

GRIEF MATTERS SOUTHWARK

England & Wales · Charity number 1188121

Details

Status Registered

Legal form CIO

Registered 2020-02-21

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

Contact

Address 5 Connaught Mansions
47 Bromells Road
London
SW4 0BA

Phone 07531941266

Email Griefmatters2019@outlook.com

Website GriefMattersSouthwark.com

Activities

Objects: FOR THE PUBLIC BENEFIT, TO RELIEVE THE MENTAL AND PHYSICAL DISTRESS OF PEOPLE SUFFERING FROM BEREAVEMENT OR LOSS, WHO RESIDE IN SOUTHWARK OR THE SURROUNDING AREAS, IN PARTICULAR (BUT NOT EXCLUSIVELY), BY PROVIDING BEREAVEMENT COUNSELLING AND SUPPORT IN THE COMMUNITY.

Activities: Counselling

Classification

- **How:** Provides Services
- **What:** Disability, Other Charitable Purposes

Geography

- Southwark

Finances

Period end	Income	Expenditure	Assets	Employees
2024-09-19	£445	£1,193	-	-
2023-09-19	£18,792	£1,659	-	-
2022-09-19	£8,070	£2,876	-	-
2021-09-19	£2,635	£3,988	-	-
2020-09-19	£14,886	£3,692	-	-

Trustees

Name	Role	Appointed
Victoria Claire Moorhouse Ms	Chair	2020-02-21
Chorouk El-Adib		2020-02-21
Lester Thompson		2020-02-21

Accounts



Grief Matters
Grief Matters
Southwark

Annual Report

2024-2025



Registered Charity 1188121

Grief Matters Southwark - Annual Report

CONTENTS

	Pages
INTRODUCTION	2
LEGAL AND ADMINISTRATIVE INFORMATION	3
REPORT OF THE TRUSTEES 24/25	4
STATEMENT OF FINANCIAL ACTIVITIES	13

LEGAL AND ADMINISTRATIVE INFORMATION

STRUCTURE, GOVERNANCE AND MANAGEMENT GOVERNING DOCUMENT

The charity is controlled by its governing document, Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees. Registered company number 1188121

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2025.

Welcome to our Annual Report of 2024-2025.

Grief Matters Southwark would like to say thank you to all the staff including volunteers who are the life blood of this small charity and to all that have supported Grief Matters Southwark (GMS) in past. It is down to the dedication of our volunteers, management and clinical teams, and the support of our donors/funders that Grief Matters Southwark is growing and developing whilst maintaining its first-class support service for those bereaved in the London Borough of Southwark.

The placement training scheme for counselling students at diploma level started last year has been successful and we are able to employ some more students over the last year.

Thanks to our Patron, Jo Brand donations we were able to cover all of our operations overheads and were able to support all of the clients that needed our support.

Since the pandemic we have continued to work remotely, offering both telephone counselling and video conferencing. As our virtual office provides an affordable and effective way for us at GMS counselling services to work we will be continuing with remote counselling for the time being until the organisation grows.

Our clinical team has remained the same as last year. The trainee placement scheme continues to provide an important resource for Grief Matters Southwark and for the students that participate. We continue to only take 4th year diploma students unless the student has a specialism in bereavement issues or work.

We as always very much centred on being a community-based team in Southwark and continue to be supported by Jo Brand, Community Southwark, and the Southwark Wellbeing Hub.

Grief Matters Southwark remains an inclusive organisation working with diverse groups and employing a diverse team of staff including Board Members. We are committed to excellent standards in social inclusion, togetherness, anti-racism and equality.

We believe that it is our mission, vision and values that keep us safe and secure in our work and as we look towards the future with an aim to continuing to commit to our core beliefs.

Our Mission is to provide a first-class bereavement counselling service to the people of Southwark.

Our vision is that all residents in the London Borough of Southwark & Lambeth who are bereaved can access our specialised counselling service.

Our values are compassion-focused, non-judgemental, supportive and comforting. We place a high onus on respecting diversity and employ a workforce of staff that reflect the diversity of the community of Southwark.

Our six-core values ReCIPE are:

- **Respect** – for human rights and dignity
- **Competence** – ensuring the counsellor provides services appropriate to their qualifications, training and experience and maintains high standards of practice
- **Integrity** - ensuring the integrity of practitioner-client relationships
- **Privacy** – protecting the rights and safety of clients
- **Equality** - striving for the fair and adequate provision of services

TRUSTEES: Tym Soper (Chair of Board of Trustees), Chorouk El-Adib (Secretary of the Board of Trustees), Lester Thompson, Vikki Moorhouse, Treasurer role (currently being advertised).

OUR OBJECTIVES: To provide low-cost bereavement counselling service in Southwark and to relieve the mental and physical distress of people suffering from bereavement or loss, who reside in Southwark or the surrounding areas, by providing bereavement counselling and support in the community.

OUR HISTORY

Grief Matters Southwark was established as a registered charity on 21 February 2020. Grief Matters Southwark Bereavement Service is a specialist service that prioritises complex bereavement in adults. For detailed information see our website <https://GriefMattersSouthwark.com>

Our team of counsellors are London based and are looking to provide support for bereaved people. Often our volunteers have had their own difficult experiences of grief and want to give back to organisation that support bereaved people due to their own life experiences.

In the past our objectives have been to support the promotion of charitable purposes for the benefit of the community within the London

Borough of Southwark. However, we have reviewed this borough specific criteria and are likely to expand our work reaching out to bordering boroughs such as London Borough of Lambeth, City of Westminster, Croydon, Lewisham, Tower Hamlets when needed.

Grief Matters Southwark is headed by the Board of Trustees, who together are responsible for the management of the organisation.

Report of the Chair 2024-2025

I am delighted to have been offered the position of Chair in the fourth year of the establishment of Grief Matters Southwark and am looking forward to working for the charity in its fifth operational year. I hope to support and develop this small charity into a well-financed and effective organisation.

We continue to provide a remote service to clients and this helps keep down costs. We could not afford to survive without being a remote service. However, if finances improve we will be looking for affordable premises in the future. As mentioned before Grief Matters Southwark has developed and is now able to take on new volunteer counsellors for training placements and has managed to stay a functional organisation through difficult times.

I am pleased to join as Chair a socially inclusive organisation whose staff (mostly unpaid volunteers) work tirelessly to keep the charity going, and happy to see that our team of staff and clientele continue to advocate for diversity and social inclusion and that it remains a priority in our work. Five years of hard work has paid off and we are still afloat thanks to the generous donations from clients and our honourable patron, Jo Brand. It is due to financial donations and awards that our charity is still running and we are able to offer our services to the most marginalised of clients in the local area. We endeavour to keep up our good work and continue to focus on maintaining high standards.

Grief Matters Southwark is open for counselling from Monday to Friday. Our fees remain low and we hope to continue to offer a low-cost service in the future.

Yours sincerely

Tym, Soper, Chair of the Board of Trustees

Accessing Our Services

Clients are able to self-refer to our services via our website or will be referred by relevant agencies. These external agencies are set out in our original business plan.

Funding

We have now recruited a new volunteer fundraiser and are looking to apply for more grants and put on more fundraising events. The implementation of new counselling students will help the charity to profit and can therefore be thought of fundraising in that respect. Thanks to The Albert Trust grant we received we were able to provide free counselling for 22 clients

Staffing and Recruitment

Our current team include 1 director, 1 counselling manager, 1 clinical assessor, a supervisor as well as team of counsellors. Our clinical team comprises 5 part-time staff members. All staff are volunteers (with the exception of consultant/freelance roles. These paid roles include both counselling manager and supervisors). The director and administrative are not paid. Counsellors are given more than 3 clients a week. All our counsellors must have a current DBS check before they start working as a counsellor and they must have completed the GMS Safeguarding online training that we have produced. We currently employ 2 administrative volunteers who have a wide range of knowledge including specialisms in HR and social marketing and research.

Client Demographics

All clients are from the London Borough of Southwark and include:

- White British and Other 62.2%
- Black, Asian, Minority and Ethnic 18.4%
- Female 69.4%
- Male 27.6%
- LGBTQ 10%

- NHS 11.2%
- 55 + years old 62%
- 26-54 years old 12%
- 18-25 years old 26%

Trustees

We have four Trustees. Tym Soper - Chair of the Board of Trustees, Chorouk El-Adib - Secretary of the Board of Trustees, Lester Thompson - Trustee, Vikki Moorhouse - Trustee. We are currently looking for 2 new trustees.

The Board of Trustees meet several times a year and contribute to the strategic development of the organisation. All expenses over £50 are overseen and approved of by the Board of Trustees.

It is the intention of the Board of Trustees to review staff pay annually taking into account Local Government Pay Settlements, inflation and the current state of affairs of the organisation. Funding will be focused on paying staff in the years ahead. We hope to be able all staff members eventually if we secure enough funding including the director, administrators and counsellors.

Overheads and Spending

This is the fourth year since we have been working as a charity and we continue to operate on a low budget due to not having high overheads. We currently have no rent to pay for premises as we work remotely. This is only possible because of the dedication of the staff and volunteers that contribute their time and skills to the cause.

Volunteers are the life blood of this organisation. We currently have 6 volunteers, 3 freelancers and 5 trustees working for the charity. Our clientele statistics have only grown slightly over the last year, but we persevere and hope to add more clients to the waiting list shortly.

FINANCIAL INFORMATION FOR 2024-2025

GMS ACCOUNT BALANCE SHEET April 2024 TO April 2025

Income carried over from £

	Income	Expenditure
Restricted Funds	£0.00	£0.00
Unrestricted Funds	£425.00	£1,193.46

Expenditure

Outgoings

Supervision		£ 150.00	Unrestricted
Telephone & internet Bills		£ 70.20	Unrestricted
Insurance		£ 118.27	Unrestricted
Staff Costs	£ 400.00		Unrestricted
ICO		£ 35.00	Unrestricted
Word Press		£ 120.00	Unrestricted
Staff Training		£ 299.99	Unrestricted

TOTAL	£1,193.46
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Income

Grants and donations	£ 25.00	
Unrestricted		
Trading		Unrestricted
(paying clients)	£ 420.00	

Total	£445.00	Total	£445.00
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Code of Ethics

Grief Matters Southwark adheres to the requirements of the Code of Ethics produced by the British Association of Counselling and Psychotherapy (BACP) and we comply with their framework and requirements not only of counselling, but also of professional supervision.

Local Demographics

Southwark is one of the most densely populated and diverse boroughs in the country, with a young, growing and mobile population. According to the 2018 Joint Strategic Needs Assessment, just over 314,200 people live in Southwark, up from 256,700 in 2001. This represents an increase of more than a fifth over that period. Southwark is an ethnically diverse borough, varying markedly across age groups and with the population under 20 much more diverse than other age groups. Southwark has one of the fastest growing populations in South East London, with the population projected to grow by nearly 20% by 2030; equating to an extra 60,000 residents.

In (2018) Southwark had the second highest murder rate in London, with 7 deaths attributed to gang-related crime. Many of the victims and perpetrators of violent crime in Southwark are young people, in the 16-26 age group. A range of services and organisations are working in the local context to tackle the devastating and wide-ranging effects of violent crime involving loss of life.

Such incidents affect whole families and communities, and the existing psychological support available through mainstream services is not well placed to deal with the complicated grief often associated with violent or traumatic loss. Indeed, and due to budgetary pressures brought about by cuts, the bereavement counselling service once offered by Southwark Carers had to close. Moreover, Southwark is the only London borough that does not have a local Cruse bereavement service or any other specialised bereavement service.

Gender Intake

The client gender ratio for all client enquiries for 2021-2022 is as follows:

Males: 22 %

Females: 78 %

Client ethnicity

The clientele of Grief Matters Southwark reflects the community of Southwark which is rich in diversity. We are proud of our social inclusion and diversity records and have a good mix of people from all walks of life.

Volunteers

Not only our clients, but our volunteers reflect the community in Southwark and we endeavour to remain inclusive and follow equal opportunities guidance in employing our staff.

Volunteer Training

We have recently looked at new training for staff which will focus on suicide, criminal acts that cause bereavement and other traumatic focused bereavements. This training will provide continuous professional development (CPD) for staff and will be ongoing over the year.

Monitoring and Feedback

We use Clinical Outcomes Routine Evaluation (Core-10) forms to monitor our clients well-being, clinical issues, risk and day-to-day functioning throughout their sessions. We use these at the beginning of the session work, at midway review, and at the end of the sessions. This information which covers wellbeing, can give us relevant information to assess and review our work as well as make our observations on client issues periodically.

HOW YOU CAN HELP GMS

DONATIONS

Our organisation is reliant on donations however big or small. Some of the funding that we receive is restricted for specific purposes, therefore, we need unrestricted funds to spend on things we need that are not specified in other grants. Your donations help us to survive as an organisation and give us flexibility in our spending. Our spending is recorded and updated regularly so you can see what we spend your money on (please see financial income and outgoings at the end of this report. You can make donations to us via contacting us on

GriefMatters2019@outlook.com

VOLUNTEERING

Grief Matters Southwark is always looking for volunteers. We recruit: counsellors, fundraisers and administrative staff. Most of our vacancies are for part-time volunteers. If you feel like you have something to offer

our small team or just want to alert us to your services you can send in a CV, please contact Julie via email: GriefMatters2019@outlook.com

ACKNOWLEDGEMENTS

We would like to thank all of our volunteers and supporters, our Patron and all donators, funders and any person or organisation that has helped us to set-up our small charity over the years.

Trustees & Other Grant-Giving Bodies

London Catalyst (Peabody), Patron Jo Brand and The Albert Trust & Grief Matters Southwark Board of Trustees past and present including Vicki Badham our team Superstar fundraiser .

Board of Trustees 2020

The Trustees who acted during the period are set out at the beginning of this document. Election and re- election of Trustees is carried out according to the procedures set out in our Constitution, which is our governing document. Trustees are recruited through: advertising via the Grief Matters Southwark website, local advertisements and other sources. Potential trustees may send in their CVs for us to keep on file in the event that a suitable role comes up that they may apply for. We will keep your information private and confidential under the Data Protection Act and contact you if we see a compatible fit. Applicants that may be considered will be interviewed by a combination of staff. Potential Trustees will be interviewed by 2 trustees and then the full Board of Trustees are informed of the interview outcomes before a decision is made. Other staff and volunteers are interviewed by a combination of the following list: director, managers, trustees. Once this process is complete references, DBSs and other credentials will be checked Once the monitoring processes have been completed and the person employed by us at GMS we will offer training and inductions to the new member of staff.

At Grief Matters Southwark the Trustees take responsibility of the running of the charity in areas of strategy, planning, finance and develop. The day-to-day running of the charity falls on the director and management team. Our clinical team are also authorised to make organisational decisions for GMS if related to clinical issues.

All Trustees and the Director take their responsibilities seriously under UK charity law which requires the Board of Trustees to prepare financial statements that give a transparent and accurate view of their financial affairs. We have prepared our first financial statements for 2020/2021

and endeavour to outsource some of the accountancy work to accounting professionals when appropriate. The Trustees will make the final decisions on which external agencies to use and will have full input into the accounting policies each time they are reviewed. Up to 3 Trustees including the new Treasurer and the director will be part of this planning and implementation process.

The Trustees alongside the director are responsible for the keeping of proper accounts with reasonable accuracy within any given timeframe that may be disclosed to the relevant authorities and in compliance with the rules and regulations of the Charity Commission. Responsibility towards GMS finances, finance controls and prevention of fraud also falls on the director and the Board of Trustees. Any irregularities should be identified and brought to the director and the Board of Trustees for explanation.

