



Talking about Loss Annual Report

2021/2022

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Report of the trustees for the year ending February 2022

The Trustees of Talking about Loss Charity present their annual report and accounts for the year ended February 2021 and confirm they comply with the requirements of the Charities Act 2011, with regard to the keeping of accounting records, to the preparation and scrutiny of statements of account, and to the preparation of annual reports and returns.

Reference and Administrative Details of the Charity, Its Trustees and Advisers

Name of Charity	Talking about Loss
Charity Registration Number	1189222

Registered Address

TAL Community Hub
Cross Keys Court
Market Place
Market Weighton
YO43 3AJ

Trustees

Names of the Trustees who served during 2021/2022

1. Mrs Jacqui Gunn
2. Mrs Tracey Baty
3. Mrs Anna Buckley
4. Mrs Steph Marshall
5. Mr Martin Peacock

Charity Coordinator (acting Secretary) Suzanne Courtney

Charity Manager (Finance) Emily Annetts

Bankers The Co-operative Bank, PO Box 150, Delf House, Skelmersdale, WN8 6GG.

Structure, Governance and Management

Governing Document

Talking about Loss is a registered charity and as such holds a constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees which was adopted April 2020 when charitable status was agreed.

If the CIO is wound up, the members of the CIO have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities.

Details of any funds held as a custodian trustee - none

Recruitment and appointment of Trustees

Apart from the first charity trustees, every trustee must be appointed for a term of one year by a resolution passed at a properly convened meeting of the charity trustees. In selecting individuals for appointment as charity trustees, the charity trustees pay regard to the skills, knowledge and experience needed for the effective administration of the CIO. In 2021/2022 the Trustees completed a full skills audit with East Riding Voluntary Action Service (ERVAS).

The governing documents states there must be at least three charity trustees and a maximum of 5.

Trustee Induction and Training

New trustees undergo induction training provided by the Charity Co-ordinator. The discussion includes a discussion about the role and responsibilities of trustees, the vision, purpose, mission, values and objects of the Charity, the structure of the organisation, the board and general policies and procedures. New Trustees are introduced to members of staff and other trustees and are provided with the Charity Commission 'Roles and Responsibilities of Trustees', the governing documents, the business plan, the latest financial statements. In 2021 Trustees also attended a Future Builders Programme, to enhance governance and leadership of the Charity. Other training has included

Safeguarding, roles and responsibilities of trustees and navigating modern leadership.

Organisational Structure

The trustees lead the Charity and consider the strategic decisions at its meetings. Trustees are aware that any conflict of interests are declared and minuted. The Board meets at least quarterly. A Coordinator has been appointed (self-employed basis) to support funding, a manager appointed (self-employed basis) to manage the day-to-day operation and accounts of the Charity. Ad hoc meetings are set up as the needs arises.

Risk Management

The major risks to which the Charity is exposed, as identified by the trustees have been reviewed and systems in place to manage the risk. The main risk is a dependence on funding due to the pandemic and operating with no reserves. This will be a focus in 2022/2023 and a reserves policy will be in place.

3 months reserves. No more than 6 months

Reserves

Our People

Paid Support

Talking about Loss engage the services of the following people in a paid capacity:

- Sue Courtney – Charity Co-ordinator/Governance/Funding
- Emily Annetts – Manager of day-to-day ops/Accounts
- Jayne Girkling – Lead Counsellor/Clinical Governance

Volunteers

Part of Talking about loss is bringing people with us, so following an intervention with TAL, people become advocates or join the volunteering team. Our volunteers' numbers are growing, and we now have approximately 20 people who are currently volunteering or have pledged their commitment to help. We are now forming a small community.

All volunteers have been offered an induction and the opportunity to attend safeguarding training and First Aid training.

During the year we developed our recruitment processes and from 2022/2023 Volunteers will apply for a volunteer position to ensure we have the right fit for the values of TAL.

Volunteers are (in the main) not required to have a DBS check. The decision about whether or not someone needs a DBS check will depend on the type of work they are going to be doing, not on whether or not they are salaried. Many volunteers won't need DBS checks at all as their role does not fall into the definition of regulated activity. However we seek advice from ERVAS when required.

"Being a volunteer for Talking About Loss has given me a purpose in life. Interacting and caring for others who are going through a tough time....Sign posting them to where they get the right and most effective help they and their families need".

