

SPACE2GRIEVE

England & Wales · Charity number 1195114

Details

Status Registered

Legal form CIO

Registered 2021-07-09

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

Contact

Address Etna Community Centre
13 Rosslyn Road
Twickenham
TW1 2AR

Phone 07519376363

Email treasurer@space2grieve.org.uk

Website space2grieve.org.uk

Activities

Objects: TO RELIEVE THE DISTRESS AND SUFFERING CAUSED BY BEREAVEMENT/GRIEF FOR THE RESIDENTS OF RICHMOND UPON THAMES THROUGH THE PROVISION OF ONE TO ONE AND GROUP BEREAVEMENT SUPPORT SESSIONS BY EXPERT HIGHLY TRAINED SPECIALISTS IN BEREAVEMENT SUPPORT.

Activities: We are a team of highly trained Bereavement Specialists offering free, expert bereavement support for adults, children and young people in Richmond Borough. Our expert volunteers & administrators provide space for clients to talk in a series of one to one sessions in person or remotely. We work with adults, children, families and older people.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- Richmond Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£111,548	£94,824	-	-
2024-06-30	£85,072	£84,687	-	-
2023-06-30	£111,695	£71,951	-	-
2022-06-30	£81,713	£54,018	-	-

Trustees

Name	Role	Appointed
Barbara Davies		2021-07-09
Dr Robert Owen		2022-12-19
Jenny Harris		2021-07-09
Mary Parry		2021-07-09
Stella Mary Burgess		2024-05-01

SPACE2GRIEVE

England & Wales - Charity number 1195114

Accounts



space2grieve

specialist bereavement support for
Richmond borough

Annual Report 2025

Charity registered in England and Wales No: 1195114

Registered Address: space2grieve, ETNA Community Centre, 13 Rosslyn Road, East Twickenham TW1 2AR

report of trustees

The Trustees are pleased to present their report, together with the financial statement of the charity for the year ended 30 June 2025.

The Trustees have taken note of the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

objectives and activities

The charity's objective is 'to relieve the distress and suffering caused by bereavement/grief for the residents of Richmond upon Thames through the provision of one-to-one and group bereavement sessions by expert highly trained specialists in bereavement support'.

our values

At the heart of our service is the belief that no one should face loss alone. We walk alongside people in grief, offering comfort, support, and a path towards healing.

- **We are Compassionate** – we listen with empathy and respond with kindness, creating safe spaces for those who are grieving.
- **We are Responsive** – we provide a free, local, face-to-face service, adapting to individual needs and emerging community demand.
- **We are Respectful** – we honour each person's unique experience of loss, always without judgement.
- **We are Connected** – we help people overcome isolation, and we work in partnership across Richmond to strengthen bereavement support.
- **We are Professional** – we uphold high standards of confidentiality, reliability, and integrity in everything we do.

Together, these values guide every part of our work, ensuring we deliver compassionate, high-quality bereavement support for all who need us.

In the last year, we were privileged to support 326 local residents, providing 2,063 hours of free bereavement support. Alongside this, 152 people joined our monthly Compassionate Cuppa and Grief Café sessions, and 121 former clients came together to share a meal at our monthly Compassionate Supper. Most importantly, 98.5% of our clients reported improved wellbeing and greater confidence in facing the future, while 93% experienced a reduction in loneliness and isolation. None of this would be possible without the extraordinary commitment of our volunteers.

- We have over 36 active volunteers including six supervisors who have extensive knowledge of working in bereavement support for adults. Five more volunteers completed our bespoke training enabling ten more clients to be supported. On average they volunteer for eight hours each month. This ensures that we continue to manage our waiting list to be no longer than eight weeks.
- As part of our ongoing Children and Young Persons (CYP) service, we have

developed an entirely unique Parenting through Grief approach to supporting parents. This programme provides parents with valuable resources and information to enable them to support their child.

- A Children and Young Persons course was delivered by an external CYP training professional which trained seven specialist CYP bereavement volunteers, followed by the completion of level 2 Safeguarding certification.
- From four locations within Richmond Borough we offer eight free sessions to adults, twelve sessions for children and young persons (up to the age of 25). Where requested we also operate remotely either by telephone or zoom. Children are also seen at their own school.
- 2024-25 saw the expansion of our staff team to include a CYP Administrator to support our expanding CYP service. This appointment enabled us to communicate the service to all schools in the Borough.
- All our client facing volunteers are required to attend monthly supervision meetings and to keep up to date with changes to grief theory and practise. All have met space2grieve's requirements for Enhanced Disclosure and Barring (DBS) Certification and for Safeguarding training.
- Compassionate Cuppa and Supper continue to be regular monthly events. Compassionate Cuppa is an opportunity for the bereaved to be introduced to our service and perhaps to go on to have one to one support. Compassionate Supper is an opportunity for former clients to come together to support each other over an evening meal. These services recognise the impact of peer to peer support - providing a safe space for managing the loneliness and isolation that is often a consequence of bereavement.

structure, governance and management

The charity was formed on 9 July 2021 as a Charitable Incorporated Organisation (CIO) and has been supporting clients since August that year. The charity has 6 Trustees and 4 part-time paid employees.

Trustees:

Barbara Davies (9 July 2021 - present) IT, Finance

Jenny Harris (9 July 2021 - present) Co-founder, Organisational and HR

Mary Parry (9 July 2021 - present) Co-founder, CYP and Safeguarding

Dr. Robert Owen (19 December 2022 - present) Clinical

Stella Burgess (1 May 2024 - present) Marketing & Communications

Hilary Nightingale (30 April 2025 - present) Partnerships

Jennifer Clarke (1 May 2024 - 27 November 2024) Finance

The Trustees hold quarterly meetings.

Prospective Trustees are asked to provide a range of information by completing a Trustee application form. They are also required to provide a reference. During an initial evaluation period, they are invited to observe proceedings at a Trustee meeting and spend time with the Service Management and the Fundraising & Communication Manager as appropriate. Induction and support of a new Trustee is undertaken by the other Trustees and the Service Management team.

Service Management & Marketing Staff:

Louise Flory - Service Manager

Hattie Deards - Clinical Services Co-ordinator

Katherine Mathers - Fundraising & Communications Manager

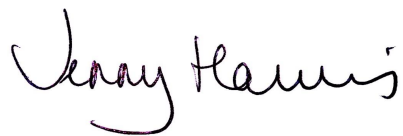
Miranda Jessop - CYP Administrator (started 3 March 2025).

The Service Manager reports to the Trustees at their quarterly meetings.

approval

The Trustees declare that they have approved the Trustee's report above.

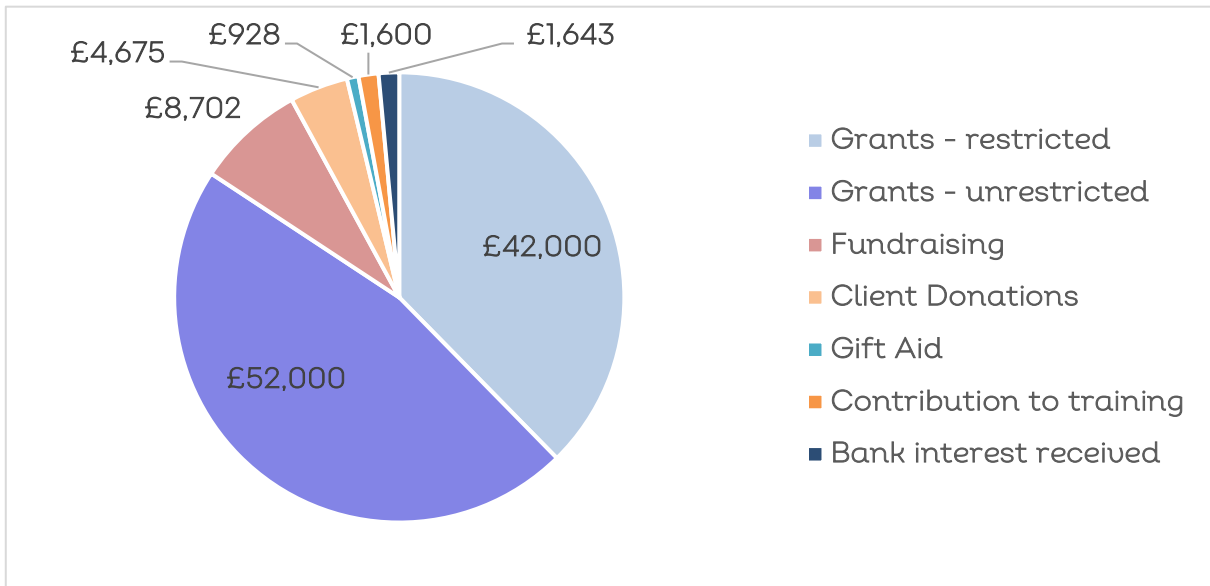
Signed on behalf of the Charity's Trustees by:

A handwritten signature in black ink that reads "Jenny Harris". The signature is written in a cursive style with a large initial 'J' and a long, sweeping underline.

