

TOUCHSTONES CHILD BEREAVEMENT SUPPORT

England & Wales · Charity number 1168091

Details

Status Registered

Legal form Charitable company

Company number [07858769](#)

Registered 2016-07-07

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

Contact

Address 5 Church Lane
Cookhill
Alcester
B49 5JS

Phone 01527892533

Email info@touchstones-support.org.uk

Website <http://touchstones-support.org.uk/>

Activities

Objects: TO RELIEVE THE MENTAL AND PHYSICAL SICKNESS OF CHILDREN AND YOUNG PEOPLE RESIDENT IN NORTH EAST WORCESTERSHIRE SUFFERING FROM BEREAVEMENT AND LOSS BY THE PROVISION OF COUNSELLING AND SUPPORT FOR SUCH PERSONS.

Activities: The charity's aim is to support any children and young people (aged 5-18) in Redditch and North East Worcestershire who have suffered the immense trauma of losing a mum, dad, brother, sister or other significant person.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Disability
- **Who:** Children/young People

Geography

- Worcestershire

Finances

Period end	Income	Expenditure	Assets	Employees
2024-11-30	£32,349	£47,467	-	-
2023-11-30	£55,287	£43,714	-	-
2022-11-30	£59,066	£44,671	-	-
2021-11-30	£31,797	£39,140	-	-
2020-11-30	£26,880	£37,388	-	-

Trustees

Name	Role	Appointed
WENDY TOWNSEND	Chair	2016-06-14
Dr Adele David		2023-11-27
FRAN COWIE		2016-06-14
SHARON FORREST		2016-06-14
Star-louise Robbins		2021-07-13

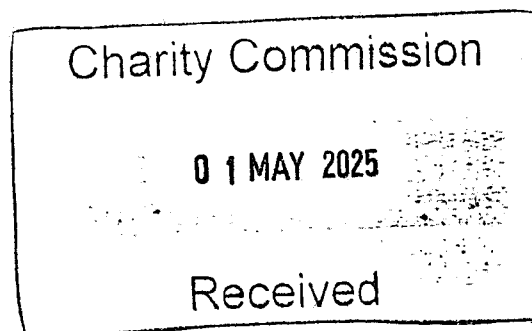
TOUCHSTONES CHILD BEREAVEMENT SUPPORT

England & Wales - Charity number 1168091

Accounts



TOUCHSTONES CHILD BEREAVEMENT SUPPORT
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2024



CHARITY REGISTRATION NUMBER 1168091
COMPANY LIMITED BY GUARANTEE REGISTRATION NUMBER 07858769

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024

COMPANY INFORMATION:

Registered Charity Number: 1168091

Company Registration no: 07858769 (England and Wales)

Trustees: Sharon Forrest
Lee Frances Wedgbury
Wendy Townsend
Star-Louise Robbins
Dr. Adele David

Victoria Quarton (resigned as Trustee on 31st March 2024)

Robert Quarton (resigned as Trustee on 31st March 2024)

Despite her resignation as a trustee on 31st March 2024 – Victoria Quarton continues in her role as Director of Bereavement Services and Robert Quarton continues to support the organisation in his voluntary capacity.

Registered Office: 5 Church Lane
Cookhill
Alcester
Warwickshire
B49 5JS

Bankers: HSBC UK
Church Green West
Redditch
Worcestershire
B97 4EA

Independent Examiner: RD Accounting
12C Two Locks,
Hurst Business Park,
Brierley Hill.
DY5 1UU

Website <http://touchstones-support.org.uk>

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

The trustees, who are also directors of the charitable company for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 30 November 2024. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP): Accounting and Reporting by Charities (FRS 102) in preparing the annual report and financial statements of the charity.

OBJECTIVES AND ACTIVITIES (in delivering community benefit)

The charity's objects are set out in the Company's Memorandum and Articles of Association and are:

To relieve the mental, and physical sickness of children and young people resident in North East Worcestershire suffering from bereavement or loss by the provision of counselling and support for such persons.

Arising from this, Touchstones Child Bereavement Support's mission is to help the children cope with the pain of their bereavement, to reduce their isolation and to enable them to develop strategies to move forward with hope, such that their emotional, social and educational development is not impeded and that they are not disadvantaged by their loss. Our work directly improves young people's mental health, wellbeing and safety and is both supportive and preventative.

Touchstones works with children and young people aged 5-21 years old, who have suffered the loss of a mum or dad, brother or sister, grandparent, friend or any other significant person in their lives. Touchstones delivers a completely free programme of bespoke one to one support for any child or young person living in or attending school in any part of North East Worcestershire. Our referrals predominately come via Children Services, GPs, CAMHS and particularly from schools observing children with deteriorating behaviour, performance and attendance. Many of the children we see are at risk of exclusion, of failing in their education or failing in their social interactions/ friendships - with many also suffering severe psychological bullying and isolation.

Each child receives as many one-to-one sessions as they need to get to as good a place as possible, and on average this is around eight. In these sessions, feelings of guilt, anger and confusion/ misunderstanding, are explored, as well as strategies to deal with sadness and anxiety about the future. Children have assessment scores at the start and end of support which show great improvement, and which is also reported by families and schools as well.

Touchstones also runs group Memory and Feeling Days, where children and young people meet and get to share challenges, fun and feelings with other children who have had a similar life-changing loss, and begin to realise that they are not alone, strange, or different. This sharing is transformational, and years later, children and young people who have attended one of these days, often talk about it being a turning point in their lives.

Additional to the direct work with, and support of the referred children and young people Touchstones also offers advice and training to families, carers and professionals, including;

- advice to families and schools on how to support young people through bereavement, including pre-school children who are best supported by their own family

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

- training packages, tailored to the needs of individual schools
- advice and support to schools in the event of a sudden death in the school community

The support is provided at no cost to any user – thereby enabling full accessibility to anyone in the community. Given that most of our referrals come from schools, the service is available to all their children. Those who are often hard to reach by other organisations and services are regularly amongst those who receive service. Such families are often wary of engaging with statutory bodies like Children's Services and schools, but welcome support from an independent agency. Consequently, many referrals come from areas and families with greater than average levels of social deprivation.

Service is initiated when a referral is received from schools, GPs, Children's Services, school nurse, CAMHS and families themselves. On occasions children refer themselves because they know they need help, but their family is not coping.

The key elements of the support journey are:

1. Referral management
2. Initial assessment – with guardian/ carer and child contacts
3. One to One counselling support – usually within School
4. Group Memory, Feelings and Activity Days

There is an initial assessment visit at home with the guardian/carers to evaluate the child's needs and offer immediate advice and support. An appropriate support pathway is then decided on which will probably be one to one support, but a referral to other services may be made where they appear appropriate.

This is followed by a brief 'tea stop' to allow the child/young person to meet with the support provider.

Contact will then be made with the school to gather information about the child's coping ability at school and to arrange a date for the commencement of support which is generally provided in the school setting. School has been found to be the most successful place for one-to-one sessions as young people can be sure that they are not being heard by a carer listening at the door and their session is contained within the boundaries of the school timetable which is helpful. At the end of the session, 10 minutes of recovery time can be given if necessary, and then the distractions of a normal school day carry the child forward. However, for some young people, home is the most suitable place, and in these instances, sessions are given at home.

Support within the one-to-one sessions is tailored to the age and the needs of the child, with greater or lesser amounts of talking, worksheets, craft, stories etc.

Additional to the one-to-one support, Touchstones also run Group Memory and Feelings Days with around 20 children / young people at a time. The benefits of bringing young people together are great as it helps them realise that they are 'normal' and not alone. Experienced, trained volunteers from within the local community staff these days which are a transforming experience for the young people involved.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

The organisational outcomes for Touchstones are all based on the professionally recognised Childhood Bereavement Network (CBN) Outcome Framework – these being:

- a) *The improved emotional and mental well-being of the bereaved young people, with the attendant improvement in their physical health.*
- b) *Improved school attendance/concentration/participation*
- c) *Raised levels of self-esteem (which is usually damaged through bereavement), including identifying and helping to stop any bereavement bullying that has occurred.*
- d) *Reduced feelings of isolation*
- e) *Improved levels of self-care. Bereaved young people often fail to care for themselves properly and may exhibit problems with eating/sleeping/drinking/self-harming. They may even have thoughts about wanting to die to be with their loved one. Also reduced drinking of alcohol and likelihood of other addictions*
- f) *Improved family relationships with families able to share their pain and grieve together, rather than as individuals which leaves children isolated and alone.*
- g) *A decrease in fear and a greater hope in their future for young people, so that they can move forward in confidence*

The main Bereavement Clinical lead has 18 years of experience in this field. She has completed a research project for the University of Nottingham on how best to support children after parental suicide - as part of her now completed MA in Counselling Children & Young People.

OPERATIONAL ACHIEVEMENTS AND PERFORMANCE

During the period between 1st December 2023 and 30th November 2024 Touchstones received 104 new referrals for work with children and young people - all of whom either reside or attend schools or colleges in North-East Worcestershire. Several of these referrals involved more than one child impacted by a bereavement, meaning that in total we had contact with 132 children or young people. During this review period we worked in over 75% of all the First, Middle and Secondary schools in our catchment area.

Of the referrals received;

- 48% where resulting from the bereavement of a grandparent,
- 34% where resulting from the death of a parent
- 6% where resulting from the death of a sibling
- 6% where from the death of a close friend or peer, and
- 6% where resulting from bereavement of another relative (Aunt, Uncle etc)

The main causes of bereavement resulting in the received referrals, included;

- 18% from suicide,
- 25% from cardio vascular illnesses, and alcohol / substance abuse)
- 49% from age related illnesses
- and the remaining 8% resulting from bereavement due to car accidents, murder and Covid.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

The children referred to Touchstones receive different levels of support depending on their specific needs. Being non-statutory, means we can be child-led, and tailor our support package to each individual. For some, it may be sufficient to provide telephone support and guidance to the parent/carer. However, the majority have gone on to receive more support, starting with an assessment visit in the home, when more support to the carer is also given. Usually this leads to a bespoke package of one-to-one support for the child, which normally means fortnightly one-to-one sessions in school. The engagement will be for a varying length of time as the need is always child led and the service is tailored to the needs of each individual child. Even within a family, different children will often require support for varying lengths of time.

We held our usual Touchstones Feeling and Memory Days in April and October when we brought bereaved young people together for days of sharing fun, exploring feelings and honouring memories. We were also able to hold our much-loved Lantern Walk in December, where families supported by us, together with many others from across the local communities, were so grateful to be able to gather again before Christmas.

Outcomes and Feedback

That the children benefit hugely from support is undeniable, but this is difficult to fully quantify. We see children change from initially finding some relief for their pain to becoming able to integrate their loss into their lives and feel hopeful about the future. However, many of our children have multiple other problems in their lives as they come from families with varying levels of deprivation and recognising that we cannot change everything is hard to accept but essential. However, they are all in a much better place when we conclude our work with them.

To quantify support, and to help us understand where they are so that we can better help them, all children complete a basic self-assessment in the first and last sessions. They score a whole number of factors / emotions and problems out of ten – with 10 being the worst score – so the higher the total the more troubled they are.

Additionally, we also collect direct feedback and comments from children, families and professionals that also validates our service, and is continually used to assess and seek improvements.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

FINANCIAL REVIEW

Touchstones had an operating deficit of £15,418 for the year ending November 30th 2024, compared to a surplus of £11,573 in 2023.

Total income for the year was	£32,349	(2023 £55,287).
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Touchstones' service offering is provided completely free of charge, and consequently all income is raised through voluntary donations, including a mixture of grants, fundraising events, sponsorship from individuals, community organisation and local companies.

The principal sources of income during the year were;

- | | | |
|---|---------|----------------|
| • Grants | £11,500 | (2023 £27,000) |
| • Donations from supporters and fundraisers | £20,849 | (2023 £28,287) |

One-off donations were received from many individuals and supporters. Additionally, £3,127 of income was received through regular monthly donations.

The Grant income consisted of a single grant from Redditch Borough Council

Touchstones is profoundly grateful to all the numerous businesses, organisations and many individuals that generously provide these vital funds.

Total expenditure for the year was	£47,768	(2023 £43,714)
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The principal items of expenditure were;

- | | | |
|---|---------|----------------|
| • Staff costs | £19,960 | (2023 £20,000) |
| • Contracted service provision costs | £18,871 | (2023 £17,323) |
| • Memory Days and general craft / supporting materials | £3,836 | (2023 £3,486) |
| • Operating Costs – including insurance, subscriptions, and accounting fees | £1,740 | (2023 £1,886) |
| • Administration and fundraising – including telephone, computing, and printing costs | £1,224 | (2023 £590) |

Touchstones had net assets at year-end of £56,938, which is a decrease of £15,418 from £72, 537 at 30th November 2023.

As of 30th November 2024, there were no monies in restricted funds.

The trustees have set Touchstones' reserve policy based on the Charity Commission's guidance (CC19) and accounting standards (SOP 2005). The trustees' reserve policy is to aim to ensure long term sustainability of the service offering, and therefore aims to achieve unrestricted operational reserves that represents at least twelve months' worth of expenditure. Based upon the current and forecast expenditure, it is therefore the view of the trustees' that this requirement is met, and that it is appropriate to draw up these accounts on the going concern basis.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, originally incorporated as a Community Interest Company on 23 November 2011 – and named Touchstones Support CIC.

The charity was re-established under a Memorandum of Association which confirmed the objects and powers of a charitable company on 10 June 2016 and is now governed under its Articles of Association. Its name was changed at that point to Touchstones Child Bereavement Support.

The company was registered as a charity on 7 July 2016.

The trustees of the charity are also directors for the purpose of company law, and are appointed by invitation of the existing trustees, subject to a satisfactory interview, suitability, and Enhanced DBS checks. As part of trustee induction, new trustees attend training in order to understand the general roles and responsibilities of a trustee, the articles of association and governance model for Touchstones, and the specific operational values, principles, practices and culture of the charity.

Governance of the charity is vested in the Board of Trustees. The Board of Trustees meets at least two times per year as per the Charity's Articles of Association. The charity trustees are responsible for the general control and management of the charity. The trustees ensure the charity is well run, spends its income wisely and appropriately, and meets all company and charity requirements.

Day-to-day management and operations are delegated to the (employed) Clinical Lead Director, the sub-contracted staff member, and the (volunteer) Business Lead – all under the supervision of the trustees.

Robert Quarton and Victoria Quarton have held office as Company Directors since the Company was incorporated as a CIC on 23 November 2011, and Wendy Townsend since 20 April 2015.

Robert Quarton and Victoria Quarton resigned their positions as Trustees and Company Directors on 31st March 2024. Victoria Quarton continues in her role as Director of Bereavement Services, and Robert Quarton continues to support the organisation in a voluntary capacity

Wendy Townsend, Fran Wedgbury and Sharon Forrest have held the position of Charity Trustees from 7 July 2016. These appointments were made on the conversion of Touchstones Support CIC to this current Charitable Company.

Star-Louise Robbins was appointed as a Trustee on 13th July 2021.

Wendy Townsend and Star-Louise Robbins are also bereavement support volunteers for the charity. Adele David was appointed a trustee in November 2023. Adele has been a longstanding volunteer for Touchstones, providing bereavement support on our Touchstones Memory and Feelings Days. Adele has a Doctorate in Clinical Psychology and is experienced in many therapeutic models, including CFT (Compassion Focused Therapy), CBT (Cognitive Behavioural Therapy), EMDR (Eye Movement Desensitisation and Reprocessing) and ACT (Acceptance and Commitment Therapy) – we are so grateful to have Adele join the Board of Trustees.