Grief Matters Southwark financial statements have been prepared by the Director of Grief Matters Southwark.

Public Benefit

It is a legal requirement on charities is that the Trustees must have regard to Charities Commission guidance on public benefit in deciding on the activities a charity undertakes and must report on those public benefits. As a charity Grief Matters Southwark must provide a description of identifiable benefits in relation to their daily activities and functions of the charity. The Board of Trustees are in agreement that the director and the management teamwork towards their aims and objectives as set out in their governing papers, Constitution of a Charitable Incorporated Organisation. On review of the operational work of Grief Matters Southwark by our Board of Trustees, they are happy that the activities of Grief Matters Southwark are in line with our designated aims and objectives that our organisation provides one-to-one counselling to adult residents of the LB of Southwark. The services are provided at a low-cost fee and are open to all residents of the London Borough of Southwark. For further detail on the activities we undertake and the nature of the public benefit provided see the detailed project reports on our website.

Grief Matters Southwark is dedicated to Equal Opportunities good practice and will only take on fully paid staff after going through a robust and fair recruitment process which aims to employ staff on merit. The GMS employment policy seeks to ensure that no-one receives less favourable treatment on the grounds of all of the protected characteristics:

Risk management and internal control

Our Board of Trustees work alongside the director reviewing, monitoring and checking all our working policies. The director, working alongside the Board of Trustees has produced a risk register that serves the organisation as a remote virtual office. This is monitored and reviewed regularly due to the pandemic. We follow Government guidelines in relation to the pandemic and comply with governmental guidance.

The Trustees oversaw the risk register produced and are satisfied that the arrangements for managing these risks combined with the annual review of financial controls and the reserves policy, will ensure that sufficient resources are available to maintain services for the foreseeable future.

The organisational structure and control system:

1. There is a clear organisational structure, with a working chain of command that outlines responsibilities and appropriate levels of accountability and reporting lines.
2. Our Trustees have specialist expertise in: Strategy and planning, law, finance, IT, policy-making.
3. The Trustees are regularly updated with financial reports and are able to request on demand should they need it for any of their work.
4. Grief Matters Southwark is committed to staying up-to-date with UK law and in particular, employment law and good management practice.

As set out in our original business plan we have achieved the main aims and objectives of Grief Matters Southwark which is to serve the community of the London Borough of Southwark as an adult bereavement counselling service. We intend to recruit more staff in the future to help with local fundraising (post-pandemic) and more Trustees with furnish us with different skills and experience. We may employ financial experts/and or services as our organisation grows.

Financial Performance

This is our second year as a small charity and we have managed to stay above board financially. Our finances are healthy and growing. Please see breakdown below.

Maintaining Service Delivery

Due to the size and newness of Grief Matters Southwark and because GMS has no guaranteed income, but relies on fundraising, grants and donations, we aim to keep a balance in our 'General Fund' which at a minimum would keep the charity going for 1 month. This is to cover unpredicted events. It also helps cover us if we should have to plan an 'Exit Strategy'. In order to do this we have reviewed our funds and worked out what we need to cover payments to self-employed staff, for insurance, ICO registration and any other annual payment.

Grief Matters Southwark have both a General Fund (as mentioned above) and Restricted Funds which are the funds that were offered to GMS for specific use. Should an 'Exit Strategy' take place we would pay back the restricted funds to the original funders.

							EXPEN
Details	March		April		May		August
Software	£	5.88	£	5.88	£	125.88	£ 5.88
Insurance					£	118.27	
Staff Costs					£	100.00	£ 100.00
Admin					£	35.00	
Training					£	100.00	

Total	£	5.88	£	5.88	£	344.15	£	240.88	£	5.88	£	105.88
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							INC
Details	March		April		May		August
Counselling							
Donation							
	£	-	£	-	£	-	£ -

DITURE

September	October	November	December	January	February
£ 5.88	£ 5.88	£ 5.88	£ 5.88	£ 5.88	£ 11.20
				£ 200.00	£ 50.00
	£ 199.99				

£ 5.88	£ 205.87	£ 5.88	£ 5.88	£ 205.88	£ 61.20
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September	October	November	December	January	February
	£ 25.00	£ 100.00	£ 25.00	£ 60.00	£ 190.00
			£ 5.00		£ 20.00
£ -	£ 25.00	£ 100.00	£ 30.00	£ 60.00	£ 210.00

£	195.88
£	118.27
£	550.00
£	35.00
£	299.99
£	-
£	-
£	-
£	-
£	-
£	-
£	-
£	-
£	-
£	1,199.14

£	400.00
£	25.00
£	-
£	-
£	-
£	-
£	425.00

Accounts



Grief Matters
Grief Matters
Southwark

Annual Report

2023-2024



Registered Charity 1188121

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CONTENTS

	Pages
INTRODUCTION	2
LEGAL AND ADMINISTRATIVE INFORMATION	3
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LEGAL AND ADMINISTRATIVE INFORMATION

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The Trustees present their report with the financial statements of the charity for the year ended 31 March 2022.

Welcome to our Annual Report of 2023-2024.

The recent introduction of a new trainee placement scheme for counselling students at diploma level has been a work in progress. We are still providing counselling students with placements and providing the successful candidates with the counselling work hours they need to complete their course. We also offer a supervisor to write their reports should they wish for a fee of £75.

Grief Matters Southwark would once again like to say thank you to all the staff that have supported this charity past and present. It is down to the dedication of our volunteers, management and clinical teams, and the support of our donors/funders that Grief Matters Southwark continues to grow and develop despite the fact that funding and fundraising has become increasingly difficult during these times of financial crisis. Through this funding which this year was provided by Southwark Charities we are able to maintain our first-class support service for those bereaved in the London Borough of Southwark.

We continue to work remotely post-pandemic as we are now thoroughly established in this. However, we do intend to employ a volunteer that will look for free space, so that we can grow into an organisation that offers both face-to-face and remote services such as telephone counselling and video conferencing. In the meantime our virtual office provides an affordable and effective way for us at GMS counselling services to work.

We are very much centred on being a community-based team in Southwark and continue to be supported by Community Southwark, and the Southwark Wellbeing Hub.

Grief Matters Southwark remains an inclusive organisation working with diverse groups and employing a diverse team of staff including Board Members. We are committed to excellent standards in social inclusion, togetherness and anti-racism and equality.

We are proud to be the only bereavement counselling charity of its kind in the London Borough of Southwark and are pleased with the financial management of this small and young charity which helps to keep it growing.

We believe that it is our mission, vision and values that keep us safe and secure in our work and as we look towards the future with an aim to continuing to commit to our core beliefs.

Our Mission is to provide a first-class bereavement counselling service to the people of Southwark. In order to do this, we have recruited a highly specialised team who have worked in a professional capacity in the field of bereavement counselling for several years.

Our vision is that all residents in the London Borough of Southwark who are bereaved can access our specialised counselling service.

Our values are compassion-focused, non-judgemental, supportive and comforting. We place a high onus on respecting diversity and employ a workforce of staff that reflect the diversity of the community of Southwark.

Our six-core values ReCIPE are:

- **Respect** – for human rights and dignity
- **Competence** – ensuring the counsellor provides services appropriate to their qualifications, training and experience and maintains high standards of practice
- **Integrity** - ensuring the integrity of practitioner-client relationships
- **Privacy** – protecting the rights and safety of clients
- **Equality** - striving for the fair and adequate provision of services

TRUSTEES: Tym Soper (Chair of Board of Trustees), Chorouk El-Adib (Secretary of the Board of Trustees), Lester Thompson, Vikki Moorhouse, Treasurer role (currently being advertised).

OUR OBJECTIVES: To provide low-cost bereavement counselling service in Southwark and to relieve the mental and physical distress of people suffering from bereavement or loss, who reside in Southwark or the surrounding areas, by providing bereavement counselling and support in the community.

OUR HISTORY

Grief Matters Southwark was established as a registered charity on 21 February 2020. Grief Matters Southwark Bereavement Service is a specialist service that prioritises complex bereavement in adults. For detailed information see our website <https://GriefMattersSouthwark.com>

Most of our team of counsellors have worked in the London Borough of Southwark as bereavement counsellors previously at a well-recognised and reputable organisation 'Southwark Carers'.

Its objectives are the promotion of charitable purposes for the benefit of the community within the London Borough of Southwark. Grief Matters Southwark is headed by the Board of Trustees, who together are responsible for the management of the organisation.

Report of the Chair 23-24

My name is Tym Soper, I have been involved in charity work since the late 80's, firstly with youth services, then with children's play. I have been on several trustee boards, locally as well as on the board, and chair of the National Playbus Association.

I have been involved with Grief Matters since March 2021 and Chair since April 2023. This year the team have been working very hard and having to cope with changes both staff and with the board. But have maintained a great level of service.

We have learned a lot in the last 3 years and continue to learn from our working experiences and endeavour to focus on new learning curves in order to maintain the service at a high standard. We also plan to establish a pilot scheme where we are open to seeing clients from cross-border boroughs to Southwark

We have again secured enough funding to see some clients for a zero fee for those people that are over 55-years old. We hope to secure more funding from our own fundraising initiatives and continue to support those living in poverty and the most marginalised people in the borough/s.

I hope next year we can build on this and continue to grow.

Tym Soper, Chair of the Board of Trustees

Yours sincerely

Chair of the Board of Trustees

Availability

Grief Matters Southwark is open for counselling from Monday to Friday and are now including Saturdays for those people that can not access the service during weekdays due to work or other commitments. Our fees remain the same as remote counselling means that we do not have to pay for room or premises hire.

Accessing Our Services

Clients are able to self-refer to our services or will be referred by organisations within a network of local referral partners. These

external agencies are set out in our original business plan. Individuals are able to refer themselves via our website.

Funding

Fundraising took a bit of a back seat in the last year as there has been more of a focus on recruiting new students. Next year the onus will be on employing good fundraisers and getting back out on the streets with our own fundraising such as Christmas Gig. The implementation of new counselling students will help the charity to profit and can therefore be stream of fundraising in that we can take on more clients.

Staffing and Recruitment

Our current team include 1 director, 1 counselling manager, 1 clinical assessor, 1 freelance supervisor and two volunteer administrators as well as team of 5 counsellors. Our clinical team comprises 10 part-time staff members. All staff are volunteers (with the exception of consultant/freelance roles. These paid roles include both counselling manager and supervisors). The leadership team are paid pro-rata in compliance with legal requirements around minimum wage and we will renumerate according to the national average for their roles in a charity environment, funding dependent. Counsellors will not be given more than 3 clients a week. All our counsellors must have a current DBS check before they start working as a counsellor and they must have completed the GMS Safeguarding online training that we have produced.

At the end of last year we recruited a new Counselling Manager, Deborah Binns who is a welcome asset to the organisation.

Trustees

We have five Trustees. Tym Soper - Chair of the Board of Trustees, Chorouk El-Adib - Secretary of the Board of Trustees, Lester Thompson - Trustee, Vikki Moorhouse - Trustee. We are currently looking for a new treasurer.

The Board of Trustees meet several times a year and contribute to the strategic development of the organisation including pay conditions for all staff and working conditions for both paid and voluntary staff.

It is the intention of the Board of Trustees to review staff pay annually taking into account Local Government Pay Settlements, inflation and the current state of affairs of the organisation.

Funding will be focused on paying staff in the years ahead. We hope to be able all staff members eventually if we secure enough funding including the director, administrators and counsellors.

Overheads and Spending

We continue to operate on a low budget due to not having high overheads. So far, we have not had to pay rent for premise and have been working remotely. This is only possible because of the dedication of the staff and volunteers that contribute their time and skills to the cause.

FINANCIAL INFORMATION FOR 2023-2024

	Income	Outgoings
Restricted Funds	2675.00	488.85
Unrestricted Funds	16,117.32	1169.88
Totals	£ 18,792.32	£ 1,658.73

Income and Expenditure

Outgoings

Supervision	£ 275.00	Restricted
Website	£ 100.80	Restricted
Internet/Microsoft	£ 59.88	Unrestricted
Insurance	£ 113.05	Restricted
ICO	£ 35.00	Unrestricted
Staff Pay	£ 800.00	Unrestricted

Counsellor training	£ 275.00	Unrestricted
TOTAL	£ 1,658.73	
Income		
<u>Grants and donations</u>		
Fundraising carried over Unrestricted	£ 15487.32	
Southwark Charities Restricted	£ 2675.00	
Anonymous donors	£ 210.00	Unrestricted
Trading (paying clients)	£ 420.00	Unrestricted
Total	£18,792.32	
Balance	£17,133.59	

Code of Ethics

Grief Matters Southwark adheres to the requirements of the Code of Ethics produced by the British Association of Counselling and Psychotherapy (BACP) and we comply with their framework and requirements not only of counselling, but also of professional supervision.

Local Demographics

Southwark is one of the most densely populated and diverse boroughs in the country, with a young, growing and mobile population. According to the 2018 Joint Strategic Needs Assessment, just over 314,200 people live in Southwark, up from 256,700 in 2001. This represents an increase of more than a fifth over that period Southwark is an ethnically diverse borough, varying markedly across age groups and with the population under 20 much more diverse than other age groups. Southwark has one of the fastest growing populations in South East London, with the population projected to grow by nearly 20% by 2030; equating to an extra 60,000 residents.

In (2018) Southwark had the second highest murder rate in London, with 7 deaths attributed to gang-related crime. Many of the victims and perpetrators of violent crime in Southwark are young people, in the 16-

26 age group. A range of services and organisations are working in the local context to tackle the devastating and wide-ranging effects of violent crime involving loss of life.

Such incidents affect whole families and communities, and the existing psychological support available through mainstream services is not well placed to deal with the complicated grief often associated with violent or traumatic loss. Indeed, and due to budgetary pressures brought about by cuts, the bereavement counselling service once offered by Southwark Carers had to close. Moreover, Southwark is the only London borough that does not have a local Cruse bereavement service or any other specialised bereavement service.

Gender Intake

The client gender ratio for all client enquiries for 2021-2022 is as follows:

Males: **13.6 %**

Females: **86.4 %**

Client ethnicity

The clientele of Grief Matters Southwark reflects the community of Southwark which is rich in diversity. We are proud of our social inclusion and diversity records and have a good mix of people from all walks of life.

The percentage of clients that are in the age bracket 25-44 the diversity in relation to ethnic backgrounds is as follows:

- White/Caucasian **50%**
- Black/Afro-Caribbean **40 %**
- Asian/Middle-Eastern **10%**

The percentage of clients that are in the age bracket 45 + the diversity in relation to ethnic backgrounds is as follows:

- White/Caucasian **75%**
- Black/Afro-Caribbean **16.7 %**
- Asian/Middle-Eastern **8.3%**

Volunteers

Not only our clients, but our volunteers reflect the community in Southwark and we endeavour to remain inclusive and follow equal opportunities guidance in employing our staff.

Volunteer Training

We have recently looked at new training for staff which will focus on suicide, criminal acts that cause bereavement and other traumatic focused bereavements. This training will provide continuous professional development (CPD) for staff and will be ongoing over the year.

Monitoring and Feedback

We use Clinical Outcomes Routine Evaluation (Core-10) forms to monitor our clients well-being, clinical issues, risk and day-to-day functioning throughout their sessions. We use these at the beginning of the session work, at midway review, and at the end of the sessions. This information which covers wellbeing, can give us relevant information to assess and review our work as well as make our observations on client issues periodically.

