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CAMDEN · CITY · ISLINGTON · WESTMINSTER
BEREAVEMENT SERVICE

BEREAVEMENT & LOSS COUNSELLING IN NORTH LONDON

Camden City Islington and Westminster Bereavement Service

Trustees Annual Report and Unaudited Financial Statements Year ended 31 March 2026

Charity registation - 1071144

Company number - 03533488

6 – 8 York Mews, London, NW5 2UJ

enaid ACCOUNTANCY

www.bereavement-counselling.org

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Reference and administrative details

Charity number

1071144

Company number

03533488

Registered office

6 – 8 York Mews
London
NW5 2UJ

Trustees

Laura Noel	(resigned as Chair 2 December 2025)
Mark White	(appointed as Chair 2 December 2025)
Colin Dingwall OBE	(resigned as Vice - Chair 2 December 2025)
Tonia Secker	(appointed as Vice - Chair 2 December 2025)
Victoria Woolfson	(resigned as Trustee and Treasurer 30 September 2025)
Gowsikan Shugumaran	(appointed as Trustee 5 August 2025 and Treasurer 2 December 2025)
Felicia Olney	
Charles Roper	
Julianne Walsh	(resigne 19 April 2026)
Anne Robinson	(appointed 5 August 2025)
Kelly Carter	(appointed 12 May 2026)

Independent examiners

Enaid Accountancy Ltd
Platform 10
Engine Rooms
Hood Road
Barry
CF62 5QL

Introduction from the Chair

Camden, City, Islington and Westminster Bereavement Service - providing accessible, quality, bereavement and loss counselling for over 50 years.

We are pleased to introduce the CCIWBS Trustees annual report for 2025 to 2026.

The past 12 months have seen the Bereavement Service continue to deliver high-quality support to our clients, with over 3,700 counselling sessions, the vast majority delivered free of charge to the clients. There has been high client satisfaction levels and most clients reporting a positive on-going impact in their lives following their counselling.

The Bereavement Service has also continued to diversify, delivering community-based activities such as our grief walks programme. We continued to offer our rapid response 3-session early intervention support first introduced during the COVID pandemic, for clients who have experienced a sudden and traumatic bereavement. Using funds received following the death of long-standing Trustee and Counsellor, Helen Palin, we offered a longer-term counselling option for up to one year, free of charge, to some clients whom it would benefit. We continue to offer counselling through a variety of channels - face to face being the main provision with video and telephone counselling also still available.

Through our partnerships with the NHS in Camden and Islington Council, we are proud that CCIWBS continues to be an asset for the communities it serves. The Trustees all remain committed to continuing to develop the service so that it remains accessible and meets the needs of all those who need it as well as ensure the continued viability of the services in challenging times.

Laura Noel Mark White

LAURA NOEL AND MARK WHITE

CHAIR/S OF TRUSTEES

About the Bereavement Service

Objects of the Charity

Camden, City, Islington, and Westminster Bereavement Service (The Service or CCIWBS) provides confidential bereavement counselling to over 18s who live in, or are registered with a GP, in our catchment area of the boroughs of Camden and Islington.

Our services

The Service provides professional and accessible bereavement counselling, delivering the best possible outcomes to clients. Counselling is provided through one-to-one sessions with a counsellor or through group counselling. The service offers counselling face-to-face, online, and by telephone which improves accessibility for all. Clients come from a wide range of socio-economic, cultural and ethnic backgrounds. The charity has a strong, valued and well-established reputation, and our services are in great and growing demand.

The Service is contracted to an NHS Clinical Commissioning Group for Camden, and to Islington Borough Council. This means most clients from these boroughs access our service via this route. Clients from other boroughs can also access our services, however, as the charity has no funding for these areas, these clients are asked to contribute towards the cost of their counselling. CCIWBS also fundraises to ensure our service remains accessible to all. This additional fundraising helps to supports our low cost and free-to-access 'hardship fund' service. Around half of clients self-refer, the remainder are referred by GPs, NHS Talking Therapies, and local mental health professionals.

Our people

CCIWBS is delivered by a strong, committed team of counsellors, working in a voluntary capacity, a Board of Trustees, and a small team of paid staff. The Board of Trustees leads the Charity and includes people with a variety of skills including health service management, psychotherapy, legal, business development, human resources, fundraising, property, and finance. Counsellors are represented within the Board. The Trustees meet bi-monthly and receive no payment.

The Trustees appointed a Director, Vybra Morris, who is responsible for the day-to-day running of the Service. All paid staff and counsellors report to the Director and the Director reports to the Board of Trustees. The paid staff team recruit, train, and support the volunteer counsellors, manage the service including the contracts with the NHS, the clinical governance and client care, the premises, our legal obligations, financial administration, and support and coordinate fundraising efforts.

