bereavement Visitors 'almost overnight' switched from face-to-face support to supporting clients remotely on the telephone (or in a few cases, using Facetime or Skype) to maintain the support that was so desperately needed. As the number of deaths rose (reported on a daily basis in the Downing Street briefings) it was paramount that our services were even more accessible.

Surprisingly, despite the significant increase in the number of deaths, the number of adult client referrals stayed very much the same, whilst the number of children and young people referrals dropped dramatically as the schools and colleges were forced to deliver learning at home, and thus unable to meet students face-to-face. By the end of the year, through our referral process we had received 179 (2019: 187) Adult referrals and 32 (2019: 42) Child & Young People referrals. However, we were not the only bereavement service to identify this anomaly; and later research suggested that many grieving families had "put their grief on hold" during the lockdown. Often the lack of 'closure' that normally follows the death of a relative or close friend had been 'suspended' along with the restrictions in funeral attendance and mourning. We were also aware that the bereavement groups associated with places of worship had been providing more support directly with members of their congregations.

As mentioned previously, we received a grant of £10,000 from The People's Postcode Neighbourhood Trust. An application to the Mrs. Smith and Mount Trust resulted in a grant of £5,000 for general running costs and £2,000 from the Jewish Joint Burial Society which was used primarily to offset our core costs of maintaining the Bereavement Care office, for which we are most grateful. As face-to-face meetings were still in abeyance, a successful application was made to the Edward Harvist Fund to allow us to purchase a laptop with web-cam and microphone to enable "online" meetings and also fund six months of "Zoom" subscriptions. This, in itself, was a learning curve as we slowly got used to the technology

and were able to start offering online training, in addition to regular Zoom meetings. At the end of the year, we welcomed Lewis Owens to the Fund-raising and Awareness Committee. Lewis was instrumental in obtaining a £5,000 grant from the Henry C. Hoare Charitable Trust. Thank you so much to all our donors.

Many of our 'regular' annual donations however were missed, as Memorial Services in churches were cancelled, and bucket collections in supermarkets and carol singing at Underground Stations were prohibited. Although the Tesco 'blue discs' rapidly disappeared from their supermarkets as Covid struck, we benefited from this scheme by £1,166; and Waitrose in Harrow Weald and South Harrow both made a contribution from their Community Fund of £333 and £400 respectively. We were also even more grateful (than usual) to have received £1,000 from St. John's Church, Pinner and £500 from Mosaic Reform Synagogue. 2020 also marked the significant birthdays of two of our Trustees, Bobbi Riesel and Jack Lynes, who asked their friends and relatives to make a donation to Bereavement Care in lieu of gifts. Former members Jocelyn and Cyril Tompkins sent a very kind and generous donation and there were several donations from grateful clients. Thank you all so much for such selfless acts of generosity.

I have continued to represent Bereavement Care on the London Borough of Harrow and London Borough of Brent's Joint Partnership on their Suicide Prevention Strategy Meetings. The National Bereavement Alliance have held monthly Zoom updates throughout the pandemic. These have been very helpful to help us keep in touch with the bereavement response to the pandemic across the UK. We have also forged stronger links with Carers Trust Hillingdon and this has manifested in some bespoke training and better referrals of former carers who have sadly lost the person they have been caring for. We are also a key partner in the Hillingdon Hospitals Bereavement Pathway discussions, led by one of the Palliative Care Doctors in Hillingdon NHS Trust, to provide a clear description of the levels of bereavement support available in the Borough and the organisations that are able to provide the support at each level.

Our PQASSO (Practical Quality Assurance System for Small Organisations) Quality Mark expired in December 2019 and everything was set for the external assessment of the re-named Trusted Charity Mark (TCM). Of course, the visit could not take place, but we were assessed remotely, with telephone conversations and Zoom calls to Trustees, volunteers and me giving the relevant information to the Assessor. As you will see from the logo on the front cover of this report, we were granted TCM Level 1 status in May 2020. Thank you to all those who spoke to the Assessor with such positivity, despite being in the depths of the pandemic!