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Our organisation is reliant on donations however big or small. Some of the funding that we receive is restricted for specific purposes, therefore, we need unrestricted funds to spend on things we need that are not specified in other grants. Your donations help us to survive as an organisation and give us flexibility in our spending. Our spending is recorded and updated regularly so you can see what we spend your money on (please see financial income and outgoings at the end of this report. You can make donations to us via contacting us on GriefMatters2019@outlook.com

VOLUNTEERING

Grief Matters Southwark is always looking for volunteers. We recruit: counsellors, fundraisers and administrative staff. Most of our vacancies are for part-time volunteers. If you feel like you have something to offer our small team or just want to alert us to your services you can send in a CV, please contact Julie via email: GriefMatters2019@outlook.com

ACKNOWLEDGEMENTS

We would like to thank all of our volunteers and supporters, our Patron and all donators, funders and any person or organisation that has helped us to set-up our small charity over the years including churches such as St Peter's Church, Walworth & St Giles Church, Camberwell and especially to those that offer their time continuously to keep us going

Trustees & Other Grant-Giving Bodies

London Catalyst (Peabody), Patron Jo Brand and The Albert Trust & Grief Matters Southwark Board of Trustees past and present including Vicki Badham our team Superstar fundraiser .

Board of Trustees 2020

The Trustees who acted during the period are set out at the beginning of this document. Election and re- election of Trustees is carried out according to the procedures set out in our Constitution, which is our governing document. Trustees are recruited through: advertising via the Grief Matters Southwark website, local advertisements and other sources. Potential trustees may send in their CVs for us to keep on file in the event that a suitable role comes up that they may apply for. We will keep your information private and confidential under the Data Protection Act and contact you if we see a compatible fit. Applicants that may be considered will be interviewed by a combination of staff. Potential Trustees will be interviewed by 2 trustees and then the full Board of Trustees are informed of the interview outcomes before a decision is made. Other staff and volunteers are interviewed by a combination of the following list: director, managers, trustees. Once this process is complete references, DBSs and other credentials will be checked Once the monitoring processes have been completed and the person employed by us at GMS we will offer training and inductions to the new member of staff.

At Grief Matters Southwark the Trustees take responsibility of the running of the charity in areas of strategy, planning, finance and develop. The day-to-day running of the charity falls on the director and management team. Our clinical team are also authorised to make organisational decisions for GMS if related to clinical issues.

All Trustees and the Director take their responsibilities seriously under UK charity law which requires the Board of Trustees to prepare financial statements that give a transparent and accurate view of their financial affairs. We have prepared our first financial statements for 2020/2021 and endeavour to outsource some of the accountancy work to accounting professionals when appropriate. The Trustees will make the final decisions on which external agencies to use and will have full input into

the accounting policies each time they are reviewed. Up to 3 Trustees including the new Treasurer and the director will be part of this planning and implementation process.

The Trustees alongside the director are responsible for the keeping of proper accounts with reasonable accuracy within any given timeframe that may be disclosed to the relevant authorities and in compliance with the rules and regulations of the Charity Commission. Responsibility towards GMS finances, finance controls and prevention of fraud also falls on the director and the Board of Trustees. Any irregularities should be identified and brought to the director and the Board of Trustees for explanation.

Grief Matters Southwark financial statements have been prepared by the Director of Grief Matters Southwark.

Public Benefit

It is a legal requirement on charities is that the Trustees must have regard to Charities Commission guidance on public benefit in deciding on the activities a charity undertakes and must report on those public benefits. As a charity Grief Matters Southwark must provide a description of identifiable benefits in relation to their daily activities and functions of the charity. The Board of Trustees are in agreement that the director and the management teamwork towards their aims and objectives as set out in their governing papers, Constitution of a Charitable Incorporated Organisation. On review of the operational work of Grief Matters Southwark by our Board of Trustees, they are happy that the activities of Grief Matters Southwark are in line with our designated aims and objectives that our organisation provides one-to-one counselling to adult residents of the LB of Southwark. The services are provided at a low-cost fee and are open to all residents of the London Borough of Southwark. For further detail on the activities we undertake and the nature of the public benefit provided see the detailed project reports on our website.

Grief Matters Southwark is dedicated to Equal Opportunities good practice and will only take on fully paid staff after going through a robust and fair recruitment process which aims to employ staff on merit. The GMS employment policy seeks to ensure that no-one receives less favourable treatment on the grounds of all of the protected characteristics:

Risk management and internal control

Our Board of Trustees work alongside the director reviewing, monitoring and checking all our working policies. The director, working alongside the Board of Trustees has produced a risk register that serves the organisation as a remote virtual office. This is monitored and reviewed regularly due to the pandemic. We follow Government guidelines in relation to the pandemic and comply with governmental guidance.

The Trustees oversaw the risk register produced and are satisfied that the arrangements for managing these risks combined with the annual review of financial controls and the reserves policy, will ensure that sufficient resources are available to maintain services for the foreseeable future.

The organisational structure and control system:

1. There is a clear organisational structure, with a working chain of command that outlines responsibilities and appropriate levels of accountability and reporting lines.
2. Our Trustees have specialist expertise in: Strategy and planning, law, finance, IT, policy-making.
3. The Trustees are regularly updated with financial reports and are able to request on demand should they need it for any of their work.
4. Grief Matters Southwark is committed to staying up-to-date with UK law and in particular, employment law and good management practice.

As set out in our original business plan we have achieved the main aims and objectives of Grief Matters Southwark which is to serve the community of the London Borough of Southwark as an adult bereavement counselling service. We intend to recruit more staff in the future to help with local fundraising (post-pandemic) and more Trustees with furnish us with different skills and experience. We may employ financial experts/and or services as our organisation grows.

Financial Performance

This is our second year as a small charity and we have managed to stay above board financially. Our finances are healthy and growing. Please see breakdown below.

Maintaining Service Delivery

Due to the size and newness of Grief Matters Southwark and because GMS has no guaranteed income, but relies on fundraising, grants and donations, we aim to keep a balance in our 'General Fund' which at a minimum would keep the charity going for 1 month. This is to cover unpredicted events. It also helps cover us if we should have to plan an 'Exit Strategy'. In order to do this we have reviewed our funds and worked out what we need to cover payments to self-employed staff, for insurance, ICO registration and any other annual payment.

Grief Matters Southwark have both a General Fund (as mentioned above) and Restricted Funds which are the funds that were offered to GMS for specific use. Should an 'Exit Strategy' take place we would pay back the restricted funds to the original funders.

Grief Matters Southwark - Accounts FROM April 2023 TO April 2024

Date	Money in	Money Out	Payee	Recipient	Balance	Restricted	Unrestricted
03/04/2023	5.00		Milne SR45		15,487.32		Unrestricted
13/04/2023	15.00		Giwa TA SR37		15,502.32		Unrestricted
25/04/2023		25.00		Supervision SK	15,477.32	Restricted	
28/04/2023		5.40		Microsoft Bill	15,471.92	Restricted	
28/04/2023	30.00		Martin SR44		15,501.92		Unrestricted
03/05/2023	30.00		Martin SR44		15,531.92		Unrestricted
05/05/2023	5.00		J Baines		15,536.92		Unrestricted
05/05/2023		100.00		D Binns CM pay	15,436.92		Unrestricted
30/05/2023		5.40		Microsoft Bill	15,431.52	Restricted	
30/05/2023		50.00		Supervision SK	15,381.52	Restricted	
30/05/2023		100.00		D Binns CM pay	15,281.52		Unrestricted
31/05/2023	30.00		Martin SR44		15,311.52		Unrestricted
06/06/2023		100.80		Word Press	15,210.72	Restricted	
06/06/2023		113.05		Policy Bee	15,097.67	Restricted	
08/06/2023	200.00		Anonymous donor		15,297.67		Unrestricted
14/06/2023		35.00		ICO	15,262.67		Unrestricted
19/06/2023		25.00		Supervision SK	15,237.67	Restricted	
23/06/2023	20.00		Rook SR47		15,257.67		Unrestricted
26/06/2023		75.00		Supervision SK	15,182.67	Restricted	
28/06/2023	15.00		Rook SR47		15,197.67		Unrestricted
30/06/2023		5.40		Microsoft Bill	15,192.27	Restricted	
14/07/2023	15.00		Martin SR44		15,207.27		Unrestricted

19/07/2023		50.00		Supervision SK	15,157.27	Restricted	
19/07/2023		150.00		D Binns CM pay	15,007.27		Unrestricted
20/07/2023	30.00		Rook SR47		15,022.27		Unrestricted
26/07/2023	15.00		Martin SR44		15,052.27		Unrestricted
31/07/2023		5.40		Microsoft Bill	15,046.87	Restricted	
02/08/2023	15.00		Rook SR47		15,061.87		Unrestricted
02/08/2023	15.00		Rook SR47		15,076.87		Unrestricted
18/08/2023	15.00		Rook SR47		15,091.87		Unrestricted
Date	Pay In	Pay Out	Payee	Recipient	Balance	Restricted	Unrestricted
24/08/2023	15.00		Rook SR47		15,106.87		Unrestricted
29/08/2023		5.40		Microsoft	15,101.47	Restricted	
31/08/2023	15.00		Martin SR44		15,131.47		Unrestricted
04/9/2023		275.00		SK Training	14,736.47		Unrestricted
18/09/2023		150.00		D Binns Pay	14,706.47		Unrestricted
27/09/2023	30.00		Rook SR47		14,856.47		Unrestricted
02/10/2023		5.40		Microsoft	14,731.07	Restricted	
06/10/2023	15.00		Rook SR47		14,746.07		Unrestricted
09/10/2023	50.00		Howley SR48		14,796.07		Unrestricted
18/10/2023	15.00		Rook SR47		14,811.07		Unrestricted
31/10/2023		5.40		Microsoft	14,805.67	Restricted	
31/10/2023		100.00		D Binns Pay	14,705.67		Unrestricted
03/11/2023		25.00		Supervision AW	14,680.67	Restricted	
09/11/2023	25.00		Howley SR48		14,705.67		Unrestricted
29/11/2023		5.40		Microsoft	14,700.27	Restricted	
18/12/2023		100.00		DB Pay	14,600.27		Unrestricted
28/12/2023		25.00		Supervision SK	14,575.27	Restricted	
29/12/2023	2,675.00		Southwark Charities Donor		17,250.27	Restricted	

02/01/2024		5.40		Microsoft	17,139.47	Restricted	
17/01/2024		100.00		DB Pay	17,144.87		Unrestricted
30/01/2024		5.40		Microsoft	17,244.87	Restricted	
06/03/2024		5.88		Microsoft	17,133.59	Restricted	

Accounts



Grief Matters
Grief Matters
Southwark

Annual Report

2022-2023



Registered Charity 1188121

Grief Matters Southwark - Annual Report

CONTENTS

	Pages
INTRODUCTION	2
LEGAL AND ADMINISTRATIVE INFORMATION	3
REPORT OF THE TRUSTEES 22/23	4
STATEMENT OF FINANCIAL ACTIVITIES	13

LEGAL AND ADMINISTRATIVE INFORMATION

STRUCTURE, GOVERNANCE AND MANAGEMENT GOVERNING DOCUMENT

The charity is controlled by its governing document, Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees. Registered company number 1188121

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2023.

Welcome to our Annual Report of 2022-23.

Grief Matters Southwark would like to say thank you to all the staff that have supported this charity past and present. It is down to the dedication of our volunteers, management and clinical teams, and the support of our donors/funders that Grief Matters Southwark is growing and developing whilst maintaining its first-class support service for those bereaved in the London Borough of Southwark.

The placement training scheme for counselling students at diploma level started last year has been successful and we are able to employ some more students over the last year.

Thanks to our Patron, Jo Brand donations we were able to cover all of our operations overheads and were able to support all of the clients that needed our support.

Since the pandemic we have continued to work remotely, offering both telephone counselling and video conferencing. As our virtual office provides an affordable and effective way for us at GMS counselling services to work we will be continuing with remote counselling for the time being until the organisation grows.

Our clinical team has remained the same as last year. The trainee placement scheme continues to provide an important resource for Grief Matters Southwark and for the students that participate. We continue to only take 4th year diploma students unless the student has a specialism in bereavement issues or work.

In the last year we have employed a new Chair, Mr Tym Soper and our old Chair is now a regular Trustee who remains on the Board of Trustees. We would like to thank Vikki Moorhouse for all the hard work she contributed as Chair she has put in a lot of thought and we are very grateful for her insights into how to maintain the quality of our work and improve and develop in specific areas of our work.

We as always very much centred on being a community-based team in Southwark and continue to be supported by Jo Brand, Community Southwark, and the Southwark Wellbeing Hub.

Grief Matters Southwark remains an inclusive organisation working with diverse groups and employing a diverse team of staff including Board

Members. We are committed to excellent standards in social inclusion, togetherness, anti-racism and equality.

We believe that it is our mission, vision and values that keep us safe and secure in our work and as we look towards the future with an aim to continuing to commit to our core beliefs.

Our Mission is to provide a first-class bereavement counselling service to the people of Southwark. In order to do this, we have recruited a highly specialised team who have worked in a professional capacity in the field of bereavement counselling for several years.

Our vision is that all residents in the London Borough of Southwark who are bereaved can access our specialised counselling service.

Our values are compassion-focused, non-judgemental, supportive and comforting. We place a high onus on respecting diversity and employ a workforce of staff that reflect the diversity of the community of Southwark.

Our six-core values ReCIPE are:

- **Respect** – for human rights and dignity
- **Competence** – ensuring the counsellor provides services appropriate to their qualifications, training and experience and maintains high standards of practice
- **Integrity** - ensuring the integrity of practitioner-client relationships
- **Privacy** – protecting the rights and safety of clients
- **Equality** - striving for the fair and adequate provision of services

TRUSTEES: Tym Soper (Chair of Board of Trustees), Chorouk El-Adib (Secretary of the Board of Trustees), Lester Thompson, Vikki Moorhouse, Treasurer role (currently being advertised).

OUR OBJECTIVES: To provide low-cost bereavement counselling service in Southwark and to relieve the mental and physical distress of people suffering from bereavement or loss, who reside in Southwark or the surrounding areas, by providing bereavement counselling and support in the community.

OUR HISTORY

Grief Matters Southwark was established as a registered charity on 21 February 2020. Grief Matters Southwark Bereavement Service is a

specialist service that prioritises complex bereavement in adults. For detailed information see our website <https://GriefMattersSouthwark.com>

Most of our team of counsellors have worked in the London Borough of Southwark as bereavement counsellors previously at a well-recognised and reputable organisation 'Southwark Carers'.

Its objectives are the promotion of charitable purposes for the benefit of the community within the London Borough of Southwark. Grief Matters Southwark is headed by the Board of Trustees, who together are responsible for the management of the organisation.

Report of the Chair 22-23

Now into our second operational year and I am glad to see that our small charity is changing and growing. It seems so near, yet so far away when we received our charity status 21 February 2020 and with all of the difficulties surrounding Covid-19 and the pandemic I am truly glad that Grief Matters Southwark continues to flourish.

We continue to provide all our counsellors with telephones and give them the option of video-conferencing if both counsellor and client are agreed. Grief Matters Southwark as an organisation has already seen some development and transformations and has shown resilience through difficult times. I am proud to have been the Chair for this charity at its seminal stage and I am looking forward to watching it develop and change further. This year I stepped down from the Chair role which will be taken over by Tym Soper. I will continue as a Trustee for the time-being and look forward to my new role within the organisation.

