



ANNUAL REPORT AND ACCOUNTS

For the year ended

31st December 2019

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Registered Charity number 1157002



BEREAVEMENT CARE
ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2019

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BEREAVEMENT CARE

ANNUAL REPORT AND ACCOUNTS

For the year ended 31st December 2019

Trustees

Revd Edward Lewis	(Chair)
Richard Jones	(Vice-chair)
Peter Weber	(Honorary Treasurer, to 15/5/2019)
Leslie Pappoe	(Honorary Treasurer, from 15/5/2019)
Jean Seymour	(Honorary Secretary)
Kim Parry	(Harrow Deanery Synod)
Val Austen	
Neena Bedi	
Peter Ellis	(to 15/5/2019)
Sue Ellis	(to 15/5/2019)
Jack Lynes	
Leslie Pappoe	(from 14/2/2019)
Helena Reid	
Bobbi Riesel	
Peter Weber	(from 15/5/2019 to 23/9/2019)

Corporate Members

Afghan Association Paiwand, Harrow
All Saints Church, Harrow Weald
All Saints Church, Queensbury
Asian Bereavement Care
Dovetail Bereavement Care (in association with
Hillingdon Park Baptist Church)
Edgware & Hendon Reform Synagogue
Edgware & Mill Hill Bereavement Support Group
Elliott Hall Medical Centre
Emmanuel Church, Northwood
Harrow and Hillingdon Circuit of the Methodist Church
Holy Trinity Church, Wealdstone
Ickenham Churches' Bereavement Support Group
Kol Chai Synagogue
Mosaic Reform Synagogue
Northwood & Pinner Liberal Synagogue
Pinner Synagogue Bereavement Support Group
St Alban's Church, North Harrow
St John the Baptist Church, Greenhill
St John the Baptist Church, Pinner
St John the Evangelist Church, Stanmore
St Luke's Hospice, Kenton
St Margaret's Church, Uxbridge
St Martin's Church, Ruislip
St Mary's Church, Harrow-on-the-Hill
St Michael & All Angels Church, Harrow Weald
West London Synagogue

Bankers:

HSBC
26-28 St Ann's Road, Harrow, Middlesex HA1 1LA

Independent Examiner:

Margaret Matchett
9 Stanmore Lodge, 71 Stanmore Hill, Stanmore, Middx, HA7 3EX

Executive Officer:

David Griffiths
The Lodge, 64 Pinner Road, Harrow, Middlesex HA1 4HZ

TRUSTEES' REPORT

The Trustees are pleased to present their report with the accounts of the charity for the year ended December 31, 2019.

Charity

Charitable status

Harrow Churches Bereavement Visiting Scheme was founded by Harrow churches in 1981, to relieve the suffering and distress caused by bereavement among the residents of Harrow and the surrounding areas. It offers free support to all, regardless of religion, race, sexuality, disability, gender or age. The charity changed its name in November 2004 to Harrow Bereavement Care reflecting the wider representation of clients and members. In 2014 the charity became a Charitable Incorporated Organisation (CIO) with the name of Bereavement Care (charity number 1157002) indicating the wider geographical nature of the charity.

Charitable objective

The object of the CIO is:

to relieve the suffering and distress caused by bereavement or loss among the people of the London Borough and Deanery of Harrow, and surrounding areas where it is possible to make its services available.

This would be, in particular, but not exclusively by:

- Offering support through the process of grieving.
- Increasing the public awareness and knowledge of the needs of bereaved people, or those who have experienced loss, throughout the community.
- Training and supervising suitable volunteers in listening skills for working with the bereaved (whether in their homes or in other appropriate places).
- Co-operating with and offering training to other agencies engaged in similar work.

Organisation

Trustees

The constitution allows for up to twelve elected Trustees and one nominated Trustee appointed by Harrow Deanery Synod.

Visitors

There are approximately 135 volunteers, who are trained in visiting and listening skills, and have worked with bereaved people in their homes or in other appropriate places such as drop-in centres. Each visitor successfully completes the Initial Bereavement Training (IBT) before joining a group. Visitors work to a comprehensive code of practice and are expected to complete a Disclosure and Barring Service (DBS) assessment, where appropriate.

The visitors contact bereaved people who are referred by their group leader or have requested support via the Bereavement Care office. Visitors are supervised by a Leader within the context of a group which meets regularly. Group Leaders have meetings for mutual support and exchange of information and have been supported by the Honorary Consultant Supervisor, Dr. Dorothy Edwards.

Review of the year

There are separate reports covering Conference, Training, and Fundraising & Awareness. There is also a report from the Chair of the Trustees and from the Executive Officer.

Staff

We thank David Griffiths, Executive Officer for his ongoing support and dedication to Bereavement Care.

The Trustees

CHAIR'S REPORT

It has been a busy year and the Trustees have done their best to support the "home team" as well as look further afield for new Trustees. Please consider whether you, or someone you might know could share this vital work.

Not surprisingly, the aim of Bereavement Care is to draw alongside those who have experienced bereavement or loss. Her Late Majesty Queen Elizabeth The Queen Mother famously said, *'Grief is the price we pay for love'*. We all know from personal experience that the loss of a loved one can have a profound effect. It might not be immediate and sometimes can take years to surface. This has been brought to the forefront recently by HRH Prince Harry who has talked about the profound effect of his mother's death and everything surrounding it, on him and his mental health.