It is clear that the pandemic has changed many of our 'normal' activities and attitudes – just as the death of a loved one challenges us to accept a 'new normal'. The loss of freedom of travel and restrictions imposed have for many been a different kind of bereavement. Change is inevitable. Perhaps this was partly the reason why, towards the end of the year, I asked the Trustees to consider a reduction in my working hours. This was a difficult decision for me to make, but shortening my working week has certainly helped to improve my physical and mental health; if regrettably making it somewhat less accessible to contact us.

Despite all the challenges of this most unusual of years, one thing has remained constant – and that is the dedication and resolve of our volunteers to 'keep the Bereavement Care flag flying' at a time when the support we provide cannot be of more relevance. On behalf of all the children and adults that have received support from many of you, may I offer sincere thanks for all you do.

David Griffiths,
Executive Officer

INDEPENDENT EXAMINER'S REPORT



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

**Independent examiner's
report on the accounts**

Section A

Independent Examiner's Report

Report to the trustees/
members of

BEREAVEMENT CARE (THE TRUST)

On accounts for the year
ended

31/12/2020

Charity no
(if any)

1157002

Set out on pages

13 - 15

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2020

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

* Please delete the words in the brackets if they do not apply.

Signed:

Margaret F Matchett

Date:

24/4/2021

Name:

MARGARET F. MATCHETT.

Relevant professional
qualification(s) or body
(if any):

Address:

FLAT 1 STANMORE LODGE

71 STANMORE HILL STANMORE

MIDDLESEX HAYSEX.

BEREAVEMENT CARE

Registered Charity Number 1157002

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2020

RECEIPTS AND PAYMENTS ACCOUNT

RECEIPTS	Notes	GENERAL FUNDS £	DESIGNATED FUNDS £	RESTRICTED FUNDS £	TOTAL 2020 £	TOTAL 2019 £
Voluntary Income Sources						
Grants Received	2	11,020		12,000	23,020	16,500
Donations	3	839	7,885		8,724	9,576
Corporate Membership Subscriptions	4	4,150			4,150	4,100
Individual Membership Subscriptions	4	1,065			1,065	857
Gift Aid Tax		1,143			1,143	1,332
Memorial Service Collections	5	131			131	1,183
Sub Total		18,348	7,885	12,000	38,233	33,548
Other Income						
Fundraising	6	3,804			3,804	8,137
Conference	7	2,646			2,646	5,955
Training	8	1,395			1,395	3,895
Bank Deposit Interest		115			115	253
Total Receipts		£26,308	£7,885	£12,000	£46,193	£51,788
PAYMENTS						
Operating Costs						
Staff Costs		21,642		8,500	30,142	28,613
Premises Costs		5,309		1,000	6,309	6,393
Governance Costs	9	2,100			2,100	158
Conference Costs	7	1,499		500	1,999	2,742
Fundraising Costs	6	1,818			1,818	1,678
Office Costs		1,078		500	1,578	671
Printing, Postage and Stationery		703		500	1,203	918
Insurance		992			992	991
Telephone and Internet		365		500	865	911
Training	8	142		500	642	2,047
Volunteers, Visitors and Group Leaders		226			226	48
Children's Encounter Day		0			0	343
Total Payments		£35,874	£0	£12,000	£47,874	£45,513
(Deficit)/Surplus for the Year		(9,566)	7,885	0	(1,681)	6,275
Cash and Bank Balance at 1st January		32,278	14,952	10,000	57,230	50,955
Cash and Bank Balance at 31st December		£22,712	£22,837	£10,000	£55,549	£57,230