I am happy to see that our team of staff and clientele continue to advocate for diversity and social inclusion and that it remains a priority in our work. The last 3 years have been a time of learning and growth and we are glad that we are still well supported especially by our wonderful patron, Jo Brand. It is due to our patron that we are securely funded to take on the most marginalised of clients and we hope to continue our good work and continue to learn and maintain our high standards.

Grief Matters Southwark is open for counselling from Monday to Friday and are now including Saturdays for those people that cannot access the service during weekdays due to work or other commitments. Our fees remain the same as remote counselling means that we do not have to pay for room or premises hire.



Vikki Moorhouse, Chair of the Board of Trustees

Yours sincerely
Chair of the Board of Trustees

Accessing Our Services

Clients are able to self-refer to our services or will be referred by organisations within a network of local referral partners. These external agencies are set out in our original business plan. Individuals are able to refer themselves via our website.

Funding

Fundraising took a bit of a back seat in the last year as there has been more of a focus on recruiting new students. Next year the onus will be on employing good fundraisers and getting back out on the streets with new fundraising ideas. The implementation of new counselling students will help the charity to profit and can therefore be thought of fundraising in that respect.

Staffing and Recruitment

Our current team include 1 director, 1 counselling manager, 1 clinical assessor, a new supervisor and two freelance supervisors as well as team of 5 counsellors. Our clinical team comprises 10 part-time staff members. All staff are volunteers (with the exception of consultant/freelance roles. These paid roles include both counselling manager and supervisors). The leadership team are paid pro-rata in compliance with the rules around minimum wage and we will renumerate according to the national average for their roles in a charity environment, funding dependent. Counsellors will not be given more than 3 clients a week. All our counsellors must have a current DBS check before they start working as a counsellor and they must have completed the GMS Safeguarding online training that we have produced.

Trustees

We have five Trustees. Tym Soper - Chair of the Board of Trustees, Chorouk El-Adib - Secretary of the Board of Trustees, Lester Thompson - Trustee, Vikki Moorhouse - Trustee. We are currently looking for a new treasurer.

The Board of Trustees meet several times a year and contribute to the strategic development of the organisation including pay conditions for all staff and working conditions for both paid and voluntary staff.

It is the intention of the Board of Trustees to review staff pay annually taking into account Local Government Pay Settlements, inflation and the current state of affairs of the organisation. Funding will be focused on paying staff in the years ahead. We hope to be able all staff members eventually if we secure enough funding including the director, administrators and counsellors.

Overheads and Spending

In this third year we continue to operate on a low budget due to not having high overheads. So far, we have not had to pay rent for premise and have been working remotely. This is only possible because of the dedication of the staff and volunteers that contribute their time and skills to the cause.

Volunteers are the life blood of this organisation. We currently have 6 volunteers, 3 freelancers and 5 trustees working for the charity. Our clientele statistics have only grown slightly over the last year, but we persevere and hope to add more clients to the waiting list shortly.

FINANCIAL INFORMATION FOR 2022-2023

GMS ACCOUNT BALANCE SHEET April 2022 TO April 2023

Income carried over from 2021-2022	£10,287.70
------------------------------------	------------

	Income	Expenditure
Restricted Funds		1446.02
Unrestricted Funds	£8070.00	1429.98

Expenditure

Outgoings

Supervision	£1025.00	Restricted
Telephone & internet Bills Restricted	£ 262.78	
Insurance	£ 158.24	Restricted
Counselling Manager Wages Unrestricted	£ 1375.00	
ICO	£ 35.00	Unrestricted
Gifts and Miscellaneous Unrestricted	£ 19.98	
TOTAL	£2876.00	
Income		
Grants and donations		
Patron, Jo Brand TV & Performance Unrestricted	£6400.00	
Trading (paying clients)	£ 1670.00	Unrestricted
Total	£8070.00	

1.

Code of Ethics

Grief Matters Southwark adheres to the requirements of the Code of Ethics produced by the British Association of Counselling and Psychotherapy (BACP) and we comply with their framework and requirements not only of counselling, but also of professional supervision.

Local Demographics

Southwark is one of the most densely populated and diverse boroughs in the country, with a young, growing and mobile population. According to the 2018 Joint Strategic Needs Assessment, just over 314,200 people live in Southwark, up from 256,700 in 2001. This represents an increase of more than a fifth over that period. Southwark is an ethnically diverse borough, varying markedly across age groups and with the population under 20 much more diverse than other age groups. Southwark has one of the fastest growing populations in South East London, with the population projected to grow by nearly 20% by 2030; equating to an extra 60,000 residents.

In (2018) Southwark had the second highest murder rate in London, with 7 deaths attributed to gang-related crime. Many of the victims and perpetrators of violent crime in Southwark are young people, in the 16-26 age group. A range of services and organisations are working in the local context to tackle the devastating and wide-ranging effects of violent crime involving loss of life.

Such incidents affect whole families and communities, and the existing psychological support available through mainstream services is not well placed to deal with the complicated grief often associated with violent or traumatic loss. Indeed, and due to budgetary pressures brought about by cuts, the bereavement counselling service once offered by Southwark Carers had to close. Moreover, Southwark is the only London borough that does not have a local Cruse bereavement service or any other specialised bereavement service.

Gender Intake

The client gender ratio for all client enquiries for 2021-2022 is as follows:

Males: 22 %

Females: 78 %

Client ethnicity

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VOLUNTEERING

Grief Matters Southwark is always looking for volunteers. We recruit: counsellors, fundraisers and administrative staff. Most of our vacancies are for part-time volunteers. If you feel like you have something to offer

our small team or just want to alert us to your services you can send in a CV, please contact Julie via email: GriefMatters2019@outlook.com



Our superwoman Clinical Assessor, Vicki Badham raising money for Grief Matters Southwark

ACKNOWLEDGEMENTS

We would like to thank all of our volunteers and supporters, our Patron and all donators, funders and any person or organisation that has helped us to set-up our small charity over the years including churches such as St Peter's Church, Walworth & St Giles Church, Camberwell and especially to those that offer their time continuously to keep us going

Trustees & Other Grant-Giving Bodies

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keep your information private and confidential under the Data Protection Act and contact you if we see a compatible fit. Applicants that may be considered will be interviewed by a combination of staff. Potential Trustees will be interviewed by 2 trustees and then the full Board of Trustees are informed of the interview outcomes before a decision is made. Other staff and volunteers are interviewed by a combination of the following list: director, managers, trustees. Once this process is complete references, DBSs and other credentials will be checked. Once the monitoring processes have been completed and the person employed by us at GMS we will offer training and inductions to the new member of staff.

At Grief Matters Southwark the Trustees take responsibility of the running of the charity in areas of strategy, planning, finance and develop. The day-to-day running of the charity falls on the director and management team. Our clinical team are also authorised to make organisational decisions for GMS if related to clinical issues.

All Trustees and the Director take their responsibilities seriously under UK charity law which requires the Board of Trustees to prepare financial statements that give a transparent and accurate view of their financial affairs. We have prepared our first financial statements for 2020/2021 and endeavour to outsource some of the accountancy work to accounting professionals when appropriate. The Trustees will make the final decisions on which external agencies to use and will have full input into the accounting policies each time they are reviewed. Up to 3 Trustees including the new Treasurer and the director will be part of this planning and implementation process.

The Trustees alongside the director are responsible for the keeping of proper accounts with reasonable accuracy within any given timeframe that may be disclosed to the relevant authorities and in compliance with the rules and regulations of the Charity Commission. Responsibility towards GMS finances, finance controls and prevention of fraud also falls on the director and the Board of Trustees. Any irregularities should be identified and brought to the director and the Board of Trustees for explanation.

Grief Matters Southwark financial statements have been prepared by the Director of Grief Matters Southwark.

Public Benefit

It is a legal requirement on charities is that the Trustees must have regard to Charities Commission guidance on public benefit in deciding on

the activities a charity undertakes and must report on those public benefits. As a charity Grief Matters Southwark must provide a description of identifiable benefits in relation to their daily activities and functions of the charity. The Board of Trustees are in agreement that the director and the management teamwork towards their aims and objectives as set out in their governing papers, Constitution of a Charitable Incorporated Organisation. On review of the operational work of Grief Matters Southwark by our Board of Trustees, they are happy that the activities of Grief Matters Southwark are in line with our designated aims and objectives that our organisation provides one-to-one counselling to adult residents of the LB of Southwark. The services are provided at a low-cost fee and are open to all residents of the London Borough of Southwark. For further detail on the activities we undertake and the nature of the public benefit provided see the detailed project reports on our website.

Grief Matters Southwark is dedicated to Equal Opportunities good practice and will only take on fully paid staff after going through a robust and fair recruitment process which aims to employ staff on merit. The GMS employment policy seeks to ensure that no-one receives less favourable treatment on the grounds of all of the protected characteristics:

Risk management and internal control

Our Board of Trustees work alongside the director reviewing, monitoring and checking all our working policies. The director, working alongside the Board of Trustees has produced a risk register that serves the organisation as a remote virtual office. This is monitored and reviewed regularly due to the pandemic. We follow Government guidelines in relation to the pandemic and comply with governmental guidance.

The Trustees oversaw the risk register produced and are satisfied that the arrangements for managing these risks combined with the annual review of financial controls and the reserves policy, will ensure that sufficient resources are available to maintain services for the foreseeable future.

The organisational structure and control system:

1. There is a clear organisational structure, with a working chain of command that outlines responsibilities and appropriate levels of accountability and reporting lines.
2. Our Trustees have specialist expertise in: Strategy and planning, law, finance, IT, policy-making.

3. The Trustees are regularly updated with financial reports and are able to request on demand should they need it for any of their work.
4. Grief Matters Southwark is committed to staying up-to-date with UK law and in particular, employment law and good management practice.

As set out in our original business plan we have achieved the main aims and objectives of Grief Matters Southwark which is to serve the community of the London Borough of Southwark as an adult bereavement counselling service. We intend to recruit more staff in the future to help with local fundraising (post-pandemic) and more Trustees with furnish us with different skills and experience. We may employ financial experts/and or services as our organisation grows.

Financial Performance

This is our second year as a small charity and we have managed to stay above board financially. Our finances are healthy and growing. Please see breakdown below.

Maintaining Service Delivery

Due to the size and newness of Grief Matters Southwark and because GMS has no guaranteed income, but relies on fundraising, grants and donations, we aim to keep a balance in our 'General Fund' which at a minimum would keep the charity going for 1 month. This is to cover unpredicted events. It also helps cover us if we should have to plan an 'Exit Strategy'. In order to do this we have reviewed our funds and worked out what we need to cover payments to self-employed staff, for insurance, ICO registration and any other annual payment.

Grief Matters Southwark have both a General Fund (as mentioned above) and Restricted Funds which are the funds that were offered to GMS for specific use. Should an 'Exit Strategy' take place we would pay back the restricted funds to the original funders.

Grief Matters Southwark - Accounts from April 2022 to April 2023

Date	Money In	From	Money Out	Recipient	Balance	Restricted	Unrestricted
29 /04/22			4.56	Microsoft	10158.26		Unrestricted
25/04/22			158.24	Policy Bee Insurance	10162.82		Unrestricted
22/04/22			10.00	Giff Gaff	10321.06	Restricted	
22/04/22			6.00	Giff Gaff	10331.06	Restricted	
13/04/22	240.00	K Watson			10337.06		Unrestricted
11/04/22			50.00	Supervision	10097.06	Restricted	
11/04/22			19.98	Florists	10147.06		Unrestricted
08/04/22			175.00	Supervision	10167.04	Restricted	
08/04/22			6.00	Giff Gaff	10142.04	Restricted	
08/04/22			6.00	Giff Gaff	10348.04	Restricted	
08/04/22			6.00	Giff Gaff	10354.04	Restricted	
04/04/22			6.00	Giff Gaff	10360.04	Restricted	
04/04/22			6.00	Giff Gaff	10366.04	Restricted	
31/05/22			4.56	Microsoft	10287.07		Unrestricted
24/05/22			6.00	Giff Gaff	10292.26	Restricted	
24/05/22			6.00	Giff Gaff	10302.26	Restricted	
17/05/22	180.00	La Riv			10308.26		Unrestricted
10/05/22			6.00	Giff Gaff	10128.26	Restricted	

10/05/22			6.00	Giff Gaff	10134.26	Restricted	
03/05/22			6.00	Giff Gaff	10140.26	Restricted	
03/05/22			6.00	Giff Gaff	10146.26	Restricted	
03/05/22			6.00	Giff Gaff	10152.26	Restricted	
29/06/22			4.56	Microsoft	10361.02		Unrestricted
28/06/22			25.00	Supervision	10365.58	Restricted	
28/06/22			25.00	Supervision	10390.58	Restricted	
24/06/22	40.00	Mr AA Mrs G			10415.58		Unrestricted
22/06/22			6.00	Giff Gaff	10375.58	Restricted	
21/06/22	120.00	H Lucas			10385.58		Unrestricted
17/06/22			50.00	Supervision	10265.58	Restricted	
17/06/22	40.00	Mr AA Mrs G			10315.58		Unrestricted
Date	Money In	From	Money Out	Recipient	Balance	Restricted	Unrestricted
14/06/22			59.12	Amazon	10275.58	Restricted	
13/06/22	50.00	H Lucas			10334.07		Unrestricted
10/06/22	40.00	Mr AA Mrs G			10284.07		Unrestricted
06/06/22			6.00	Giff Gaff	10244.07	Restricted	
06/06/22			6.00	Giff Gaff	10250.07	Restricted	
06/06/22			6.00	Giff Gaff	10256.07	Restricted	
01/06/22			25.00	Supervision	10262.07	Restricted	
29/07/22			4.56	Microsoft	10580.48		Unrestricted
22/07/22			10.00	Giff Gaff	10585.04	Restricted	
19/07/22	35.00	Agyapongma			10595.04		Unrestricted

		a					
15/07/22	40.00	Mr AA Mrs G			10560.04		Unrestricted
12/07/22	35.00	Agyapongma a			10520.04		Unrestricted
12/07/22			7.99	Amazon	10485.04	Restricted	
11/07/22	120.00	H Lucas			10493.04		Unrestricted
08/07/22	40.00	Mr AA Mrs G			10373.03		Unrestricted
08/07/22			25.00	Supervision	10333.03	Restricted	
08/07/22			7.99	Amazon	10358.03	Restricted	
07/07/22			35.00	ICO	10366.02		Unrestricted
04/07/22	40.00	Mr AA Mrs G			10401.02		Unrestricted
30/08/22	35.00	Agyapongma a			16665.92		Unrestricted
30/08/22			4.56	Microsoft	16630.92	Restricted	
23/08/22	35.00	Agyapongma a			16635.48		Unrestricted
23/08/22			10.00	Giff Gaff	16600.48	Restricted	
19/08/22	5900.00	BBC TV Jo Brand	5900.00		16610.48		Unrestricted
04/08/22	120.00	H Lucas			10710.48		Unrestricted
02/08/22	35.00	Agyapongma a			10590.48		Unrestricted
02/08/22			25.00	Supervision	10555.48	Restricted	
29/09/22			4.56	Microsoft	15751.36		Unrestricted
28/09/22			50.00	Supervision	15755.92	Restricted	
28/09/22			50.00	Supervision	15805.92	Restricted	
28/09/22			1000.00	Counselling Manager pay	15855.92		Unrestricted
07/09/22	190.00	La Riv			16855.92		Unrestricted
31/10/22			4.56	Microsoft	15696.80		Unrestricted