Bereavement Care operates in the London Boroughs of Harrow and Hillingdon and surrounding areas. The office is based within The Lodge complex in Pinner Road, leased from Harrow Council. There, our Executive Officer, David Griffiths, maintains the day to day operation of the charity. He is usually the first point of reference for someone seeking assistance. David will pass the request to a Bereavement Care Assessor and, subject to a satisfactory telephone assessment, the referral is forwarded to an appropriate Group Leader for allocation to a Bereavement Visitor. There are approximately 120 adult and 15 children's Visitors. The Visitor makes contact and arranges a visit at the person's home, or at a neutral place, usually the office. Calls involving children might be dealt with slightly differently, with meetings at the child's school. Visitors are trained and have regular updates and meetings, in groups or clusters, for mutual support. The Group/Cluster leaders will also get together regularly to share concerns and trends that may be developing.

With a commitment to the safeguarding of both our Bereavement Visitors and our clients, the Trustees have affirmed that all Children's Visitors must have an enhanced Disclosure and Barring Service (DBS) check before commencing visits, and have recommended that it would be desirable for all Adult Visitors too.

Those who use Bereavement Care can be assured the Visitors will treat what passes between them with total confidentiality in all things lawful and honest.

The Annual Conference takes a topic of interest from within the world of bereavement and seeks to update and inform Bereavement Visitors and others who may be interested. It also raises awareness within our community. The last Conference was one of the best. It was full to capacity at our new venue, St Helen's School in Northwood. The small but perfectly formed planning group led by Judy Silverton do an amazing job and put on a conference of the highest quality.

Even running a small charity, means that the various diktats of the Charity Commission have to be dealt with. Standards must be high and we have to conform to requirements so as to ensure that we operate in a totally professional way. We are, after all, dealing with children and adults at a time when they can be most vulnerable. The Charity is run by a board of 12 Trustees. Various trustees take responsibility for different areas of Policy and Codes of Conduct. Much of this is unsung work but it keeps the wheels turning and ensures conformity with current legislation. The Business Plan which informs many of our activities is regularly reviewed and updated. On behalf of the Trustees I should like to thank Mr Leslie Pappoe who joined the Trustees a year ago and has taken on the very important role as Honorary Treasurer.

Both Val Austen and Kim Parry are standing down as Trustees in June. We are so grateful to both of them for their dedication and watchful eyes during their Trusteeship.

Fundraising and grant applications are vital. The charity cannot exist on fresh air, so a range of activities take place during the year, including Carol Singing at Underground stations, a Bridge Day and the annual Fish & Chip Supper & Quiz. New events are planned from year-to-year. There is a hugely dedicated band of people who give so much of themselves and their time to Bereavement Care. Without them the Charity would falter and fail. Because of them, because of you, the Charity goes on from strength to strength. If you know anyone who might wish to be involved in the charity please ask them to speak to David Griffiths or any of the Trustees/volunteers. We are always delighted when Bereavement Care is remembered through a donation or in someone's Will or, as in the past year, through donations to mark a significant birthday or anniversary. Please be assured not a penny is wasted.

I have thanked our volunteers for their sterling work. On behalf of the Trustees and all involved, I should like to record our thanks to our Executive Officer, David Griffiths. Thanks to David, Bereavement Care is run in an exemplary fashion and its mission is enriched. We are so fortunate to have David in this vital role, He always goes the extra mile for the good of the Charity.

Various people will be contributing to this report to give as full a picture as possible of the work that underpins this great charity which is Bereavement Care. This comes with ongoing thanks to everyone who is concerned with our work and an important appeal for more volunteers. I am stepping down as Chairman after a three year stint, as I think it is good to share these positions around and bring in fresh vision. It will be a privilege to remain as a trustee. Thanks to everyone for their support.

In conclusion I have to mention the extraordinary circumstances in which we find ourselves. Nobody saw the Coronavirus pandemic coming and the unprecedented results of significant changes to our daily lives; but thanks to the dedication of David and all our volunteers, Bereavement Care has continued to offer support and care to those in need. No doubt there will be a huge demand once we return to what we once called normality.

Bereavement Care will be there as it has been for the past 39 years. Thanks to you all.

The Revd. Edward Lewis
Chair

TRAINING REPORT

Accounts, Trustee meetings, Fund Raising and Awareness, Websites, Office Management, no matter what, our Visitors and those who assist at our Drop-In Centres, are at the very heart of Bereavement Care. That is why I feel able to suggest that each of us who play any part in our activities give their most urgent attention to this report.

It has been another busy year with training courses well attended and appreciated. We have run four 'Initial Bereavement Training Courses' attended by forty-five people. Nineteen people came to our two 'Children & Grief' sessions. The "Unconscious Bias" Workshop attracted twenty and thirty-two people came to our "Drug Awareness" teach-in, We also provided training for 'Our Lady of Lourdes' Church in Edmonton.