	2020				2019			
CASH AND BANK BALANCE	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £	General Fund £	Designated Fund £	Restricted Fund £	TOTAL £
Monetary Assets								
COIF Account	6,543	12,000	10,000	28,543	26,443	12,000	0	38,443
HSBC Higher Interest Account	13,219	10,837	0	24,056	4,590	2,952	10,000	17,542
HSBC Business Account	2,080	0	0	2,080	1,203	0	0	1,203
Cash in Hand	42	0	0	42	37	0	0	37
PayPal Account	828	0	0	828	5	0	0	5
Balances at 31st December	£22,712	£22,837	£10,000	£55,549	£32,278	£14,952	£10,000	£57,230

Signed for and on behalf of the Trustees

Neena Bedi
(Chair of Trustees)

Date:

L Pappoe
(Honorary Treasurer)

Date:

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2020

1. STATEMENT OF ACCOUNTING POLICIES

The financial statements of the charity have been prepared on a receipts and payments basis and generally in accordance with the Charities SORP 2015 and The Charities Act 2011.

a. Funds and Reserves

The General Fund represents the funds of the charity that are not subject to special restrictions regarding their use and are available for application to the general purposes.

The Designated Fund represents funds that are held at the discretion of the trustees and therefore unrestricted.

The Restricted Fund represents funds that are restricted by a particular purpose and must be used within a reasonable period from their receipt.

b. Statement of Assets and Liabilities.

The statement of assets refers to monetary assets only.

Expenditure on capital equipment etc. is not recognised in these financial statements although a simple inventory of non-monetary assets is maintained by the trustees.

2. GRANTS RECEIVED

General Funds

Mrs Smith and Mount Trust
Henry C Hoare Charitable Trust
Edward Harvist Fund
J Smith Charitable Settlement
Pears Foundation
Joint Jewish Burial Society
Total per Receipts and Payments Account

2020 £	2019 £
5,000	0
5,000	0
520	0
500	0
0	4,000
0	2,500
£11,020	£6,500

Restricted Funds

Postcode Neighbourhood Trust
Joint Jewish Burial Society
National Lottery
Total per Receipts and Payments Account

2020 £	2019 £
10,000	0
2,000	0
0	10,000
£12,000	£10,000

3. DONATIONS

Donations in 2020 comprise of amounts received from the general public.

4. MEMBERSHIP SUBSCRIPTIONS

Corporate Membership Fees - Current year
Corporate Membership Fees - In Advance
Total per Receipts and Payments Account

2020 £	2019 £
3,550	3,900
600	200
£4,150	£4,100

Individual Membership Fees - Current year
Individual Membership Fees - In Advance
Total per Receipts and Payments Account

2020 £	2019 £
810	712
255	145
£1,065	£857

5. MEMORIAL SERVICE COLLECTIONS

St. Alban's Church, North Harrow
St. John's Church, Stanmore
St. John's Church, Pinner
All Saints Church, Queensbury
All Saints Church, Harrow Weald
St Michael and All Angels Church, Harrow Weald
Total per Receipts and Payments Account

2020 £	2019 £
131	66
0	462
0	286
0	174
0	114
0	81
£131	£1,183

BEREAVEMENT CARE

Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2020

6. FUNDRAISING

Quiz Supper - This year
Quiz Supper - Next year
Quiz Supper - Barclays Donation
Bridge Lunch
Carol Singing - Harrow on the Hill
Carol Singing - Rayners Lane
Carol Singing - Ruislip Manor
Waitrose
Pinner Village Show
Eastcote House
Sale of Perfume
Christmas Card sales
Recycle for Charity
Fundraising Regulator
Total per Receipts and Payments Account

2020 Receipts £	2020 Payments £	2020 Surplus £	2019 Surplus £
3,804	1,768	2,036	1,913
0	0	0	264
0	0	0	1,000
0	0	0	645
0	0	0	752
0	0	0	469
0	0	0	354
0	0	0	690
0	0	0	267
0	0	0	64
0	0	0	45
0	0	0	35
0	0	0	11
0	50	(50)	(50)
£3,804	£1,818	£1,986	£6,459