Date	Money In	From	Money Out	Recipient	Balance	Restricted	Unrestricted
04/10/22			25.00	Supervision	15701.36	Restricted	
04/10/22			25.00	Supervision	15726.36	Restricted	
30/11/22	Giwa TA	5.00			15772.24		Unrestricted
29/11/22			4.56	Microsoft	15767.24		Unrestricted
28/11/22	Giwa TA	10.00			15771.80		Unrestricted
21/11/22	Nyamupanda	65.00			15761.80		Unrestricted
29/12/22			4.56	Microsoft	16232.68		Unrestricted
21/12/22	Giwa TA	5.00			16237.24		Unrestricted
14/12/22	Giwa TA	5.00			16232.24		Unrestricted
09/12/22	Vivienne Clore JB donation	500.00			16227.24		Unrestricted
08/12/22			75.00	Supervision	15727.24	Restricted	
08/12/22			25.00	Supervision	15802.24	Restricted	
07/12/22	Giwa TA	5.00			15827.24		Unrestricted
01/12/22	RG Powell	50.00			15822.24		Unrestricted
31/01/23			75.00	Supervision	15788.12	Restricted	
30/01/23			4.56	Microsoft	15863.12		Unrestricted
18/01/23	Giwa TA	5.00			15867.68		Unrestricted
12/01/23			250.00	Counselling Manager Pay	15862.68		Unrestricted
12/01/23			125.00	Supervision	16112.68	Restricted	
11/01/23	Giwa TA	5.00			16237.68		Unrestricted
27/02/23			200.00	Counselling Manager Pay	15553.12	Restricted	
27/02/23			75.00	Supervision	15753.12.	Restricted	
22/02/23	Giwa TA	5.00			15828.12		Unrestricted
15/02/23	Giwa TA	5.00			15823.12		Unrestricted
08/02/23	Giwa TA	5.00			15818.12		Unrestricted

02/02/23	RG Powell	20.00			15813.12		Unrestricted
01/02/23	Giwa TA	5.00			15793.12		Unrestricted
29/03/23			5.04	Microsoft	15482.32		Unrestricted
21/03/23	Martin	40.00			15487.72		Unrestricted
17/03/23			50.00	Supervision	15447.72	Restricted	
Date	Money In	From	Money Out	Recipient	Balance	Restricted	Unrestricted
17 /03/23			50.00	Supervision	15497.72	Restricted	
01/03/23			5.04	Microsoft	15547.72		Unrestricted

Accounts



Grief Matters
Grief Matters
Southwark

Annual Report

2021-2022



Registered Charity 1188121

Grief Matters Southwark - Annual Report

CONTENTS

	Pages
INTRODUCTION	2
LEGAL AND ADMINISTRATIVE INFORMATION	3
REPORT OF THE TRUSTEES 21/22	4
STATEMENT OF FINANCIAL ACTIVITIES	13

LEGAL AND ADMINISTRATIVE INFORMATION

STRUCTURE, GOVERNANCE AND MANAGEMENT GOVERNING DOCUMENT

The charity is controlled by its governing document, Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees. Registered company number 1188121

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2022.

Welcome to our Annual Report of 2021-22.

The last year has seen lots of changes some role replacements and a new trainee placement scheme for counselling students at diploma level. Grief Matters Southwark would like to say thank you to all the staff that have supported this charity past and present. It is down to the dedication of our volunteers, management and clinical teams, and the support of our donors/funders that Grief Matters Southwark is growing and developing whilst maintaining its first-class support service for those bereaved in the London Borough of Southwark.

Thanks to our donors we were able to support medical staff at both Guys and St Thomas Trust who were working with people with Covid-19 as well as pay our counsellors that undertook that work. The pandemic forced us - to work remotely, offering both telephone counselling and video conferencing. As our virtual office provides an affordable and effective way for us at GMS counselling services to work we will be continuing with remote counselling for the time being until the organisation grows.

Our clinical team has changed and grown in the last year and we have now implemented a student training scheme. The scheme helps both Grief Matters Southwark and the diploma level placement students to develop. The scheme provides an important resource for Grief Matters Southwark and for the students that participate. We have two new highly experienced supervisors who work for us on a freelance basis on board who supervise both the qualified counsellors and our students. We are only taking 4th year diploma students unless the student has a specialism in bereavement issues or work. Once again, we would like to thank the Board of Trustees in approving our new business plan and new training scheme for student counsellors and for supporting the staff who are responsible for the recruitment of our new team. Although there have been many changes in the past year our values remain the same:- to be compassion-focused, non-judgemental, supportive and comforting - inform all our clinical work, and our outlook generally.

We are very much centred on being a community-based team in Southwark and continue to be supported by Community Southwark, and the Southwark Wellbeing Hub.

Grief Matters Southwark remains an inclusive organisation working with diverse groups and employing a diverse team of staff including Board Members. We are committed to excellent standards in social inclusion, togetherness and anti-racism and equality.

We are proud to be the only bereavement counselling charity of its kind in the London Borough of Southwark and are pleased with the financial management of this small and young charity which helps to keep it growing.

We believe that it is our mission, vision and values that keep us safe and secure in our work and as we look towards the future with an aim to continuing to commit to our core beliefs.

Our Mission is to provide a first-class bereavement counselling service to the people of Southwark. In order to do this, we have recruited a highly specialised team who have worked in a professional capacity in the field of bereavement counselling for several years.

Our vision is that all residents in the London Borough of Southwark who are bereaved can access our specialised counselling service.

Our values are compassion-focused, non-judgemental, supportive and comforting. We place a high onus on respecting diversity and employ a workforce of staff that reflect the diversity of the community of Southwark.

Our six-core values ReCIPE are:

- **Respect** – for human rights and dignity
- **Competence** – ensuring the counsellor provides services appropriate to their qualifications, training and experience and maintains high standards of practice
- **Integrity** - ensuring the integrity of practitioner-client relationships
- **Privacy** – protecting the rights and safety of clients
- **Equality** - striving for the fair and adequate provision of services

TRUSTEES: Vikki Moorhouse (Chair of Board of Trustees), Chorouk El-Adib (Secretary of the Board of Trustees), Lester Thompson, Tym Soper, Treasurer role (currently being advertised).

OUR OBJECTIVES: To provide low-cost bereavement counselling service in Southwark and to relieve the mental and physical distress of people suffering from bereavement or loss, who reside in Southwark or

the surrounding areas, by providing bereavement counselling and support in the community.

OUR HISTORY

Grief Matters Southwark was established as a registered charity on 21 February 2020. Grief Matters Southwark Bereavement Service is a specialist service that prioritises complex bereavement in adults. For detailed information see our website <https://GriefMattersSouthwark.com>

Most of our team of counsellors have worked in the London Borough of Southwark as bereavement counsellors previously at a well-recognised and reputable organisation 'Southwark Carers'.

Its objectives are the promotion of charitable purposes for the benefit of the community within the London Borough of Southwark. Grief Matters Southwark is headed by the Board of Trustees, who together are responsible for the management of the organisation.

Report of the Chair 21-22

Now into our second operational year and I am glad to see that our small charity is changing and growing. It seems so near, yet so far away when we received our charity status 21 February 2020 and with all of the difficulties surrounding Covid-19 and the pandemic I am truly glad that Grief Matters Southwark continues to flourish.

We continue to provide all our counsellors with telephones and give them the option of video-conferencing if both counsellor and client are agreed. Grief Matters Southwark staff responded to the pandemic as best they could possibly do and it is through their positivity in challenging times that the organisation has kept going and remains fully functional. The team have shown they can adapt to difficult circumstances and have done it well.

Our team of staff and our clientele come from diverse backgrounds and we hope to continue to support diversity and social inclusion as a priority in our work. We continue to receive enquiries from external organisations and intend to work with some of the organisations more closely now that we are firmly on our feet. We have learned a lot in the last two years and continue to learn from our experiences so far and will endeavour to focus on new learning curves in order to maintain the service at a high standard.

We have now secured enough funding to see some clients for a zero fee for those people that are living in poverty and hope to be able to secure more funding so that we can continue to meet the needs of the most marginalised people in the borough.

Grief Matters Southwark is open for counselling from Monday to Friday and are now including Saturdays for those people that can not access the service during weekdays due to work or other commitments. Our fees remain the same as remote counselling means that we do not have to pay for room or premises hire.

Accessing Our Services

Clients are able to self-refer to our services or will be referred by organisations within a network of local referral partners. These external agencies are set out in our original business plan. Individuals are able to refer themselves via our website.

Funding

Fundraising took a bit of a back seat in the last year as there has been more of a focus on recruiting new students. Next year the onus will be on employing good fundraisers and getting back out on the streets with our signature cake stalls. The implementation of new counselling students will help the charity to profit and can therefore be thought of fundraising in that respect.

Staffing and Recruitment

Our current team include 1 director, 1 counselling manager, 1 clinical assessor and two freelance supervisors as well as team of 5 counsellors. Our clinical team comprises 10 part-time staff members. All staff are volunteers (with the exception of consultant/freelance roles. These paid roles include both counselling manager and supervisors). The leadership team are paid pro-rata in compliance with the rules around minimum wage and we will renumerate according to the national average for their roles in a charity environment, funding dependent. Counsellors will not be given more than 3 clients a week. All our counsellors must have a current DBS check before they start working as a counsellor and they must have completed the GMS Safeguarding online training that we have produced.

At the end of last year we recruited a new Counselling Manager, Deborah Binns who is a welcome asset to the organisation.

Trustees

We have five Trustees. Vikki Moorhouse - Chair of the Board of Trustees, Chorouk El-Adib - Secretary of the Board of Trustees, Andy Kakembo - Trustee (standing down February 2023), Lester Thompson - Trustee, Tym Soper - Trustee. We are currently looking for a new treasurer.

The Board of Trustees meet several times a year and contribute to the strategic development of the organisation including pay conditions for all staff and working conditions for both paid and voluntary staff.

It is the intention of the Board of Trustees to review staff pay annually taking into account Local Government Pay Settlements, inflation and the current state of affairs of the organisation. Funding will be focused on paying staff in the years ahead. We hope to be able all staff members eventually if we secure enough funding including the director, administrators and counsellors.

Overheads and Spending

In this second year we continue to operate on a low budget due to not having high overheads. So far, we have not had to pay rent for premise and have been working remotely. This is only possible because of the dedication of the staff and volunteers that contribute their time and skills to the cause.

Volunteers are the life blood of this organisation. We currently have 6 volunteers, 3 freelancers and 5 trustees working for the charity. Our clientele statistics have only grown slightly over the last year, but we persevere and hope to add more clients to the waiting list shortly.



Vikki Moorhouse, Chair of the Board of Trustees

Yours sincerely

Chair of the Board of Trustees

FINANCIAL INFORMATION FOR 2021-2022

GMS ACCOUNT BALANCE SHEET April 2021 TO April 2022

Income carried over from 2020-21	£11,280.99
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	Income	Expenditure
Restricted Funds		3,143.81
Unrestricted Funds	2,635.00	844.20

Expenditure

Outgoings

Supervision	£2135.00	Restricted
NHS Counsellor payments	£ 300.00	Restricted
Telephone & internet Bills Restricted	£ 546.00	
Insurance	£ 158.25	Restricted
Counselling Manager Wages Unrestricted	£ 484.30	
ICO	£ 40.00	Unrestricted
Gifts and Miscellaneous Unrestricted	£ 79.92	
Staff Training PESI x 2 Unrestricted	£ 239.98	
Microsoft	£ 4.56	Restricted

TOTAL	£3988.01
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Income

Grants and donations

Vikki Badham Sponsored Run Unrestricted	£1,660.00	
Trading (paying clients)	£ 975.00	Unrestricted
Total	£2,635.00	

1.

Code of Ethics

Grief Matters Southwark adheres to the requirements of the Code of Ethics produced by the British Association of Counselling and Psychotherapy (BACP) and we comply with their framework and requirements not only of counselling, but also of professional supervision.

Local Demographics

Southwark is one of the most densely populated and diverse boroughs in the country, with a young, growing and mobile population. According to the 2018 Joint Strategic Needs Assessment, just over 314,200 people live in Southwark, up from 256,700 in 2001. This represents an increase of more than a fifth over that period. Southwark is an ethnically diverse borough, varying markedly across age groups and with the population under 20 much more diverse than other age groups. Southwark has one of the fastest growing populations in South East London, with the population projected to grow by nearly 20% by 2030; equating to an extra 60,000 residents.

In (2018) Southwark had the second highest murder rate in London, with 7 deaths attributed to gang-related crime. Many of the victims and perpetrators of violent crime in Southwark are young people, in the 16-26 age group. A range of services and organisations are working in the local context to tackle the devastating and wide-ranging effects of violent crime involving loss of life.

Such incidents affect whole families and communities, and the existing psychological support available through mainstream services is not well placed to deal with the complicated grief often associated with violent or traumatic loss. Indeed, and due to budgetary pressures brought about by cuts, the bereavement counselling service once offered by Southwark Carers had to close. Moreover, Southwark is the only London borough that does not have a local Cruse bereavement service or any other specialised bereavement service.

Gender Intake

The client gender ratio for all client enquiries for 2021-2022 is as follows:

Males: 22 %

Females: 78 %

Client ethnicity

The clientele of Grief Matters Southwark reflects the community of Southwark which is rich in diversity. We are proud of our social inclusion and diversity records and have a good mix of people from all walks of life.

Volunteers

Not only our clients, but our volunteers reflect the community in Southwark and we endeavour to remain inclusive and follow equal opportunities guidance in employing our staff.

Volunteer Training

We have recently looked at new training for staff which will focus on suicide, criminal acts that cause bereavement and other traumatic focused bereavements. This training will provide continuous professional development (CPD) for staff and will be ongoing over the year.

Monitoring and Feedback

We use Clinical Outcomes Routine Evaluation (Core-10) forms to monitor our clients well-being, clinical issues, risk and day-to-day functioning throughout their sessions. We use these at the beginning of the session work, at midway review, and at the end of the sessions. This information which covers wellbeing, can give us relevant information to assess and review our work as well as make our observations on client issues periodically.

HOW YOU CAN HELP GMS

DONATIONS

Our organisation is reliant on donations however big or small. Some of the funding that we receive is restricted for specific purposes, therefore, we need unrestricted funds to spend on things we need that are not specified in other grants. Your donations help us to survive as an organisation and give us flexibility in our spending. Our spending is recorded and updated regularly so you can see what we spend your money on (please see financial income and outgoings at the end of this report. You can make donations to us via contacting us on GriefMatters2019@outlook.com

VOLUNTEERING

Grief Matters Southwark is always looking for volunteers. We recruit: counsellors, fundraisers and administrative staff. Most of our vacancies are for part-time volunteers. If you feel like you have something to offer

our small team or just want to alert us to your services you can send in a CV, please contact Julie via email: GriefMatters2019@outlook.com



Our superwoman Clinical Assessor, Vicki Badham raising money for Grief Matters Southwark

ACKNOWLEDGEMENTS

We would like to thank all of our volunteers and supporters, our Patron and all donators, funders and any person or organisation that has helped us to set-up our small charity over the years including churches such as St Peter's Church, Walworth & St Giles Church, Camberwell and especially to those that offer their time continuously to keep us going

Trustees & Other Grant-Giving Bodies

London Catalyst (Peabody), Patron Jo Brand and The Albert Trust & Grief Matters Southwark Board of Trustees past and present including Vicki Badham our team Superstar fundraiser .