We held a Group Leaders Workshop in April attended by fourteen people. And we were very pleased to welcome Bette Fraser coming 'on board' as a Trainer.

Our Annual Conference always has as its primary aim, to further the knowledge of our visitors, and this year's theme, 'Hear Hear' emphasised the need to best know how to listen. We have always stressed the benefits of actual visits but the recent virus restrictions have made telephone calls inevitable, and our visitors have been reminded that listening is the key to a successful visit, even a phone-call visit.

Our statistics show a continued high demand for our services and an equally high response but it cannot be emphasised too much or too often that there is a constant need to recruit younger people to train as visitors. Please Group Leaders look very carefully at your specific community and encourage younger members to consider this amazing work, quietly 'but regularly undertaken by quite 'ordinary' people but whose rewards are extraordinary.

I thank all who have contributed to our success: those who run our courses; those who prepare papers and arrange the rooms; those who give of their time and share their knowledge with us; and those who make the effort to learn more so that they can be better able to help bereaved people because where would we be without our Visitors.

Bobbi Riesel
Voluntary Head of Training

FUND RAISING AND AWARENESS COMMITTEE REPORT

Committee members

Val Austen, David Griffiths, Jeanette Leibling, Jack Lynes, Connie Pappoe, Bobbi Riesel, Trudy Segal, Wendy Williams.

Since February our small Committee has welcomed assistance from **Antonia Savvides** for specific tasks. In September **Connie Pappoe** bravely took on minuting meetings, easing my Co-ordinator's role and also by helping at some events. Thank you both for adding to already busy schedules.

Ticket sales for the **Fish & Chip Quiz Supper** and the **Bridge Lunch** were hard work this year. However, £1,800 and £644 respectively was raised and lower attendances did not spoil enjoyment. As always we greatly appreciated the spacious, comfortable Mosaic Synagogue for the Quiz venue. **Eastcote House Gardens Summer Picnic** and **Pinner Village Show** are very weather-dependent, but our stalls there are viewed as essential to raise awareness rather than profit. Publicity at both was excellent but £170 at Eastcote was a struggle for the very few helpers all doing long shifts. A fine day at Pinner with a better-placed and well-staffed stall produced a pleasing £280.

Community Green Discs gave £340 from Waitrose (Harrow Weald) and £350 from Waitrose (Northwood). Sadly, new regulations precluded the **Trolley Dash** planned at the Northwood Branch. As compensation Waitrose fitted in a **Charity Bucket Collection** which generated £750 plus a considerable amount of public interest, and a **£50 voucher** made a splendid raffle prize for the 2020 Quiz Supper. **Carol Singing** at three local underground stations finished the year with a joyful flourish and a wonderful £2,000. We were delighted with the number who sang on such cold nights.

We heartily thank everyone who helped in any way for any of the year's events. A special thank you to **Jenny Reid** and **Ruth McNeil** for many hours of hard work although no longer Committee Members. Our small group is increasingly aware that some events need disproportionate effort for the funds raised, and that we are currently stretched to our limits. We badly need more financial support by **match-funding** or **sponsorship**. Many firms do this but don't advertise schemes making it hard to access without an employee or contact within the organisation bidding on our behalf. If anyone has contacts within businesses who might guide and help us, please get in touch. Any other practical ideas and offers of assistance are always welcome. We are very aware of the longer-term funding possibilities of **legacy giving**, and this is something we will be exploring over coming months.

Finally, huge thanks to Committee Members for their unflagging determination, expertise and sheer hard work. Also to David Griffiths who guides us with dedication, wisdom and humour. Without this wonderful team, Bereavement Care would be £6,000 poorer.

Val Austen,
Co-ordinator: Fund Raising and Awareness Committee

CONFERENCE REPORT

Committee members

Father Edward Lewis (Chair of Bereavement Care), Angela Atkins, Sharon Goldstein, David Griffiths, Jack Lynes, Bridget Murray, Karen Pollak, Jenny Reid, Bobbi Riesel, Judy Silverton (Chair).

Each year Bereavement Care organises an all-day Conference which provides an opportunity for delegates to receive training on diverse bereavement issues and to network with others working in the same field. Delegates include bereavement visitors, healthcare professionals, teachers, counsellors, community leaders and clergy.

This year had to find a new venue this year as Mosaic Synagogue, which had been used for several years and was extremely reasonable, is finding new premises and we didn't know whether it would be available in October/November. So... the hunt was on! After much hard work we ended up with St Helen's School in Northwood. The location was very good as it was very near Northwood Tube Station and had good parking. The Junior School was just perfect as it was self-contained, had a large room with tiered seating, several classrooms (all suitable for workshops/forums etc), large hallways (suitable for registration, somewhere to hang coats, somewhere to eat, a place for the bookshop, any display tables and perfect for networking). The downside was that there was no kitchen just a sink and a small fridge in the staff room. It was a huge challenge for Bobbi and her team but, as always, she came up trumps with the catering.

The feedback following last year's conference didn't throw up any one particular topic. We had to think carefully about a subject that would appeal to our core audience, Bereavement Visitors.

The 38th Conference, held on 30th October 2019 at St Helen's School, Northwood, called **"HEAR HEAR – Exploring the Art of Listening"**.