7. CONFERENCE

Fees
Donations
Direct conference administration
Speakers' expenses, caretaker, audio and other expenses
Web hosting
Hire of venue
Refreshments
Printing, postage and stationery
Total per Receipts and Payments Account

2020 Receipts £	2020 Payments £	2020 Deficit £	2019 Surplus £
2,626	0	2,626	5,405
20	0	20	550
0	1,200	(1,200)	(1,200)
0	650	(650)	(326)
0	149	(149)	0
0	0	0	(750)
0	0	0	(205)
0	0	0	(261)
£2,646	£1,999	£647	£3,213

8. TRAINING

Workshops
Children
Initial Training
Total per Receipts and Payments Account

2020 Receipts £	2020 Payments £	2020 Surplus £	2019 Surplus £
1,095	442	653	45
185	192	(7)	238
115	8	107	1,565
£1,395	£642	£753	£1,848

Analysis of training funds:
General funds

Total

2020 £	2019 £
753	1,848
£753	£1,848

During the year 1 Trustee provided training on behalf of the Charity and was paid for this. The amount was as follows:

Trustee 1

Total

2020 £	2019 £
100	400
£100	£400

9. GOVERNANCE COSTS

National Council for Voluntary Organisations
National Children's Bureau
Disclosure and Barring Service (DBS) Checks
Bank and Credit Card charges
Harrow Interfaith
Data Protection Registration
Total per Receipts and Payments Account

2020 £	2019 £
1,872	0
100	60
40	60
28	38
25	25
35	35
£2,100	£218

10. FUNDS

General Funds
Designated Funds (Contingency Fund)
Restricted Funds
Total

Balance 1 Jan 2020 £	Money in 2020 £	Money out 2020 £	Balance 31 Dec 2020 £
32,278	26,308	35,874	22,712
14,952	7,885	0	22,837
10,000	12,000	12,000	10,000
£57,230	£46,193	£47,874	£55,549

GROUP STATISTICS for the year ended 31st December 2020

* "Other bereavement activities" includes:- Client assessments; preparation for visiting and phoning; writing up notes; conferences and training; fundraising; Tree of Life and Memorial services; anything else

** Drop-In Notes: All attendees for first session in year are recorded as new. Thereafter for further drop-in sessions only number of new people attending for the first time are recorded.

*** Now known as The Ark Synagogue

Bereavement Care - Analysis of work done by visitors/volunteers in 2020						
Visiting Organisation	Number Analysis		Time Analysis in hours			
	Number of all individuals contacted by visitors	Number of new individuals were	Visiting	Phoning/ emailing	Preparation for and attending meetings	Other bereavement activities*
Other bereavement activities*						
Preparation for visiting and phoning; writing up notes; conferences and training; fundraising; Tree of Life and Memorial services; anything else						
Drop-In Notes: All attendees for first session in year are recorded as new. Thereafter for further drop-in sessions only number of new people attending for the first time are recorded.						
Now known as The Ark Synagogue						
Atghan Association Palwand	6	6	38	13	4	6
All Saints Queensbury	5	2	75		2	4
All Saints, Harrow Weald	57	9	39	3	5	2
Cannon Lane **						
Childrens Group Hillingdon	5	4	27	20	25	8
Childrens Group Harrow	32	14	94	37	77	60
Dovetail Bereavement - HPBC **	24	14	111	18	69	23
Edgware & Mill Hill Visiting Group **	27	5	21	51	17	16
Emmanuel, Northwood	25	23	71	17	25	25
Holy Trinity, Wealdstone**	11	10	34	1	61	24
Ickenham Churches**	101	17	105	46	75	112
Kol Chai Synagogue	112	52	44	58	107	128
Lodge Group (1)	16	13	113	18	64	45
Lodge Group (2)	54	5	147	10	57	17
Lodge Group (3)	26	16	459	49	176	40
Mosaic Reform Synagogue	43	41	351		186	105
Northwood & Pinner Liberal Synagogue ***	75	73	70	79	165	137
Pinner United Synagogue	39	32	0	68	133	78
St Alban's North Harrow	38	9	50	2	64	20
St John's & St Luke's, Pinner	82	22	44	68	72	166
St John's, Stanmore	36	11	32	9	43	37
St Mary's - Harrow-on-Hill	5	3	25		2	
St Michael's Harrow Weald	9	3	11	4	8	17
Visiting Totals for year	822	384	1957	567	1435	1066
TOTAL HOURS						5025
Drop In Groups						
Drop-In Organisation	Number of new individuals in the year**					TOTAL VOLUNTEER HOURS
Cannon Lane Methodist Church	3					4
Dovetail Bereavement - HPBC	17					68
Edgware & Mill Hill Visiting Group	3					24.5
Footprints Drop-In (St Margaret's, Ux)	8					30
Holy Trinity, Wealdstone Drop-In	18					64
Ickenham Churches Drop-In	13					30
Drop In Totals for Year	62					221
Total Visiting + Drop-In	446					2,178