All trustees and company directors (other than Victoria Quarton while she was a trustee) give their time voluntarily and received no paid benefits from the charity. Any expenses reclaimed from the charity are set out in the notes to the accounts.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

Volunteers

Touchstones has a group of around 17 experienced and dedicated volunteers that are an intrinsic part of the offering that Touchstones can deliver – particularly on the Memory and Feelings Days. We are constantly amazed by the skill in which these volunteers work with, and massively assist many of our children and young people on their bereavement journey. We are immensely proud of our volunteers, and so grateful for their commitment, enthusiasm, and skill.

Our volunteers are adults from all backgrounds and ages. Most have their own bereavement experiences, The volunteers have been recruited through contact with our service as professionals or families, and from our sister organisations and Samaritans. We are delighted that several of the current volunteer cohort are adults who have previously been children and young people who have been through the Touchstones service offering – now bringing with them the unique perspective of 'being on the other side of the service offering'.

All volunteers have enhanced DBS checks. Most volunteers are highly experienced, but we also have some new and generally younger volunteers too. and within the team we also have an experienced worker with challenging children, a PhD qualified psychologist, and several teachers.

All new volunteers undertake training to familiarise them with an understanding of child bereavement and grief, and on the operating principles and practices of the charity, and specifically on the Touchstones Memory and Feelings Day, and on the key role of the volunteer within these days.

Volunteers are key to running Touchstones Memory and Feelings Days, as we need high adult/child ratios to ensure a great experience and safety for these vulnerable children. Volunteers' key characteristic is their ability to get alongside children, but they also need careful training plus a level of personal emotional resilience.

Our volunteers are passionate about what they do, knowing how transformational these days are for children. They count it as a great privilege to do this work and they are brilliant at it. It takes unusual strength and sensitivity to support a small crying child, without trying to stop them shedding those vital tears.

The volunteers also help run the annual Lantern Walk of Remembrance and other occasional fund-raising or educational activities as they choose. Touchstones provides volunteers with refresher and development training, to ensure they are always properly equipped to deliver their important role.

Supervision

Supervision is required for all employed and freelance staff. The permanent bereavement lead has regular supervision with a BACP Supervisor. Sub-contracting staff have supervision meetings with the Bereavement Director

Following each Touchstones Memory and Feelings Days, the volunteers have debriefing and meetings with the bereavement lead.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

Networking/ professional bodies

Touchstones Child Bereavement Support is a member organisation of BACP (The British Association of Counsellors and Psychotherapy).

Touchstones is also a member of the Childhood Bereavement Network UK (CBN) which links us into a national network of professionals working with bereaved children and young people, and provides access to information updates, key resources, support and other networking opportunities.

Touchstones has also developed many effective networks and relationships with similar bereavement organisations in neighbouring areas.

Locally, we work alongside/with numerous professionals – including CAMHS, Children's Services, Early Help, Family Support Workers, schools, and GPs to ensure joined up support for children. These links enable us to reach as wide a range of bereaved children as we can. Additionally, we support these other professionals with bereavement, grief and trauma training, and we refer back to them when children require additional support with non-bereavement issues. We are often contributors to multi-disciplinary support meetings like Child in Need meetings.

Touchstones are members of BARN (Bromsgrove and Redditch Network for voluntary sector organisations) and we have taken advantage of numerous training / development courses provided by them.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

Statement of Trustees' responsibilities

The trustees (who are also directors for the purpose of company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give true and fair view of the state of affairs of a charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year.

In preparation of these financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently
- Observe the methods and principles in the charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures and explained in the financial statements and
- Prepare the accounts on a going concern basis unless it is inappropriate to presume the charity will continue its activities.

The trustees are responsible for ensuring proper accounting records are kept that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with The Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

This report was approved by the trustees 23rd April 2025 and signed on their behalf by



Sharon Forrest

Trustee

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT TO THE
TRUSTEES OF TOUCHSTONES CHILD BEREAVEMENT SUPPORT

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Touchstones Child Bereavement Support ('the charitable company') for the year ended 30 November 2024 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('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 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

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 giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TOUCHSTONES CHILD
BEREAVEMENT SUPPORT - continued

- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Independent examiner's statement (continued)

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 financial statements to be reached.

R Dunkley

Richard Dunkley FCCA CTA
RD Accounting Limited
12C Two Locks
Hurst Business Park
Brierley Hill
DY5 1UU

Date: 11/04/2025

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(INCLUDING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDING 30 NOVEMBER 2024

		Unrestricte d funds	Restrict ed funds	Total funds- 2024	<i>Prior year - 2023</i>
		£	£	£	£
Income					
Donations		20,849	-	20,849	28,287
Grants	Note 2	11,500	-	11,500	27,000
Charitable Activity		0	-	0	0
Fundraising		0	-	0	0
Total		32,349	-	32,349	55,287
Expenditure					
Charitable Activities	Note 3	44,804	-	44,804	41,238
Operating Costs	Note 4	1,740	-	1,740	1,886
Administration	Note 5	1,223	-	1,243	590
Total		47,767	-	47,767	43,714
Net income for the reporting period		-15,418	-	-15,418	11,573

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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BALANCE SHEET - 30 NOVEMBER 2024

	Unrestricted funds £	Restricted income funds £	Total this year - 2024 £	Total last year - 2023 £
Fixed Assets				
Tangible Assets	0	-	0	0
	0	-	0	0
Current assets				
Cash at bank and in hand (Note 7)	56,938	-	56,938	72,357
	56,938	-	56,938	72,357
Current liabilities				
Creditors: amounts falling due within one year (Note 8)	0	-	0	0
Net current assets	56,938	-	56,938	72,357
TOTAL NET ASSETS	56,938	-	56,938	72,357
Funds of the Charity				
Net income this reporting period	-15,418	-	-15,418	11,573
Retained income brought forward	72,357	-	72,357	60,784
Total funds	56,939	-	56,939	72,357

For the year ended 30 November 2024 the company was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 November 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

(a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006, and in accordance with FRS102 SORP

The financial statements were approved by the trustees on 23rd April 2025 and signed on their behalf by



Sharon Forrest
Trustee and Director

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

1. Accounting Policies

Accounting convention

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2015). The charity constitutes a public benefit entity as defined by FRS 102. There has been no change in accounting policies since last year. No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Expenditure and liabilities

Expenditure is recognised on the accrual basis as the liability is accrued. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay the resources and the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation is generally exempt from income tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the company qualifies as a small company.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. There are currently no restricted funds to account for.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

2. Grants

	2024	2024	2024	2023
	Unrestricted	Restricted	Total	Total
	funds	funds	Funds	Funds
	£	£	£	£
Redditch Borough Council	11,500	-	11,500	0
Open Works Charity Grant	0	-	0	15,000
Grants Other - ICCM	0	-	0	12,000
Grantham Yorke Trust	0	-	0	0
	11,500	-	11,500	27,000

3. Charitable Expenditure

	2024	2023
Salary Costs	19,960	20,000
Sub-contractor Costs	18,871	17,323
Supervision and Training	2,136	429
Service Provision - Materials and General Expenses	2,381	1,169
Service Provision - Group Memory and Feelings Days	1,456	2,317
	44,804	41,238

There was one part-time employee during the year (as in 2023). Additionally, the services of one part-time, sub-contracted counsellor were utilised during this financial year.

4. Operating Costs

	2024	2023
Insurance, Subscriptions, and Memberships	1,100	978
Audit and Accountancy	568	834
Bank Charges	72	74
	1,740	1,886

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

5. Management and Administration

	2024	2023
Telephone and Internet	431	82
IT and Consumables	418	428
Printing	216	0
Office Equipment	158	0
Fundraising (Ball Expenses)	0	80
	1,243	590

6. Cash at bank and in hand

	2024	2023
HSBC Current account	56,939	72,357
	56,939	72,357

7. Creditors and accruals

	2024	2023
Accrual for sub-contractor service provision	0	0
Accrual for expenses	0	0
	0	0

8. Staff Costs

	2024	2023
Gross wages	19,960	20,000
Employers National Insurance	0	0
Defined contribution employers pension costs	0	0
	19,960	20,000

The average monthly number of employees during the year was 1 (2023: 1).

No employees received emoluments in excess of £60,000 during the year (excluding employer's pension contributions).

The charity does not contribute to individual pension schemes

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2024 (cont.)

9. Fixed Assets

Tangible fixed assets have a £NIL net book value.

10. Examiner Fees

During the year the company incurred an expense of £300 in respect of the independent examiner's accountancy fee.

11. Trustees' remuneration and expenses

In accordance with authority contained with the charities Articles of Association, Victoria Quarton was paid a salary of £19,960 (excluding Employers National Insurance & Pension) in respect of her employment as the qualified and experienced Director of Bereavement Services.

None of the other trustees have claimed any expenses during the year – including for travel, subsistence, and accommodation costs.

12. Related party transactions

There were zero value of donations received during the year from trustees or other related parties.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT

England & Wales - Charity number 1168091

Accounts



TOUCHSTONES CHILD BEREAVEMENT SUPPORT
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2023

CHARITY REGISTRATION NUMBER 1168091
COMPANY LIMITED BY GUARANTEE REGISTRATION NUMBER 07858769

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023

COMPANY INFORMATION:

Registered Charity Number:	1168091
Company Registration no:	07858769 (England and Wales)
Trustees:	Wendy Townsend Lee Frances Wedgbury Sharon Forrest Star-Louise Robbins Dr. Adele David (Appointed – 27/11/23) Victoria Quarton (Clinical Lead) Robert Quarton
Registered Office:	5 Church Lane Cookhill Alcester Warwickshire B49 5JS
Bankers:	HSBC UK Church Green West Redditch Worcestershire B97 4EA
Independent Examiner:	
Website	http://touchstones-support.org.uk

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

The trustees, who are also directors of the charitable company for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 30 November 2023. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP): Accounting and Reporting by Charities (FRS 102) in preparing the annual report and financial statements of the charity.

OBJECTIVES AND ACTIVITIES (in delivering community benefit)

The charity's objects are set out in the Company's Memorandum and Articles of Association and are:

To relieve the mental, and physical sickness of children and young people resident in North East Worcestershire suffering from bereavement or loss by the provision of counselling and support for such persons.

Arising from this, Touchstones Child Bereavement Support's mission is to help the children cope with the pain of their bereavement, to reduce their isolation and to enable them to develop strategies to move forward with hope, such that their emotional, social and educational development is not impeded and that they are not disadvantaged by their loss. Our work directly improves young people's mental health, wellbeing and safety and is both supportive and preventative.

Touchstones works with children and young people aged 5-21 years old, who have suffered the loss of a mum or dad, brother or sister, grandparent, friend or any other significant person in their lives. Touchstones delivers a completely free programme of bespoke one to one support for any child or young person living in or attending school in any part of North East Worcestershire. Our referrals predominately come via Children Services, GPs, CAMHS and particularly from schools observing children with deteriorating behaviour, performance and attendance. Many of the children we see are at risk of exclusion, of failing in their education or failing in their social interactions/ friendships - with many also suffering severe psychological bullying and isolation.

Each child receives as many one-to-one sessions as they need to get to as good a place as possible, and on average this is around eight. In these sessions, feelings of guilt, anger and confusion/ misunderstanding, are explored, as well as strategies to deal with sadness and anxiety about the future. Children have assessment scores at the start and end of support which show great improvement, and which is also reported by families and schools as well.

Touchstones also runs group Memory and Feeling Days, where children and young people meet and get to share challenges, fun and feelings with other children who have had a similar life-changing loss, and begin to realise that they are not alone, strange, or different. This sharing is transformational, and years later, children and young people who have attended one of these days, often talk about it being a turning point in their lives.

Additional to the direct work with, and support of the referred children and young people Touchstones also offers advice and training to families, carers and professionals, including;

- advice to families and schools on how to support young people through bereavement, including pre-school children who are best supported by their own family

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

- training packages, tailored to the needs of individual schools
- advice and support to schools in the event of a sudden death in the school community

The support is provided at no cost to any user – thereby enabling full accessibility to anyone in the community. Given that most of our referrals come from schools, the service is available to all their children. Those who are often hard to reach by other organisations and services are regularly amongst those who receive service. Such families are often wary of engaging with statutory bodies like Children's Services and schools, but welcome support from an independent agency. Consequently, many referrals come from areas and families with greater than average levels of social deprivation.

Service is initiated when a referral is received from schools, GPs, Children's Services, school nurse, CAMHS and families themselves. On occasions children refer themselves because they know they need help, but their family is not coping.

The key elements of the service journey/ provision are:

1. Referral management
2. Initial assessment – with guardian/ carer and child contacts
3. One to One counselling support – usually within School
4. Group Memory, Feelings and Activity Days

There is an initial assessment visit at home with the guardian/carers to evaluate the child's needs and offer immediate advice and support. An appropriate support pathway is then decided on which will probably be one to one support, but a referral to other services may be made where they appear appropriate.

This is followed by a brief 'tea stop' to allow the child/young person to meet with the support provider.

Contact will then be made with the school to gather information about the child's coping ability at school and to arrange a date for the commencement of support which is generally provided in the school setting. School has been found to be the most successful place for one-to-one sessions as young people can be sure that they are not being heard by a carer listening at the door and their session is contained within the boundaries of the school timetable which is helpful. At the end of the session, 10 minutes of recovery time can be given if necessary, and then the distractions of a normal school day carry the child forward. However, for some young people, home is the most suitable place, and in these instances, sessions are given at home.

Support within the one-to-one sessions is tailored to the age and the needs of the child, with greater or lesser amounts of talking, worksheets, craft, stories etc.

Additional to the one-to-one support, Touchstones also run group Memory and Feelings Days with around 20 children / young people at a time. The benefits of bringing young people together are great as it helps them realise that they are 'normal' and not alone. Experienced, trained volunteers from within the local community staff these days which are a transforming experience for the young people involved.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

The organisational outcomes for Touchstones are all based on the professionally recognised Childhood Bereavement Network (CBN) Outcome Framework – these being:

- a) *The improved emotional and mental well-being of the bereaved young people, with the attendant improvement in their physical health.*
- b) *Improved school attendance/concentration/participation*
- c) *Raised levels of self-esteem (which is usually damaged through bereavement), including identifying and helping to stop any bereavement bullying that has occurred.*
- d) *Reduced feelings of isolation*
- e) *Improved levels of self-care. Bereaved young people often fail to care for themselves properly and may exhibit problems with eating/sleeping/drinking/self-harming. They may even have thoughts about wanting to die to be with their loved one. Also reduced drinking of alcohol and likelihood of other addictions*
- f) *Improved family relationships with families able to share their pain and grieve together, rather than as individuals which leaves children isolated and alone.*
- g) *A decrease in fear and a greater hope in their future for young people, so that they can move forward in confidence*

The main Bereavement Clinical lead has 17 years of experience in this field. She has completed a research project for the University of Nottingham on how best to support children after parental suicide - as part of her now completed MA in Counselling Children & Young People.