Jenny Harris, Trustee

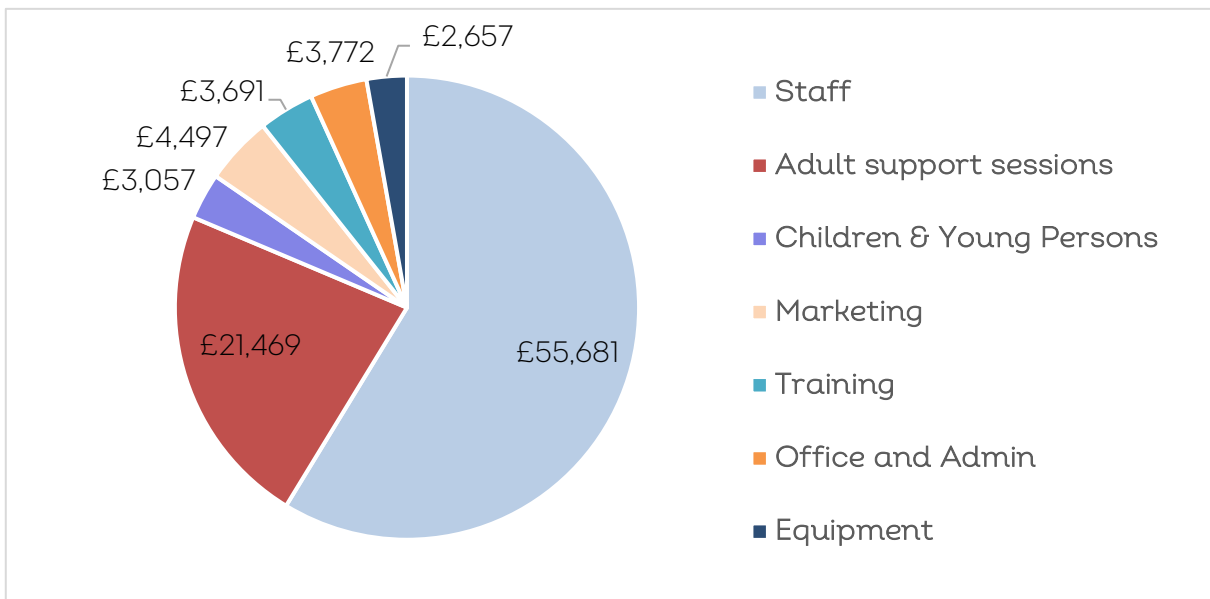
Date Approved: 14 January 2026

income 2024/25



space2grieve benefitted from highly valued grant support: Hampton Fund (£22,000 for 2024/25 and £20,000 for 2025/26 restricted), Richmond Foundation (£22,000 unrestricted) and the Bob Willis Talent Fund (£30,000 unrestricted). Fundraising contributed £8,702 including a sponsored swim (£1,714), local concerts (£928), EasyFundraising (£60) and donations from the CH Dixon Charitable Trust (£5,000) and Francis de Sale Church (£1,000). Client donations of £4,675 were received and Gift Aid of £928 was claimed in the year. Total income was £111,548 compared to £85,072 the previous year. Many thanks to all our supporters, we appreciate you!

expenditure 2024/25



Staff costs increased to £55,681 as we added a fourth part time administrator in support of our expanded Children and Young Persons (CYP) service. A further £3,057

was spent on CYP marketing, materials and room hire. Adult support sessions, both 1-1 and peer support groups, required £21,469 which was mainly room hire. Other Marketing, Newsletter and IT costs totalled £4,497. A gazebo was purchased for promotional use at local fairs and this and other equipment cost £2,657. Training volunteers and staff, both on joining and thereafter remains a priority and £3,691 was spent in the year, less £1,600 of contributions from participants. Just £3,772 (4% of total spend) went on Office and Administration. Total expenditure was £94,824 compared to £84,687 the previous year.

reserves policy

The reserves policy is reviewed annually by Trustees and is currently set at 5 to 6 months of operational expenditure in unrestricted funds at the end of each financial year. This level is required to accommodate any period where one funding stream has been exhausted and another is committed but not yet been received. It allows us to meet our commitments to staff and creditors through this period.

reserves

space2grieve had total reserves of £84,548 at the end of June 2025 (2024: £67,824) comprising £23,667 of restricted funds granted for specific purposes (2024: £3,667) and £60,881 unrestricted (2024: £64,157). With budgeted expenditure for the coming year totalling £105,920, the target range of unrestricted reserves is from £44,133 to £52,960. The planned budget will bring us into this range, targeting 5.1 months unrestricted reserves and 5.5 months total reserves.

risks and their management

The Trustees recognise that effective risk management is essential to the ongoing resilience and sustainability of the charity. A Risk Register is maintained, with critical risks reviewed at each Trustee meeting. The principal risks identified are:

- **Funding** – Securing sustainable income is vital. This is mitigated by adhering to Funding and Reserves Policies and diversifying income sources, including grants, donations, and community fundraising
- **Loss of Key Staff** – The departure of staff could disrupt services. Mitigation includes succession planning, documenting key processes, and ensuring contracts allow for notice and handovers
- **Trustee and Management Capacity** – To ensure the charity has the right skills and experience, regular skills audits are carried out, role descriptions are defined, and external consultancy support is sought when needed.

The Trustees are satisfied that appropriate systems and safeguards are in place to manage these risks ensuring the continued delivery of our support services.

independent examiner's report

independent examiner's report to the Trustees of space2grieve

I report to the Trustees on my examination of the accounts of space2grieve (the Charity) for the year ended 30 June 2025.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

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

- Accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
- The accounts do not accord with those records.

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

Signed:

A handwritten signature in blue ink that reads "D V Matthews". The signature is written in a cursive style with a large initial "D" and a long horizontal stroke at the bottom.

David Matthews

Chartered Accountant

Date: 14 January 2026

1 Blenheim Place
Teddington
TW11 8NZ

space2grieve receipts & payments account year ended 30 June 2025

			2024/25	2023/24
	Unrestricted funds	Restricted funds	Total funds	Total funds
Receipts				
Grants	52,000	42,000	94,000	64,000
Donations	4,675	-	4,675	3,530
Fundraising	8,702	-	8,702	12,517
Gift Aid	928	-	928	2,654
Contribution to training	-	1,600	1,600	1,500
Bank interest	1,643	-	1,643	871
Total receipts	67,948	43,600	111,548	85,072
Payments				
Staff	37,156	18,525	55,681	50,312
Adult Support Sessions	17,994	3,475	21,469	18,935
Children & young persons	3,057	-	3,057	2,600
Marketing	4,497	-	4,497	4,330
Training	2,091	1,600	3,691	5,192
Office & admin	3,772	-	3,772	3,287
Equipment	2,657	-	2,657	31
Total payments	71,224	23,600	94,824	84,687
Net receipts for year	(3,276)	20,000	16,724	385
Cash funds at start of year	64,157	3,667	67,824	67,439
Cash funds at end of year	60,881	23,667	84,548	67,824

statement of assets and liabilities at the end of the period

	At 30 th June 2025			At 30 th June 2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
Analysis of cash funds:				
Current account	2,984	20,000	22,984	8,903
Deposit account	57,897	3,667	61,564	58,921
	60,881	23,667	84,548	67,824

statement of assets and liabilities at the end of the period
(continued)

	At 30 th June 2025			At 30 th June 2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
Other monetary assets:				
Gift Aid due	201	-	201	69
Interest & other income due	3	-	3	67
Prepayments	332	-	332	332
	536	-	536	468

The receipt of Gift Aid and interest due will be included in the 2025/26 Receipts & Payments account. Prepayments represent the amount of costs that have been paid in 2024/25 and accounted for in the above Receipts & Payments account, but which relate to 2025/26.

Assets retained for the charity's own use (Items costing over £100):

Office equipment	-	316	316	393
Office furniture	603	1,876	2,479	2,137
IT and Mobile Devices	304	1,885	2,189	1,885
Promotional Materials	1,324	-	1,324	-
	2,231	4,077	6,308	4,415

Liabilities:

Trade creditors	489	205	694	903
Pension contributions due	140	98	238	205
	629	303	932	1,108

Settlement of these liabilities will be included in the 2025/26 Receipts & Payments account.

The Trustees declare that they have approved the receipts and payments account and statement of assets and liabilities above.