Board of Trustees 2020

The Trustees who acted during the period are set out at the beginning of this document. Election and re- election of Trustees is carried out according to the procedures set out in our Constitution, which is our governing document. Trustees are recruited through: advertising via the Grief Matters Southwark website, local advertisements and other sources. Potential trustees may send in their CVs for us to keep on file in the event that a suitable role comes up that they may apply for. We will

keep your information private and confidential under the Data Protection Act and contact you if we see a compatible fit. Applicants that may be considered will be interviewed by a combination of staff. Potential Trustees will be interviewed by 2 trustees and then the full Board of Trustees are informed of the interview outcomes before a decision is made. Other staff and volunteers are interviewed by a combination of the following list: director, managers, trustees. Once this process is complete references, DBSs and other credentials will be checked. Once the monitoring processes have been completed and the person employed by us at GMS we will offer training and inductions to the new member of staff.

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Public Benefit

It is a legal requirement on charities is that the Trustees must have regard to Charities Commission guidance on public benefit in deciding on

the activities a charity undertakes and must report on those public benefits. As a charity Grief Matters Southwark must provide a description of identifiable benefits in relation to their daily activities and functions of the charity. The Board of Trustees are in agreement that the director and the management teamwork towards their aims and objectives as set out in their governing papers, Constitution of a Charitable Incorporated Organisation. On review of the operational work of Grief Matters Southwark by our Board of Trustees, they are happy that the activities of Grief Matters Southwark are in line with our designated aims and objectives that our organisation provides one-to-one counselling to adult residents of the LB of Southwark. The services are provided at a low-cost fee and are open to all residents of the London Borough of Southwark. For further detail on the activities we undertake and the nature of the public benefit provided see the detailed project reports on our website.

Grief Matters Southwark is dedicated to Equal Opportunities good practice and will only take on fully paid staff after going through a robust and fair recruitment process which aims to employ staff on merit. The GMS employment policy seeks to ensure that no-one receives less favourable treatment on the grounds of all of the protected characteristics:

Risk management and internal control

Our Board of Trustees work alongside the director reviewing, monitoring and checking all our working policies. The director, working alongside the Board of Trustees has produced a risk register that serves the organisation as a remote virtual office. This is monitored and reviewed regularly due to the pandemic. We follow Government guidelines in relation to the pandemic and comply with governmental guidance.

The Trustees oversaw the risk register produced and are satisfied that the arrangements for managing these risks combined with the annual review of financial controls and the reserves policy, will ensure that sufficient resources are available to maintain services for the foreseeable future.

The organisational structure and control system:

1. There is a clear organisational structure, with a working chain of command that outlines responsibilities and appropriate levels of accountability and reporting lines.
2. Our Trustees have specialist expertise in: Strategy and planning, law, finance, IT, policy-making.

3. The Trustees are regularly updated with financial reports and are able to request on demand should they need it for any of their work.
4. Grief Matters Southwark is committed to staying up-to-date with UK law and in particular, employment law and good management practice.

As set out in our original business plan we have achieved the main aims and objectives of Grief Matters Southwark which is to serve the community of the London Borough of Southwark as an adult bereavement counselling service. We intend to recruit more staff in the future to help with local fundraising (post-pandemic) and more Trustees with furnish us with different skills and experience. We may employ financial experts/and or services as our organisation grows.

Financial Performance

This is our second year as a small charity and we have managed to stay above board financially. Our finances are healthy and growing. Please see breakdown below.

Maintaining Service Delivery

Due to the size and newness of Grief Matters Southwark and because GMS has no guaranteed income, but relies on fundraising, grants and donations, we aim to keep a balance in our 'General Fund' which at a minimum would keep the charity going for 1 month. This is to cover unpredicted events. It also helps cover us if we should have to plan an 'Exit Strategy'. In order to do this we have reviewed our funds and worked out what we need to cover payments to self-employed staff, for insurance, ICO registration and any other annual payment.

Grief Matters Southwark have both a General Fund (as mentioned above) and Restricted Funds which are the funds that were offered to GMS for specific use. Should an 'Exit Strategy' take place we would pay back the restricted funds to the original funders.

GRIEF MATTERS SOUTHWARK - FINANCIAL ACCOUNTS (BASIC INFORMATION TO DATE) 2021-2022

Date	Money In	Doner	Client or other	Money Out	Recipient	Total	Restrict ed	Unrestrict ed
06/04/2021				£6.00	Giffgaff	£11,280.99	Restricted	
06/04/2021				£6.00	Giffgaff	£11,274.99	Restricted	
06/04/2021				£6.00	Giffgaff	£11,268.99	Restricted	
06/04/2021	£40.00		JW			£11,302.99		Unrestrict ed
08/04/2021				£6.00	Giffgaff	£11,296.99	Restricted	
08/04/2021				£6.00	Giffgaff	£11,296.99	Restricted	
11/04/2021				£210.00	Supervision	£11,080.99	Restricted	
11/04/2021				£59.98	Leaving present	£11,021.01		Unrestrict ed
11/04/2021				£245.00	Supervision	£10,776.01	Restricted	
13/04/2021	£40.00		JW			£10816.01		Unrestrict ed
18/04/2021	£5.00		NR			£10,843.51		Unrestrict ed
21/04/2021	£22.50	MULCQ				£10,837.51		Unrestrict ed
22/04/2021				£6.00	Giffgaff	£10,837.51	Restricted	
22/04/2021				£10.00	Giffgaff	£10,827.51	Restricted	

26/04/2021				£158.25	Policy Bee Insurance. Repayment to Nina Britten	£158.25	Restricted	
03/05/2021				£175.00	Supervision	£175.00	Restricted	
04/05/2021				£6.00	GiffGaff	£10,488.26	Restricted	
04/05/2021				£6.00	GiffGaff	£10,482.26	Restricted	
04/05/2021				£6.00	GiffGaff	£10,476.26	Restricted	
10/05/2021				£6.00	GiffGaff	£10,470.26	Restricted	
10/05/2021				£6.00	GiffGaff	£10,464.26	Restricted	
18/05/2021				£140.00	Supervision	£10,324.26	Restricted	
18/05/2021				£150.00	NHS Client NB	£10,227.26	Restricted	
24/05/2021				£6.00	GiffGaff	£10,168.26	Restricted	
24/05/2021				£10.00	GiffGaff	£10,158.26	Restricted	
Date	Money In	Doner	Client or other	Money Out	Recipient	Total	Restrict ed	Unrestrict ed
25/05/2021	£150.00		EW			£10,308.26		Unrestrict ed
02/06/2021				£6.00	Giffgaff	£10,302.26	Restricted	
02/06/2021				£6.00	Giffgaff	£10,296.26	Restricted	

02/06/2021				£6.00	Giffgaff	£10,290.26	Restricted	
04/06/2021				£245.00	Supervision	£10,045.26	Restricted	
08/06/2021				£6.00	Giffgaff	£10,039.26	Restricted	
08/06/2021				£6.00	Giffgaff	£10,033.26	Restricted	
08/06/2021	£240.00		GV			£10,273.26		Unrestricted
17/06/2021				£40.00	Information Commissioner's Office	£10,233.26	Restricted	
22/06/21				£6.00	Giffgaff	£10,227.26	Restricted	
22/06/21				£10.00	Giffgaff	£10,217.26	Restricted	
02/07/2021				£6.00	Giffgaff	£10,211.26	Restricted	
02/07/2021				£6.00	Giffgaff	£10,205.26	Restricted	
02/07/2021				£6.00	Giffgaff	£10,199.26	Restricted	
08/07/2021				£6.00	Giffgaff	£10,193.26	Restricted	
08/07/2021				£6.00	Giffgaff	£10,187.26	Restricted	
09/07/2021				£35.00	Supervision	£10,152.26	Restricted	
09/07/2021				£105.00	Supervision	£10,047.26	Restricted	
14/07/2021	£5		MN			£10,052.26		Unrestricted
22/07/2021				£6.00	Giffgaff	£10,046.2	Restricted	

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22/07/2021				£10.00	Giffgaff	£10,036.26	Restricted	
23/07/2021	£5		MN			£10,041.26		Unrestricted
03/08/2021				£6.00	Giffgaff	£10,029.26	Restricted	
03/08/2021				£6.00	Giffgaff	£10,023.26	Restricted	

Date	Money In	Doner	Client or other	Money Out	Recipient	Total	Restricted	Unrestricted
03/08/2021				£6.00	Giffgaff	£10,017.26	Restricted	
10/08/2021				£6.00	Giffgaff	£10,011.26	Restricted	
10/08/2021				£35.00	Supervision	£9,976.26	Restricted	
13/08/2021				£140.00	Supervision	£9,836.26	Restricted	
24/08/2021				£6.00	Giffgaff	£9,830.26	Restricted	
24/08/2021				£6.00	Giffgaff	£9,820.26	Restricted	
02/09/2021				£6.00	Giffgaff	£9,814.26	Restricted	
02/09/2021				£6.00	Giffgaff	£9,808.26	Restricted	
02/09/2021				£6.00	Giffgaff	£9,802.26	Restricted	
08/09/2021				£6.00	Giffgaff	£9,796.26	Restricted	
08/09/2021				£6.00	Giffgaff	£9,790.26	Restricted	
14/09/2021				£105.00	Supervision	£11,589.26	Restricted	
14/09/2021				£150.00	NHS Client	£11,439.26	Restricted	

15/09/2021	£1,903.74	Cheque Deposit	Unknown			£11,694.00		Unrestricted
22/09/2021				£6.00	Giffgaff	£11,433.00	Restricted	
22/09/2021				£10.00	Giffgaff	£11,423.00	Restricted	
29/09/2021				£175.00	Supervision	£11,248.00	Restricted	
04/10/2021				£6.00	Giffgaff	£11,242.00	Restricted	
04/10/2021				£6.00	Giffgaff	£11,236.00	Restricted	
04/10/2021				£6.00	Giffgaff	£11,230.00	Restricted	
08/10/2021				£6.00	Giffgaff	£11,224.00	Restricted	
08/10/2021				£6.00	Giffgaff	£11,218.00	Restricted	
22/10/2021				£6.00	Giffgaff	£11,212.00	Restricted	
22/10/2021				£10.00	Giffgaff	£11,202.00	Restricted	
25/10/2021	£152.13	Counter Deposit	Unknown	£152.13		£11,354.13		Unrestricted

Date	Money In	Doner	Client or other	Money Out	Recipient	Total	Restricted	Unrestricted
01/11/2021				£70.00	Supervision	£11,284.13	Restricted	
02/11/2021				£6.00	Giffgaff	£11,278.13	Restricted	
02/11/2021				£6.00	Giffgaff	£11,272.00	Restricted	
02/11/2021				£6.00	Giffgaff	£11,266.00	Restricted	
09/11/2021				£6.00	Giffgaff	£11,260.00	Restricted	
09/11/2021				£6.00	Giffgaff	£11,254.00	Restricted	
12/11/2021				£175.00	Supervision	£11,079.13	Restricted	
23/11/2021				£6.00	Giffgaff	£11,073.13	Restricted	
23/11/2021				£10.00	Giffgaff	£11,063.13	Restricted	
26/11/2021				£70.00	Supervision	£10,508.13	Restricted	
26/11/2021				£484.30	Counselling Manager fees	£10,508.83		Unrestricted
02/12/2021				£6.00	Giffgaff	£10,502.83	Restricted	
02/12/2021				£6.00	Giffgaff	£10,496.83	Restricted	
02/12/2021				£6.00	Giffgaff	£10,490.83	Restricted	
08/12/2021				£6.00	Giffgaff	£10,484.83	Restricted	

08/12/2021				£6.00	Giffgaff	£10,478.83	Restricted	
15/12/2021				£19.94	Lovely Flora World	£10,458.89	Restricted	
22/12/2021				£6.00	Giffgaff	£10,452.89	Restricted	
22/12/2021				10.00	Giffgaff	£10,442.89	Restricted	
04/01/2022				£6.00	Giffgaff	£10,436.89	Restricted	
04/01/2022				£6.00	Giffgaff	£10,430.89	Restricted	
04/01/2022				£6.00	Giffgaff	£10,424.89	Restricted	
06/01/2002				£70.00	Supervision	£10,354.89	Restricted	
07/01/2022	£28.75	Counter deposit	Unknown			£10,383.89	Restricted	
10/01/2022				£6.00	Giffgaff	£10,377.89	Restricted	
10/01/2022				£6.00	Giffgaff	£10,371.89	Restricted	
10/01/2022				£119.99	PESI Training JS	£10,251.89		Unrestricted

Date	Money In	Doner	Client or other	Money Out	Recipient	Total	Restrict ed	Unrestrict ed
11/01/2022	£7.50	Counter deposit	Unknown			£10,259.15		Unrestrict ed
12/01/2022				£119.00	PESI UK DB	£10,139.16		Unrestrict ed
12/01/2022	£60.00	Client	EN			£10,199.16		Unrestrict ed
18/01/2022	£20.00	Client	EN			£10,219.16		Unrestrict ed
24/01/2022				£6.00	Giffgaff	£10,213.16	Restricted	
24/01/2022				£10.00	Giffgaff	£10,203.16	Restricted	
25/01/2022	£20.00	Client	EN			£10,223.16		Unrestrict ed
01/02/2022	£20.00	Client	EN			£10,243.16		Unrestrict ed
02/02/2022				£6.00	Giffgaff	£10,237.16	Restricted	
02/02/2022				£10.00	Giffgaff	£10,231.16	Restricted	
02/02/2022				£6.00	Giffgaff	£10,225.16	Restricted	
07/02/2022				£70.00	Supervision	£10,155.16	Restricted	
08/02/2022				£6.00	Giffgaff	£10,149.16	Restricted	
08/02/2022				£6.00	Giffgaff	£10,143.16	Restricted	
08/02/2022	£20.00	Client	EN			£10,163.16		Unrestrict ed
16/02/2022	£50.00	Client	KW			£10,213.1		Unrestrict ed

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18/02/2022	£20.00	Client	EN			£10,233.16		Unrestricted
22/02/2022				£6.00	Giffgaff	£10,227.16	Restricted	
22/02/2022				£10.00	Giffgaff	£10,217.16	Restricted	
23/02/2022	£20.00	Client	EN			£10,237.16		Unrestricted
23/02/2022	£200.00	Client	KW			£10,437.16		Unrestricted
25/02/2022				£70.00	Supervision	£10,367.16	Restricted	
01/03/2022				£4.56	Microsoft	£10,362.60	Restricted	
02/03/2022				£6.00	Giffgaff	£10,356.60	Restricted	
02/03/2022				£6.00	Giffgaff	£10,350.60	Restricted	
02/03/2022				£6.00	Giffgaff	£10,344.60	Restricted	
04/03/2022	£40.00	Client	EN			£10,384.60	Restricted	
08/03/2022				£6.00	Giffgaff	£10,378.60		Unrestricted
08/03/2022				£6.00	Giffgaff	£10,372.60	Restricted	
18/03/2022	£20.00	Client	EN			£10,392.60	Restricted	