We started the day with Emmanuel Aharoni as the Keynote speaker. He was a very lively and animated speaker. Following the coffee break we were able to watch some 'scenarios' that were led by Judi Herman who is a broadcaster and actor. The session was led by Professor Ruth Soetendorp and she encouraged the delegates to comment on the 'playlets' and encouraged them to tease out whether they were either good or bad practice

There was an excellent sandwich lunch, organised by Bobbi Riesel and her team, with time for delegates to 'network', examine flyers and obtain information from various organisations that were displayed around the main corridor. We also had a bookstall display and orders could be taken for items not on display. The Samaritans staffed a stand and this was particularly pertinent to the theme of this year's conference as all their telephone volunteers listen to people going through a tough time.

There were six forums that ran concurrently with the same theme. The facilitators were all given the same brief well before the conference and met during the lunch break to discuss how they were going to deliver our remit. Jenny Reid coordinated the lunch and was on hand to answer any questions. The facilitators were: Angela Atkins, Pastoral Assistant at Our Lady of Lourdes and St Michael Church in Uxbridge; Bette Fraser, psychodynamic counsellor; Jack Lynes, Former Chair of Bereavement Care; Paul Parsons, Adult Bereavement Service Coordinator at St Christopher's Hospice; Bobbi Riesel psychodynamic counsellor; Revd Nicholas Schofield, Parish Priest of Our Lady of Lourdes and St Michael Church in Uxbridge.

I would like to add my thanks to the Conference Planning Committee members without whom this event would not be possible. Also, my grateful thanks to David Griffiths for his support and help with the administration which is always carried out extremely efficiently and never with a cross word, making my task much easier.

Plans have already begun for the 39th Conference and it will take place on 4th November 2020 and it will be held again at St Helen's School.

Judy Silverton

Chair, Conference Planning Group

REPORT FROM THE EXECUTIVE OFFICER

Many of you will be aware that 2019 was a challenging year for Bereavement Care, for myself and for our volunteers. In March, I suffered a heart attack which required a short stay in hospital with an extended period of leave for recuperation, and a phased return to work over the following five months. Whilst this is not an experience I would want to repeat, it did highlight the need for a procedure to be agreed in the event of the unexpected absence of the Executive Officer! I would like to convey my sincere thanks to the Trustees and volunteers who rallied around to keep everything "ticking over" during my absence.

I am particularly grateful to Jean Seymour (Honorary Secretary) who dealt with much of the day-to-day administration, and has been coming into the office on a weekly basis to help with administrative tasks. In the summer we also welcomed Connie Pappoe, who has been volunteering in the office and taking on some of the more onerous and time-consuming jobs. In February, I was pleased to support Aaron Lynes with his Duke of Edinburgh's Award Service requirement, which necessitated a weekly commitment to attend the Bereavement Care office and apply his skills in computer literacy to update our web-site. Having completed his D of E Award by the summer, it was a pleasure to be asked whether he could continue volunteering with Bereavement Care and I had no hesitation in accepting his offer. Aaron not only keeps the web-site up-to-date, but has also added improvements; and more recently has taken on the collation of Group statistical returns which can be found at the end of this Annual Report.

There was a slight reduction in the number of referrals in 2019 compared to the previous year with 187 Adult referrals and 42 Child & Young People referrals (compared to 2018: 195 Adults and 55 Children & Young People). However, this only relates to the number of calls or e-mails received through the Bereavement Care office, and as our statistics show on pages 18 & 19, there are far more clients who are being supported who have either been referred through places of worship directly to the bereavement groups, or who are still being supported from the previous year(s).

In February I met with the Committee of the Harrow G.P. Surgeries' Patient Participation Group. This was arranged through Helena Reid (Trustee) and provided a useful opportunity to talk to a representative group who are closely involved with surgeries and medical centres throughout the Borough of Harrow. Jenny Reid and I both attended the May meeting of the Hillingdon Anglican Clergy Chapter to talk about Bereavement Care, with Jenny providing a valuable insight as to how some of our drop-in services operate.

We had been aware for several years that there are some locations in The Boroughs of Harrow and Hillingdon which are not adequately served by our groups and their bereavement visitors and using a grant application that had been prepared by Sue Ellis (former Trustee) we were able to submit a successful request to the National Lottery Community Fund to develop our bereavement support in those areas that are currently under-resourced. This is very exciting and there are several "mini-projects" that are underway. It is very frustrating that these are currently all "on hold" during the pandemic.

Our Drop-in Groups provide a highly valued opportunity for bereaved clients to engage socially, both with other bereaved clients and with our bereavement visitors. The Coffee Shop and Drop-in at Cannon Lane Methodist Church is made possible through the commitment of volunteer visitors from other Groups and my thanks to Alison Hetreed, Kim Parry, Anne Payne, Irene Picton, Sue Sabry-Grant and Wendy Williams for making this possible. I have been pleased to visit the Drop-in Groups at St. Giles Ickenham and Holy Trinity Wealdstone last year and talk with clients and volunteers. In June, I was able to present a Certificate of Recognition to Ranjini Perera upon her retirement from leading the Drop-in at Holy Trinity Wealdstone for many years. It was a visit that was to be tinged with sadness, as only a few weeks later our dear friend and most loyal of supporters, Ranjini sadly died. I was honoured to be asked to speak on behalf of Bereavement Care at her Service of Thanksgiving.