Signed on behalf of the Charity's Trustees by:



Jenny Harris, Trustee



Barbara Davies, Trustee

Date Approved: 14 January 2026

SPACE2GRIEVE

England & Wales - Charity number 1195114

Accounts



space2grieve

specialist bereavement support for
Richmond borough

Annual Report 2024

Charity registered in England and Wales No: 1195114

Registered Address: space2grieve, ETNA Community Centre, 13 Rosslyn Road, East Twickenham TW1 2AR

report of trustees

The Trustees are pleased to present their report, together with the financial statement of the charity for the year ended 30 June 2024.

The Trustees have taken note of the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

objectives and activities

The charity's objective is 'to relieve the distress and suffering caused by bereavement/grief for the residents of Richmond upon Thames through the provision of one-to-one and group bereavement sessions by expert highly trained specialists in bereavement support'.

Activities that took place in the last year in support of our objectives

- We have grown and developed our team of highly trained Specialist Bereavement Supporters (SBSs) offering free, expert bereavement support for adults, children and young people in Richmond borough.
- Our team of volunteers continues to provide space for clients to talk in a series of one-to-one sessions in person or remotely by phone or zoom. Each session will last up to an hour.
- We have 42 client-facing volunteers including 6 supervisors who, on average, have had over 8 years experience of working in bereavement. All have completed space2grieve's requirements for safeguarding, Enhanced DBS (Disclosure and Barring) Certification and training, and on average volunteer for 3 to 6 hours per week.
- Regular continued professional development is provided so volunteers are up to date with developments in grief theory and practice.
- Two of our volunteers wrote and produced our own bereavement training programme 'Pathway to Developing Bereavement Support' which will be run as needed to ensure we always have enough volunteers to meet our agreed waiting time. 5 new Adult SBSs were recruited and started training this year, ready to see clients in September 2024.
- As part of our ongoing CYP service, we have developed an entirely unique approach to supporting parents, called Parenting through Grief. These sessions are an opportunity to guide the parent of a bereaved child through providing appropriate resources and information.
- Compassionate Cuppa is now a regular monthly event for all bereaved residents of the borough, whether or not they have attended sessions with our specialist supporters. This gives an opportunity for bereaved people to share their feelings with others in the same position.
- We have also trialled a new service, Compassionate Supper and the trial has now been extended until December 2024. The Supper is held monthly for ex-clients to get together in the evening for an informal supper. The popularity of this so far further recognises the power of community and connecting with others.

structure, governance and management

The charity was formed on 9 July 2021 as a Charitable Incorporated Organisation (CIO) and has been supporting clients since August that year. The charity has 6 Trustees and 3 part-time paid employees.

Trustees:

Barbara Davies (9 July 2021 - present) IT

Jenny Harris (9 July 2021 - present) Co-founder, Organisational and HR

Mary Parry (9 July 2021 - present) Co-founder, CYP and Safeguarding

Dr. Robert Owen (19 December 2022 - present) Clinical

Jennifer Clarke (1 May 2024 - present) Finance

Stella Burgess (1 May 2024 - present) Marketing & Communications

Service Management & Marketing Staff:

Louise Flory - Service Manager

Hattie Deards - Clinical Services Co-ordinator

Katherine Mathers - Fundraising & Communications Manager

The Trustees hold quarterly meetings.

New Trustees are recruited as and when necessary. Prospective Trustees are asked to provide a range of information by completing a Trustee application form. They are also required to provide a reference. They will be met by all Trustees prior to a decision - taken on both sides - to begin an evaluation process.

During this evaluation period, they are invited to observe proceedings at a Trustee meeting and spend time with the Service Management and the Fundraising & Communication Manager as appropriate.

After this period, and if the prospective Trustee is still interested in joining the Board, a vote is taken by the Trustees to confirm their acceptance. Induction and support of a new Trustee is undertaken by the other Trustees and the Service Management team.

Trustees delegate the day-to-day management of the service to the Service Management team and the Communications and Fundraising Manager, who are expected to adhere to the aims and objectives and policies of the charity.

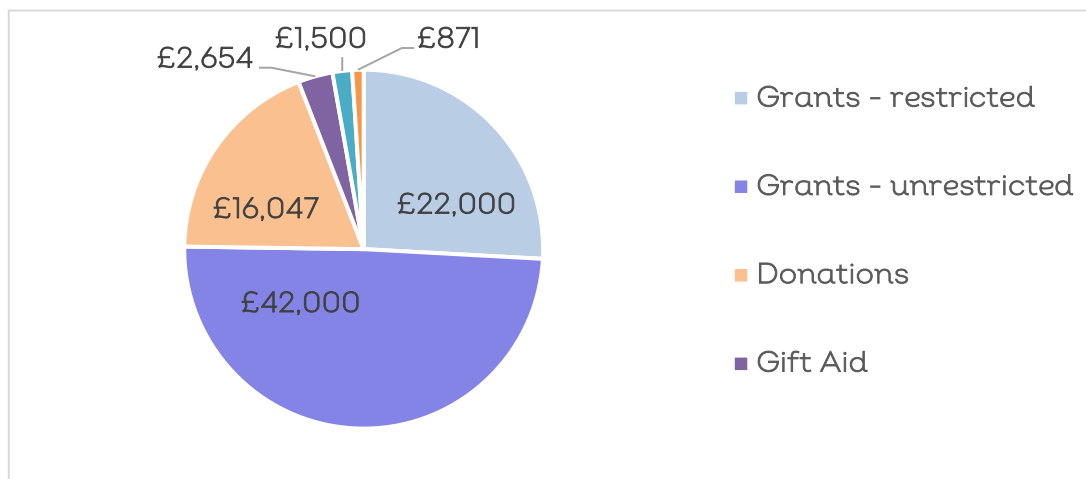
The Service Manager reports to the Trustees at their quarterly meetings.

Risks and their management

The Trustees maintain a comprehensive Risk Register, critical risks are examined at each Trustee meeting.

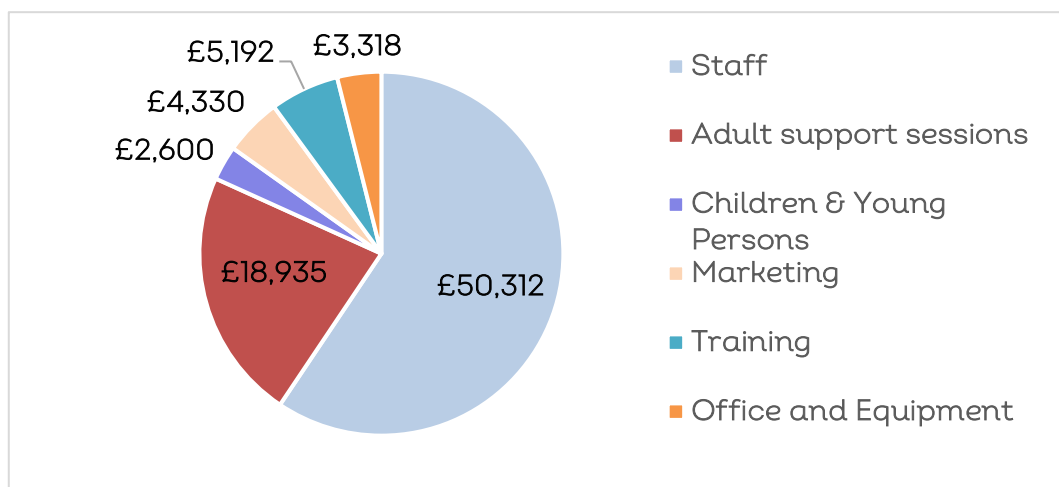
Risk	Mitigation	Level
Funding	Funding and Reserves Policies regularly reviewed and always adhered to. Spread of funders, including community fundraising.	Medium
Trustee Body and Service Management (SM) Team lacks relevant skills/capacity	Skills audit reviewed and required skills identified. Job Descriptions written for roles, whether these be Trustee, SM, Voluntary or paid-for Consultancy positions	Low
Loss of key staff	Succession planning. All main processes are documented. Contracts of employment allow for adequate notice periods and handover	Medium

income 2023/24



space2grieve benefitted from highly valued grant support: Hampton Fund (£22,000), Richmond Parish Lands Charity (£12,000) and the Bob Willis Talent Fund (£30,000). We received donations from the CH Dixon Charitable Trust (£5,000), St Margarets Fair (£2,000), Twickenham Rotary (£600), and Waitrose (£750). A sponsored run raised £3,765. A further £3,850 of client donations were received and EasyFundraising provided us with £82. Gift Aid of £2,654 was claimed on these in the year. Total income was £85,072 compared to £111,695 the previous year. Many thanks to all our supporters, we appreciate you!

expenditure 2023/24



Our three part time staff cost £50,312, essential for the smooth running of the bereavement support process. Adult support sessions, both 1-1 and our peer support groups Compassionate Cuppa and Supper, required £18,935 which was mainly room hire. Our new Children and Young Persons support cost £2,600 of marketing, materials and room hire. Other marketing and IT costs totalled £4,330 as we updated our website and introduced a quarterly newsletter. Training volunteers and staff, both on joining and thereafter remains a priority and cost £5,192 in the year. Just £3,318 (4% of total spend) went on Office and Equipment. Total expenditure was £84,687 compared to £71,951 the previous year.

reserves policy

The reserves policy is reviewed annually by Trustees and is currently set at 6 to 9 months of operational expenditure in unrestricted funds at the end of each financial year. This level is required to accommodate any period where one funding stream has been exhausted and another is committed but not yet been received. It allows us to meet our commitments to staff and creditors through this period.

reserves

space2grieve had total reserves of £67,824 at the end of June 2024 (2023: £67,439) comprising £3,667 of restricted funds granted for specific purposes (2023: £25,825) and £64,157 unrestricted (2023: £41,614). With budgeted expenditure for the coming year totalling £92,404, the target range of unrestricted reserves is from £46,202 to £69,303 and we are already within this range.

approval

The Trustees declare that they have approved the Trustee's report above.

