



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.

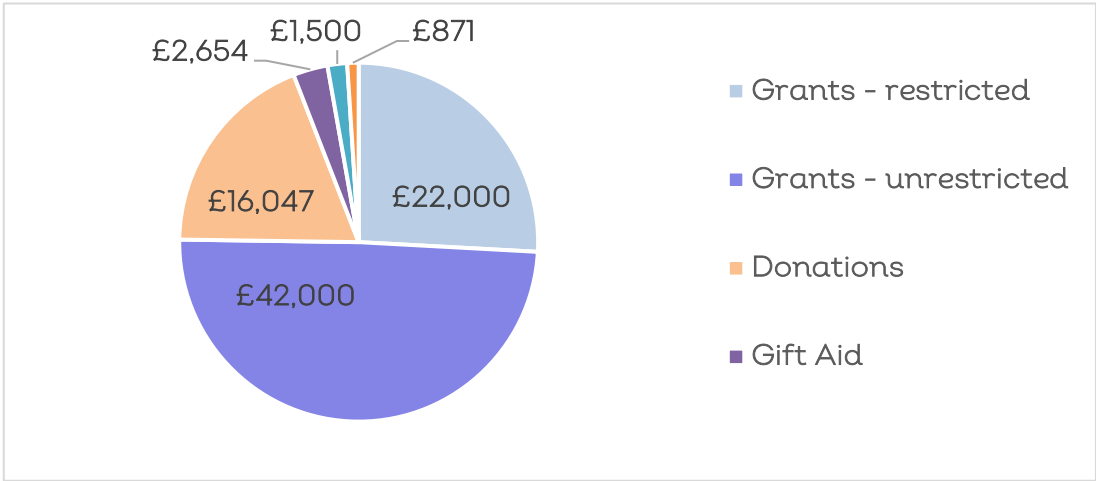
The Service Manager reports to the Trustees at their quarterly meetings.

## Risks and their management

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

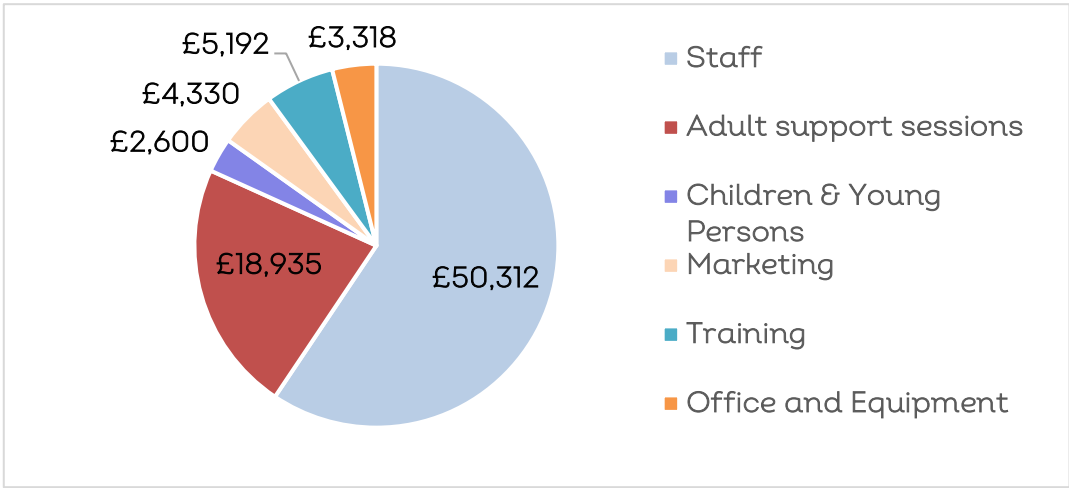
Risk	Mitigation	Level
Funding	Funding and Reserves Policies regularly reviewed and always adhered to. Spread of funders, including community fundraising.	Medium
Trustee Body and Service Management (SM) Team lacks relevant skills/capacity	Skills audit reviewed and required skills identified. Job Descriptions 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:



Barbara Davies

Trustee

Date Approved: 29<sup>th</sup> 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: 29<sup>th</sup> November 2024

1 Blenheim Place  
Teddington  
TW11 8NZ

space2grieve receipts & payments account year ended 30 June 2024

	Unrestricted funds	Restricted funds	2023/24 Total funds	2022/23 Total funds
<b>Receipts</b>				
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
<b>Total receipts</b>	<b>58,972</b>	<b>26,100</b>	<b>85,072</b>	<b>111,695</b>
<b>Payments</b>				
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
<b>Total payments</b>	<b>36,429</b>	<b>48,258</b>	<b>84,687</b>	<b>71,951</b>
<b>Net receipts for year</b>	<b>22,543</b>	<b>(22,158)</b>	<b>385</b>	<b>39,744</b>
Cash funds at start of year	41,614	25,825	67,439	27,695
<b>Cash funds at end of year</b>	<b>64,157</b>	<b>3,667</b>	<b>67,824</b>	<b>67,439</b>

statement of assets and liabilities at the end of the period

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



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

	At 30 <sup>th</sup> June 2024			At 30 <sup>th</sup> June 2023
	Unrestricted funds	Restricted funds	Total funds	Total funds
<b>Other monetary assets:</b>				
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: 29<sup>th</sup> November 2024