It is so important that we continue to acknowledge and thank those who give their time (and also generously give financially, by not claiming all the travel, telephone calls, postage and other expenses) to Bereavement Care. In June, we sent Certificates of Thanks during the national Volunteers' Week to as many of our volunteers as possible. We also had an opportunity to nominate a volunteer as one of Harrow's Heroes, and Bridget Murray (Group Leader, St. John's Church Pinner) was shortlisted and attended a reception, accompanied by Fr. Edward Lewis (Chair of Trustees) to receive her Certificate.

Finding a source of long-term, sustainable funding is an ongoing priority. The Reserves of Bereavement Care are not inexhaustible – and if they were, we would be unlikely to be considered favourably for grants from other sources. However, finding a source of revenue to sustain our core costs is a challenge. With this in mind, the Trustees approached a professional fund-raiser, David Atkinson, who has agreed to help us on a part-time basis with applications to charitable trusts and will only claim a small percentage of those grants that are forthcoming. We are currently awaiting the outcome of his first tranche of applications.

As mentioned previously, we received a grant of £10,000 from The National Lottery Community Fund to build our capacity in under-resourced areas. This is restricted funding. We were also extremely pleased to receive a gift of £4,000 from the Pears Foundation and £2,500 from the Jewish Joint Burial Society which was used primarily to offset our core costs of maintaining the Bereavement Care office, for which we are most grateful.

Donations from St. John the Baptist Church, Pinner; Mosaic Reform Synagogue, Harrow; St. Mary's Church, Hayes; Harrow International Christian Centre and the Masonic Charitable Foundation have all been very gratefully acknowledged. We continue to receive donations from grateful clients and from several of our Corporate Members who took collections at their annual Memorial Services. Local branches of Waitrose have supported us through their Community Green Disc Scheme with £340 raised at Harrow Weald and £350 at Northwood. The Northwood branch also invited us to hold a bucket collection there in November. 2019 marked the Golden Wedding Anniversary of Linda and Peter Weber, and also special birthdays for Jeanette and David Leibling and we were delighted to be nominated as one of the beneficiary charities that they had proposed to receive donations in lieu of gifts. We also received a gift of £1,000 from a benefactor who wishes to remain anonymous. Thank you all so much for such selfless acts of generosity.

Bereavement Care was also the grateful recipient of £2,250 from the estate of the late Mr. Kenneth Doult. Many charities encourage benefactors to leave gifts in their Wills and this is potentially an area that we need to explore further.

I am pleased that Bereavement Care was invited to be part of the London Borough of Harrow and London Borough of Brent's Joint Partnership on their statutory Suicide Prevention Strategy, and I attended a meeting in September to represent Bereavement Care at the Strategy Planning Meeting. Bereavement Care joined the National

Bereavement Alliance in 2019. This is a forum for bereavement groups across the UK and includes organisations such as Cruse, Child Bereavement UK, Winston's Wish, The Lullaby Trust, Hospice UK and Macmillan Cancer Support. I was able to attend a meeting in December and was warmly welcomed. It is good to be able to network with such key organisations who are all committed to supporting bereaved children and adults.

In November, I was invited to and spoke at the Nigerian Catholic Women's Organisation Conference in the London Borough of Islington. We are sometimes surprised at how far and wide our organisation is known about!

Our PQASSO (Practical Quality Assurance System for Small Organisations) Quality Mark expired in December 2019. We have applied for re-assessment, but this will not take place until May 2020 – during which time we are permitted to continue to use the accreditation and logo. It has now been renamed as the Trusted Charity Mark and whilst we feel that we are meeting the desired criteria, there's quite a lot of extra work to be getting ready for the Assessor's visit.

On Sunday 10th November, Jean Seymour represented Bereavement Care at the London Borough of Harrow's Remembrance Parade and laid a Poppy Wreath at the War Memorial in Station Road, Harrow.

At the end of the year, the Trustees reviewed the Action Plan for 2019 and agreed the Action Plan for 2020 which forms part of 4-year Business Development Plan.

As I mentioned in my report last year, many of the same areas feature in the new plan: sustainable funding, supporting our Group Leaders, recruiting and training more volunteers (particularly in our under-resourced areas) and to encourage a wider diversity of cultural, ethnic and religious groups to work with us. However, the most important aspect is to continue to support those adults and children who are coping with the grief and loss of bereavement; and the only way we can do that is by recruiting, training and retaining our volunteers – our most valuable resource.

As this report goes to print, we are in the midst of the Coronavirus pandemic. There has been a significant rise in the number of deaths both nationally and, of course, in London (with local hospitals struggling at times with the number of admissions). Many of us will have been touched with the sudden death of friends and family members, or members of our religious and local communities. Surprisingly, the number of referrals has fallen significantly since the start of the "lockdown" and with the restrictions on the number of people able to attend funerals and the social distancing reducing the regular support structures upon which bereaved people may have come to rely, access to bereavement support will, in all likelihood, be increasing significantly in the weeks and months to come.