Policies and Procedures

Talking about Loss have the following policies/procedures in place:

- Complaint's procedure
- Confidentiality policy
- Counsellors Code of Conduct
- Equality Policy
- GDPR Policy
- Grievance Policy
- Harassment Policy
- H & S Policy
- Lone working
- Payment terms policy
- Privacy Policy
- Safeguarding Adults
- Safeguarding Child
- Safeguarding procedure
- Trustees Code of conduct
- Volunteer policy
- Whistle blowing policy
- Zoom Policy

Report to the Board of Trustees for the Year ended 28 February 2022.

Our objects

As set out in the Constitution of a Charitable Incorporated Organisation our objects are "To relieve the mental and physical sickness of persons resident in the East Riding of Yorkshire, suffering from bereavement or loss by the provision of counselling and support for such persons". A submission was made to the Charity Commission to amend these objectives to "To relieve the mental and physical sickness of persons resident in Yorkshire, suffering from bereavement or loss by the provision of counselling, support, activities and suchlike, for such persons. To undertake trading and fundraising activity in furtherance in order to relieved the mental and physical. of these objects." As of 28th February, we are yet to receive confirmation from the Charity Commission that the changes are agreed.

Achievements and performance, including public benefit

Bereavement Service

As with all Charities, the last 12 months has been a challenge in service delivery.

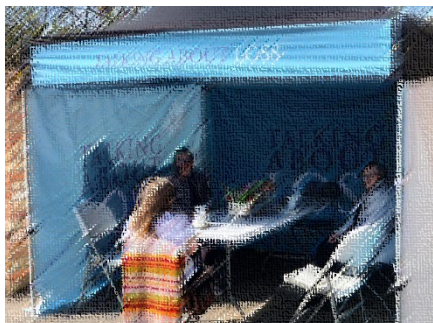
From March 2021 we continued with weekly zoom sessions which were popular, about 25-30 attendees weekly. These provided much needed support and friendship and allowed us to identify those who needed further support with funding.

In March we also started a gardening club championed by one of our volunteers. This started off with a handful of people who have cleared an area and started planting.

In April with the onset of warmer weather and changing restrictions we had a change of strategy and ran monthly Zoom sessions supported by face-to-face events. The zoom events continued to attract approximately 25 however we started to see these numbers decline as restrictions relaxed, numbers started to average about 15.

The decision to reduce Zoom and revert to more face to face was made with caution as ethically we wanted to do the right thing. All our events where possible have been outside, with limited numbers, partly to conform to and accommodate the rule of six, and to keep our beneficiaries, volunteers, and team safe.

In April we ran a pop-up coffee and chat at the Hub, in May we ran an Mindfulness for Loss day in collaboration with second thoughts with 30 people in attendance. In June, July, August we ran Mindfulness Walking/coffee morning events. All these events attracted approx. 6 -12 , apart from the mindfulness day which had 30. (dependant on restrictions in place at the time). These events usually attract different people as many come to these as a referral from the NHS, an identified route into Talking about Loss. At these events attendees meet our counsellors, and they can then continue with the Counselling if this is considered the appropriate way forward. MmM customer attended.



In September we ran a wellbeing event, which brought together people and support groups from the area. The ripple effect of this event has led to partnerships and working across groups, and we are all benefitting from the energy that creates. In terms of addressing social inclusion, reducing isolation and loneliness, the information gathered from the day is listed below.

Improved social inclusion and access to community resources	Finding a new interested or a new friend as a result.
16 signing up for a new class	16 signing up for a new class
5 access to Counselling on the day	15 access to Counselling/TAL Services
8 volunteering on the day	15 Volunteers
1 sign up for Young People Count	23 signed up for newsletter
1 individual making connections	6 - 15 YPC podcast and bereavement session
Total 31	1 individual with SEND
	Total Approx. 60

Since the event we have had approximately 10 people sign up for counselling and/or bereavement support, which is above and beyond the 5 on the day. We now also have people making direct contact with us for support.

Late October the Hub opened its doors and within weeks, despite Omicron variant, scaled up to hit our target of 3 days a week. Sessions include Normans Men's support group, coffee, and chats, 6-week activity sessions, chair-based yoga and craft sessions. Approximately 15 people attend each session which

"What you have done with the hub and helping People everywhere is truly amazing. What a wonderful gift you have given to so many. Your dad will be with you every step of the way and will be so proud of you. May TAL and the hub keep growing".

includes a mix of people who are new and people returning.