Signed on behalf of the Charity's Trustees by:

A handwritten signature in blue ink that reads "Barbara Davies". The signature is written in a cursive style with a large, sweeping initial 'B'.

Barbara Davies

Trustee

Date Approved: 29th November 2024

independent examiner's report

independent examiner's report to the Trustees of space2grieve

I report to the Trustees on my examination of the accounts of space2grieve (the Charity) for the year ended 30 June 2024.

Responsibilities and basis of report

As the Charity Trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

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

- Accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
- The accounts do not accord with those records.

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

Signed:

A handwritten signature in blue ink, appearing to read 'D V Matthews', with a long horizontal flourish underneath.

David Matthews

Chartered Accountant

Date: 29th November 2024

1 Blenheim Place
Teddington
TW11 8NZ

space2grieve receipts & payments account year ended 30 June 2024

			2023/24	2022/23
	Unrestricted funds	Restricted funds	Total funds	Total funds
Receipts				
Grants	42,000	22,000	64,000	84,000
Donations	13,447	2,600	16,047	22,082
Gift Aid	2,654	-	2,654	3,914
Contribution to training	-	1,500	1,500	1,650
Bank interest received	871	-	871	49
Total receipts	58,972	26,100	85,072	111,695
Payments				
Staff	11,960	38,352	50,312	37,934
Bereavement support	14,964	3,971	18,935	19,345
Children & young persons	-	2,600	2,600	336
Marketing	2,963	1,367	4,330	5,594
Training	3,224	1,968	5,192	4,644
Office & admin	3,287	-	3,287	2,881
Equipment	31	-	31	1,217
Total payments	36,429	48,258	84,687	71,951
Net receipts for year	22,543	(22,158)	385	39,744
Cash funds at start of year	41,614	25,825	67,439	27,695
Cash funds at end of year	64,157	3,667	67,824	67,439

statement of assets and liabilities at the end of the period

	At 30 th June 2024			At 30 th June 2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
Analysis of cash funds:				
Current account	8,903	-	8,903	27,390
Deposit account	55,254	3,667	58,921	40,049
	64,157	3,667	67,824	67,439

statement of assets and liabilities at the end of the period
(continued)

	At 30 th June 2024			At 30 th June 2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
Other monetary assets:				
Gift Aid due	69	-	69	1,214
Interest & other income due	67	-	67	47
Prepayments	332	-	332	-
	<u>468</u>	<u>-</u>	<u>468</u>	<u>1,261</u>

The receipt of Gift Aid and interest due will be included in the 2024/25 Receipts & Payments account. Prepayments represent the amount of costs that have been paid in 2023/24 and accounted for in the above Receipts & Payments account, but which relate to 2024/25.

Assets retained for the charity's own use:

Office equipment	31	2,247	2,278	2,247
Office furniture	250	1,887	2,137	2,137
	<u>281</u>	<u>4,134</u>	<u>4,415</u>	<u>4,384</u>

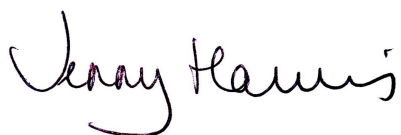
Liabilities:

Trade creditors	105	798	903	2,656
Pension contributions due	134	71	205	115
	<u>239</u>	<u>869</u>	<u>1,108</u>	<u>2,770</u>

Settlement of these liabilities will be included in the 2024/25 Receipts & Payments account.

The Trustees declare that they have approved the receipts and payments account and statement of assets and liabilities above.

Signed on behalf of the charity's trustees by:



Trustee



Trustee

Date Approved: 29th November 2024

SPACE2GRIEVE

England & Wales - Charity number 1195114

Accounts



space2grieve

specialist bereavement support
for Richmond borough

Annual Report 2023

Charity registered in England and Wales No: 1195114

Registered Address: space2grieve, ETNA Community Centre, 13 Rosslyn Road, East Twickenham TW1 2AR

report of trustees

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The Trustees have taken note of the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

objectives and activities

The charity's objective is 'to relieve the distress and suffering caused by bereavement/grief for the residents of Richmond upon Thames through the provision of one-to-one and group bereavement sessions by expert highly trained specialists in bereavement support'.

Activities that took place in the last year in support of our objectives

- We have grown and developed our team of highly trained Specialist Bereavement Supporters (SBSs) offering free, expert bereavement support for adults, children and young people in Richmond borough.
- Our team of volunteers continues to provide space for clients to talk in a series of one-to-one sessions in person or remotely by phone or zoom. Each session will last up to an hour.
- We have 31 client-facing volunteers including 6 supervisors who, on average, have had over 7 years experience of working in bereavement. All have completed space2grieve's requirements for safeguarding, Enhanced DBS (Disclosure and Barring) Certification and training, and on average volunteer for 3 to 6 hours per week.
- Regular continued professional development is provided so volunteers are up to date with developments in grief theory and practice.
- Two of our volunteers wrote and produced our own bereavement training programme 'Pathway to Developing Bereavement Support' which will be run annually to ensure we always have enough volunteers to meet our agreed waiting time. 4 new Adult SBSs were recruited and started training this year, ready to see clients in September 2023. Additionally, 5 CYP (Children and Young Person) SBSs were trained.
- As part of our ongoing CYP service, we have developed an entirely unique approach to supporting parents, called Parenting through Grief. These sessions are an opportunity to guide the parent of a bereaved child through providing appropriate resources and information.
- Compassionate Cuppa is now a regular monthly event for all bereaved residents of the borough, whether or not they have attended sessions with our specialist supporters. This gives an opportunity for bereaved people to share their feelings with others in the same position.

structure, governance and management

The charity was formed on 9 July 2021 as a Charitable Incorporated Organisation (CIO) and has been supporting clients since August that year. The charity has 4 Trustees and 3 part-time paid employees.

Trustees:

Barbara Davies (9 July 2021 - present) Chair

Jenny Harris (9 July 2021 - present) Operations/HR

Amanda Lockyer (9 July 2021 - 28 June 2023) Treasurer

Mary Parry (9 July 2021 - present) Safeguarding

Dr. Robert Owen (19 December 2022 - present) Clinical

Debbie Ramsay (10 May 2022- 28 June 2023) General and Marketing

Ruth Close (27 January 2023 - 28 June 2023) Finance Trustee

Service Management & Marketing Staff:

Louise Flory - Service Manager

Hattie Deards - Clinical Services Co-ordinator

Katherine Mathers - Fundraising & Communications Manager

The Trustees hold quarterly meetings.

New Trustees are recruited as and when necessary. Prospective Trustees are asked to provide a range of information by completing a Trustee application form. They are also required to provide a reference. They will be met by all Trustees prior to a decision - taken on both sides - to begin an evaluation process.