OPERATIONAL ACHIEVEMENTS AND PERFORMANCE

During the period between 1st December 2022 and 30th November 2023 Touchstones received 137 new referrals for work with children and young people all of whom either reside or attend schools or colleges in North-East Worcestershire. Many of these referrals involve more than one child impacted by a bereavement. During this review period we worked in over 80% of all the First, Middle and Secondary schools in the catchment area.

The children referred to Touchstones receive different levels of support depending on their specific needs. Being non-statutory, means we can be child-led, and tailor our support package to each individual. For some, it may be sufficient to provide telephone support and guidance to the parent/carer. However, the majority have gone on to receive more support, starting with an assessment visit in the home, when more support to the carer is also given. Usually this leads to a bespoke package of one-to-one support for the child, which normally means fortnightly one-to-one sessions in school. The engagement will be for a varying length of time as the need is always child led and the service is tailored to the needs of each individual child. Even within a family, different children will often require support for varying lengths of time.

In the review period, referrals covered the full age range of 5 years to 21 years of age. We find that children below school age are unused to working with strangers, so rather than conducting one to one support, we help parents to find ways to support their young children. Nearly all our young

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

people are of school age, but in this period, we did support a small number of young adults that were still very vulnerable and assesses to potentially benefit from the service offering.

We held our usual Touchstones Feeling and Memory Days in April and October when we brought bereaved young people together for days of sharing fun, exploring feelings and honouring memories. We were also able to hold our much-loved Lantern Walk in December, where families supported by us, together with many others from across the local communities, were so grateful to be able to gather again before Christmas.

Key Data

The loss of a parent remains the primary cause of referral during the period, with grandparental death also extremely high. For Touchstones, whether children receive support is determined by their need and bereavement problems rather than by the person who died. In some families, the death of a grandparent is catastrophic, as they may be acting in a parental role, or may just be holding the family together. Without them things fracture, and children struggle. The same can be true for aunts and uncles.

The number of suicides never ceases to shock and sadden us, and it remains the main cause of death this year.

We find that we have become the local service of choice for support for children following a sudden and traumatic death. Our clinical lead made this the subject of her research project for her MA degree because the impact on a family is immense and the complicated grief issues that often follow makes supporting these families a longer term and more challenging task. children we support.

Outcomes and Feedback

That the children benefit hugely from support is undeniable, but this is difficult to fully quantify. We see children change from initially finding some relief for their pain to becoming able to integrate their loss into their lives and feel hopeful about the future. However, many of our children have multiple other problems in their lives as they come from families with varying levels of deprivation and recognising that we cannot change everything is hard to accept but essential. However, they are all in a much better place when we conclude our work with them.

To quantify support, and to help us understand where they are so that we can better help them, all children complete a basic self-assessment in the first and last sessions. They score a whole number of factors / emotions and problems out of ten – with 10 being the worst score – so the higher the total the more troubled they are.

Additionally, we also collect direct feedback and comments from children, families and professionals that also validates our service, and is continually used to assess and seek improvements.

Future Operational Plans

Mid-term operational plans are focussed on maintaining the level, content and quality of the service provision that is currently offered to all those who call upon our service across North-East Worcestershire. As part of this focus, consideration continues to be given to the potential of increasing the counselling resource to match a growing referral rate, and to prevent the development of excessive waiting times for clients, together with seeking to build-in some potential for succession planning.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

FINANCIAL REVIEW

Touchstones had an operating surplus of £11,573 for the year ending November 30th 2023, compared to a surplus of £14,395 in 2022.

Total income for the year was £55,287 (2022 £59,066).

Touchstones' service offering is provided completely free of charge, and consequently all income is raised through voluntary donations, including a mixture of grants, fundraising events, sponsorship from individuals, community organisation and local companies.

The principal sources of income during the year were;

- Donations from supporters and fundraisers of £28,287 (2022 £16,633)
- Grants of £27,000 (2022 £33,200)
- Organisation led fundraising was £0 – as there was no internally managed Charity Ball within year. In 2022 this was £9,233

One-off donations were received from many individuals and supporters. £3,416 of income was also received through regular monthly donations.

Grants were received from;

- The Institute of Cemetery and Crematorium Management (ICCM),
- OpenWorks

Touchstones is profoundly grateful to all the numerous businesses, organisations and many individuals that generously provide these vital funds.

Total expenditure for the year was £43,714 (2022 £44,671)

The principal items of expenditure were;

- Staff costs of £20,000 (2022 £20,000)
- Contracted service provision costs of £17,323 (2021 17,155)
- Memory Days and general craft / supporting materials £3,486 (2022 £943)
- Operating Costs - including insurance, subscriptions, and accounting fees of £1886 (2022 £2,009)
- Administration and fundraising – including telephone, computing, and printing costs of £590 (2022 £4,540)

Touchstones had net assets at year-end of £72,357, which is an increase of £11, 573 from £60,784 at 30th November 2022.

As of 30th November 2023, there were no monies in restricted funds.

The trustees have set Touchstones' reserve policy based on the Charity Commission's guidance (CC19) and accounting standards (SOP 2005). The trustees' reserve policy is to aim to ensure long term sustainability of the service offering, and therefore aims to achieve unrestricted operational reserves that represents at least twelve months' worth of expenditure. Based upon the current and forecast expenditure, it is therefore the view of the trustees' that this requirement is met, and that it is appropriate to draw up these accounts on the going concern basis.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, originally incorporated as a Community Interest Company on 23 November 2011 – and named Touchstones Support CIC.

The charity was re-established under a Memorandum of Association which confirmed the objects and powers of a charitable company on 10 June 2016 and is now governed under its Articles of Association. Its name was changed at that point to Touchstones Child Bereavement Support.

The company was registered as a charity on 7 July 2016.

The trustees of the charity are also directors for the purpose of company law, and are appointed by invitation of the existing trustees, subject to a satisfactory interview, suitability, and Enhanced DBS checks. Each trustee is fully committed to the aims of Touchstones and the importance of its work within the local communities it serves.

As part of trustee induction, new trustees attend training in order to understand the general roles and responsibilities of a trustee, the articles of association and governance model for Touchstones, and the specific operational values, principles, practices and culture of the charity. As part of their induction, new trustees would also be expected to attend some appropriate part of a Touchstones Memory and Feelings Day

Governance of the charity is vested in the Board of Trustees. The Board of Trustees meets at least two times per year as per the Charity's Articles of Association. The charity trustees are responsible for the general control and management of the charity. The trustees ensure the charity is well run, spends its income wisely and appropriately, and meets all company and charity requirements.

Day-to-day management and operations are delegated to the (employed) Clinical Lead Director, the sub-contracted staff member, and the (volunteer) Business Lead – all under the supervision of the trustees.

Robert Quarton and Victoria Quarton have held office as Company Directors during the whole period since the Company was incorporated as a CIC on 23 November 2011 and Wendy Townsend since 20 April 2015.

Wendy Townsend, Fran Wedgbury and Sharon Forrest have held the position of Charity Trustees from 7 July 2016. These appointments were made on the conversion of Touchstones Support CIC to this current Charitable Company. Star-Louise Robbins was appointed as a Trustee on 13th July 2021. Wendy Townsend and Star-Louise Robbins are also bereavement support volunteers for the charity. Dr Adele David was appointed a trustee in November 2023. Adele has been a longstanding volunteer for Touchstones, providing bereavement support on our Touchstones Memory and Feelings Days. Adele has a Doctorate in Clinical Psychology and is experienced in many therapeutic models, including CFT (Compassion Focused Therapy), CBT (Cognitive Behavioural Therapy), EMDR (Eye Movement Desensitisation and Reprocessing) and ACT (Acceptance and Commitment Therapy) – we are so grateful to have Adele join the Board of Trustees.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

All trustees and company directors (other than Victoria Quarton as the employed principal bereavement services provider) give their time voluntarily and received no paid benefits from the charity. Any expenses reclaimed from the charity are set out in the notes to the accounts.

Volunteers

Touchstones has a group of around 17 experienced and dedicated volunteers that are an intrinsic part of the offering that Touchstones can deliver – particularly on the Memory and Feelings Days. We are constantly amazed by the skill in which these volunteers work with, and massively assist many of our children and young people on their bereavement journey. We are immensely proud of our volunteers, and so grateful for their commitment, enthusiasm, and skill.

Our volunteers are adults from all backgrounds and ages. Most have their own bereavement experiences. The volunteers have been recruited through contact with our service as professionals or families, and from our sister organisations and Samaritans. We are delighted that several of the current volunteer cohort are adults who have previously been children and young people who have been through the Touchstones service offering – now bringing with them the unique perspective of 'being on the other side of the service offering'.

All volunteers have enhanced DBS checks. Most volunteers are highly experienced, but we also have some new and generally younger volunteers too. and within the team we also have an experienced worker with challenging children, a PhD qualified psychologist, and several teachers.

All new volunteers undertake training to familiarise them with an understanding of child bereavement and grief, and on the operating principles and practices of the charity, and specifically on the Touchstones Memory and Feelings Day, and on the key role of the volunteer within these days.

Volunteers are key to running Touchstones Memory and Feelings Days, as we need high adult/child ratios to ensure a great experience and safety for these vulnerable children. Volunteers' key characteristic is their ability to get alongside children, but they also need careful training plus a level of personal emotional resilience.

Our volunteers are passionate about what they do, knowing how transformational these days are for children. They count it as a great privilege to do this work and they are brilliant at it. It takes unusual strength and sensitivity to support a small crying child, without trying to stop them shedding those vital tears.

The volunteers also help run the annual Lantern Walk of Remembrance and other occasional fund-raising or educational activities as they choose. Touchstones provides volunteers with refresher and development training, to ensure they are always properly equipped to deliver their important role.

Supervision

Supervision is required for all employed and freelance staff. The permanent bereavement lead has regular supervision with a BACP Supervisor. Sub-contracting staff have supervision meetings with the Bereavement Director

Following each Touchstones Memory and Feelings Days, the volunteers have debriefing and supervision meetings with the bereavement lead.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

Networking/ professional bodies

Touchstones Child Bereavement Support is a member organisation of BACP (The British Association of Counsellors and Psychotherapy).

Touchstones is also a member of the Childhood Bereavement Network (CBN) which links us into a national network of professionals working with bereaved children and young people, and provides access to information updates, key resources, support and other networking opportunities.

Touchstones has also developed many effective networks and relationships with similar bereavement organisations in neighbouring areas.

Locally, we work alongside/with numerous professionals – including CAMHS, Children's Services, Early Help, Family Support Workers, schools, and GPs to ensure joined up support for children. These links enable us to reach as wide a range of bereaved children as we can. Additionally, we support these other professionals with bereavement, grief and trauma training, and we refer back to them when children require additional support with non-bereavement issues. We are often contributors to multi-disciplinary support meetings like Child in Need meetings.

Touchstones are members of BARN (Bromsgrove and Redditch Network for voluntary sector organisations) and we have taken advantage of numerous training / development courses provided by them.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

Statement of Trustees' responsibilities

The trustees (who are also directors for the purpose of company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give true and fair view of the state of affairs of a charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year.

In preparation of these financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently
- Observe the methods and principles in the charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures and explained in the financial statements and
- Prepare the accounts on a going concern basis unless it is inappropriate to presume the charity will continue its activities.

The trustees are responsible for ensuring proper accounting records are kept that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with The Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

This report was approved by the trustees on 10th July 2024 and signed on their behalf by



Sharon Forrest
Trustee

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

**INDEPENDENT EXAMINER'S REPORT TO THE
TRUSTEES OF TOUCHSTONES CHILD BEREAVEMENT SUPPORT**

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Touchstones Child Bereavement Support ('the charitable company') for the year ended 30 November 2023 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('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 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

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 giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TOUCHSTONES CHILD
BEREAVEMENT SUPPORT - continued**

- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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 financial statements to be reached.

Name / Details

Robert Stephen Williams ACIB

15 Ridge View Drive
Birkby
HUDDERSFIELD
HD2 2EX

Signature.....

Date.....19TH JULY 2024

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

**DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 30 NOVEMBER 2023**

		Unrestricted funds	Restricted funds	Total funds- 2023	Prior year - 2022
		£	£	£	£
Income					
Donations		28,287		28,287	16,633
Grants	Note 2	27,000		27,000	33,200
Charitable Activity		-		-	-
Fundraising		0		0	9,233
Total		55,287		55,287	59,066
Expenditure					
Charitable Activities	Note 3	41,238		41,238	38,122
Operating Costs	Note 4	1,886		1,886	2,009
Administration	Note 5	590		590	4,540
Total		43,714		43,714	44,671
Net income for the reporting period		11,573		11,573	14,395

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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BALANCE SHEET
30 NOVEMBER 2023

	Unrestricted funds £	Restricted income funds £	Total this year - 2023 £	Total last year - 2022 £
Current assets				
Cash at bank and in hand (Note 7)	72,357	-	72,357	60,784
Prepayments	0		0	0
Total current assets	72,357	-	72,357	60,784
Less Current liabilities				
Creditors: amounts falling due within one year (Note 8)	0	-	0	0
Net current assets	72,357	-	72,357	60,784
Funds of the Charity				
Net income this reporting period	11,573	-	11,573	14,385
Retained income brought forward	60,784	-	60,784	46,389
Total funds	72,357	-	72,357	60,784

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2023

For the year ended 30 November 2023 the company was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 November 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

(a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006, and in accordance with FRS102 SORP

The financial statements were approved by the trustees on 10th July 2024 and signed on their behalf by



Sharon Forrest
Trustee

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

1. Accounting Policies

Accounting convention

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2015). The charity constitutes a public benefit entity as defined by FRS 102. There has been no change in accounting policies since last year. No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Expenditure and liabilities

Expenditure is recognised on the accrual basis as the liability is accrued. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay the resources and the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation is generally exempt from income tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the company qualifies as a small company.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. There are currently no restricted funds to account for.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

2. Grants

	2023 Unrestricted funds £	2023 Restricted funds £	2023 Total Funds £	2022 Total Funds £
Grant Worcestershire County Council	0		0	1,200
Open Works Charity Grant	15,000		15,000	-
Grants Other - ICCM	12,000	-	12,000	27,000
Grantham Yorke Trust	0	-	0	5,000
	<u>27,000</u>	<u>-</u>	<u>27,000</u>	<u>33,200</u>

3. Charitable Expenditure

	2023	2022
Gross salary – director	20,000	20,000
Sub-contractor costs	17,323	17,155
Supervision and Training	429	24
General Expenses and Materials	1,169	842
Memory Days	2,317	101
	<u>41,238</u>	<u>38,122</u>

There was one part-time employee during the year (as in 2022). Additionally, the services of one part-time, sub-contracted counsellor were utilised during this financial year.

4. Operating Costs

	2023	2022
Insurance, Subscriptions, and Memberships	978	1,087
Audit and Accountancy	834	848
Bank Charges	74	74
	<u>1,886</u>	<u>2,009</u>

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2023 (cont.)

5. Management and Administration

	2023	2022
Telephone and Internet	82	-
IT and Consumables	428	308
Fundraising (Ball Expenses)	80	4,232
General Expenses	-	-
	<u>590</u>	<u>4,540</u>

6. Trustee's expenses

During the year, Victoria Quarton as a director of the company, received remuneration for her employment as the principal, qualified, and experienced bereavement clinical services provider.

None of the other trustees have claimed any expenses during the year – including for travel, subsistence, and accommodation costs.