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Date	Money In	Doner	Client or other	Money Out	Recipient	Total	Restrict ed	Unrestrict ed
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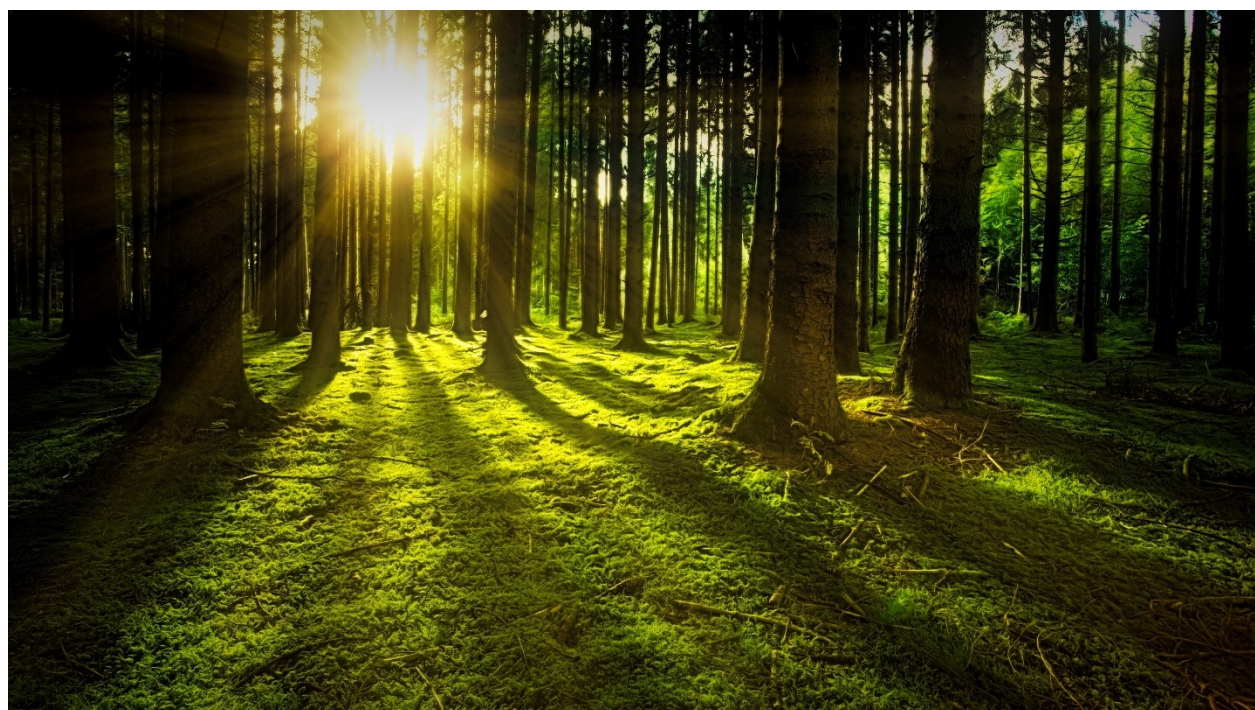
Accounts



Grief Matters
Grief Matters
Southwark

Annual Report

2020-2021



Grief Matters Southwark - Annual Report

CONTENTS

	Pages
INTRODUCTION	2
LEGAL AND ADMINISTRATIVE INFORMATION	3
REPORT OF THE TRUSTEES 20/21	4
STATEMENT OF FINANCIAL ACTIVITIES	13

LEGAL AND ADMINISTRATIVE INFORMATION

STRUCTURE, GOVERNANCE AND MANAGEMENT GOVERNING DOCUMENT

The charity is controlled by its governing document, Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees. Registered company number 1188121

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2021.

Welcome to our Annual Report of 2020-21.

Thanks to the dedication of our volunteers, management and clinical teams, and the support of our funders, Grief Matters Southwark has evolved from gaining charity status in early 2020, to becoming a small but robust and growing service committed to providing first-class support for those suffering due to bereavement in Southwark.

As we are all aware 2020 was a year nobody could have predicted. GMS responded flexibly to the coronavirus crisis, switching from an initial offer of face-to-face counselling to telephone counselling. The demands of lockdown and social distancing meant we had to quickly adapt the way we worked in more ways than one; setting up a virtual office and communication systems while at the same time consolidating the service we offer to clients.

Our biggest strength has been the sound clinical team we have put in place, comprising both highly trained supervisors and counsellors, skilled in working with complex grief. This meant GMS was well placed to respond to the many griefs suffered over lockdown, not only from those bereaved by coronavirus but wider losses and community grief, including frontline NHS staff suffering the trauma of working through the crisis.

We are embedded in the community, and have found the support of Community Southwark, and the Southwark Wellbeing Hub, invaluable. Southwark MP Neil Coyle has been a supporter and friend from the beginning.

Behind the scenes, we have undertaken a lot of work on refining our policies and strategy, and we are delighted that our Board of Trustees has approved our strategic plan, our business plan, and our working policies. We feel these are realistic and forward-looking. Our values – to be compassion-focused, non-judgemental, supportive and comforting – inform all our clinical work, and our outlook generally.

As well as the impact of coronavirus, 2020 saw the death of George Floyd, the Black Lives Matter protests, and big questions about systemic racism in our country. GMS put out a statement on these events, re-affirming our commitment to anti-racism and equality. We were proud that, in a survey conducted by Community Southwark, GMS was found to be 100 per cent inclusive as an organisation.

We are proud of our achievements in setting up a small but feisty charity in a year of huge challenges. We are a young charity, and 2020/21 was a year of learning which we hope will put us on the road towards long-term viability. As we pause, ready to take the next step in development and growth, we remind ourselves of our mission, vision and values as we look towards the future.

Our Mission is to provide a first-class bereavement counselling service to the people of Southwark. In order to do this, we have recruited a highly specialised team who have worked in a professional capacity in the field of bereavement counselling for several years, and a counselling supervisor who has over 40 years' experience alone.

Our vision is that all residents in the London Borough of Southwark who are bereaved can access our specialised counselling service.

Our values are compassion-focused, non-judgemental, supportive and comforting. We place a high onus on respecting diversity and employ a workforce of staff that reflect the diversity of the community of Southwark.

Our six-core values ReCIPE are:

- **Respect** - for human rights and dignity
- **Competence** - ensuring the counsellor provides services appropriate to their qualifications, training and experience and maintains high standards of practice
- **Integrity** - ensuring the integrity of practitioner-client relationships
- **Privacy** - protecting the rights and safety of clients
- **Equality** - striving for the fair and adequate provision of services

TRUSTEES: Vikki Moorhouse (Chair of Board of Trustees), Chorouk El-Adib (Secretary of the Board of Trustees), Lester Thompson, Tym Soper, Andy Kakembo, Treasurer role (currently being advertised).

OUR OBJECTIVES: To provide low-cost bereavement counselling service in Southwark and to relieve the mental and physical distress of people suffering from bereavement or loss, who reside in Southwark or the surrounding areas, by providing bereavement counselling and support in the community.

OUR HISTORY

Grief Matters Southwark was established as a registered charity on 21 February 2020. Grief Matters Southwark Bereavement Service is a specialist service that prioritises complex bereavement in adults. For detailed information see our website <https://GriefMattersSouthwark.com>

Most of our team of counsellors have worked in the London Borough of Southwark as bereavement counsellors previously at a well-recognised and reputable organisation 'Southwark Carers'.

Its objectives are the promotion of charitable purposes for the benefit of the community within the London Borough of Southwark. Grief Matters Southwark is headed by the Board of Trustees, who together are responsible for the management of the organisation.

1. Report of the Chair 20/21

After receiving charity status 21 February 2020, GMS has developed as an operational service during very difficult circumstances. One month after receiving charity status we were informed that the Coronavirus COVID-19 Pandemic would require that we adapt our operational structure. Transitioning from what would have been an organisation that would have needed a building/premises to work from, to a remote/telephone counselling service.

This report details how we have met our objectives to date and how we plan to meet strategic objectives for the future.

We now provide all our counsellors with telephones and give them the option of video-conferencing if both counsellor and client are agreed. The pandemic has impacted on our original plans for face-to-face counselling and we have had to adapt accordingly. However, we managed to get over these hurdles sufficiently well to start operations by June 2020. We have slowly built up a diverse clientele and are now securely on the map of Southwark's community services as a bereavement counselling service. We currently receive enquiries from external organisations and individual members of the public. In the process of setting up we have come across many learning curves and gained relevant experience in implementing new systems that help is to work more effectively.

We continue to be Southwark based and available to all the residents of LB Southwark and we will continue to operate the

service for 5 days of the week, with online and telephone sessions offered from Monday to Friday. We remain a low-cost counselling service starting from £0-5 for the unwaged and up to £40 for the employed (means tested). From time to time we make exceptions of no fee for the most destitute in the Borough.

Accessing Our Services

Clients are able to self-refer to our services or will be referred by organisations within a network of local referral partners. These external agencies are set out in our original business plan.

Funding

On approval from the full Board of Trustees, our Head of Communications created a crowdfunding page which raised over £600 which we used towards establishing a remote counselling service that uses video conferencing and telephone counselling as our remote communication with clients.



Joan Harris, Counsellor at GMS Fundraising Event 'Roller'.

We have applied for several grants in the last 12 months and have been successful in one bid from London Catalyst who are part of Peabody for £5,000.00 which has been a great help in our start-up funding, and another for £2,000.00 from Albert Trust. These grants are considered restricted grants and we have an agreement with the funders as to what we will spend it on. Our Patron, Jo Brand has kindly donated £5,000.00 towards our operational costs for which we are truly grateful.

Recruitment

Our current team include 1 Director, 1 Manager and a Senior counsellor (Consultant Counselling Supervisor?) and a Freelance Supervisor. We are currently in the process of recruiting a new counselling manager. Our counselling team consist of 6 part-time

members. All staff are currently volunteers (with the exception of consultant/freelance roles) The leadership team will be paid pro-rata in compliance with the rules around minimum wage and we will remunerate according to the national average for their roles in a charity environment, funding dependent. Counsellors will not be given more than 3 clients a week. All our counsellors must have a current DBS check before they start working as a counsellor and they must have completed the GMS Safeguarding online training that we have produced.

Trustees

We have five Trustees. Vikki Moorhouse - Chair of the Board of Trustees, Chorouk El-Adib - Secretary of the Board of Trustees, Andy Kakembo - Trustee, Lester Thompson - Trustee, Tym Soper - Trustee. Tym Soper has recently replaced Andrew Murrell who stepped down in March 2021. We would like to thank Andrew Murrell for all his work at Grief Matters Southwark in particular his participation in Black and Minority Ethnic (BAME) matters. We are currently advertising for a new Treasurer. Danny Brennan has stepped down from his role and will be replaced in the near future.

The Board of Trustees meet several times a year and contribute to the strategic development of the organisation including pay conditions for all staff and working conditions for both paid and voluntary staff. In this first year only our professional supervisors have been paid. The director and senior management team are all volunteers as are the counsellors. A small number of counsellors have been paid to work with NHS clientele that have been on the frontline in the era of COVID-19. This work has been funded by The London Peabody Catalyst grant who gave GMS our start-up grant.

It is the intention of the Board of Trustees to review staff pay annually taking into account Local Government Pay Settlements, inflation and the current state of affairs of the organisation. Funding will be focused on paying staff in the years ahead.

Overheads and Spending

In this first year we have been able to operate on a low budget due to not having high overheads we have not had to pay rent for premise and have been working remotely. The huge goodwill and dedication of the staff volunteering their time and skills for the organisation has enabled us to launch the charity and keep it up and running. The volunteers are the heartbeat of this organisation. We currently have 6 volunteers and 5 trustees working for the

charity. At this point March 2021 we are slowly building our clientele and we hope to increase the amount of clients we see over the next year.

Our dedicated Counselling Manager and member of the Senior Management Team, Nina Britten recently stepped from her management role this year, but will continue to work with the clinical team.. She has been with GMS from Day 1 and has contributed to the establishment and development of the organisation at its seminal stages. We thank her for all she has achieved for us and are very happy that she has not left the organisation and will stay on to consult and support us in the future. We will therefore begin recruitment for a new counselling manager as soon as possible.



Vikki Moorhouse, Chair of the Board of Trustees

Yours sincerely
Chair of the Board of Trustees

2.

Code of Ethics

Grief Matters Southwark adheres to the requirements of the Code of Ethics produced by the British Association of Counselling and Psychotherapy (BACP) and we comply with their framework and requirements not only of counselling, but also of professional supervision. The demand for bereavement counselling in the London Borough of Southwark continues to grow and our specialism in complex bereavement is needed more than ever before.

Local Demographics

Southwark is one of the most densely populated and diverse boroughs in the country, with a young, growing and mobile population. According to the 2018 Joint Strategic Needs Assessment, just over 314,200 people live in Southwark, up from 256,700 in 2001. This represents an increase of more than a fifth over that period. Southwark is an ethnically diverse borough, varying markedly across age groups and with the population under 20 much more diverse than other age groups. Southwark has one of the fastest growing populations in South East London, with the population projected to grow by nearly 20% by 2030; equating to an extra 60,000 residents.

In (2018) Southwark had the second highest murder rate in London, with 7 deaths attributed to gang-related crime. Many of the victims and perpetrators of violent crime in Southwark are young people, in the 16-26 age group. A range of services and organisations are working in the local context to tackle the devastating and wide-ranging effects of violent crime involving loss of life.

Such incidents affect whole families and communities, and the existing psychological support available through mainstream services is not well placed to deal with the complicated grief often associated with violent or traumatic loss. Indeed, and due to budgetary pressures brought about by cuts, the bereavement counselling service once offered by Southwark Carers had to close. Moreover, Southwark is the only London borough that does not have a local Cruse bereavement service or any other specialised bereavement service.

Gender Intake

In our first year 80% of our enquiries clientele have been from women and 20% men.

Client ethnicity

The clientele of Grief Matters Southwark reflects the community of Southwark which is rich in diversity. We are proud of our social inclusion and diversity records and have a good mix of people from all walks of life.

Volunteers

Not only our clients, but our volunteers reflect the community in Southwark and we endeavour to remain inclusive and follow equal opportunities guidance in employing our staff.

Volunteer Training

Finally, we place great importance on developing staff, and have set up an ongoing training and CPD programme, including a regular 'virtual' workshop which serves the dual purpose of helping us stay in touch as a team, and providing training and CPD opportunities. Topics covered to date have included 'Grief under lockdown', 'Counselling and Black Lives Matter', and 'Counselling gender diverse bereaved clients'. In the future, we hope to run a workshop on counselling those bereaved through fatal violence and knife crime, amongst other topics.

We intend to continue offering bi-monthly training to our counsellors on various subjects relevant to our work.

We use Clinical Outcomes Routine Evaluation (Core-10) Forms to monitor our clients well-being, clinical issues, risk and day-to-day functioning throughout their sessions. We use these at the beginning of the session work, at midway review and at the end of the sessions. This information which covers wellbeing, can give us relevant information to assess and review our work as well as our make observations on client issues periodically.

HOW YOU CAN HELP GMS

DONATIONS

Our organisation is reliant on donations however big or small. Some of the funding that we receive is restricted for specific purposes, therefore, we need unrestricted funds to spend on things we need that are not specified in other grants. Your donations help us to survive as an organisation and give us flexibility in our spending. Our spending is recorded and updated regularly so you can see what we spend your money on (please see financial income and outgoings at the end of this report. You can make donations to us via contacting us on GriefMatters2019@outlook.com

VOLUNTEERING

Grief Matters Southwark is always looking for volunteers. We recruit: counsellors, fundraisers and administrative staff. Most of our vacancies are for part-time volunteers. If you feel like you have something to offer

our small team or just want to alert us to your services you can send in a CV, please contact Julie via email: GriefMatters2019@outlook.com

ACKNOWLEDGEMENTS

We would like to thank all of our volunteers and supporters, donators, funders and any person or organisation that has helped us to set-up our small charity including churches such as St Peter's Church, Walworth & St Giles Church, Camberwell and especially to those that offer their time continuously to keep us going

TRUSTEES & OTHER GRANT-GIVING BODIES

London Catalyst (Peabody), Patron Jo Brand and The Albert Trust & Grief Matters Southwark Board of Trustees past and present.