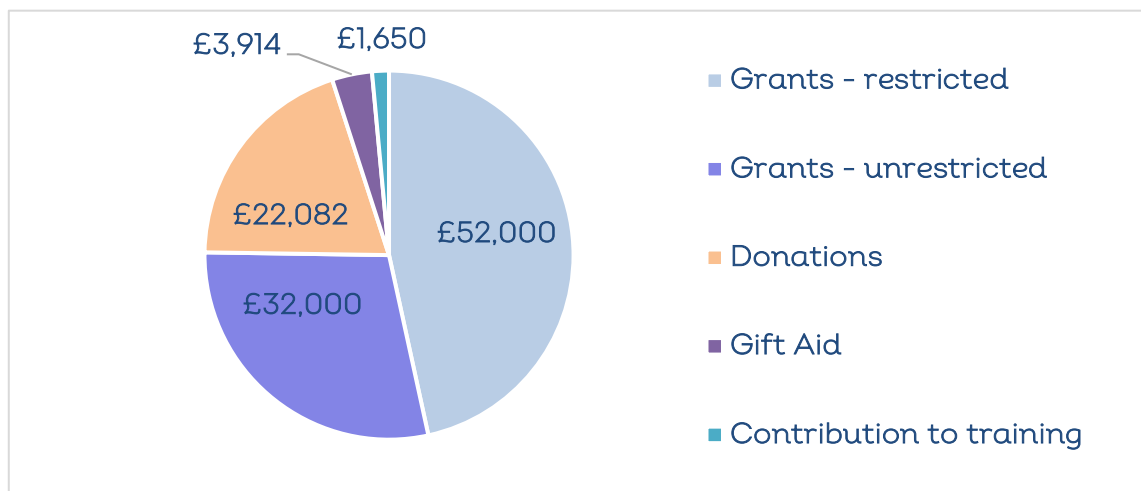
During this evaluation period, they are invited to observe proceedings at a Trustee meeting and spend time with the Service Management and the Fundraising & Communication Manager as appropriate.

After this period, and if the prospective Trustee is still interested in joining the Board, a vote is taken by the Trustees to confirm their acceptance. Induction and support of a new Trustee is undertaken by the other Trustees and the Service Management team.

Trustees delegate the day-to-day management of the service to the Service Management team and the Communications and Fundraising Manager, who are expected to adhere to the aims and objectives and policies of the charity.

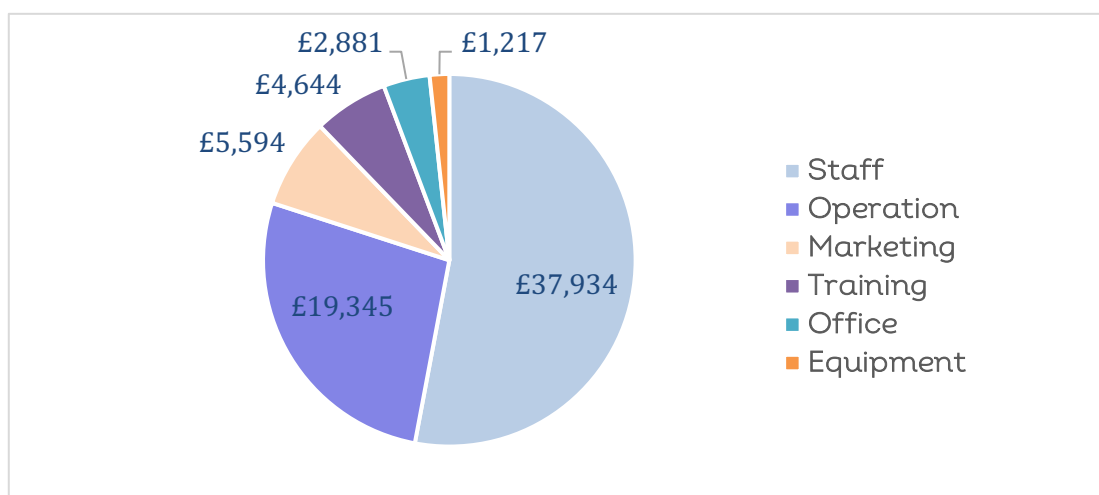
The Service Manager reports to the Trustees at their quarterly meetings.

income 2022-23



space2grieve benefitted from continuing grant support from Hampton Fund (£20,000) and Richmond Parish Lands (£12,000). This together with a generous grant from the Ian Steers Trust (£20,000) to fund the first year of a Communications and Fundraising Manager made up the restricted grant total. Unrestricted grants were received from the Bob Willis Talent Fund (£30,000) and the Barnes Fund (£2,000). We received donations from the South West Crematorium Metals Fund (£12,000) and the CH Dixon Charitable Trust (£4,500). There were three large donations from individuals (£3,500). Client donations have also been very much valued (£2,000) and are growing year on year. 2023-2024 is already seeing an expansion of funding sources to include community fund raising through sponsored events.

expenditure 2022-2023



Staff costs represent over 50% of the expenditure. As our services grow so do room hire costs which accounted for £18,248 of our operational costs in the chart above. These are likely to increase in 2023-24 in support of client meetings and Compassionate Cuppa. Getting the word out about our services remains a priority, as does training volunteers and staff, both on joining and thereafter. Just 6% went on Office and Administration. 2023-24 will see an expansion of Children's and Young Persons Services with the associated marketing and room hire costs and will be a focus for fundraising.

reserves policy

The reserves policy is reviewed annually by Trustees and is currently set at 4 to 6 months of operational expenditure in unrestricted funds at the end of each financial year. This level is required to accommodate any period where one funding stream has been exhausted and another is committed but not yet been received. It allows us to meet our commitment to staff and creditors through this period. Budgeted expenditure for the coming year is £91,171 which gives a range of £30,390 to £45,585 and unrestricted reserves at year end of £41,614 were lying within this range.

approval

The Trustees declare that they have approved the Trustee's report above.

Signed on behalf of the Charity's Trustees by:

A handwritten signature in blue ink that reads "Barbara Davies". The signature is written in a cursive style with a large, sweeping initial 'B'.

Barbara Davies

Chair

Date Approved: 31st January 2024

independent examiner's report

independent examiner's report to the Trustees of space2grieve

I report to the Trustees on my examination of the accounts of space2grieve (the Charity) for the year ended 30 June 2023.

Responsibilities and basis of report

As the Charity Trustees of the charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

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

Independent examiner's statement

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

- Accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
- The accounts do not accord with those records.

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

Signed:

A handwritten signature in blue ink that reads "D V Matthews". The signature is written in a cursive style with a large initial "D" and a checkmark-like flourish above the "V".

David Matthews

Chartered Accountant

Date: 31st January 2024

1 Blenheim Place
Teddington
TW11 8NZ

the figures

space2grieve receipts & payments account year ended 30 June 2023

	Unrestricted funds £	Restricted funds £	2022/23 Total funds £	2021/22 Total funds £
Receipts				
Grants	32,000	52,000	84,000	60,940
Donations	22,082	-	22,082	18,835
Gift Aid	3,914	-	3,914	138
Contribution to training	-	1,650	1,650	1,800
Bank interest received	49	-	49	-
Total receipts	58,045	53,650	111,695	81,713
Payments				
Staff	11,498	26,436	37,934	26,198
Bereavement support	12,792	6,553	19,345	14,733
Children & young persons	336	-	336	-
Marketing	4,514	1,080	5,594	3,398
Training	3,087	1,557	4,644	3,128
Office & admin	2,845	35	2,881	3,394
Equipment	250	967	1,217	3,167
Total payments	35,322	36,629	71,951	54,018
Net receipts for year	22,723	17,021	39,744	27,695
Cash funds at start of year	18,891	8,804	27,695	-
Cash funds at end of year	41,614	25,825	67,439	27,695

statement of assets and liabilities at the end of the period

	At 30 th June 2023			At 30 th June 2022
	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Analysis of cash funds:				
Current account	27,390	-	27,390	27,695
Deposit account	14,224	25,825	40,049	-
	41,614	25,825	67,439	27,695

statement of assets and liabilities at the end of the period
(continued)

	At 30 th June 2023			At 30 th June 2022
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Other monetary assets:				
Gift Aid due	1,214	-	1,214	3,914
Interest & other income due	47	-	47	
	<u>1,261</u>	<u>-</u>	<u>1,261</u>	<u>3,914</u>

Receipt of these monies will be included in the 2023/24 Receipts & Payments account.

Original cost of assets retained for the charity's own use:

Office equipment	-	2,996	2,996	2,029
Office furniture	250	1,139	1,388	1,139
	<u>250</u>	<u>4,135</u>	<u>4,384</u>	<u>3,167</u>

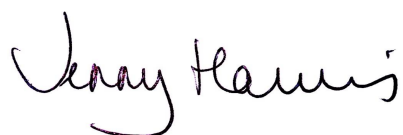
Liabilities:

Trade creditors	2,188	468	2,656	1,480
Pension contributions due	31	84	115	76
	<u>2,218</u>	<u>552</u>	<u>2,770</u>	<u>1,556</u>

Settlement of these liabilities will be included in the 2023/24 Receipts & Payments account.

The Trustees declare that they have approved the receipts and payments account and statement of assets and liabilities above.