7. Cash at bank and in hand

	2023	2022
HSBC Current account	72,357	60,784
	<u>72,357</u>	<u>60,784</u>

8. Creditors and accruals

	2023	2022
Accrual for sub-contractor service provision	-	-
Accrual for expenses	-	-
	<u>0</u>	<u>0</u>

TOUCHSTONES CHILD BEREAVEMENT SUPPORT

England & Wales - Charity number 1168091

Accounts



TOUCHSTONES CHILD BEREAVEMENT SUPPORT
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2022

CHARITY REGISTRATION NUMBER 1168091
COMPANY LIMITED BY GUARANTEE REGISTRATION NUMBER 07858769

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022

COMPANY INFORMATION:

Registered Charity Number:	1168091
Company Registration no:	07858769 (England and Wales)
Trustees:	Wendy Townsend Lee Frances Wedgbury Sharon Forrest Star-Louise Robbins
Bereavement Director: Director:	Victoria Quarton Robert Quarton
Registered Office:	5 Church Lane Cookhill Alcester Warwickshire B49 5JS
Bankers:	HSBC UK Church Green West Redditch Worcestershire B97 4EA
Independent Examiner:	Dovey Accountancy Services Ltd Heyford Park House, Heyford Park, Upper Heyford, Bicester OX25 5HD
Website	http://touchstones-support.org.uk

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

The trustees, who are also directors of the charitable company for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 30 November 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP): Accounting and Reporting by Charities (FRS 102) in preparing the annual report and financial statements of the charity.

OBJECTIVES AND ACTIVITIES (in delivering community benefit)

The charity's objects are set out in the Company's Memorandum and Articles of Association and are:

To relieve the mental, and physical sickness of children and young people resident in North East Worcestershire suffering from bereavement or loss by the provision of counselling and support for such persons.

Arising from this, Touchstones Child Bereavement Support's mission is to help the children cope with the pain of their bereavement, to reduce their isolation and to enable them to develop strategies to move forward with hope, such that their emotional, social and educational development is not impeded and that they are not disadvantaged by their loss. Our work directly improves young peoples' mental health, wellbeing and safety and is both supportive and preventative.

Touchstones works with children and young people aged 5-21 years old, who have suffered the loss of a mum or dad, brother or sister, grandparent, friend or any other significant person in their lives. Touchstones delivers a completely free programme of bespoke one to one support for any child or young person living in or attending school in any part of North East Worcestershire. Our referrals predominately come via Children Services, GPs, CAMHS and particularly from schools observing children with deteriorating behaviour, performance and attendance. Many of the children we see are at risk of exclusion, of failing in their education or failing in their social interactions/friendships - with many also suffering severe psychological bullying and isolation.

Each child receives as many one-to-one sessions as they need to get to as good a place as possible and on average this is around eight. In these sessions, feelings of guilt, anger and confusion/misunderstanding, are explored, as well as strategies to deal with sadness and anxiety about the future. Children have assessment scores at the start and end of support which show great improvement, and which is also reported by families and schools as well.

Touchstones also runs group Memory and Feeling Days, where children and young people meet and get to share challenges, fun and feelings with other children who have had a similar life-changing loss, and begin to realise that they are not alone, strange, or different. This sharing is transformational, and years later, children and young people who have attended one of these days, often talk about it being a turning point in their lives.

Additional to the direct work with, and support of the referred children and young people Touchstones also offers advice and training to families, carers and professionals, including;

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- advice to families and schools on how to support young people through bereavement, including pre-school children who are best supported by their own family

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

- training packages, tailored to the needs of individual schools
- advice and support to schools in the event of a sudden death in the school community

The support is provided at no cost to any user – thereby enabling full accessibility to anyone in the community. Given that most of our referrals come from schools, the service is available to all their children. Those who are often hard to reach by other organisations and services are regularly amongst those who receive service. Such families are often wary of engaging with statutory bodies like Childrens' Services and schools, but welcome support from an independent agency. Consequently, many referrals come from areas and families with greater than average levels of social deprivation.

Service is initiated when a referral is received from schools, GPs, Childrens' Services, school nurse, CAMHS and families themselves. On occasions children refer themselves because they know they need help, but their family is not coping.

The key elements of the service journey/provision are:

1. Referral management
2. Initial assessment – with guardian/carer and child contacts
3. One to One counselling support – usually within School
4. Group Memory, Feelings and Activity Days

There is an initial assessment visit at home with the guardian/carers to evaluate the child's needs and offer immediate advice and support. An appropriate support pathway is then decided on which will probably be one to one support, but a referral to other services may be made where they appear appropriate.

This is followed by a brief 'tea stop' to allow the child/young person to meet with the support provider.

Contact will then be made with the school to gather information about the child's coping ability at school and to arrange a date for the commencement of support which is generally provided in the school setting. School has been found to be the most successful place for one-to-one sessions as young people can be sure that they are not being heard by a carer listening at the door and their session is contained within the boundaries of the school timetable which is helpful. At the end of the session, 10 minutes of recovery time can be given if necessary, and then the distractions of a normal school day carry the child forward. However, for some young people, home is the most suitable place, and in these instances, sessions are given at home.

Support within the one-to-one sessions is tailored to the age and the needs of the child, with greater or lesser amounts of talking, worksheets, craft, stories, etc.

Additional to the one-to-one support, Touchstones also run group Memory and Feelings Days with up to 20 children/young people at a time. The benefits of bringing young people together are great

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as it helps them realise that they are 'normal' and not alone. Experienced, trained volunteers from within the local community staff these days which are a transforming experience for the young people involved.

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

The organisational outcomes for Touchstones are all based on the professionally recognised Childhood Bereavement Network (CBN) Outcome Framework – these being:

- a) *The improved emotional and mental well-being of the bereaved young people, with the attendant improvement in their physical health.*
- b) *Improved school attendance/concentration/participation*
- c) *Raised levels of self-esteem (which is usually damaged through bereavement), including identifying and helping to stop any bereavement bullying that has occurred.*
- d) *Reduced feelings of isolation*
- e) *Improved levels of self-care. Bereaved young people often fail to care for themselves properly and may exhibit problems with eating/sleeping/drinking/self-harming. They may even have thoughts about wanting to die to be with their loved one. Also reduced drinking of alcohol and likelihood of other addictions*
- f) *Improved family relationships with families able to share their pain and grieve together, rather than as individuals which leaves children isolated and alone.*
- g) *A decrease in fear and a greater hope in their future for young people, so that they can move forward in confidence*

The main Bereavement Clinical lead has 14 years of experience in this field. She has completed a research project for the University of Nottingham on how best to support children after parental suicide - as part of her now completed MA in Counselling Children & Young People.

ACHIEVEMENTS AND PERFORMANCE

During the period between 1st December 2021 and 30th November 2022 Touchstones received 162 new referrals for work with children and young people – all of whom either reside or attend schools or colleges in North East Worcestershire. This number was higher than normal because of the sudden death of two 6th formers. One of these took their own life and together they had many friends who were deeply impacted by it all. We ran a series of group sessions in two high schools to cope with their grief and also advised teaching staff on how best to support them. A few students who were particularly close went on to have one to one work.

The children referred to Touchstones receive different levels of support depending on their specific needs. Being non-statutory, means we can be child led, and tailor our support package to each individual. For some, particularly where it may have been a grandparent who died, it is sufficient to provide telephone support and guidance to the parent/carer. However, the majority have gone on to receive more support, starting with an assessment visit in the home, when more support to the carer is also given. Usually this leads to a bespoke package of one-to-one support for the child, which normally means fortnightly one-to-one sessions in school. The engagement will be for a varying length of time as the need is always child led and the service is tailored to the needs of each individual child. Even within a family, different children will often require support for varying lengths of time.

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In the review period, referrals covered the full age range of 5 years to 21 years of age. We find that children below school age are unused to working with strangers, so rather than conducting one to one support, we help parents to find ways to support their young children. Nearly all our young

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

people are of school age, but in this period, we did support a small number of young adults that were still very vulnerable and assesses to potentially benefit from the service offering.

We held our usual Touchstones Day in April when we brought bereaved young people together for a day of sharing fun, feelings and memories. We were also able to hold our much-loved Lantern Walk in December, and families were so grateful to be able to gather again before Christmas.

In 2022 we were still very much working with the fallout from Covid. In fact, in terms of working with children, it was in this year that most of the grief began to surface, made more complicated because of the lack of contact that Covid restrictions had imposed in the previous year. However, it was a joy to be back working in schools all year, and the local community have been hugely supportive of our work.

Key Data

The loss of a parent remains the primary cause of referral during the period, with grandparental death also extremely high. For Touchstones, whether children receive support is determined by their need and bereavement problems rather than by who died. In some families, the death of a grandparent is catastrophic, as they may be acting in a parental role, or may just be holding the family together. Without them things fracture, and children struggle. The same can be true for aunts and uncles. As said earlier, the death of two teenagers also had a massive impact on their friends. In these days of social media, young people have much larger social circles, and the number of young people affected quite profoundly was great.

The number of suicides never ceases to shock and sadden us, and it remains the main cause of death after Covid, which in this year surpassed all other causes. Remember there is a time lag, so the deaths from Covid were generally in the previous year, but the work with young people peaked in later 2021 and the first two thirds of 2022.

We find that we have become the local service of choice for support for children following a sudden and traumatic death. Our clinical lead made this the subject of her research project for her MA degree because the impact on a family is immense and the complicated grief issues that often follow makes supporting these families a longer term and more challenging task.

CHILDREN WE SUPPORT

Outcomes and Feedback

That the children benefit hugely from support is undeniable, but this is difficult to quantify. We see children change from initially finding some relief for their pain to becoming able to integrate their loss into their lives and feel hopeful about the future. However, many of our children have multiple other problems in their lives as they come from families with varying levels of deprivation and recognising that we cannot change everything is hard to accept but essential. However, they are all in a much better place when we conclude our work with them.

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To quantify support, and to help us understand where they are so that we can better help them, all children complete a basic self-assessment in the first and last sessions. They score a whole number of factors/emotions and problems out of ten – with 10 being the worst score – so the higher the total the more troubled they are.

Additionally, we also collect direct feedback and comments from children, families and professionals that also validates our service, and is continually used to assess and seek improvements.

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

Future Operational Plans

Mid-term operational plans are focused on maintaining the level, content and quality of the service provision that is currently offered to all those who call upon our service across North East Worcestershire. As part of this focus, consideration is being given to the potential of increasing the counselling resource in order to match a growing referral rate, and to prevent the development of excessive waiting times for clients.

FINANCIAL REVIEW

Touchstones had an operating surplus of £14,395 for the year ending November 31st 2022, compared to a deficit of £7,343 in 2021.

Total income for the year was £59,006 (2021 £31,797).

Touchstone's service offering is provided completely free of charge, and consequently all income is raised through voluntary donations, including a mixture of grants, fundraising events, sponsorship together with individuals and community organisation donations.

The principal sources of income during the year were;

- Donations from supporters and fundraisers of £16,633 (2021 £11,679)
- Grants of £33,200 (2021 £20,118)
- Fundraising (Charity Ball) £9,233 (2021 £0)

One-off donations were received from many individuals and supporters. £3,570 of income was also received through regular monthly donations. Local organisations that provided donations through the year included Kingfisher Quilters, F W Thorpe plc, Redditch Round Table, Redditch Ladies, Redditch Masons, National Grid Metering and Chambers & Cook Freight Ltd.

Grants were received from;

- Worcestershire County Council
- The Institute of Cemetery and Crematorium Management (ICCM)
- Grantham Yorke Trust.

Touchstones is profoundly grateful to all the numerous businesses, organisations and many individuals that generously provide these vital funds.

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Total expenditure for the year was £44,671 (2021 £39,140)

The principal items of expenditure were;

- Staff costs of £20,000 (2021 £20,000)
- Contracted service provision costs of £17,155 (2021 £15,151)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

- Memory Days and materials £943 (2021 £1,073)
- Operating Costs - including insurance, subscriptions and accounting fees of £2,009 (2021 £1,123)
- Administration and fundraising – including telephone, computing, printing and charity ball costs of £4,540 (2021 £1,793)

Touchstones had net assets at year-end of £60,784, which is an increase of £14,395 from £46,389 at 30th November 2021.

As of 30th November 2022, there were no monies in restricted funds.

The trustees have set Touchstones' reserve policy based on the Charity Commission's guidance (CC19) and accounting standards (SOP 2005). The trustees' reserve policy is to aim to ensure long term sustainability of the service offering, and therefore aims to achieve unrestricted operational reserves that represents at least twelve months' worth of expenditure. Based upon the current and forecast expenditure, it is therefore the view of the trustees' that this requirement is met, and that it is appropriate to draw up these accounts on the going concern basis.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, originally incorporated as a Community Interest Company on 23 November 2011 – and named Touchstones Support CIC.

The company was established under a Memorandum of Association which established the objects and powers of a charitable company on 10 June 2016 and is now governed under its Articles of Association. Its name was changed at that point to Touchstones Child Bereavement Support.

The company was registered as a charity on 7 July 2016.

The trustees of the charity are also directors for the purpose of company law, and are appointed by invitation of the existing trustees, subject to a satisfactory interview, suitability and Enhanced DBS checks. Each trustee is fully committed to the aims of Touchstones and the importance of its work within the local communities it serves.

As part of their induction, any new trustee would be required to attend a series of training sessions in order to understand the general roles and responsibilities of a trustee, the articles of association and governance model for Touchstones, and the specific operational principles and practice of the

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charity. As part of their induction, new trustees would also be required to attend some part of a Touchstones Memory and Feelings Day

Governance of the charity is vested in the Board of Trustees. The Board of Trustees meets at least twice per year as per the Charity's Articles of Association. The charity trustees are responsible for the general control and management of the charity. The trustees ensure the charity is well run, spends its income wisely and appropriately, and meets all company and charity requirements. Day-to-day management and operations are delegated to the Executive Director, the Non-Executive Director and the sub-contractor - under the supervision of the trustees.

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

Robert Quarton and Victoria Quarton have held office as Company Directors during the whole period since the Company was incorporated as a CIC on 23 November 2011 and Wendy Townsend since 20 April 2015.

Wendy Townsend, Fran Wedgbury and Sharon Forrest have held the position of Charity Trustees from 7 July 2016. These appointments were made on the conversion of Touchstones Support CIC to this current Charitable Company. Wendy Townsend is also a bereavement support volunteer for the charity.

Star-Louise Robbins was appointed as a Trustee on 13th July 2021. We are delighted to have Star join the leadership team, as Star brings immense skills and capabilities. Star has previously received the Touchstones support services a bereaved child. Star has been a bereavement support volunteer for several years and makes an ideal addition to the Trustee team.

All trustees and company directors (other than Victoria Quarton as the employed principal bereavement services provider) give their time voluntarily and received no paid benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 to the accounts.

Volunteers

Touchstones has a group of around 15 experienced and dedicated volunteers that are an intrinsic part of the offering that Touchstones can deliver. We are constantly amazed by the skill in which these volunteers work with and massively assist many of our children and young people on their bereavement journey. We are immensely proud of our volunteers and so grateful for their commitment, enthusiasm and skill.

Our volunteers are adults from all backgrounds and ages. They have been recruited through contact with our service as professionals or families and from our sister organisations and Samaritans. All volunteers have enhanced DBS checks. Most volunteers are highly experienced, but we also have some new and generally younger volunteers too. Many have their own bereavement experiences, and within the team we also have an experienced worker with challenging children, a PhD qualified psychologist and several teachers.