Some of our volunteers have given many years of service and I could not end this report without a special mention to Jocelyn and Cyril Tompkins. Jocelyn has been involved with Bereavement Care (and Harrow Bereavement Care and Harrow Churches Bereavement Visiting Scheme before that) since the very beginnings and was the Group Leader at St Alban's Church (supported by her husband Cyril) right up until the end of 2019 when she decided it was time to hand over the baton. So whether you are a long-standing Group Leader or a Bereavement Visitor who has given a considerable number of years of service, or someone who has recently volunteered to help in any capacity: whatever role or roles you hold within the Bereavement Care network, can I take this opportunity to thank you for all the support you have given to me. And on behalf of all the children and adults that have received support from many of you, may I offer sincere thanks for all you do.

David Griffiths,
Executive Officer

INDEPENDENT EXAMINER'S REPORT



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

**Independent examiner's
report on the accounts**

Section A

Independent Examiner's Report

Report to the trustees/
members of

BEREAVEMENT CARE (THE TRUST)

On accounts for the year
ended

31/12/2019

Charity no
(if any)

115/002

Set out on pages

14 - 18

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2019.

Responsibilities and
basis of report

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 ("the Act").

Independent
examiner's statement

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

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

* Please delete the words in the brackets if they do not apply.

Signed:

Margaret F Hatchett

Date:

3/3/2020

Name:

MARGARET F. HATCHETT

Relevant professional
qualification(s) or body
(if any):

Address:

FLAT 1, STANMORE LODGE
71 STANMORE HILL, STANMORE
MIDDLESEX HA5 3EX.

BEREAVEMENT CARE

Registered Charity Number 1157002

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2019

RECEIPTS AND PAYMENTS ACCOUNT

	Notes	GENERAL FUNDS £	DESIGNATED FUNDS £	RESTRICTED FUNDS £	TOTAL 2019 £	TOTAL 2018 £
RECEIPTS						
Voluntary Income Sources						
Grants received	2	6,500		10,000	16,500	6,500
Donations	3	8,576			8,576	16,943
Corporate Membership Subscriptions	4	4,100			4,100	2,500
Individual Membership Subscriptions	4	1,857			1,857	775
Gift Aid Tax		1,332			1,332	1,147
Memorial Service Collections	5	1,183			1,183	838
Sub Total		23,548	0	10,000	33,548	28,703
Other Income						
Fundraising	6	8,137			8,137	8,385
Conference	7	5,955			5,955	6,349
Training	8	3,895			3,895	3,235
Bank Deposit Interest		253			253	204
Total Receipts		£41,788	£0	£10,000	£51,788	£46,876
PAYMENTS						
Operating Costs						
Staff Costs		28,613			28,613	27,554
Premises Costs (Office Rent)		6,393			6,393	4,224
Training	8	2,047			2,047	4,012
Fundraising Costs	6	1,678			1,678	2,265
Conference Costs	7	2,742			2,742	3,085
Insurance		991			991	991
Stationery & Postage		918			918	662
Telephone & Internet		911			911	1,098
Office Costs (including Photocopier)		671			671	804
Children's Encounter Days		343			343	0
Governance Costs	9	158			158	306
Volunteers/Visitors/Group Leaders		48			48	0
Publicity		0			0	225
Total Payments		£45,513	£0	£0	£45,513	£45,226
Surplus / (Deficit) for the Year		(3,725)	0	10,000	6,275	1,650
Cash & Bank Balance at 1 st January		36,003	14,952	0	50,955	49,305
Balance at 31st December		£32,278	£14,952	£10,000	£57,230	£50,955

BEREAVEMENT CARE
Registered Charity Number 1157002

FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2019

STATEMENT OF ASSETS AND LIABILITIES

Monetary Assets

Cash COIF Account
Cash HSBC Higher Interest Account
Cash HSBC Business Account
Cash in Hand
PayPal Account
Balances at 31st December

2019				2018		
General Fund	Designated Fund	Restricted Fund	TOTAL	General Fund	Designated Fund	TOTAL
£	£	£	£	£	£	£
26,443	12,000	0	38,443	31,207	12,000	43,207
4,590	2,952	10,000	17,542	3,574	2,952	6,526
1,203	0	0	1,203	1,166	0	1,166
37	0	0	37	56	0	56
5	0	0	5	0	0	0
£32,278	£14,952	£10,000	£57,230	£36,003	£14,952	£50,955

Signed for and on behalf of the Trustees



The Revd E Lewis
(Chair of Trustees)

Date: 10.8.2020



L Pappoe
(Honorary Treasurer)

Date: 10.9.2020

BEREAVEMENT CARE
Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2019

1. STATEMENT OF ACCOUNTING POLICIES

The financial statements of the charity have been prepared on a Receipts and Payments basis and generally in accordance with the Charities SORP 2015 and The Charities Act 2011

a. Funds and Reserves (Note 10)

The General Fund represents the funds of the charity that are not subject to special restrictions regarding their use and are available for application to the general purposes.

The Designated Fund represents funds that are held at the discretion of the trustees and therefore unrestricted.