Signed on behalf of the charity's trustees by:



Trustee



Chair

Date Approved: 31st January 2024

SPACE2GRIEVE

England & Wales - Charity number 1195114

Accounts



space2grieve

specialist bereavement support
for richmond borough

annual report
2022

Charity registered in England and Wales No: 1195114

Registered address:

space2grieve, ETNA Community Centre, 13, Rosslyn Road, East Twickenham TW1 2AR



how it all started

The idea of setting up a local bereavement service was first raised by our two cofounders Jenny Harris and Mary Parry in the Autumn of 2020. The impact of the pandemic and their many years of volunteering in the bereavement sector led them to recognise that the provision of confidential, in person support in a dedicated space was essential to the well- being of those seeking bereavement support.

They were joined by five other members of the Founding Team who all worked tirelessly to ensure that space2grieve became a reality and in doing so received funding from Hampton Fund, RPLC and the Bob Willis Fund.

An incredible team of volunteer specialist bereavement supporters were recruited and through appropriate induction and training were ready to offer bereavement support to the residents of Richmond Borough by the end of August 2022.

Our aim is to be the provider of free support for all Richmond residents who have been bereaved “no matter when, no matter how.”



report of trustees

The Trustees present their report, together with the financial statement of the charity for the year ending 30 June 2022.

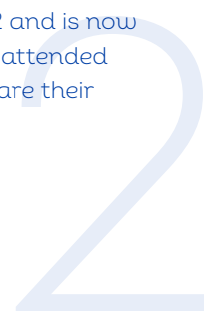
The Trustees have had regard to the Charity Commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.

objectives and activities

The charity's objective is "to relieve the distress and suffering caused by bereavement/grief for the residents of Richmond Upon Thames through the provision of one-to-one and group bereavement support sessions by expert highly trained specialists in bereavement support."

We set out below the activities we undertake for the public benefit to help us achieve that objective.

- We have a team of highly trained Specialist Bereavement Supporters (SBSs) offering free, expert bereavement support for adults, children and young people in Richmond Borough.
- Our team of volunteers provides space for clients to talk in a series of one-to-one sessions in person or remotely by phone or Zoom. Each session will last up to one hour.
- We have 31 client-facing volunteers including 4 supervisors who, on average, have had over 6 years' experience of working in bereavement. All have completed space2grieve's requirements for Safeguarding, enhanced DBS (Disclosure and Barring) certification and training, and on average volunteer for 3 to 6 hours a week.
- Regular continued professional development is provided by our training team so volunteers are up to date with developments in grief theory and practice.
- Two of our volunteers wrote and produced our own bereavement training programme "Pathway to Developing Bereavement Support" which will be run annually to ensure we always have enough volunteers to meet our agreed client waiting time. 6 new SBSs were recruited and started training in our first year, ready to see clients in September 2022.
- As part of our ongoing Children and Young Persons (CYP) service, we have developed an entirely unique approach to supporting parents, called Parenting Through Grief. These sessions are an opportunity to guide the parent of a bereaved child through providing appropriate resources and information.
- Compassionate Cuppa opened its doors at the ETNA Community Centre cafe in June 2022 and is now a regular monthly visit for all bereaved residents of the borough, whether or not they have attended sessions with our specialist volunteers. This gives an opportunity for bereaved people to share their feelings with others in the same position.





seeing our clients

We know how important it is for bereaved people to be able to access help quickly and directly, and that it takes great courage to reach out to ask for help.

At space2grieve clients can contact us directly and will have a swift response.

We will carefully assess their needs before ensuring the right level of support from one of our experienced volunteers, which also allows us to signpost effectively and accurately if we are not the right service for their needs.

We see up to 25 clients each week for an average of 8 sessions. This is mostly in person in our room at the ETNA Community Centre.

comments from volunteers

"I feel as if I am part of something important and get great satisfaction from helping others"

"I work full time and I make time to volunteer as a Specialist Bereavement Supporter. This is the best thing I do all week and this is how I look after my well-being."

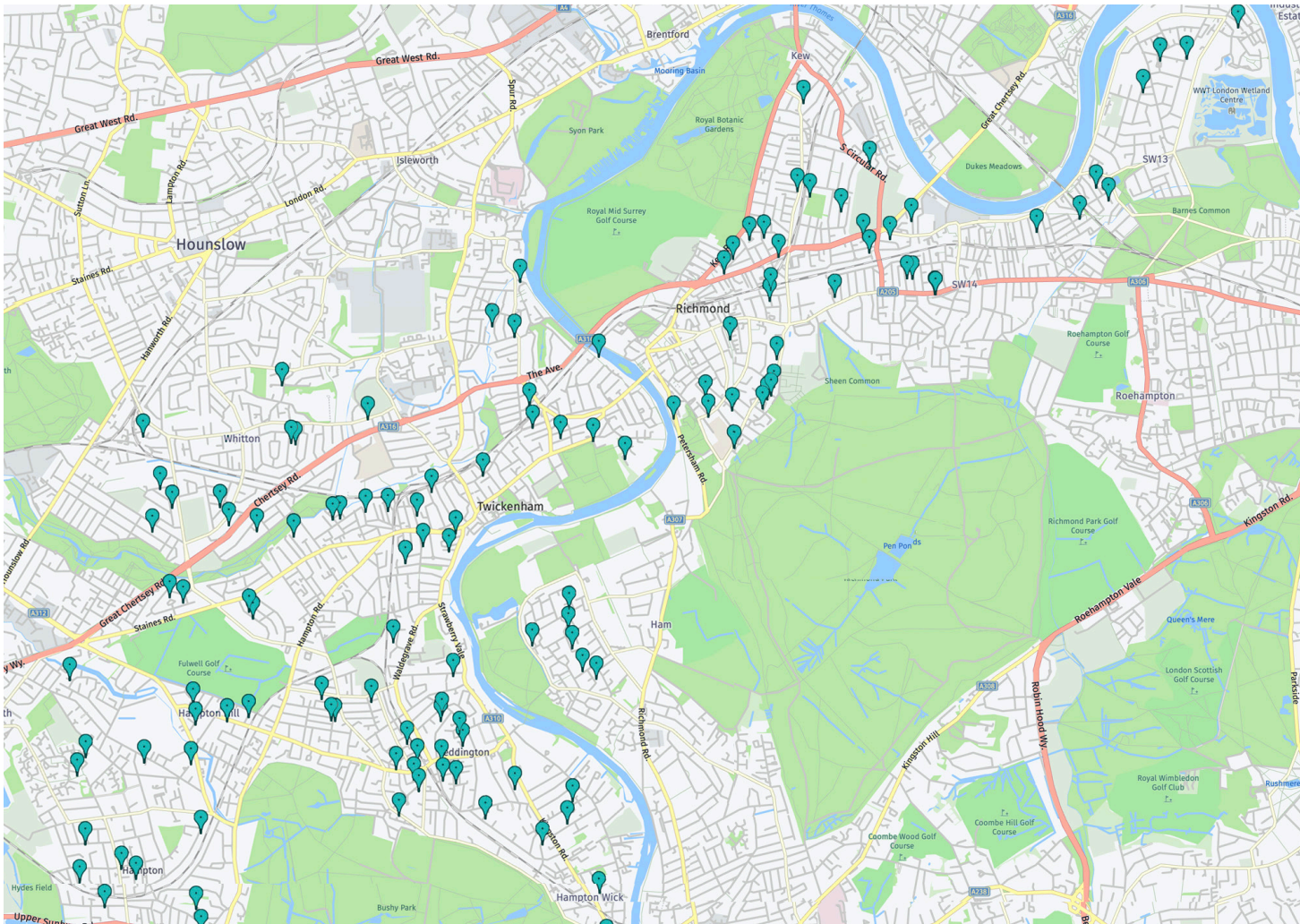
"I feel very privileged to sit alongside the pain and suffering of those experiencing grief and loss..not everyone can do it...there are many things I am not able to do but I can do this! And therefore feel very grateful that in doing so can contribute to easing others pain"

"What I value about being an SBS is the unique relationship I form with my clients. I learn something from every client I support. I like getting to know my CYP clients and feel privileged that clients trust me enough to share their feelings with me. I feel good knowing that I have made a difference to someone's life."

our impact

In our first year of operation we have supported 133 clients, including children and young people, and we have provided over 600 hours of support.