All new volunteers undertake a series of training sessions to familiarise them with an understanding of child bereavement and grief and on the operating principles and practices of the charity,

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specifically on the Touchstones Memory and Feelings Day and on the key role of the volunteer within these days.

Volunteers are key to running Touchstones Memory and Feelings Days, as we need high adult/child ratios to ensure a great experience and safety for these vulnerable children. Volunteers' key characteristic is their ability to get alongside children, but they also need careful training plus a level of personal emotional resilience.

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

Our volunteers are passionate about what they do, knowing how transformational these days are for children. They count it as a great privilege to do this work and they are brilliant at it. It takes unusual strength and sensitivity to support a small crying child, without trying to stop them shedding those vital tears.

The volunteers also help run the annual Lantern Walk of Remembrance and other occasional fundraising or educational activities as they choose. Touchstones provides volunteers with annual refresher and development training, to ensure they are always properly equipped to deliver their important role.

Supervision

Supervision is provided for all employed and freelance staff. The permanent bereavement lead has regular supervision with a BACP Supervisor. Sub-contracting staff have fortnightly supervision meetings with the Bereavement Director

Following each Touchstones Memory and Feelings Days, the volunteers have debriefing and supervision meetings with the bereavement lead.

Networking/ professional bodies

Touchstones Child Bereavement Support is a member organisation of BACP (The British Association of Counsellors and Psychotherapy).

Touchstones is also a member of the Childhood Bereavement Network (CBN) which links us into a national network of professionals working with bereaved children and young people and provides access to information updates, key resources, support and other networking opportunities.

Touchstones has also developed many effective networks and relationships with similar bereavement organisations in neighbouring areas. We have regular meetings for mutual support and they are a rich source of inspiration, as well as a good way of monitoring our own performance and success outcomes by comparing it with others.

Locally, we work alongside/with numerous professionals – including CAMHS, Childrens' Services, Early Help, Family Support Workers, schools and GPs to ensure joined up support for children. These links enable us to reach as wide a range of bereaved children as we can. Additionally, we support these other professionals with bereavement, grief and trauma training, and we refer back to them when children require additional support with non-bereavement issues. We are often contributors to multi-disciplinary support meetings like Child in Need meetings.

Touchstones are members of BARN (Bromsgrove and Redditch Network for voluntary sector organisations) and we have taken advantage of numerous training/development courses provided by them.

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Risk Management

The trustees review major risks on an ongoing basis and, in particular, at each of the Trustee meetings. In this way the Trustees are ensuring that we are paying due attention to the stability of our operations and to our duty of care to both our staff and programme participants. Financial sustainability and strategic risk assessments are also constantly considered.

At the time of writing the Annual Report, the trustees consider that all major risks continue to be successfully managed and mitigated.

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

Statement of Trustees' responsibilities

The trustees (who are also directors for the purpose of company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give true and fair view of the state of affairs of a charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year.

In preparation of these financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently
- Observe the methods and principles in the charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures and explained in the financial statements, and
- Prepare the accounts on a going concern basis unless it is inappropriate to presume the charity will continue its activities.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with The Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

This report was approved by the trustees on 11th July 2022 and signed on their behalf by



Sharon Forrest

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE
TRUSTEES OF TOUCHSTONES CHILD BEREAVEMENT SUPPORT**

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Touchstones Child Bereavement Support ('the charitable company') for the year ended 30 November 2022 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('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 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

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 giving me cause to believe that in any material respect:

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TOUCHSTONES CHILD
BEREAVEMENT SUPPORT - continued**

charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Independent examiner's statement (continued)

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 financial statements to be reached.



Mr J Dovey

Date..... 26. 8. 2023

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

**DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 30 NOVEMBER 2022**

		Unrestricted funds	Restricted funds	Total funds	Prior year
		£	£	£	£
Income					
Donations		16,633		16,633	11,679
Grants	Note 2	33,200		33,200	20,118
Charitable Activity		-		-	--
Fundraising		9,233		9,233	-
Total		59,066		59,066	31,797
Expenditure					
Charitable Activities	Note 3	38,122		38,122	36,224
Operating Costs	Note 4	2,009		2,009	1,123
Administration	Note 5	4,540		4,540	1,793
Total		44,671		44,671	39,140
Net income for the reporting period		14,395		14,395	(7,343)

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

BALANCE SHEET
30 NOVEMBER 2022

	Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Current assets				
Cash at bank and in hand (Note 7)	60,784	-	60,784	46,139
Prepayments	0		0	250
Total current assets	60,784	-	60,784	46,389
Less Current liabilities				
Creditors: amounts falling due within one year (Note 8)	0	-	0	0
Net current assets	60,784	-	60,784	46,389
Funds of the Charity				
Net income this reporting period	14,385	-	14,385	(7,343)
Retained income brought forward	46,389	-	46,389	53,733
Total funds	60,784	-	60,784	46,389

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2022

For the year ended 30 November 2022 the company was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 November 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

(a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006, and in accordance with FRS102 SORP.

The financial statements were approved by the trustees on 11th July 2022 and signed on their behalf by



Sharon Forrest
Trustee

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)**

1. Accounting Policies

Accounting convention

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2015). The charity constitutes a public benefit entity as defined by FRS 102. There has been no change in accounting policies since last year. No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Expenditure and liabilities

Expenditure is recognised on the accrual basis as the liability is accrued. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay the resources and the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation is generally exempt from income tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the company qualifies as a small company.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2022 (cont.)

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. There are currently no restricted funds to account for.

2. Grants

	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total Funds £	2021 Total Funds £
Grant Worcestershire County Council	1,200		1,200	0
Grantham Yorke Trust	5,000		5,000	0
Grants Other - ICCM	27,000	-	27,000	10,000
Grant Redditch Borough Council	0		0	2,500
Grant Bromsgrove Council	0		0	5,000
Government Job Retention Scheme	0	-	0	2,618
	33,200	-	33,200	20,118

3. Charitable Expenditure

	2022	2021
Gross salary – director	20,000	20,000
Sub-contractor costs	17,155	15,151
Supervision and Training	24	-
Memory Days and Materials	943	1,073

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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38,122	36,224
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There was one full time employee during the year (as in 2020). Additionally, the services of one part-time, sub-contracted counsellor were utilised during this financial year.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

4. Operating Costs

	2022	2021
Insurance	941	54
Audit and Accountancy	848	689
Subscriptions and Memberships	220	380
	2,009	1,123

5. Management and Administration

	2022	2021
Printing and Postage	0	107
Telephone and Internet	0	131
IT and Consumables	308	1555
Fundraising (Ball Expenses)	4,232	
General Expenses	-	-
	4,540	1,793

6. Trustee's expenses

During the year, Victoria Quarton as a director of the company, received remuneration for her employment as the principal, qualified, and experienced bereavement services provider. None of the trustees have claimed expenses during the year for travel, subsistence, and accommodation costs.

7. Cash at bank and in hand

	2022	2021
HSBC Current account	60,784	46,139
	60,784	46,139

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

8. Creditors and accruals

	2022	2021
Accrual for sub-contractor service provision	-	-
Accrual for expenses	-	-
	<u>0</u>	<u>0</u>

TOUCHSTONES CHILD BEREAVEMENT SUPPORT

England & Wales - Charity number 1168091

Accounts



TOUCHSTONES CHILD BEREAVEMENT SUPPORT
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2021

CHARITY COMMISSION
FIRST CONTACT

10 AUG 2022

ACCOUNTS
RECEIVED

CHARITY REGISTRATION NUMBER 1168091
COMPANY LIMITED BY GUARANTEE REGISTRATION NUMBER 07858769

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021

COMPANY INFORMATION:

Registered Charity Number:	1168091
Company Registration no:	07858769 (England and Wales)
Trustees:	Wendy Townsend Lee Frances Wedgbury Sharon Forrest Star-Louise Robbins (appointed 13/07/2021)
Bereavement Director: Director:	Victoria Quarton Robert Quarton
Registered Office:	5 Church Lane Cookhill Alcester Warwickshire B49 5JS
Bankers:	HSBC UK Church Green West Redditch Worcestershire B97 4EA
Independent Examiner:	Dovey Accountancy Services Ltd Heyford Park House, Heyford Park, Upper Heyford, Bicester OX25 5HD
Website	http://touchstones-support.org.uk

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

The trustees, who are also directors of the charitable company for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 30 November 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP): Accounting and Reporting by Charities (FRS 102) in preparing the annual report and financial statements of the charity.

OBJECTIVES AND ACTIVITIES (in delivering community benefit)

The charity's objects are set out in the Company's Memorandum and Articles of Association and are:

To relieve the mental, and physical sickness of children and young people resident in North East Worcestershire suffering from bereavement or loss by the provision of counselling and support for such persons.

Arising from this, Touchstones Child Bereavement Support's mission is to help the children cope with the pain of their bereavement, to reduce their isolation and to enable them to develop strategies to move forward with hope, such that their emotional, social and educational development is not impeded and that they are not disadvantaged by their loss. Our work directly improves young people's mental health, wellbeing and safety and is both supportive and preventative.

Touchstones works with children and young people aged 5-21 years old, who have suffered the loss of a mum or dad, brother or sister, grandparent, friend or any other significant person in their lives. Touchstones delivers a completely free programme of one to one and group support for any child or young person living in or attending school in any part of North East Worcestershire. Our referrals predominately come via Children Services, GPs, CAMHS & from schools observing children with deteriorating behaviour, performance and attendance. Many of the children we see are at risk of exclusion, of failing in their education or failing in their social interactions/ friendships - with many also suffering severe psychological bullying and isolation.

Each child receives as many one-to-one sessions as they need to get to as good a place as possible, and on average this is around eight. In these sessions, feelings of guilt, anger and confusion/ misunderstanding, are explored, as well as strategies to deal with sadness and anxiety about the future. Children have assessment scores at the start and end of support which show great improvement, and which is also reported by families and schools as well.

Touchstones also runs group Memory and Feeling Days, where children and young people meet and get to share challenges, fun and feelings with other children who have had a similar life-changing loss, and begin to realise that they are not alone, strange or different. This sharing is transformational, and years later, children and young people who have attended one of these days, often talk about it being a turning point in their lives.

Additional to the direct work with, and support of the referred children and young people Touchstones also offers advice and training to families, carers and professionals, including;

- advice to families and schools on how to support young people through bereavement, including pre-school children who are best supported by their own family

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

- training packages, tailored to the needs of individual schools
- advice and support to schools in the event of a sudden death in the school community

The support is provided at no cost to any user – thereby enabling full accessibility to anyone in the community. Given that most of our referrals come from schools, the service is available to all their children. Those who are often hard to reach by other organisations and services are regularly amongst those who receive service. Such families are often wary of engaging with statutory bodies like Children's Services and schools, but welcome support from an independent agency. Consequently, many referrals come from areas and families with greater than average levels of social deprivation.

Service is initiated when a referral is received from schools, GPs, Children's Services, school nurse, CAMHS and families themselves. On occasions children refer themselves because they know they need help but their family is not coping.

The key elements of the service journey/ provision are:

1. Referral management
2. Initial assessment – with carer and child contacts
3. One to One Counselling Support – usually within School
4. Group Memory, Feelings and Activity Days

There is an initial assessment visit at home with the carers to evaluate the child's needs and offer immediate advice and support. An appropriate support pathway is then decided on which will probably be one to one support, but a referral to other services may be made where they appear appropriate.

This is followed by a brief 'tea stop' to allow the child/young person to meet with the support provider.

Contact will then be made with the school to gather information about the child's coping ability at school and to arrange a date for the commencement of support which is generally provided in the school setting. School has been found to be the most successful place for 1-1 sessions as young people can be sure that they are not being heard by a carer listening at the door and their session is contained within the boundaries of the school timetable which is helpful. At the end of the session, 10 minutes of recovery time can be given if necessary, and then the distractions of a normal school day carry the child forward. However, for some young people, home is the most suitable place, and in these instances, sessions are given at home.

Support within the one-to-one sessions is tailored to the age and the needs of the child, with greater or lesser amounts of talking, worksheets, craft, stories etc.

Additional to the one-to-one support, Touchstones also run group Memory and Feelings Days with up to 20 children / young people at a time. The benefits of bringing young people together are great as it helps them realise that they are 'normal' and not alone. Experienced, trained volunteers from within the local community staff these days which are a transforming experience for the young people involved.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

The organisational outcomes for Touchstones are all based on the professionally recognised Childhood Bereavement Network (CBN) Outcome Framework – these being:

- a) *The improved emotional and mental well-being of the bereaved young people, with the attendant improvement in their physical health.*
- b) *Improved school attendance/concentration/participation*
- c) *Raised levels of self-esteem (which is usually damaged through bereavement), including identifying and helping to stop any bereavement bullying that has occurred.*
- d) *Reduced feelings of isolation*
- e) *Improved levels of self-care. Bereaved young people often fail to care for themselves properly and may exhibit problems with eating/sleeping/drinking/self-harming. They may even have thoughts about wanting to die to be with their loved one. Also reduced drinking of alcohol and likelihood of other addictions*
- f) *Improved family relationships with families able to share their pain and grieve together, rather than as individuals which leaves children isolated and alone.*
- g) *A decrease in fear and a greater hope in their future for young people, so that they can move forward in confidence*

The main Bereavement Clinical lead has 14 years of experience in this field. She has completed a research project for the University of Nottingham on how best to support children after parental suicide - as part of her now completed MA in Counselling Children & Young People.

ACHIEVEMENTS AND PERFORMANCE

During the period between 1st December 2020 and 30th November 2021 Touchstones received 139 new referrals for work with children and young people – all of whom either reside or attend schools or colleges in North-East Worcestershire. This was a difficult period with Covid 19 impacting our work for periods when we weren't allowed into schools, who interpreted the guidance in very different ways. Some have only recently re-opened their doors to outside agencies.

The service offering that each of these children received has varied depending on their specific needs. For some, particularly where it may have been a grandparent who died, it is sufficient to provide telephone support and guidance to the parent/carer. However, the majority have gone on to receive more support, starting with an assessment visit in the home, when more support to the carer is also given. Usually this leads to a bespoke package of one-to-one support for the child, which normally means fortnightly one-to-one sessions in school. The engagement will be for a varying length of time as the need is always child led and the service is tailored to the needs of each individual child. Even within a family, different children will often require support for varying lengths of time.

In the review period, referrals covered the full age range of 5 years to 21 years of age. We find that children below school age are unused to working with strangers, so rather than conducting one to one support, we help parents to find ways to support their young children. Nearly all our young

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

people are of school age, but in this period, we did support a small number of young adults that were still very vulnerable and assesses to potentially benefit from the service offering.

During late 2020 we had been back into seeing children in most of our schools, as quite rightly they saw supporting children with the pain of bereavement to be a vital part of emotional well-being. However, by the start of this reporting period we were back in full lockdown and out of schools once again. Once more a few students received virtual support, but most felt they had had enough screen time doing schoolwork and decided to wait until we could get back to face to face work. A few were happy with telephone support.