During the year we have been able to support 25 people through counselling. The total hours charged have amounted to 147 ½ . We are proud that 23 clients have been fully funded and 2 have been part funded. In addition, we have paid a life coach for 2 sessions.

Communication and Information

During the year we have also developed and built on communication and information sharing. We started sharing a newsletter which has seen a circulation rise from 23 - 46. We have produced leaflets to market the services

"Recently I was able access some much needed counselling through TAL. I had been struggling since I lost my mum and dad and then other issues on top of that made me seek help. I was very lucky to be contacted by TAL who has through counselling and hypnotherapy given me my life back."

of TAL and we have also produced a signposting leaflet to other support groups that can provide ongoing support beyond bereavement. FB 11000, Insta 472 followers on inst, FB 780.

Partnership Working

Pre-Loved Sport

The relationship with Pre- Sport (PLS) has been established. During 2021/2022 pre-loved sport has raised £700 for TAL through the sale of preloved sportswear and through raising funds through JustGiving. The founder of Preloved Sport was a beneficiary of TAL and now wishes to give back.

Mindful memorials

Mindful Memorial continue loved to provide fantastic support to TAL, hosting events throughout the year at no cost. Mindful Memorial also highlights TALs work by promoting our leaflets and have provided a dedicated space on their website to sign post people to our services.

Cams Calm Space

In January we welcomed Cams Calm space into the hub to run their support groups, determined to eliminate the stigma around the taboo subject, mental health.

NHS Social Prescribers

We are building a network of social prescribers who can refer those who would benefit from bereavement support to our services.

Funding and Donations

During 2021/2022 we received funds through donations and fundraising. We are extremely grateful for the donations made. We tried to raise funds as much as we could which included selling donated goods and making use of our wellness barn, £208 which was received as income and whereas others chose to donate.

Sale of donated goods

We raised some funds due to the sale of donated goods, run by a team of dedicated volunteers who put their energy into meeting the need of the community. This activity formed part of our primary purpose both for those who organised and volunteered, and also for those who were customers. Our volunteers shared how coming to buy the donated goods was a way to talk and explore what the charity did and how it could help and support people.

Wellness Barn

The our wellness barn for wellbeing activity. However due to damp in the barn, and the cost of heating, this may now not be viable.

Grants

During 2021/2022 we raised £17,170 in grants, this was in a period where there are 4 fold applications to funding

Grants & Funding						
1 Apr 2021	Receive Money	Hey Smile Foundation - Funding	-	3,670.00	3,670.00	3,670.00
27 Jul 2021	Receive Money	East Riding of Yorkshire - East Riding of Yorkshire	-	5,000.00	8,670.00	5,000.00
27 Aug 2021	Receive Money	East Riding of Yorkshire - East Riding of Yorkshire	-	2,500.00	11,170.00	2,500.00
15 Oct 2021	Receive Money	Hey Smile Foundation - Hey Smile Foundation	-	5,000.00	16,170.00	5,000.00
14 Jan 2022	Receive Money	Albert Hunt SP - Albert Hunt Funding	-	1,000.00	17,170.00	1,000.00
Total Grants & Funding			-	17,170.00	17,170.00	17,170.00
Total			-	26,572.61	(26,572.61)	26,572.61

Help for Health enabling a bereavement service within covid restrictions £3,760.00

The funding helped us to purchase six heaters for the hub in readiness for when we could open. We also purchased foldable table and chairs with an acrylic screen for hygiene, and a gazebo with leg weights. The Gazebo and all the accessories have enabled the pop-up events and outside events at the hub. The gazebo and accessories can continue to be used for pop-up events for years to come.

Hey Smile Stronger together £5000 towards core Costs

This funding supported 3 months of TALs core costs. As a result of this funding TAL opened its Hub doors in October, up to three days a week and included activities such as chair based Yoga, Craft activities, Normans men's support group. The hub has also supported other community groups including Cam calm space, and provided a pop up venue for pre-loved sport. The Hub also joined in with the Christmas festivities organised by Market Weighton Town Council, where we provide craft and refreshments for the community and partnered with "All for One" choir who sang Christmas carols.