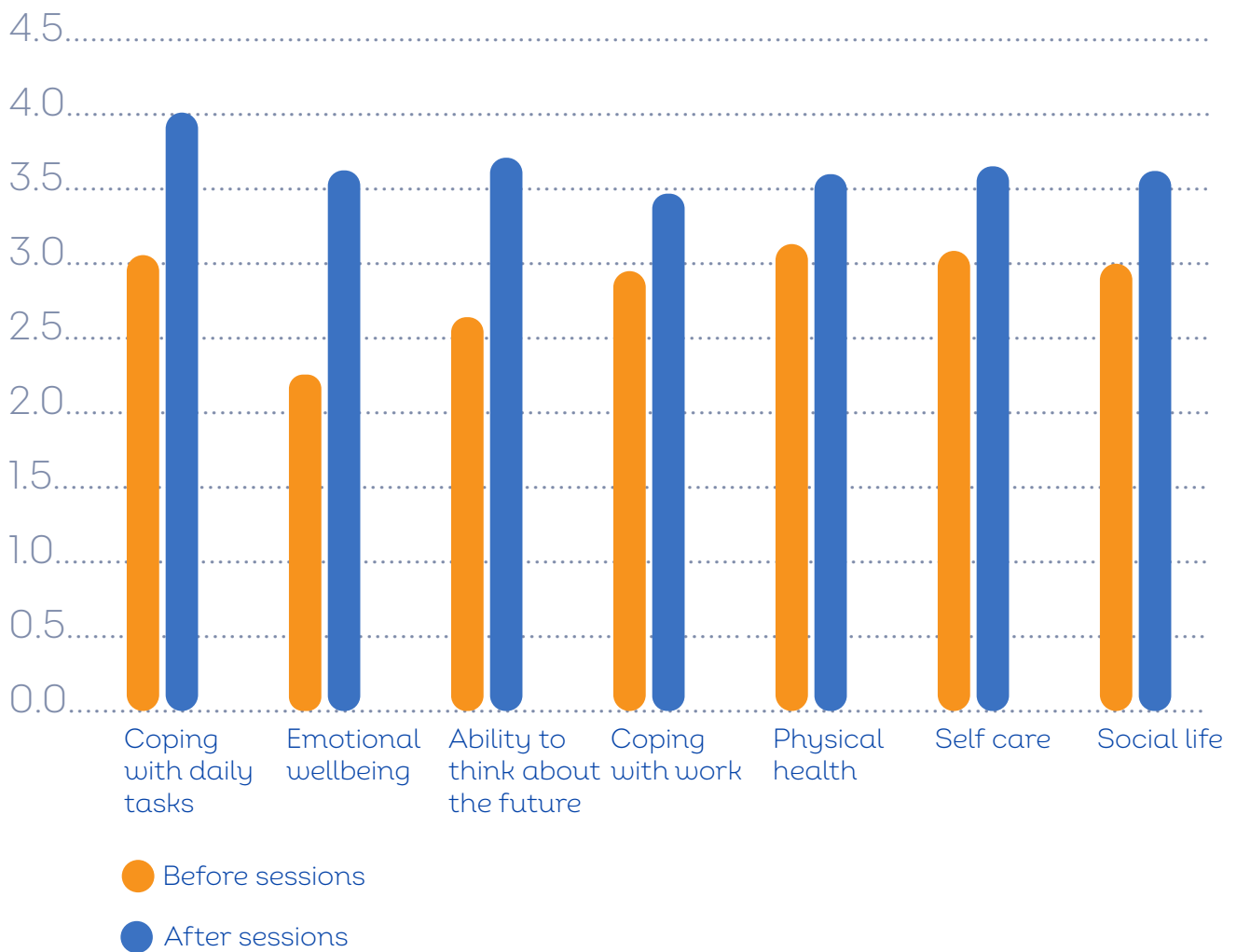
Support has been provided across the Borough - see the chart below for the geographic spread of our clients.



client feedback

Client satisfaction is assessed through a questionnaire at the beginning and end of the client sessions. They are asked to rate a number of criteria on a scale of 0 (poor) to 5 (very good). See below for a comparison of this year's average figures.

evaluation comparison pre and post sessions 20/21



here are a few examples of the feedback we have received:

The person I spoke to was very kind and gentle

The support sessions were very helpful and the person I spoke to was kind and wise

Great service available - I'm so glad this charity exists and has volunteers that were so helpful to me. I absolutely recommend this to anyone. Please, please contact space2grieve.

Firstly, I wanted to say thank-you all so much for all that you've done for me so far. I really have felt the most enormous change in my sense of well-being since my sessions.

Really prompt response to my initial enquiry and a good first conversation, I certainly found it was very therapeutic to trust you and 'let it all out'

I am so glad to have met you and it is so good to know that you are there if I need help in the future

The one-to-one sessions were really helpful in processing my grief



aims for 2022-2023

We aim to work on the foundations we've established during our first year, to:

- Increase the number of clients throughout the Borough
- Run our annual Pathway to Developing Bereavement Support course with an aim to train an additional 6-8 SBSs
- Develop and run a CYP programme with an aim to train 4-6 CYP specialists
- Build up Compassionate Cuppa and other group activities, for example a Walk and Talk group
- Improve spread of funders
- Strengthen our Board of Trustees with further skills/expertise and introduce sub-committees to focus on key areas.

structure, governance and management

The charity was formed on 9 July 2021 as a foundation Charitable Incorporated Organisation (CIO) and has been supporting clients since August that year. The charity had 5 Trustees and 2 part-time paid Service Management employees. The initial Trustees and Service Management team had all been previously involved in providing bereavement services in Richmond.

Trustees:

Barbara Davies	(9 July 2021 - present)	Chair
Jenny Harris	(9 July 2021 - present)	HR
Amanda Lockyer	(9 July 2021 - present)	Treasurer
Mary Parry	(9 July 2021 - present)	Safeguarding
April Holden	(9 July 2021 - 26 April 2022)	Marketing
Debbie Ramsay	(10 May 2022- present)	General & Marketing

Staff:

Louise Flory	Service Manager
Hattie Deards	Service Co-ordinator





The Trustees and Service Management team meet as the Working Group on a monthly basis to monitor the activities of the charity. This meeting is used to update the team on clinical matters such as client assessment and evaluation, training, client numbers and referrals.

It is also used for Trustees to formally sign off the previous month's Financial Report, to update on any fundraising activities, address any Safeguarding issues and examine the Risk Register.

Trustees meet separately to review performance progress against plan and take decisions required to ensure the efficient running of the charity and its further development.

We have a dedicated space at ETNA Community Centre in East Twickenham. This acts as our office, meeting room, training and client session space.

During the year we appointed a new Trustee and have recruited additional volunteers to help with fundraising and governance. It was established that an additional Service Administrator was needed to improve the coverage and effectiveness of the Service Management team in supporting the work and further development of the charity during the year (this role was filled in August 2022).

GDPR and safeguarding

An external review by Blackpenny Consulting of our GDPR and Data Security policies and procedures has been completed. All staff and volunteers complete adult and child Safeguarding training and are DBS checked. Specialist Bereavement Supporters (SBSs) have enhanced DBS checks.

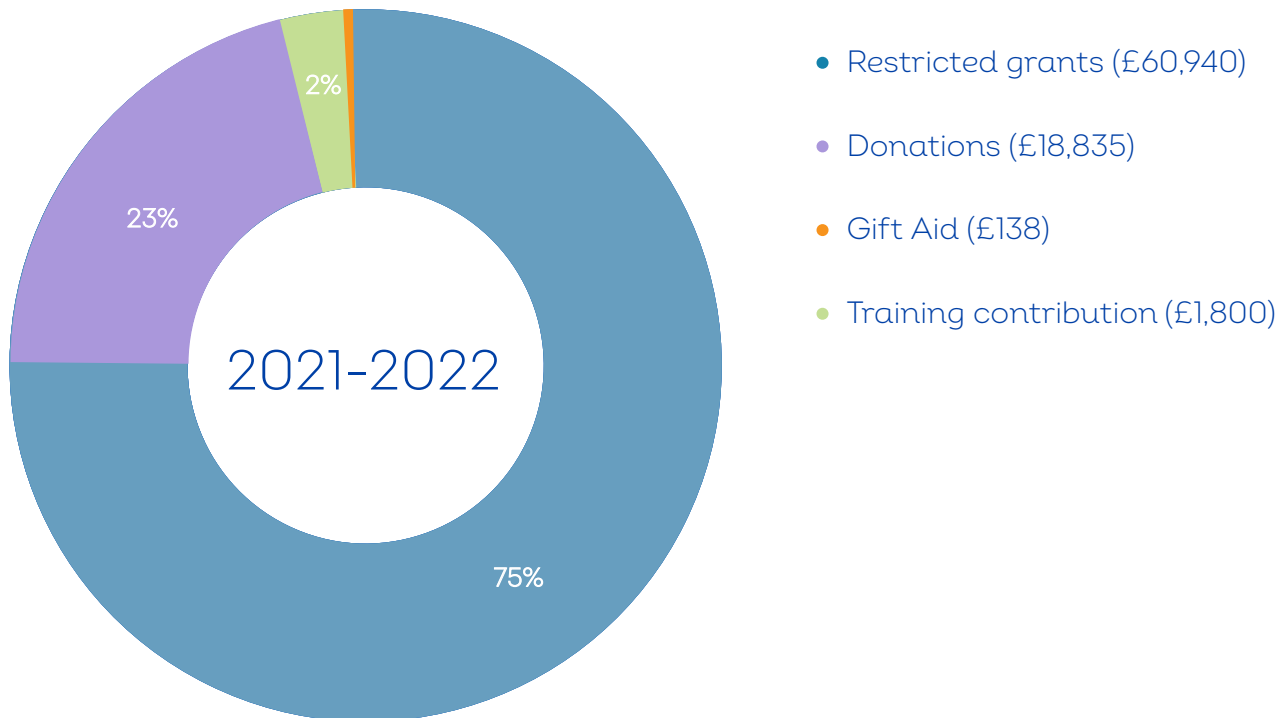


risk assessment

The Trustees maintain a comprehensive Risk Register - those Risks considered the most critical are examined at the monthly meetings.