Sadly, the pandemic and resulting restrictions has also meant that the Touchstones Memory and Feelings Days in April had to be cancelled, as well as the greatly valued Annual Lantern Walk of Remembrance in December. However, we did manage to hold a Touchstones Day in July to replace the one lost in April. This was a significant challenge, as in line with the Government's social distancing restrictions, we were trying to do not just the adventure activities but also all the therapeutic work in the open air. Sadly, it proved to be the wettest Touchstones Day that we have ever had. Nevertheless, the children still had a wonderful and beneficial day. Thankfully, in late October, we were once more able to hold our normal day indoors and it was wonderful. 10 of the 18 children were bereaved because of suicide; this was the largest number we have ever had and some great sharing went on. They were inspirational.

In the Autumn of 2021, we held some groupwork sessions in a school to support the large number of children who had lost a grandparent to Covid 19, and in another school we did groupwork for students who had lost a friend to a sudden and very aggressive cancer.

All in all, this has been another difficult year – for us an organisation, and more significantly for the children, young people, and their families who have become bereaved. However, it was a good opportunity to reach out into the wider community via social media with advice and words of comfort where we could. The impact of Covid deaths clearly materialised during the period but has significantly increased during 2021. The data below, provides some additional information about the nature of our referrals and support engagements.

Key Data

The loss of a parent remains the primary cause of referral during the period, with grandparental death also extremely high. For Touchstones, whether children receive support is determined by their need and bereavement problems rather than by who died. In some families, the death of a grandparent is catastrophic, as they may be acting in a parental role, or may just be holding the family together. Without them things fracture, and children struggle. The same can be true for aunts and uncles.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

The death of a friend is also exceedingly difficult. When someone your own age dies it shakes a young person profoundly. Not only have they lost someone hugely important in their lives, but their own mortality becomes real and that is very frightening.

Causes of death

Cancer	16%
Heart and circulatory	10%
Suicide	20%
Accidents – drowning/RTA etc	2%
Alcohol and drugs	6%
Covid 19	41%
Other	5%

Clearly the Covid pandemic has had a massive impact of the causes of referrals in the period, with Covid related deaths being the highest cause. We expected a large number of Covid deaths in the previous year, but it took a while for this to feed through into referrals, mainly due to the school closures. Many non-Covid bereavements have also been complicated by the manner of the death, with families often not be allowed to be present in hospital as the person died – thereby additionally robbed of being able to say a proper goodbye. The very limited nature of funerals in much of this period have also led to more complicated grief.

The number of suicides never ceases to shock and sadden us. Even without deaths due to alcohol and drugs, which many young people regard as a slow suicide ("If they had loved me, they would have stopped"), at 20% it is the largest cause of death as usual, only passed on this occasion by Covid 19.

We find that we have become the local service of choice for support for children following a sudden and traumatic death. Our clinical lead made this the subject of her research project for her MA degree because the impact on a family is immense and the complicated grief issues that often follow makes supporting these families a longer term and more challenging task. For these children our Touchstones Feeling and Memory Days would normally be the chance to meet others bereaved in the same way, and the cancelling of these due to lockdown restrictions has had, and undoubtedly continues to have, a major impact of the mental health of the traumatised children we support.

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

Outcomes and Feedback

That the children benefit hugely from support is undeniable, but this is difficult to quantify. We see children change from initially finding some relief for their pain to becoming able to integrate their loss into their lives and feel hopeful about the future. However, many of our children have multiple other problems in their lives as they come from families with varying levels of deprivation and recognising that we cannot change everything is hard to accept but essential. However, they are all in a much better place when we conclude our work with them.

To quantify support, and to help us understand where they are so that we can better help them, all children complete a basic self-assessment in the first and last sessions. They score a whole number of factors / emotions and problems out of ten – with 10 being the worst score – so the higher the total the more troubled they are.

Additionally, we also collect direct feedback and comments from children, families and professionals that also validates our service, and is continually used to assess and seek improvements.

Future Operational Plans

With Jackie now covering the Bromsgrove we are aiming to make sure all the schools in our area are aware of our service. We don't want any children to miss out on the support which can really help them to cope so much better and go forward in life without the damage that bereavement in childhood so often causes.

Looking further ahead, we would still like to be able to offer more group work and bereavement training, but the covid referrals on top of our normal rate of referrals make this impossible in the short term. We would also like to continue our efforts to find more opportunities to bring whole families together as the benefits can be immense, and we are aware that while our work brings huge improvements in how children cope with loss, outcomes can sometimes be improved with support (particularly peer support) offered to the whole family.

Additionally, we are working to improve our use of social media, particularly Instagram, as we know that it is far more actively used by young people themselves.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

FINANCIAL REVIEW

Touchstones had an operating deficit of £7,343 for the year ending November 31st 2021, compared to a deficit of £10,508 in 2020.

Total income for the year was £31,797 (2020 £26,880).

Touchstones' service offering is provided completely free of charge, and consequently all income is raised through voluntary donations, including a mixture of grants, fundraising events, sponsorship together with individuals and community organisation donations. The Global Covid pandemic continued to have a significant impact on income during the period as both individual and community organisational fundraising efforts were still curtailed by various lockdown and social distancing restrictions. Additionally, corporate donations and fundraising have also suffered whilst companies have themselves struggled to navigate through these extremely challenging and unpredictable times.

The principal sources of income during the year were;

- Donations from supporters and fundraisers of £11,679 (2020 £9,720)
- Grants of £20,118 (2020 £17,160)

One-off donations were received from many individuals and supports. £2,900 of income was also received through regular monthly donations. Local organisations that provided donations through the year included Kingfisher Quilters, Crabbs Cross Runners, Emmanuel Church, St Stephens and Birchendale Schools. National Grid Metering Ltd provided £500 as part of their corporate community support activity. £200 were received from Asda at Bromsgrove's Green Token Scheme, and £1,188 was donated by Lineview Solutions Ltd in Bromsgrove.

Grants were received from;

- Redditch Borough Council's Voluntary and Community Sector Fund,
- Bromsgrove District Councils Community Grant Fund,
- the Institute of Cemetery and Crematorium Management (ICCM), and from
- the Coronavirus Job Retention Scheme.

Touchstones is profoundly grateful to all the numerous businesses, organisations and many individuals that generously provide these vital funds.

Total expenditure for the year was £39,140 (2020 £37,388)

The principal items of expenditure were;

- Staff costs of £20,000 (2020 £24,573)
- Contacted service provision costs of £15,151 (2020 10,803)
- Memory Days and materials £1,073 (2020 £294)
- Operating Costs - including insurance, subscriptions and accounting fees of £1,123 (2020 £959)
- Administration – including telephone, computing, printing of £1,793 (2020 £640)

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

Touchstones had net assets at year-end of £46,389, which is a reduction of £7,343 from £53,733 at 30th November 2020.

As of 30th November 2021, there were no monies in restricted funds.

The trustees have set Touchstones' reserve policy based on the Charity Commission's guidance (CC19) and accounting standards (SOP 2005). The trustees' reserve policy is to aim to ensure long term sustainability of the service offering, and therefore aims to achieve unrestricted operational reserves that represents at least twelve months' worth of expenditure. Based upon the current and forecast expenditure, it is therefore the view of the trustees' that this requirement is met, and that it is appropriate to draw up these accounts on the going concern basis

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, originally incorporated as a Community Interest Company on 23 November 2011 – and named Touchstones Support CIC.

The company was established under a Memorandum of Association which established the objects and powers of a charitable company on 10 June 2016 and is now governed under its Articles of Association. Its name was changed at that point to Touchstones Child Bereavement Support.

The company was registered as a charity on 7 July 2016.

The trustees of the charity are also directors for the purpose of company law, and are appointed by invitation of the existing trustees, subject to a satisfactory interview, suitability and Enhanced DBS checks. Each trustee is fully committed to the aims of Touchstones and the importance of its work within the local communities it serves.

As part of their induction, any new trustee would be required to attend a series of training sessions in order to understand the general roles and responsibilities of a trustee, the articles of association and governance model for Touchstones, and the specific operational principles and practice of the charity. As part of their induction, new trustees would also be required to attend some part of a Touchstones Memory and Feelings Day

Governance of the charity is vested in the Board of Trustees. The Board of Trustees meets at least two times per year as per the Charity's Articles of Association. The charity trustees are responsible for the general control and management of the charity. The trustees ensure the charity is well run, spends its income wisely and appropriately, and meets all company and charity requirements. Day-to-day management and operations are delegated to the Executive Director, the Non-Executive Director and the sub-contracted staff member - under the supervision of the trustees.

Robert Quarton and Victoria Quarton have held office as Company Directors during the whole period since the Company was incorporated as a CIC on 23 November 2011 and Wendy Townsend since 20 April 2015.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

Wendy Townsend, Fran Wedgbury and Sharon Forrest have held the position of Charity Trustees from 7 July 2016. These appointments were made on the conversion of Touchstones Support CIC to this current Charitable Company. Wendy Townsend is also a bereavement support volunteer for the charity.

Star-Louise Robbins was appointed as a Trustee on 13th July 2021. We are delighted to have Star join the leadership team, as Star brings immense skills and capabilities. Star has previously received the Touchstones support services a bereaved child. Star has been a bereavement support volunteer for several years, and makes an ideal addition to the Trustee team.

All trustees and company directors (other than Victoria Quarton as the employed principal bereavement services provider) give their time voluntarily and received no paid benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 to the accounts.

Volunteers

Touchstones has a group of experienced and dedicated volunteers that are an intrinsic part of the offering that Touchstones can deliver. We are constantly amazed by the skill in which these volunteers work with, and massively assist many of our children and young people on their bereavement journey. We are immensely proud of our volunteers, and so grateful for their commitment, enthusiasm and skill.

Our volunteers are adults from all backgrounds and ages. They have been recruited through contact with our service as professionals or families, and from our sister organisations and Samaritans. All volunteers have enhanced DBS checks. Most volunteers are highly experienced, but we also have some new and generally younger volunteers too. Many have their own bereavement experiences, and within the team we also have an experienced worker with challenging children, a PhD qualified psychologist, and several teachers.

All new volunteers undertake a series of training sessions to familiarise them with an understanding of child bereavement and grief, and on the operating principles and practices of the charity, and specifically on the Touchstones Memory and Feelings Day, and on the key role of the volunteer within these days.

Volunteers are key to running Touchstones Memory and Feelings Days, as we need high adult/child ratios to ensure a great experience and safety for these vulnerable children. Volunteers key characteristic is their ability to get alongside children, but they also need careful training plus a level of personal emotional resilience.

Our volunteers are passionate about what they do, knowing how transformational these days are for children. They count it as a great privilege to do this work and they are brilliant at it. It takes unusual strength and sensitivity to support a small crying child, without trying to stop them shedding those vital tears.

The volunteers also help run the annual Lantern Walk of Remembrance and other occasional fund-raising or educational activities as they choose. Touchstones provides volunteers with annual refresher and development training, to ensure they are always properly equipped to deliver their important role.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

Supervision

Supervision is provided for all employed and freelance staff. The permanent bereavement lead has regular supervision with a BACP Supervisor. Freelance / Sub-contracting staff have fortnightly supervision meetings

Following each Touchstones Memory and Feelings Days, the volunteers have debriefing and supervision meetings with the bereavement lead

Networking/ professional bodies

Touchstones Child Bereavement Support is a member organisation of BACP (The British Association of Counsellors and Psychotherapy).

Touchstones is also a member of the Childhood Bereavement Network (CBN) which links us into a national network of professionals working with bereaved children and young people, and provides access to information updates, key resources, support and other networking opportunities.

Touchstones also developed many effective networks and relationships with similar bereavement organisations in neighbouring areas. We have regular meetings for mutual support, and they are a

rich source of inspiration, as well as a good way of monitoring our own performance and success outcomes by comparing it with others. Touchstones are also a member of the newly developed child bereavement services network group which meets 3 times a year. We also share volunteers to assist in each other's service provision and fund-raising activities.

Locally, we work alongside/with numerous professionals – including CAMHS, Children's Services, Early Help, Family Support Workers, schools, GPs to ensure joined up support for children. These links enable us to reach as wide a range of bereaved children as we can. Additionally, we support these other professionals with bereavement, grief and trauma training, and we refer back to them when children require additional support with non-bereavement issues. We are often contributors to multi-disciplinary support meetings like Child in Need meetings.

Touchstones are members of BARN (Bromsgrove and Redditch Network for voluntary sector organisations) and we have taken advantage of numerous training / development courses provided by them.

Risk Management

The organisation undertakes an annual risk assessment to identify any major risks and identifying degrees of exposure and the steps necessary to mitigate and manage these. This helps towards ensuring that we are paying due attention to the stability of our operations and to our duty of care to both our staff, children & young people, their families, and all community partners. The Risk Register is reviewed annually, to ensure that systems and procedures are in place to manage the risks identified.

The trustees review major risks on an ongoing basis, and in particular, at each of the Trustee meetings. In this way the Trustees are ensuring that we are paying due attention to the stability of our operations and to our duty of care to both our staff and programme participants. Financial sustainability and strategic risk assessments are also constantly considered.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT **(a company limited by guarantee)**

During the period, the most significant issue impacting the organization has been the ongoing global Covid pandemic, and its impact on number and complexity of referrals, as well on fundraising and income generation.

At the time of writing the Annual Report, the trustees consider that all major risks, including those detailed above have been and continue to be successfully managed and mitigated

Policies

Touchstones Child Bereavement Support recognises that the welfare of children and young people are paramount and that we have a duty of care when they are in our charge. Touchstones will do everything it can to provide a safe and caring environment for all children and young people whilst they attend our activities. Touchstones is committed to ensuring that in its interactions, all the children and young people that it works with, are safe from all forms of physical and mental harm – including harm arising from neglect, exploitation or abuse.

All trustees, staff and volunteers are required to undertake enhanced DBS checks, and these are reviewed regularly.

During the period of this report Touchstones has reviewed and updated all its Safeguarding and Child Protection policies.

In addition to Safeguarding policies, significant work has taken during the period of this report to update and align all data protection and privacy policies with the requirements of GDPR

Amongst others, Touchstones has the following key policies and procedures:

- Child Protection and Safeguarding
- Designated Person
- Concern or Disclosure of abuse
- Handling and Reporting allegations or Complaints against a worker
- Whistle Blowing
- Data Protection (GDPR)
- Service Users Privacy

Statement of Trustees' responsibilities

The trustees (who are also directors for the purpose of company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give true and fair view of the state of affairs of a charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year.

In preparation of these financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

- Observe the methods and principles in the charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures and explained in the financial statements and
- Prepare the accounts on a going concern basis unless it is inappropriate to presume the charity will continue its activities.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with The Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

This report was approved by the trustees on 25th July 2022 and signed on their behalf by

Sharon Forrest
Trustee

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TOUCHSTONES CHILD
BEREAVEMENT SUPPORT**

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Touchstones Child Bereavement Support ('the charitable company') for the year ended 30 November 2021 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('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 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

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 giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or

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**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TOUCHSTONES CHILD
BEREAVEMENT SUPPORT - continued**

- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Independent examiner's statement (continued)

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 financial statements to be reached.