Board of Trustees 2020

The Trustees who acted during the period are set out at the beginning of this document. Election and re- election of Trustees is carried out according to the procedures set out in our Constitution, which is our governing document. Trustees are recruited through: advertising via the Grief Matters Southwark website, local advertisements and other. Potential trustees may send in their CVs for us to keep on file in the event that a suitable role comes up that they may apply for. We will keep your information private and confidential under the Data Protection Act and contact you if we see a compatible fit. Applicants that may be considered will be interviewed by a combination of staff. Trustees will be interviewed by 2 trustees and then the full Board of Trustees are informed of the interview outcomes before a decision is made. Other staff and volunteers are interviewed by a combination of the following list: director, managers, trustees. Once this process is complete references, DBSs and other credentials will be checked Once the monitoring processes have been completed and the person employed by us we will offer training and inductions to the new member of staff.

At Grief Matters Southwark the Trustees take responsibility of the running of the charity in areas of strategy, planning, finance and develop. The day-to-day running of the charity falls on the director and management team. Our clinical team are also authorised to make organisational decisions for GMS if related to clinical issues.

All Trustees and the Director take their responsibilities seriously under UK charity law which requires the Board of Trustees to prepare financial statements that give a transparent and accurate view of their financial affairs. We have prepared our first financial statements for 2020/2021

and endeavour to outsource some of the accountancy work to accounting professionals when appropriate. The Trustees will make the final decisions on which external agencies to use and will have full input into the accounting policies each time they are reviewed. Up to 3 Trustees including the new Treasurer and the director will be part of this planning and implementation process.

The Trustees alongside the director are responsible for the keeping of proper accounts with reasonable accuracy within any given timeframe that may be disclosed to the relevant authorities and in compliance with the rules and regulations of the Charity Commission. Responsibility towards GMS finances, finance controls and prevention of fraud also falls on the director and the Board of Trustees. Any irregularities should be identified and brought to the director and the Board of Trustees for explanation.

Grief Matters Southwark financial statements have been prepared by the Director of Grief Matters Southwark.

Public Benefit

It is a legal requirement on charities is that the Trustees must have regard to Charities Commission guidance on public benefit in deciding on the activities a charity undertakes and must report on those public benefits. As a charity Grief Matters Southwark must provide a description of identifiable benefits in relation to their daily activities and functions of the charity. The Board of Trustees are in agreement that the director and the management teamwork towards their aims and objectives as set out in their governing papers, Constitution of a Charitable Incorporated Organisation. On review of the operational work of Grief Matters Southwark by our Board of Trustees, they are happy that the activities of Grief Matters Southwark are in line with our designated aims and objectives that our organisation provides one-to-one counselling to adult residents of the LB of Southwark. The services are provided at a low-cost fee and are open to all residents of the London Borough of Southwark. For further detail on the activities we undertake and the nature of the public benefit provided see the detailed project reports on our website.

Grief Matters Southwark is dedicated to Equal Opportunities good practice and will only take on fully paid staff after going through a robust and fair recruitment process which aims to employ staff on merit. The GMS employment policy seeks to ensure that no-one receives less favourable treatment on the grounds of all of the protected characteristics:

Risk management and internal control

Our Board of Trustees work alongside the director reviewing, monitoring and checking all our working policies. The director, working alongside the Board of Trustees has produced a risk register that serves the organisation as a remote virtual office. This is monitored and reviewed regularly due to the pandemic. We follow Government guidelines in relation to the pandemic and comply with governmental guidance.

The Trustees oversaw the risk register produced and are satisfied that the arrangements for managing these risks combined with the annual review of financial controls and the reserves policy, will ensure that sufficient resources are available to maintain services for the foreseeable future.

The organisational structure and control system:

1. There is a clear organisational structure, with a working chain of command that outlines responsibilities and appropriate levels of accountability and reporting lines.
2. Our Trustees have specialist expertise in: Strategy and planning, law, finance, IT, policy-making.
3. The Trustees are regularly updated with financial reports and are able to request on demand should they need it for any of their work.
4. Grief Matters Southwark is committed to staying up-to-date with UK law and in particular, employment law and good management practice.

As set out in our original business plan we have achieved the main aims and objectives of Grief Matters Southwark which is to serve the community of the London Borough of Southwark as a adult bereavement counselling service. We intend to recruit more staff in the future to help with local fundraising (post-pandemic) and more Trustees with furnish us with different skills and experience. We may employ financial experts/and or services as our organisation grows.

Financial Performance

This is our first year as a small charity and our overall income in the years 2020/2021 was: £14,866.23 against an overall expenditure of: £3692.27.

GMS ACCOUNT BALANCE SHEET FEBRUARY 2020 TO PRESENT

	Income	Expenditure
Restricted Funds	7,619.25	3,583.57
Unrestricted Funds	7,246 .98	108.70
<u>Income and Expenditure</u>		
Outgoings		
Supervision	£2280.00	Restricted
NHS Counsellor payments	£ 675.00	Restricted
DBS	£ 18.50	Restricted
Telephone purchase	£ 108.71	Restricted
Telephone Bills	£ 246.00	Restricted
Internet Bill	£ 68.70	Unrestricted
Website	£ 84.00	Restricted
Insurance	£ 171.36	Restricted
ICO	£ 40.00	Unrestricted
TOTAL	£3692.27	
Income		
Grants and donations		
Fundraising carried over	£ 938.98	Unrestricted
London Catalyst Peabody Trust	£5,000.00	Restricted
Jo Brand Donation	£5,000.00	Unrestricted
Albert Trust	£2,000.00	Restricted
Other Donations	£957.25	Unrestricted
Trading (paying clients)	£ 970.00	Unrestricted
Total	£14,866.23	

We have no current liabilities.

Maintaining Service Delivery

Due to the size and newness of Grief Matters Southwark and because GMS has no guaranteed income, but relies on fundraising, grants and donations, we aim to keep a balance in our 'General Fund' which at a minimum would keep the charity going for 1 month. This is to cover unpredicted events. It also helps cover us if we should have to plan an 'Exit Strategy'. In order to do this we have reviewed our funds and worked out what we need to cover payments to self-employed staff, for insurance, ICO registration and any other annual payment.

Grief Matters Southwark have both a General Fund (as mentioned above) and Restricted Funds which are the funds that were offered to GMS for specific use. Should an 'Exit Strategy' take place we would pay back the restricted funds to the original funders.

Grief Matters Southwark first attempts at fundraising Cake Stalls in South-East London



Grief Matters Cake Stalls with Nina Britten, Clinical Team and Chorouk El-Adib

GMS ACCOUNT SHEET FEBRUARY 2020 TO PRESENT

	Income	Expenditure
Restricted Funds	7,619.25	3,583.57
Unrestricted Funds	7,246 .98	108.70

Income and Expenditure

Outgoings

Supervision	£2280.00	Restricted
NHS Counsellor payments	£ 675.00	Restricted
DBS	£ 18.50	Restricted
Telephone purchase Restricted	£ 108.71	
Telephone Bills Restricted	£ 246.00	
Internet Bill	£ 68.70	Unrestricted
Website	£ 84.00	Restricted
Insurance	£ 171.36	Restricted
ICO	£ 40.00	Unrestricted

TOTAL	£3692.27
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Income

Grants and donations		
Fundraising carried over	£ 938.98	Unrestricted
London Catalyst Peabody Trust Restricted	£5,000.00	
David Hardy Donation Unrestricted	£ 150.00	
Jo Brand Donation	£5,000.00	Unrestricted

Albert Trust	£2,000.00	Restricted
KH Just Giving Restricted	£ 619.25	
JS Birthday FB Unrestricted	£ 188.00	
Trading (paying clients)	£ 970.00	Unrestricted
Total	£14,866.23	

We have no current liabilities.

Regarding staffing wages/salarie: Most staff are volunteers. We have no payroll system in place. We pay freelancers and ask them to pay their own tax out of their payments. This is not a long-term ideal. We will work on a payroll system as we develop and if we get bigger.

GMS Financial Accounts FROM 01/04/20 TO 01/04/21

DATE	MONEY IN	SALES & DONATIONS	MONEY OUT	RECIPIENT	TOTAL	RESTRICTED	UNRESTRICTED
20/04/20		Policy Bee	171.36	Policy Bee - Insurance	806.64	Restricted	
30/05/20	150.00	David Hardy			956.64		Unrestricted
05/06/20 =	5,000.00	London Catalyst			5956.64	Restricted	
15/6/20			18.50	DBS - Silvia	5938.14		
16/06/20			40.00	Information Commissioner's Office registration	5898.14		Unrestricted
04/08/20			81.65	Phones from Argos	5816.49		Unrestricted
10/05/20			210.00	Jim Supervision	5606.49	Restricted	
20/08/20			125.00	NHS Counselling JS	5481.49	Restricted	
24/08/20			150.00	Jim Supervision	5376.49	Restricted	
05/10/20			6.00	Giff Gaff		Restricted	
05/10/20			6.00	Giff Gaff		Restricted	
05/10/20			6.00	Giff Gaff		Restricted	
05/10/20			6.00	Giff Gaff		Restricted	
Date	Money In	From	Money Out	RECIPIENT	Balance	RESTRICTED	UNRESTRICTED
12/09/20	£1.00	D. Brennan Moved money received from his account to GMS account			£1.00	Not applicable	Not applicable
13/09/20	£2000.00	D. Brennan Ditto			£2001.00	Not applicable	Not applicable
13/09/20	£2000.00	D. Brennan Ditto			£4001.00	Not applicable	Not applicable
13/09/20	£1375.00	D. Brennan Ditto			£5376.49	Not applicable	Not applicable
17/09/20	£619.25	Kate Hoyland Just Giving Fundraiser for Phones			£5995.75	Restricted	
05/10/20			6.00	Giff Gaff	£5989.75	Restricted	
05/10/20			6.00	Giff Gaff	£5983.75	Restricted	
05/10/20			6.00	Giff Gaff	£5977.75	Restricted	
05/10/20			6.00	Giff Gaff	£5971.75	Restricted	
13/10/20	£5.00	Payment for session C1					
14/10/20			£240.00	Supervision JK	£5736.75	Restricted	
14/10/20			£17.06	Argos Phones	£5719.69		Unrestricted
14/10/20			£84.00	Web domain	£5635.69		Unrestricted
	£45.00	Payment 5 x sessions C1			£5680.00		Unrestricted

23/10/20			£6.00	Giff Gaff	£5674.69	Restricted	
Date	Money In	From	Money Out	RECIPIENT	Balance	RESTRICTED	UNRESTRICTED
23/10/20			£6.00	Giff Gaff	£5664.69	Restricted	
23/10/20			£6.00	Giff Gaff	£5589.69	Restricted	
29/10/20	15.00	C12 counselling session			£5604.69	Restricted	
30/10/20	5000.00	Vivien Clore on behalf of Jo Brand			£10,604.69		Unrestricted
03/11/20			£6.00	Giff Gaff	£10,598.69	Restricted	
03/11/20			£6.00	Giff Gaff	£10,592.69	Restricted	
03/11/20			£6.00	Giff Gaff	£10,586.69	Restricted	
04/11/20	£10.00	C12			£10,596.69		Unrestricted
07/11/20			£150.00	Supervision JK	£10,446.69	Restricted	
13/11/20	£10.00	C12			£10,456.69		Unrestricted
16/11/20	£			Supervision JK	£10,431.69	Restricted	
21/11/20	£10.00	C12			£10,441.69		Unrestricted
24/11/20	£		£6.00	Giff Gaff	£10,435.69	Restricted	
24/11/20	£		£10.00	Argos phone	£10,425.69		Unrestricted
24/11/20	£		£75.00	J Harris NHS	£10,350.69	Restricted	
27/11/20			£68.70	Argos Internet	£10,281.99	Restricted	
27/11/20	£10.00	C12		Counselling	£10,291.99		Unrestricted
30/11/20			£245.00	JK Supervision	£10,046.99	Restricted	
2/12/20			£6.00	Giff Gaff	£10,040.99	Restricted	
2/12/20			£6.00	Giff Gaff	£10,034.99	Restricted	
2/12/20			£6.00	Giff Gaff	£10,034.99	Restricted	
08/12/20	£25.00	C8			£10,053.99		Unrestricted
09/12/20			£6.00	Giff Gaff	£10,047.99	Restricted	
09/12/20			£6.00	Giff Gaff	£10,041.99	Restricted	
16/12/20	£25.00	C8			£10,066.99		Unrestricted
19/12/20	£5.00	C12			£10,071.99		Unrestricted
21/12/20			£75.00	J Harris NHS	£9,996.99	Restricted	
Date	Money In	From	Money Out	RECIPIENT	Balance	RESTRICTED	UNRESTRICTED
21/12/20			£210.00	JK Supervision	£9,786.00	Restricted	
22/12/20			£6.00	Giff Gaff	£9,780.99	Restricted	

22/12/20			£6.00	Giff Gaff	£9,774.99	Restricted	
23/12/20			£175.00	WF Supervision	£9,595.99	Restricted	
30/12/20	£25.00	C8			£9,620.99		Unrestricted
01/01/21	£5.00	C12			£9,625.99		Unrestricted
05/01/21			£6.00	Giff Gaff	£9,612.99	Restricted	
05/01/21			£6.00	Giff Gaff	£9,606.99	Restricted	
05/01/21			£6.00	Giff Gaff	£9,600.99	Restricted	
14/01/21	£100.00	C6	£		£9,700.99		Unrestricted
15/01/21	£2,000	Albert Trust			£11,700.99	Restricted	
16/01/21	£5.00	C12			£11,705.99		Unrestricted
18/01/21	£80.00	SR4			£11,785.99		Unrestricted
19/01/21	£80.00	C3			£11,865.99		Unrestricted
20/01/21	£5.00	C12			£11,870.99		Unrestricted
22/01/21	£		£6.00	Giff Gaff	£11,864.99	Restricted	
22/01/21	£		£10.00	Giff Gaff	£11,854.99	Restricted	
26/01/21	£40.00	SR4	£		£11,894.99		Unrestricted
28/01/21	£5.00	C12	£		£11,899.99		Unrestricted
28/01/21	£		£300.00	N Britten NHS Client	£11,599.99	Restricted	
02/02/21	£		£6.00	Giff Gaff	£11,593.99	Restricted	
02/02/21	£		£6.00	Giff Gaff	£11,587.99	Restricted	
02/02/21	£		£6.00	Giff Gaff	£11,581.99	Restricted	
02/02/21	£40.00	SR4			£11,621.99		Unrestricted
07/02/21	£		£245.00	JK Supervision	£11,376.99	Restricted	
07/02/21	£		£75.00	Joan Harris NHS Client	£11,301.99	Restricted	
09/02/21	£		£6.00	Giff Gaff	£11,295.99	Restricted	
09/02/21	£		£6.00	Giff Gaff	£11,289.99	Restricted	
Date	Money In	From	Money Out	RECIPIENT	Balance	RESTRICTED	UNRESTRICTED
09/02/21	£40.00	SR4			£11,329.99		Unrestricted
09/02/21	£40.00	SR4			£11,329.99		Unrestricted
11/02/21	£188.00	Julie Donation via FB/Paypal			£11,517.99		Unrestricted
18/02/21	£		£25.00	J Harris NHS Client	£11,492.99	Restricted	
23/02/21	£		£6.00	Giff Gaff	£11,486.99	Restricted	

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