Risk	Mitigation	Level
Funding	Financial and Reserves Policy adhered to. Ensure spread of funders. Funding application preparation and submission dates are communicated. Funding committee advises additional assistance.	Medium
Loss of key Staff	Succession planning. All main processes are documented. Contracts of employment allow for adequate notice periods and handover	Low
Trustee body and Service Management (SM) team lacks relevant skills/capacity	Skills audit reviewed and required skills identified. Job descriptions are written for roles, whether these be Trustee, SM, voluntary or paid for consultancy positions	Medium
Budgetary Control and Financial Reporting	Budgets linked to charity objects and strategy. External expert skills used to assist with financial reporting and planning	Low

income 2021-2022



financial review

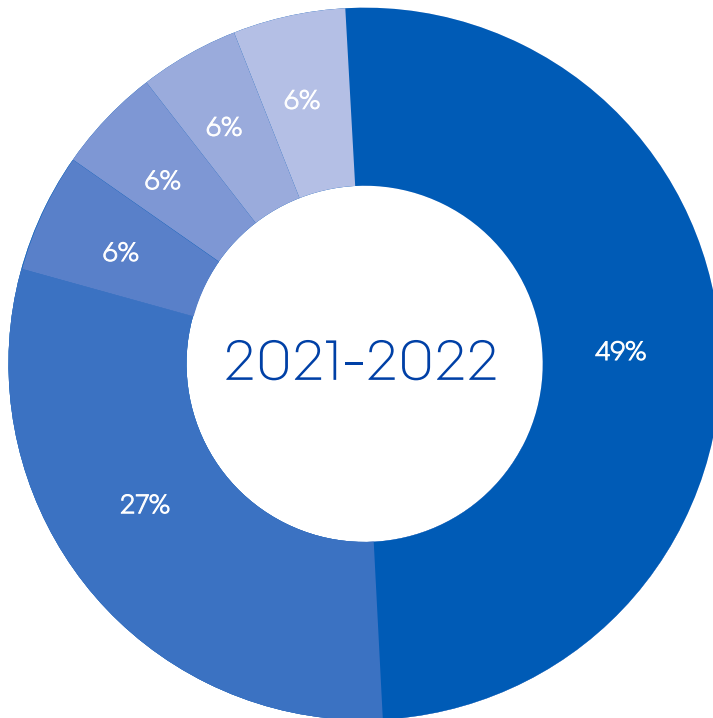
space2grieve aims to support as many people within the borough as possible and to achieve this we need to be financially secure.

funding

We rely on grants and donations for our income but are aiming to increase the number of funders and expand our fundraising efforts over the next year. In this first year, and as we were seen as a 'start-up', we had the challenge of proving to funders that we were able to provide an excellent service with a robust structure. Hampton Fund (£20,000), RPLC (£19,940) and The Bob Willis Fund (£20,000) supported us from the start and continue to be our main funders.

We also received some very generous donations, in particular from Mr Roger Gahagan. Contributions from trainee SBSs were used to cover some training costs, and we claimed a small sum from Gift Aid, although a larger figure, claimed at the end of this year, was received in early July 2022.

expenditure 2021-2022



- Staff costs (£26,198)
- Training (£3,128)
- Room costs (£14,733)
- Office & admin (£3,393)
- Marketing (£3,398)
- Equipment (£3,167)

costs detail

Our restricted funds have covered most of our core costs.

Almost 50% of our costs were for our 2 part-time staff who covered our service delivery, including referrals, administration and a multitude of tasks that keeps space2grieve running well for all our volunteers and clients.

Our room costs take up just over 25% of costs. We rent a room at ETNA which is used for supporting clients, service delivery and meetings. We also hire the community kitchen once a month for our Compassionate Cuppa meetings, and rooms for client support when necessary.

The rest of our costs covered marketing ourselves to the residents of Richmond, training new volunteers and buying vital equipment such as laptops for the smooth running of the charity.

Unrestricted funds, which came mostly from donations, were used for building up our reserve, and for sundry items, such as a small thank you party for our volunteers and funders.



reserves policy

The Trustees have a target of ensuring that there are sufficient funds from unrestricted funds to allow the charity to run for 3-6 months, if necessary, without impacting our service to existing clients. The minimum amount of reserve is £18,000 with the aim of building this to £30,000 from unrestricted funds within the next two years.

Unrestricted reserves as at 30 June totalled £18,891 and restricted reserves held for specific purposes totalled £8,804.

future funding

We intend to mitigate the funding risk and reliance on our current funders by broadening the spread of financial support. We have formed a Funding and Communications Sub-committee which will look at both local and national opportunities, and who will report to the Trustees.

thank you!

In order to deliver our service, we are fortunate to have a team of dedicated volunteers and staff who have an understanding of, and commitment to, the aims and values of space2grieve. We are hugely grateful to all our volunteers who give their time so generously, not only to see clients, but also to attend training and supervision sessions. We also depend on volunteers to assist with IT, fundraising, legal requirements and governance.

We would like to thank everyone who has supported our first year of operation

We could not have got this far without our generous funders and donors, including :

Hampton Fund
RPLC
The Talent Fund
Roger Gahagan
Lauren Clark
William Grant & Co
Waitrose
Dignity Productions
The Residents of Heath Gardens, Twickenham
Jocelyn & Bernard O'Keefe

And others who have given so generously of their time:

John Harris
Rob Houghton
David Matthews
Debby Metcalf
Howard Miller
Kate Heywood
Paul Saunders, Blackpenny Consulting
Andrew White
Martin Daly
Dr Jonathan Cornthwaite
Sophie Russell-Ross
Shauna Mackenzie
Kim Leech
Lin McGarry
Charlotte Airey
Vanessa James, Ivana Puchlova and the rest of the ETNA Community Centre team
Kathryn Williams, Julie Gavin, Heather Matthews and all at RCVS
The Worshipful Company of Marketors
....and our families who've helped out in a myriad of ways.

report

The Trustees declare that they have approved the trustee's report above.

Signed on behalf of the Charity's trustees by

Barbara Davies
Chair

Date approved 03-02-2023

Accountant:
Debby Metcalf
22 Trowlock Ave
Teddington
TW11 9QT

External Examiner:
David Matthews
1 Blenheim Place
Teddington
TW11 8NZ

Bank:
Lloyds Bank
25 Gresham Street
London
EC2V 7HN

independent examiner's report

Independent examiner's report to the trustees of space2grieve

I report to the trustees on my examination of the accounts of space2grieve (the Charity) for the year ended 30 June 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

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

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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

Signed:

A handwritten signature in blue ink that reads "D V Matthews". The signature is written in a cursive style with a large initial "D" and a checkmark-like flourish above the "V".

David Matthews
Chartered Accountant

03-02-2023

the figures

space2grieve receipts & payments account year ended 30 june 2022

	unrestricted funds £	restricted funds £	total funds £
Grants recieved	-	60,940	60,940
Donations including Gift Aid	18,973	-	18,973
Training contributions	-	1,800	1,800
Total receipts	18,973	62,740	81,713
Staff costs	-	26,198	26,198
Counselling costs	-	14,733	14,733
Marketing	-	3,398	3,398
Training	-	3,128	3,128
Office & Admin	82	3,312	3,394
Equipment	-	3,167	3,167
Total Payments	82	53,936	54,018
Net receipts & cash funds at end of year	18,991	8,804	27,695
The above receipts & payments account does not include amounts owing to or by the Charity at the year-end. £3,914 was owing to the Charity at the year end in respect of Gift Aid on donations in the period. The Charity owed £1,056 to suppliers for goods and services received in the period.			

The Trustees declare that they have approved the Receipts & Payments account above.
Signed on behalf of the Charity's trustees by:

Amanda Lockyer
Treasurer



Barbara Davies
Chair



Date approved 31-01-2023

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