We also established new relationships with Counsellors and have started to build a referral process for counselling which can now be built upon with further funding from Sancton Wind Farms in 2022/023.

Do it for East Yorkshire Wellbeing Event £2500 (plus a further £2500 to be paid)

In September 2021 we ran a wellbeing event at Rossmore Park to help to re-integrate the community with a focus on social inclusion and wellbeing. 100 places were taken up on the day.

In total we believe that we have helped approx. 60 people, probably more indirectly. We look forward to running a similar event with our new partners in 2022 and will be seeking funding to support this and will use the knowledge and experience gained from this event to build on.

Feedback on the day was from 19 people, we also received lots of additional verbal feedback on the day,. 85% stated they were likely to sign up for future classes. Equates to 16 people.

Post event feedback was carried out 3 months later, and so far we have heard from 7 people, the timing of this was over the Christmas period. However, of those who responded to the post event feedback so far, 70% felt part of the community and 30% felt part of a community sometimes, nobody said no. Three months on, 6 out of 7 people have signed up for classes in the area, this equates to 86%, we hope that this trend is representative of those that haven't responded to our survey.

Sancton Windfarm Grants £5000 towards running a bereavement Service

This funding contributed to core costs of staff and the hub rent. We also purchased a vacuum cleaner which was lighter and more accessible to the volunteers. In addition, the fund allowed us to purchase craft materials for use in the hub and at bereavement pop up events around the region.

Albert Hunt £1000 towards core costs

This funding has contributed towards core costs, and has predominately helped us to fund the hub utility bill that has increased from approx £30 per 21/03/2022 month to £250 per month. This funding has helped us to remain open and operate all the activities in the hub over the winter months.

[Accounts \(see appendices\)](#)

Profit and Loss

Talking About Loss

For the year ended 28 February 2022

	2022
Turnover	
Donations	8,614.81
Fundraising	787.80
Grants & Funding	17,170.00
Hub Rent Income	208.90
Total Turnover	26,781.51
Gross Profit	26,781.51
Administrative Costs	
Advertising & Marketing	178.99
Bank Fees	31.50
Cleaning	118.02
Co-ordinator Fees	14,392.50
Counsellor Fees	6,852.26
DBS Checks	102.00
Event Costs	7,562.61
Insurance	685.95
IT Software and Consumables	643.68
Light, Power, Heating	1,050.51
Printing & Stationery	30.84
Rent	3,000.00
Repairs & Maintenance	2,222.71
Staff Training	30.00
Telephone & Internet	121.58
Total Administrative Costs	37,023.15
Operating Profit	(10,241.64)
Profit on Ordinary Activities Before Taxation	(10,241.64)
Profit after Taxation	(10,241.64)

Talking About Loss - Independent Examiner's report of 21/22 accounts

1. Introduction

1.1.I report to the Trustees on my examination of the accounts of Talking About Loss for the year ended 31st March 2022.

2. Responsibilities and Basis of the Report

2.1.As the Charity Trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011.

2.2.I report in respect of my examination of the Trusts accounts carried out under Section 145 of the 2011 Act and in carrying out my examination I have followed applicable directions given out by the Charity Commission under Section 145(5)(b) of the Act.

3. Independent Examiner's Statement

3.1.I have completed an examination of the records held and I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the Trust as required by Section 130 of the act; or
- the accounts do not accord with those records.

4. Noted Findings

Expenditure

4.1.A random sample of 10 items of expenditure was chosen and examined to ensure there was a corresponding invoice for each transaction and that no anomalies were identified.

4.2.It is pleasing to note that no anomalies were identified and all records had sufficient documentary evidence for the purchase.

Income

4.3.A random sample of 10 receipts was chosen and attempts were made to ensure that there was a corresponding entry on the bank statement or PayPal listing.

4.4.It is pleasing to note that no anomalies were identified with all income checked being accurately recorded.

4.5.Receipt books and cash were not checked as part of this audit and the auditor was advised that any donations are asked to be paid straight to the bank in order to avoid any associated cash risks.

5. Independent Examiner Details

Signed:	L.Greenhow
Name:	Lauren Greenhow
Professional Qualification:	CIPFA
Address:	11 Oak Road, Market Weighton, YO43 3GW
Date:	30 th September 2022