The Restricted Fund represents funds that are restricted by a particular purpose and must be used within a reasonable period from their receipt.

b. Statement of Assets and Liabilities.

The statement of assets refers to monetary assets only.

Expenditure on capital equipment etc. is not recognised in these financial statements although a simple inventory of non-monetary assets is maintained by the trustees.

2. GRANTS RECEIVED

General Funds

Pears Foundation

Joint Jewish Burial Society

2019 £	2018 £
4,000	0
2,500	2,500
£6,500	£2,500

Restricted Funds

National Lottery

John Horniman's Children's Trust

2019 £	2018 £
10,000	0
0	4,000
£10,000	£4,000

3. DONATIONS

General donations in 2018 included £10,951 as one of the beneficiaries of the 2016/17 Mayor of Harrow's Special Appeal.

4. MEMBERSHIP SUBSCRIPTIONS

Corporate Membership Fees - Current year

Corporate Membership Fees - In Advance

Total per Receipts & Payments Account

Individual Membership Fees - Current year

Membership Fees - In Advance

Total per Receipts & Payments Account

2019 £	2018 £
3,900	2,000
200	500
£4,100	£2,500
712	605
1,145	170
£1,857	£775

BEREAVEMENT CARE
Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2019

5. MEMORIAL SERVICE COLLECTIONS

St. John's Church, Stanmore
St. John's Church, Pinner
All Saints Church, Queensbury
All Saints Church, Harrow Weald
St. Michael & All Angels Church, Harrow Weald
St. Alban's Church, North Harrow
Holy Trinity Church, Wealdstone
Total per Receipts & Payments Account

2019 £	2018 £
462	200
286	290
174	98
114	0
81	0
66	207
0	43
£1,183	£838

6. FUNDRAISING

Quiz Supper – This year
Quiz Supper – Next year
Quiz Supper – Barclays Donation
Bridge Lunch
Carol Singing – Harrow on the Hill
Carol Singing – Rayners Lane
Carol Singing – Ruislip Manor
Carol Singing – Uxbridge
Waitrose
Pinner Village Show
Eastcote House Gardens
Sale of Perfume
Christmas Card Sales
Recycle for Charity
Fundraising Regulator
Evening with John Benjamin
Total per Receipts & Payments Account

2019 Receipts £	2019 Payments £	2019 Surplus £	2018 Surplus £
2,906	993	1,913	2,137
264	0	264	(58)
1,000	0	1,000	0
1,165	520	645	1,033
752	0	752	803
469	0	469	448
354	0	354	0
0	0	0	307
690	0	690	432
282	15	267	71
164	100	64	130
45	0	45	0
35	0	35	42
11	0	11	60
0	50	(50)	(50)
0	0	0	765
£8,137	£1,678	£6,459	£6,120

7. CONFERENCE

Fees
Donations
Direct Conference Administration
Hire of Venue
Speakers' expenses, caretaker & Audio
Refreshments
Stationery, printing & postage
Total per Receipts & Payments Account

2019 Receipts £	2019 Payments £	2019 Surplus £	2018 Surplus £
5,405	0	5,405	5,640
550	0	550	700
0	1,200	(1,200)	(1,200)
0	750	(750)	(250)
0	326	(326)	(587)
0	205	(205)	(260)
0	261	(261)	(779)
£5,955	£2,742	£3,213	£3,264

BEREAVEMENT CARE
Registered Charity Number 1157002

NOTES TO FINANCIAL STATEMENTS FOR THE YEAR ENDED 31st DECEMBER 2019

8. TRAINING

Initial Training
 Children
 Workshops
Total per Receipts & Payments Account

2019 Receipts £	2019 Payments £	2019 Surplus £	2018 Surplus £
2,925	1,360	1,565	(412)
810	572	238	(400)
160	115	45	35
£3,235	£2,047	£1,848	(£777)

In 2018, some training was paid from a Restricted Fund (John Horniman's Children's Trust) and therefore appears as a deficit.

Breakdown of funds

General Fund
 Restricted Fund

2019 £	2018 £
1,848	1,453
0	(2,230)
£1,848	(£777)

During the year 1 Trustee provided training on behalf of the Charity and was paid for this. The amount was as follows:

Trustee 1

Total

2019 £	2018 £
400	100
£400	£100

9. GOVERNANCE COSTS

Disclosure & Barring Service (DBS) Checks
 Bank & Credit Card Charges
 Data Protection Registration
 Sundries
 AGM

Total per Receipts & Payments Account

2019 £	2018 £
60	219
38	7
35	35
25	25
0	20
£158	£306

10. DESIGNATED FUNDS

General Funds
 Designated Funds (Contingency Fund)
 Restricted Funds (National Lottery)

Total

Balance 1 Jan 2019 £	Received in 2019 £	Paid out in 2019 £	Balance 31 Dec 2019 £
36,003	41,788	45,513	32,278
14,952	0	0	14,952
0	10,000	0	10,000
£50,955	£51,788	£45,513	£57,230