Mr J Dovey

Date 25 July 2022

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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**DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 30 NOVEMBER 2021**

		Unrestricted funds	Restricted funds	Total funds	Prior year
		£	£	£	£
Income					
Donations		11,679		11,679	9,720
Grants	Note 2	20,118		20,118	17,160
Charitable Activity		-		-	-
Fundraising		-		-	-
Total		31,797		31,797	26,880
Expenditure					
Charitable Activities	Note 3	36,224		36,224	35,789
Operating Costs	Note 4	1,123		1,123	959
Administration	Note 5	1,793		1,793	640
Total		39,140		39,140	37,388
Net income for the reporting period		(7,343)		(7,343)	(10,508)

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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BALANCE SHEET
30 NOVEMBER 2021

	Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Current assets				
Cash at bank and in hand (Note 7)	46,139	-	46,139	54,777
Prepayments	250	-	250	-
Total current assets	46,389	-	46,389	54,777
Less Current liabilities				
Creditors: amounts falling due within one year (Note8)	0	-	0	1,044
Net current assets	46,389	-	46,389	53,733
Funds of the Charity				
Net income this reporting period	(7,343)	-	(7,343)	(10,508)
Retained income brought forward	53,733	-	53,733	64,241
Total funds	46,389	-	46,389	53,733

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2021

For the year ended 30 November 2021 the company was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 November 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

(a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006, and in accordance with FRS102 SORP

The financial statements were approved by the trustees on 25th July 2022 and signed on their behalf by

Sharon Forrest
Trustee

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

1. Accounting Policies

Accounting convention

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2015). The charity constitutes a public benefit entity as defined by FRS 102. There has been no change in accounting policies since last year. No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Expenditure and liabilities

Expenditure is recognised on the accrual basis as the liability is accrued. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay the resources and the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation is generally exempt from income tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the company qualifies as a small company.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. There are currently no restricted funds to account for.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

2. Grants and donations

	2021 Unrestricted funds £	2021 Restricted funds £	2021 Total Funds £	2020 Total Funds £
Grant Redditch Borough Council	2,500	-	2,500	2,900
Grant Bromsgrove Council	5,000		5,000	
Government Job Retention Scheme	2,618	-	2,618	-
Grants Other - ICCM	10,000	-	10,000	14,260
	<u>20,118</u>	<u>-</u>	<u>20,118</u>	<u>17,160</u>

3. Charitable Expenditure

	2021	2020
Gross salary – director	20,000	24,573
Sub-contractor costs	15,151	10,803
Supervision and Training	-	119
Memory Days and Materials	1,073	294
Service Travel Expenses	-	-
	<u>36,224</u>	<u>35,789</u>

There was one full time employee during the year (as in 2020). Additionally, the services of one part-time, sub-contracted counsellor were utilised during this financial year.

4. Operating Costs

	2021	2020
Insurance	54	489
Audit and Accountancy	689	200
Subscriptions and Memberships	380	270
	<u>1123</u>	<u>959</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2021 (cont.)

5. Administration

	2021	2020
Printing and Postage	107	102
Telephone and Internet	131	183
IT and Consumables	1555	326
General Expenses	-	29
	<u>1793</u>	<u>640</u>

6. Trustee's expenses

During the year, Victoria Quarton as a director of the company, received remuneration for her employment as the principal, qualified, and experienced bereavement services provider. None of the trustees have claimed expenses during the year for travel, subsistence, and accommodation costs.

7. Cash at bank and in hand

	2021	2020
HSBC Current account	46,139	54,777
	<u>46,139</u>	<u>54,777</u>

8. Creditors and accruals

	2021	2020
Accrual for sub-contractor service provision	-	968
Accrual for expenses	-	76
	<u>0</u>	<u>1,044</u>

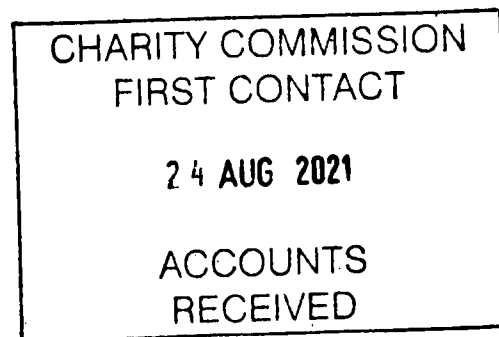
TOUCHSTONES CHILD BEREAVEMENT SUPPORT

England & Wales - Charity number 1168091

Accounts



TOUCHSTONES CHILD BEREAVEMENT SUPPORT
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2020



CHARITY REGISTRATION NUMBER 1168091
COMPANY LIMITED BY GUARANTEE REGISTRATION NUMBER 07858769

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020

COMPANY INFORMATION:

Registered Charity Number:	1168091
Company Registration no:	07858769 (England and Wales)
Trustees:	Wendy Townsend Fran Wedgbury Sharon Forrest
Bereavement Director: Director:	Vicki Quarton Rob Quarton
Registered Office:	5 Church Lane Cookhill Alcester Warwickshire B49 5JS
Bankers:	HSBC UK Church Green West Redditch Worcestershire B97 4EA
Independent Examiner:	Dovey Accountancy Services Ltd Heyford Park House, Heyford Park, Upper Heyford, Bicester OX25 5HD
Website	http://touchstones-support.org.uk

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

The trustees, who are also directors of the charitable company for the purposes of the Companies Act, submit their annual report and the financial statements for the year ended 30 November 2020. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP): Accounting and Reporting by Charities (FRS 102) in preparing the annual report and financial statements of the charity.

OBJECTIVES AND ACTIVITIES (in delivering community benefit)

The charity's objects are set out in the Company's Memorandum and Articles of Association and are:

To relieve the mental, and physical sickness of children and young people resident in North East Worcestershire suffering from bereavement or loss by the provision of counselling and support for such persons.

Arising from this, Touchstones Child Bereavement Support's mission is to help the children cope with the pain of their bereavement, to reduce their isolation and to enable them to develop strategies to move forward with hope, such that their emotional, social and educational development is not impeded and that they are not disadvantaged by their loss. Our work directly improves young people's mental health, wellbeing and safety and is both supportive and preventative.

Touchstones works with children and young people aged 5-21 years old, who have suffered the loss of a mum or dad, brother or sister, grandparent, friend or any other significant person in their lives. Touchstones delivers a completely free programme of one to one and group support for any child or young person living in or attending school in any part of North East Worcestershire. Our referrals predominately come via Children Services, GPs, CAMHS & from schools observing children with deteriorating behaviour, performance and attendance. Many of the children we see are at risk of exclusion, of failing in their education or failing in their social interactions / friendships - with many also suffering severe psychological bullying and isolation.

Each child receives as many one-to-one sessions as they need to get to as good a place as possible, and on average this is around eight. In these sessions, feelings of guilt, anger and confusion/misunderstanding, are explored, as well as strategies to deal with sadness and anxiety about the future. Children have assessment scores at the start and end of support which show great improvement, and which is also reported by families and schools as well.

Touchstones also runs group Memory and Feeling Days, where children and young people meet together and get to share challenges, fun and feelings with other children who have had a similar life-changing loss, and begin to realise that they are not alone, strange or different. This sharing is transformational, and years later, children and young people who have attended one of these days, often talk about it being a turning point in their lives.

Additional to the direct work with, and support of the referred children and young people Touchstones also offers advice and training to families, carers and professionals, including;

- advice to families and schools on how to support young people through bereavement, including pre-school children who are best supported by their own family

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

- training packages, tailored to the needs of individual schools
- advice and support to schools in the event of a sudden death in the school community

The support is provided at no cost to any user – thereby enabling full accessibility to anyone in the community. Given that most of our referrals come from schools, the service is available to all their children. Those who are often hard to reach by other organisations and services are regularly amongst those who receive service. Such families are often wary of engaging with statutory bodies like Children's Services and schools, but welcome support from an independent agency. Consequently, many referrals come from areas and families with greater than average levels of social deprivation.

Service is initiated when a referral is received from schools, GPs, Children's Services, school nurse, CAMHS and families themselves. On occasions children refer themselves because they know they need help but their family is not coping.

The key elements of the service journey/ provision are:

1. Referral management
2. Initial assessment – with carer and child contacts
3. One to One Counselling Support – usually within School
4. Group Memory, Feelings and Activity Days

There is an initial assessment visit at home with the carers to evaluate the child's needs and offer immediate advice and support. An appropriate support pathway is then decided on which will probably be one to one support, but a referral to other services may be made where they appear appropriate.

This is followed by a brief 'tea stop' to allow the child/young person to meet with the support provider.

Contact will then be made with the school to gather information about the child's coping ability at school and to arrange a date for the commencement of support which is generally provided in the school setting. School has been found to be the most successful place for 1-1 sessions as young people can be sure that they are not being heard by a carer listening at the door and their session is contained within the boundaries of the school timetable which is helpful. At the end of the session, 10 minutes of recovery time can be given if necessary, and then the distractions of a normal school day carry the child forward. However, for some young people, home is the most suitable place, and in these instances, sessions are given at home.

Support within the one-to-one sessions is tailored to the age and the needs of the child, with greater or lesser amounts of talking, worksheets, craft, stories etc.

Additional to the one-to-one support, Touchstones also run group Memory and Feelings Days with up to 20 children / young people at a time. The benefits of bringing young people together are great as it helps them realise that they are 'normal' and not alone. Experienced, trained volunteers from within the local community staff these days which are a transforming experience for the young people involved.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

The organisational outcomes for Touchstones are all based on the professionally recognised Childhood Bereavement Network (CBN) Outcome Framework – these being:

- a) *The improved emotional and mental well-being of the bereaved young people, with the attendant improvement in their physical health.*
- b) *Improved school attendance/concentration/participation*
- c) *Raised levels of self-esteem (which is usually damaged through bereavement), including identifying and helping to stop any bereavement bullying that has occurred.*
- d) *Reduced feelings of isolation*
- e) *Improved levels of self-care. Bereaved young people often fail to care for themselves properly and may exhibit problems with eating/sleeping/drinking/self-harming. They may even have thoughts about wanting to die to be with their loved one. Also reduced drinking of alcohol and likelihood of other addictions*
- f) *Improved family relationships with families able to share their pain and grieve together, rather than as individuals which leaves children isolated and alone.*
- g) *A decrease in fear and a greater hope in their future for young people, so that they can move forward in confidence*

The main Bereavement Clinical lead has 13 years' experience in this field. She has completed a research project for the University of Nottingham on how best to support children after parental suicide - as part of her now completed MA in Counselling Children & Young People.

ACHIEVEMENTS AND PERFORMANCE

During the period between December 2019 and November 2020 Touchstones received 108 new referrals for work with children and young people – all of whom either reside or attend schools or colleges in North East Worcestershire.

The service offering that each of these children received has varied depending on their specific needs. For some, particularly where it may have been a grandparent who died, it is sufficient to provide telephone support and guidance to the parent/carer. However, if it appears that there is a greater need, then an assessment visit is carried out in the home, when more support to the carer is also given. If it is necessary, a bespoke package of one-to-one support for the child or young person is put in place. The engagement will be for a varying length of time as the need is always child led and the service is tailored to the needs of each individual child. Even within a family, different children will require support for varying lengths of time.

In the review period, referrals covered the full age range of 5 years to 21 years of age. We find that children below school age are unused to working with strangers, so rather than conducting one to one support, we help parents to find ways to support their young children. Nearly all our young people are of school age, but in this period, we did support a small number of young adults that were still very vulnerable and assesses to potentially benefit from the service offering.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

The review period coincided with the start of the global Covid 19 pandemic, and subsequent social restrictions and lockdowns. From March 2020 all schools in our area closed with teaching moving online.

Clearly, as schools are our principal referrer, the number of new referrals fell away, and all one-to-one sessions were forced to stop. We continued to support some of the existing children in our service via phone/zoom/WhatsApp videos, but most did not feel comfortable with these approaches for the support of such sensitive issues, and so work fell away.

During this initial lockdown period a range of alternative resources were developed that were then supplied to both existing and new referrals. One successful resource was the "Little Box of Feelings", of which we had three versions: a younger box, an older box, and a version for children who had an ill relative who they could not see because of covid restrictions. Other resources were also developed, and these were also made available widely to the public through our Facebook page.

The Government's Job Retention scheme was utilised with the one full-time employee been furloughed for all their time during April and May, and on a flexible, part-time basis in June and July when the policy on the Government's Job Retention Scheme was changed. The contracted, part-time service provider continued to work throughout the lockdown period – principally in an online capacity, and in developing resources and in completing several administrative tasks.

Physical, one to one work resumed in the summer term as soon as the easing of lockdown restrictions allowed schools to reopen. We are pleased to say that all except two schools considered our work to be essential and immediately allowed us back onto their premises- albeit with significant social distancing and other Covid secure protocols. While many other external support agencies were not permitted to enter the schools because visitors were being kept to a minimum, bereavement was quite rightly considered an important exception.

We again worked in schools through the autumn term until lockdown restrictions were once re-imposed and schools again closed.

During this year we have provided bereavement advice and training to several schools following deaths in their school community, one of which was for a young person and very sudden.

The impact of pandemic and resulting restrictions has also meant that the two scheduled Touchstones Memory and Feelings Days in April and November had to be cancelled. Additionally, the much-valued Annual Lantern Walk of Remembrance in December also had to be cancelled.

All in all, this has been a very difficult year – for us an organisation, and more significantly for the children, young people, and their families who have become bereaved. However, it was a good opportunity to reach out into the wider community via social media with advice and words of comfort where we could. The impact of Covid deaths clearly materialised during the period but has significantly increased during 2021. The data below, provides some additional information about the nature of our referrals and support engagements.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

Key Data

Causes of Referral – death of;

Dad	22%
Mum	17%
Brother/sister	6%
Grandparent	34%
Aunt/uncle	14%
Friend	7%

The loss of a parent remains the primary cause of referral during the period, with grandparental death also extremely high. For Touchstones, whether children receive support is determined by their need and bereavement problems rather than by who died. In some families, the death of a grandparent is catastrophic, as they may be acting in a parental role, or may just be holding the family together. Without them things fracture, and children struggle. The same can be true for aunts and uncles.

The death of a friend is also exceedingly difficult. When someone your own age dies it shakes a young person profoundly. Not only have they lost someone hugely important in their lives, but their own mortality becomes real and that is very frightening.

Causes of death

Cancer	20%
Heart and circulatory	16%
Suicide	20%
Accidents - drowning/RTA etc	9%
Alcohol and drugs	5%
Covid	23%
Other	7%

Clearly the Covid pandemic has had a significant impact of the causes of referrals in the period, with Covid related deaths being the highest cause. Many of these bereavements are extremely complicated by the manner of the death, with families often not be allowed to be present in hospital as the person died – thereby additionally robbed of being able to say a proper goodbye.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
(a company limited by guarantee)

TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

The number of suicides never ceases to shock and sadden us. When combined with deaths due to alcohol and drugs, which many young people regard as a slow suicide ("If they had loved me they would have stopped"), it once again becomes the largest cause of death.

We find that we have become the local service of choice for support for children following a sudden and traumatic death. Our clinical lead made this the subject of her research project for her MA degree because the impact on a family is immense and the complicated grief issues that often follow makes supporting these families a longer term and more challenging task. For these children our Touchstones Feeling and Memory Days would normally be the chance to meet others bereaved in the same way, and the cancelling of these due to lockdown restrictions has had, and undoubtedly continues to have, a major impact on the mental health of the traumatised children we support.

Outcomes and Feedback

That the children benefit hugely from support is undeniable, but this is difficult to quantify. We see children change from initially finding some relief for their pain to becoming able to integrate their loss into their lives and feel hopeful about the future. However, many of our children have multiple other problems in their lives as they come from families with varying levels of deprivation and recognising that we cannot change everything is hard to accept but essential. However, they are all in a much better place when we conclude our work with them.