GROUP STATISTICS for the year ended 31st December 2020

Analysis of total number of new individuals/attendees contacted this year, by gender, age and ethnicity, inc Drop-In for 2020																				
Organisation (** by name indicates Drop-In stats included)	Total new individuals Visiting plus Drop-In	Gender		Reg Disable d	Age			Ethnicity										Mixed Wh Af'n Caribb	Mixed Whit Asian	Mixed Wh Af'n Caribb Other
		Male	Female		Under 16	17-59	Over 60	White British	White Irish	White Other	Bangla- deshi	Indian	Pakista- n	Asian Other	African Carib'n	Black Other	China	Other Ethnic		
Afghan Association Pailwand	6	4	2	1	0	6	0	0	0	0	0	0	0	1	1	0	0	4	0	0
All Saints Queensbury	2		2			1	1	1				1								
All Saints, Harrow Weald	9	1	8			8	1	5	1			1								
Cannon Lane, Drop-In only**	3	1	2	1			3	3												
Childrens Group Hillingdon	4	1	3		4	5		1						1						2
Childrens Group Harrow	14	3	11		12	2		7	1	1		2		2	2					
Dovetail Bereavement - HPBC **	31	15	16	2		14	14	23						3	1	2				
Edgware & Mill Hill Visiting Group **	8	2	6			2	3	2	1			1		1						
Emmanuel, Northwood	23	8	15		13	10	19		1					2			1			
Footprints Drop-In	8	2	6			1	7	8												
Holy Trinity, Wealdstone **	28	11	17	0	0	6	22	18	0	3	0	0	2	0	2	0	0	1	0	0
Ickenham Churches **	30	10	20			6	24	28				2								
Koi Chai Synagogue	52	8	44	0	0	12	40	46		2	4									
Lodge Group (1)	13	3	10			12	1	2		7		1		2	1					
Lodge Group (2)	5	1	4			4	1	1		1				1		1				
Lodge Group (3)	16	4	12			8	8	6	1		1	3		1						
Mosaic Reform Synagogue	41	20	21			6	35	20				21								
Northwood & Pinner Liberal Synagogue	73	31	42	0	0	10	63	72	0	0	0	0	0	0	1	0	0	0	0	0
Pinner United Synagogue	32	12	20			10	22	30	1	1										
St Alban's North Harrow	9	2	7			4	5	5	1			1		1	1					
St John's, Pinner	22	5	17			8	14	19				1			1				1	
St John's, Stanmore	11	3	8			8	3	4	1	1		4		1						
St Mary's - Harrow-on-Hill	3	1	2				3	3												
St Michael's Harrow Weald	3	1	2			3		1				1				1				
Totals for Year	446	149	297	4	29	146	289	305	6	17	5	39	2	16	5	11	2	6	1	0