GROUP STATISTICS for the year ended 31st December 2019

"Bereavement Care" - Analysis of work done by visitors/volunteers in 2019							
Visiting Organisation	Number Analysis		Time Analysis in hours				TOTAL HOURS
	Number of all individuals contacted by visitors	of which no. of new individuals were	Visiting	Phoning/ emailing	Preparation for and attending meetings	Other bereavement activities*	
Afghan Association Paimwand	3	3	16	4	5	0	25
All Saints Queensbury	6	5	41	5	20	11	77
All Saints, Harrow Weald	46	13	43	6	5	7	59
Childrens Group Hillingdon	22	8	107	25	60	79	271
Childrens Group Harrow	76	18	163	37	103	81	384
Dovetail Bereavement - HPBC **	34	16	331	36	25	152	544
Edgware & Mill Hill Visiting Group**	31	3	48	7	50	27	132
Emmanuel, Northwood	31	18	46	12	8	22	88
Holy Trinity, Wealdstone**	15	11	20	10	36	20	86
Ickenham Churches**	43	17	56	17	286	173	532
Kol Chai Synagogue	90	64	38	55	195	53	341
Lodge Group (1)	36	15	142	33	53	42	270
Lodge Group (2)	61	20	121	16	28	4	169
Lodge Group (3)	96	17	189	7	90	0	286
Mosaic Reform Synagogue	55	47	207	71	321	386	985
Northwood & Pinner Liberal Synagogue	59	42	52	67	156	112	387
Pinner United Synagogue	48	27	2	97	176	80	355
St Alban's North Harrow	41	8	69	7	71	31	178
St John's, Pinner	48	17	61	38	236	421	756
St John's, Stanmore	18	11	22	10	65	61	158
St Mary's - Harrow-on-Hill	6	2	13	19	3	5	40
St Michael's Harrow Weald	9	3	11	4	8	17	40
Visiting Totals for year	871	385	1,797	583	2,000	1,784	6,163

* Other bereavement activities include: Client assessments; preparation for visiting and phoning; writing up notes; conferences and training; fund-raising; Tree of Life and Memorial services; any other activities.

Drop In Groups

Drop-In Organisation	Number of New individuals in the year **	TOTAL VOLUNTEER HOURS
Cannon Lane Methodist Church	9	20
Dovetail Bereavement - HPBC	28	188
Edgware & Mill Hill Visiting Group	13	122
Footprints Drop-In (St Margarets, Ux)	6	156
Holy Trinity, Wealdstone Drop-in	25	338
Ickenham Churches Drop-In	29	118
Drop In Totals for Year	110	922
Total Visiting + Drop-In	981	7,085

** Drop-In Notes: All attendees for first session in year are recorded as new. Thereafter for further drop-in sessions only number of new people attending for the first time are recorded.

Analysis of total number of new individuals/attendees contacted this year, by gender, age and ethnicity, inc Drop-In for 2019																									
Organisation (** by name indicates Drop-In stats included)	Total new individuals Visiting plus Drop-In	Gender		Reg Disabled	Age			Ethnicity												Other Ethnic	Mixed White/ Asian	Mixed Wh Afrn Caribb	Mixed Other		
		Male	Female		Under 16	17-59	Over 60	White British	Irish	White Other	Bangla- deshi	Indian	Pakista- n	Asian Other	African Caribb	Black Other	China								
Afghan Association Paimand	3		3			3		1						1				1							
All Saints Queensbury	5	2	3			2	3	3						1											
All Saints, Harrow Weald	13	3	10			4	9	10				3													
Cannon Lane, Drop-In only**	9	4	5			3	6	5	1	1	2														
Childrens Group Hillingdon	8	3	5		7	1		6	2																
Childrens Group Harrow	18	6	12		15	3		4	1		4		3	1	2		3								
Dovecot Bereavement - HPBC **	44	13	31	1		19	25	37				1	3			1									
Edgware & Mill Hill Visiting Group **	16	4	12			12	4	12		3				1											
Emmanuel, Northwood	18	7	11					17	1																
Footprints Drop-in	6	1	5				6	5	1																
Holy Trinity, Wealdstone **	36	13	23	1		13	23	22	1	1			1	3	3	2	2	1							
Ikentham Churches **	46	17	29			7	39	40		3		2		1											
Koi Chai Synagogue	64	4	60			7	53	56																4	
Lodge Group (1)	15	3	12			13	2	3		1		1		3	2	1	1								
Lodge Group (2)	20	8	12	2		15	5	9	1	2		2		2			3				1				
Lodge Group (3)	17	3	14					10	3		3					1									
Mosaic Reform Synagogue	47	10	37			12	35	32				15				1									
Northwood & Pinner Liberal Synagogue	42	18	24			15	27	42																	
Pinner United Synagogue	27	16	11			2	25	27																	
St Alban's North Harrow	8		8			3	5	5						2	1										
St John's, Greenhill	8		8			3	5	5						2	1										
St John's, Pinner	17	4	13			6	11	14	1	2															
St John's, Stanmore	11	1	10			7	4	6	1			4													
St Mary's - Harrow-on-Hill	2		2				2	2																	
St Michael's Harrow Weald	3	1	2			3		1				1					1								
Totals for Year	503	141	362	4	22	153	289	374	6	20	0	38	1	22	8	7	8	0	5	0	1	0	1	0	4