To quantify support, and to help us understand where they are so that we can better help them, all children complete a basic self-assessment in the first and last sessions. They score a whole number of factors / emotions and problems out of ten – with 10 being the worst score – so the higher the total the more troubled they are.

Additionally, we also collect direct feedback and comments from children, families and professionals that also validates our service, and is continually used to assess and seek improvements.

Future Operational Plans

Our current focus is on fully resuming our total service offering to all children and to all of our referees, hopefully following the continued easing and eventual removal of all lockdown restrictions. In particular, we are extremely eager to be able to reinstate our hugely important and highly valued group Touchstones Feelings and Memory Days.

Looking further ahead, we again would like to be able to offer more group work and bereavement training. We would also like to continue our efforts to find more opportunities to bring whole families together as the benefits can be immense, and we are aware that while our work brings huge improvements in how children cope with loss, outcomes can sometimes be improved with the involvement of and grief support offered to the whole family.

Additionally, we are working to improve our use of social media, particularly Instagram, as we know that it is far more actively used by young people themselves.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

FINANCIAL REVIEW

Total income for the year was £26,880 (2019 £72,426). Given that the service offering is provided completely free of charge, all income is raised through voluntary donations, including a mixture of grants, fundraising events, sponsorship together with individuals and community organisation donations. The Global Covid pandemic has had a significant impact on income during the period as both individual and community organisational fundraising efforts were enormously curtailed by lockdown and social distancing restrictions. Additionally, corporate donations and fundraising have also suffered whilst companies have struggled to journey through these extremely challenging and unpredictable times.

The principal sources of funding during the year were:

- Grants from;
 - Redditch Borough Council from the 'Running a Successful Voluntary Business' Fund,
 - The Institute of Cemetery and Crematorium Management (ICCM), recycled metal fund and
 - The Eveson Trust.
- Donations through Local Giving, from individuals/work-based teams, and from a variety of community organisation's including Kingfisher Quilters, Masons, Studley WI, Unite Union JLR, Solihull Inner Wheel, Bromsgrove Methodist Church, Inkberrow Young Farmers, and from many other smaller and/or anonymous donors.
- Fundraising events such as supermarkets in-store token schemes, marathons, sky-dives, a race night, the Revitt Fundraiser and a stall/ stewarding support at Hanbury Show.
- Company charitable sponsorship from Thorpe Lighting, Zoo Accountancy and Angus Soft Fruits

All the funds that enable Touchstones to function and to continue to bring its quality and valued offering to the children and young people we work with, come entirely from voluntary donations. Touchstones is profoundly grateful to all the numerous business, organisations and individuals that generously provide these vital funds.

Total expenditure for the year was £37,388 (2019: £37,056). The principal item of expenditure were staff salaries, including supervision and training at £35,789 - with the staffing structure at 30 November 2019 consisting of the main service provider employed full time, and the services of a sub-contracted counselling practitioner at the at a rate of 0.4 FTE.

Overall, Touchstones Child Bereavement Support showed an operating loss for the year ended 30 November 2020 of £10,508 (2019 surplus £35,370).

Touchstones had £53,733 of unrestricted funds in the bank at 30 November 2020 – which is a reduction of £10,508 from £64,241 at 30th November 2019

The trustees have set Touchstones' reserve policy based on the Charity Commission's guidance (CC19) and accounting standards (SOP 2005). The trustees' reserve policy is to aim to ensure long

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

term sustainability of the service offering, and therefore aims to achieve unrestricted operational reserves that represents fifteen months' worth of expenditure. Based upon the ongoing employment of the additional part-time bereavement support worker during the following financial year – this would represent a reserve fund of no more than £50,000. It is thus the trustees' view that it is appropriate to draw up these accounts on the going concern basis.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, originally incorporated as a Community Interest Company on 23 November 2011 – and named Touchstones Support CIC. The company was established under a Memorandum of Association which established the objects and powers of a charitable company on 10 June 2016 and is now governed under its Articles of Association. Its name was changed at that point to Touchstones Child Bereavement Support. The company was registered as a charity on 7 July 2016.

The trustees of the charity are also directors for the purpose of company law, and are appointed by invitation of the existing trustees, subject to a satisfactory interview, suitability and Enhanced DBS checks. Each trustee is fully committed to the aims of Touchstones and the importance of its work within the local communities it serves.

As part of their induction, any new trustee would be required to attend a series of training sessions in order to understand the general roles and responsibilities of a trustee, the articles of association and governance model for Touchstones, and the specific operational principles and practice of the charity. As part of their induction, new trustees would also be required to attend some part of a Touchstones Memory and Feelings Day

Governance of the charity is vested in the Board of Trustees. The Board of Trustees meets at least two times per year as per the Charity's Articles of Association. The charity trustees are responsible for the general control and management of the charity. The trustees ensure the charity is well run, spends its income wisely and appropriately, and meets all company and charity requirements. Day-to-day management and operations are delegated to the Executive Director, the Non-Executive Director and the sub-contracted staff member - under the supervision of the trustees.

Mr Robert Quarton and Mrs Victoria Quarton, have held office as Company Directors during the whole period since the Company was incorporated as a CIC on 23 November 2011 and Mrs Wendy Townsend since 20 April 2015.

Mrs Wendy Townsend, Mrs Fran Wedgbury and Mrs Sharon Forrest have held the position of Charity Trustees from 7 July 2016. These appointments were made on the conversion of Touchstones Support CIC to this current Charitable Company.

All trustees and company directors (other than Vicki Quarton as the employed principal bereavement services provider) give their time voluntarily and received no paid benefits from the charity. Any expenses reclaimed from the charity are set out in note 6 to the accounts.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

Volunteers

Touchstones has a group of experienced and dedicated volunteers that are an intrinsic part of the offering that Touchstones can deliver. We are constantly amazed by the skill in which these volunteers work with, and massively assist many of our children and young people on their bereavement journey. We are immensely proud of our volunteers, and so grateful for their commitment, enthusiasm and skill.

Our volunteers are adults from all backgrounds and ages. They have been recruited through contact with our service as professionals or families, and from our sister organisations and Samaritans. All volunteers have enhanced DBS checks. Most volunteers are highly experienced, but we also have some new and generally younger volunteers too. Many have their own bereavement experiences, and within the team we also have an experienced worker with challenging children, a PhD qualified psychologist, and several teachers.

All new volunteers undertake a series of training sessions to familiarise them with an understanding of child bereavement and grief, and on the operating principles and practices of the charity, and specifically on the Touchstones Memory and Feelings Day, and on the key role of the volunteer within these days.

Volunteers are key to running Touchstones Memory and Feelings Days, as we need high adult/child ratios to ensure a great experience and safety for these vulnerable children. Volunteers key characteristic is their ability to get alongside children, but they also need careful training plus a level of personal emotional resilience.

Our volunteers are passionate about what they do, knowing how transformational these days are for children. They count it as a great privilege to do this work and they are brilliant at it. It takes unusual strength and sensitivity to support a small crying child, without trying to stop them shedding those vital tears.

The volunteers also help run the annual Lantern Walk of Remembrance and other occasional fund-raising or educational activities as they choose. Touchstones provides volunteers with annual refresher and development training, to ensure they are always properly equipped to deliver their important role.

Supervision

Supervision is provided for all employed and freelance staff. The permanent bereavement lead has regular supervision with a BACP Supervisor. Freelance / Sub-contracting staff have fortnightly supervision meetings

Following each Touchstones Memory and Feelings Days, the volunteers have debriefing and supervision meetings with the bereavement lead

Networking/ professional bodies

Touchstones Child Bereavement Support is a member organisation of BACP (The British Association of Counsellors and Psychotherapy).

Touchstones is also a member of the Childhood Bereavement Network (CBN) which links us into a national network of professionals working with bereaved children and young people, and provides access to information updates, key resources, support and other networking opportunities.

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

Touchstones also developed many effective networks and relationships with similar bereavement organisations in neighbouring areas. We have regular meetings for mutual support, and they are a

rich source of inspiration, as well as a good way of monitoring our own performance and success outcomes by comparing it with others. Touchstones are also a member of the newly developed child bereavement services network group which meets 3 times a year. We also share volunteers to assist in each other's service provision and fund-raising activities.

Locally, we work alongside/with numerous professionals – including CAMHS, Children's Services, Early Help, Family Support Workers, schools, GPs to ensure joined up support for children. These links enable us to reach as wide a range of bereaved children as we can. Additionally, we support these other professionals with bereavement, grief and trauma training, and we refer back to them when children require additional support with non-bereavement issues. We are often contributors to multi-disciplinary support meetings like Child in Need meetings.

Touchstones are members of BARN (Bromsgrove and Redditch Network for voluntary sector organisations) and we have taken advantage of numerous training / development courses provided by them.

Risk Management

The organisation undertakes an annual risk assessment to identify any major risks and identifying degrees of exposure and the steps necessary to mitigate and manage these. This helps towards ensuring that we are paying due attention to the stability of our operations and to our duty of care to both our staff, children & young people, their families, and all community partners. The Risk Register is reviewed annually, to ensure that systems and procedures are in place to manage the risks identified.

Policies

Touchstones Child Bereavement Support recognises that the welfare of children and young people are paramount and that we have a duty of care when they are in our charge. Touchstones will do everything it can to provide a safe and caring environment for all children and young people whilst they attend our activities. Touchstones is committed to ensuring that in its interactions, all the children and young people that it works with, are safe from all forms of physical and mental harm – including harm arising from neglect, exploitation or abuse.

All trustees, staff and volunteers are required to undertake enhanced DBS checks, and these are reviewed regularly.

During the period of this report Touchstones has reviewed and updated all its Safeguarding and Child Protection policies.

In addition to Safeguarding policies, significant work has taken during the period of this report to update and align all data protection and privacy policies with the requirements of GDPR

Amongst others, Touchstones has the following key policies and procedures:

- Child Protection and Safeguarding
- Designated Person

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TRUSTEES' REPORT FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

- Concern or Disclosure of abuse
- Handling and Reporting allegations or Complaints against a worker
- Whistle Blowing
- Data Protection (GDPR)
- Service Users Privacy

Statement of Trustees' responsibilities

The trustees (who are also directors for the purpose of company law) are responsible for preparing the Trustees Report and the financial statements in accordance with applicable law and UK Accounting Standards.

Company law requires the trustees to prepare financial accounts for each financial year which give true and fair view of the state of affairs of a charitable company and the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year.

In preparation of these financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently
- Observe the methods and principles in the charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures and explained in the financial statements and
- Prepare the accounts on a going concern basis unless it is inappropriate to presume the charity will continue its activities.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with The Statement of Recommended Practice: Accounting and Reporting by Charities (Charities SORP (FRS 102)) and in accordance with the special provisions of the Companies Act 2006 relating to small companies.

This report was approved by the trustees on 03/08/2021 and signed on their behalf by



Sharon Forrest
Trustee

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TOUCHSTONES CHILD
BEREAVEMENT SUPPORT**

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Touchstones Child Bereavement Support ('the charitable company') for the year ended 30 November 2020 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('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 2011 Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

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 giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair' view which is not a matter considered as part of an independent examination; or

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**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF TOUCHSTONES CHILD
BEREAVEMENT SUPPORT - continued**

- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

Independent examiner's statement (continued)

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 financial statements to be reached.



Mr J Dovey

Date 3, 8, 2021

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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**DETAILED INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 30 NOVEMBER 2020**

		Unrestricted funds £	Restricted funds £	Total funds £	Prior year £
Income					
Donations and grants	Note 2	26,880	-	26,880	65,869
Charitable activities		-	-	-	258
Fundraising events		-	-	-	6,299
Separate material item of income		-	-	-	-
Total		26,880	-	26,880	72,426
Expenditure					
Charitable Activities	Note 3	35,789	-	35,789	35,707
Operating Costs	Note 4	959		959	891
Administration	Note 5	640		640	458
Total		37,388	-	37,388	37,056
Net income for the reporting period		(10,508)	-	(10,508)	35,370

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BALANCE SHEET
30 NOVEMBER 2020

	Unrestricted funds £	Restricted income funds £	Total this year £	Total last year £
Current assets				
Cash at bank and in hand (Note 7)	54,777	-	54,777	65,110
Total current assets	54,777	-	54,777	65,110
Less Current liabilities				
Creditors: amounts falling due within one year (Note8)	1,044	-	1,044	869
Net current assets	53,733	-	53,733	64,241
Funds of the Charity				
Net income this reporting period	(10,508)	-	(10,508)	35,370
Retained income brought forward	64,241	-	64,241	28,871
Total funds	53,733	-	53,733	64,241

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2020

For the year ended 30 November 2020 the company was entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its financial statements for the year ended 30 November 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

(a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The financial statements have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006, and in accordance with FRS102 SORP

The financial statements were approved by the trustees on 03/08/2021 and signed on their behalf by

A handwritten signature in black ink, appearing to read 'Sharon Forrest', with a stylized flourish at the end.

Sharon Forrest
Trustee

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

1. Accounting Policies

Accounting convention

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant notes to these accounts. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective January 2015). The charity constitutes a public benefit entity as defined by FRS 102. There has been no change in accounting policies since last year. No changes have been made to the accounts for previous years.

Going concern

The trustees are satisfied that there are no material uncertainties about the charity's ability to continue.

Incoming resources

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity becomes entitled to the resources, it is more likely than not that the trustees will receive the resources and the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the charity has unconditional entitlement to the resources.

Expenditure and liabilities

Expenditure is recognised on the accrual basis as the liability is accrued. Liabilities are recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay the resources and the resources and the amount of the obligation can be measured with reasonable certainty.

Taxation

As a charity the organisation is generally exempt from income tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

Exemption from preparing a cash flow statement

Exemption has been taken from preparing a cash flow statement on the grounds that the company qualifies as a small company.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor. There are currently no restricted funds to account for.

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

2. Grants and donations

	2020 Unrestricted funds £	2020 Restricted funds £	2020 Total Funds £	2019 Total Funds £
Grant Redditch Borough Council	2,900	-	2,900	7,500
Grants other	14,260	-	14,260	18,000
Donations	9,720	-	9,720	40,369
	26,880	-	26,880	65,869

3. Charitable Expenditure

	2020	2019
Gross salary – director	24,573	24,250
Sub-contractor costs	10,803	7,041
Supervision and Training	119	320
Memory Days and Materials	294	1891
Service Travel Expenses		2205
	35,789	35,707

There was one full time employee during the year (as in 2019). Additionally, the services of one part-time, sub-contracted counsellor were utilised during this financial year.

4. Operating Costs

	2020	2019
Insurance	489	459
Audit and Accountancy	200	56
Subscriptions and Memberships	270	376
	959	891

5. Administration

	2020	2019
Printing and Postage	102	128
Telephone and Internet	183	33
IT and Consumables	326	297
General Expenses	29	
	640	458

TOUCHSTONES CHILD BEREAVEMENT SUPPORT
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 NOVEMBER 2020 (cont.)

6. Trustee's expenses

During the year, Vicki Quarton as a director of the company, received remuneration for her employment as the principal, qualified, and experienced bereavement services provider. None of the trustees have claimed expenses during the year for travel, subsistence, and accommodation costs.

7. Cash at bank and in hand

	2020	2019
HSBC Current account	54,777	65,110
	54,777	65,110

8. Creditors and accruals

	2020	2019
Accrual for sub-contractor service provision	968	774
Accrual for expenses	76	95
	1,044	869