Counselling is currently provided by up to 42 counsellors who provide 2-3 sessions per week on a voluntary basis and are supervised twice monthly by our qualified clinical supervisors. CCIWBS is a member of the British Association for Counselling and Psychotherapy (BACP).

The Service provides our counsellor team with annual CPD (continuing professional development) which helps strengthen and support their therapeutic practice.

Our funding

We are funded through donations from individuals, some of whom have supported CCIWBS for many years with regular donations; grant funding from charitable trusts and foundations; and through contracts with NHS in Camden and the borough council in Islington. Both contracts are important to the continuation of the Service.

We greatly appreciate donations and grants from the private individuals and charitable trusts who support the Service. Leading the commitment are several long-time funders and supporters including our long-time patron Michael Palin and his late wife, Helen Palin, whose ongoing generosity over many years has played a very significant part in developing the Service and maintaining its financial viability. We have received generous donations this financial year from Elizabeth Franklin Moore Foundation, Lionel Wigram Memorial Trust, Lightbulb and a large donation of £200,000 from Michael Palin bequeathed for the continuation of the service with an emphasis on security of premises.

In recent years we have sought to broaden our fundraising base and diversify the service we offer to clients.

Charity number 1071144
Company number 03533488

We are grateful to all our funders for their generosity in supporting our work. The dedication of the Director and her staff combined with support from the donors and volunteer counsellors remains crucial to this long-standing community service as it continues to develop to meet the needs and challenges that lie ahead.

Trustees annual report

The Board of Trustees, who are also directors of the Charity for the purposes of the Companies Act, and trustees for charity law purposes, submit their annual report and the financial statements of Camden City Islington and Westminster Bereavement Service for the year ended 31 March 2026.

The Board of Trustees confirms that the annual report and financial statements of the Charity comply with current statutory requirements, including the Charity Act 2011, as well as the requirements of the Charity's governing document and the provisions of the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

The Trustees have referred to the Charity Commission's guidance on public benefit when reviewing the Charity's objectives and activities, and when planning activities.

The year in review

In the 12 months to March 2026 the Service:

- **Delivered over 3,700 counselling sessions** to clients, both individual and group bereavement counselling, the majority free of charge. We have continued to successfully achieve all project and contract requirements.

- **Delivered excellent outcomes for our clients**, with approximately 50% reaching recovery, and more than 70% demonstrating clinical change with improved functioning and well-being, reduced risk, reduced anxiety, and reduced depression. Client Satisfaction questionnaires continue to give very positive feedback.

- **Has continued to improve clients' experience**. Feedback gathered on client experience within the service has confirmed overall satisfaction with all modes of counselling. The Service offered counselling mainly in person while online and phone counselling was made available to clients who may otherwise have struggled to access bereavement counselling due mobility issues or mental health diagnosis such as agoraphobia, or who were geographically distanced from the service and preferred to access their counselling remotely. The Service plans to continue to offer a mainly face-to-face provision whilst maintaining a hybrid service with remote counselling options to improve accessibility and choice.

- **Continued to develop services for clients**. We continued to offer early intervention support, first developed during the pandemic, for people during the early stages of bereavement. Together with our community partners, we continued to explore funding for and provision of community-based support and projects. A newly created in-house project for 2025 offered counselling support for up to one year for clients with complex bereavement needs. We received on-going positive feedback and continuing interest and engagement from participants in our natural grief walks project and our bereavement counselling groups.

- **Has continued to maintain a stable financial position**. This allowed us to maintain the service and invest in improving our offer to clients. We provided 9 non-contribution counselling spaces free to vulnerable clients who could not access our service via the funded provision. Our commitment for the next year is to fundraise so we can continue to offer counselling spaces via our 'hardship fund'.

Our NHS contracts

This success has been built in large part on the long-term and continuing relationship that the charity has with Camden NHS Commissioners and Islington Council.

To deliver these contracts, CCIWBS works in partnership with a range of organisations. For the Camden contract, we have a consortium with: Camden NHS Talking Therapies, Women & Health, Age UK Camden and Nafsiyat. Another partnership has been established in Islington called Accept Consortium: partnering with Nafsiyat and The Maya Centre.

Camden and Islington both require outcome measures, highlighting improvement, recovery, and performance, which supplement the services own user feedback surveys to provide a picture on the impact of our services.

Maintaining and improving our services to clients

The Service has continued to evolve, to better meet the needs of clients, improve effectiveness and diversify its income. As a result, it has a stable financial position and can adapt efficiently and effectively.

Over the last five years, there has been a focus on developing new services and seeking a wider range of funders, from charitable trusts and foundations. This enabled the service to respond to changing needs; such as a rise in the number of clients presenting with traumatic bereavement; create new partnerships with community groups, and tackle issues which make bereavement harder to overcome, for example the increased cost of living. These new services and projects are in addition to our core contract support for Camden and Islington and we plan to continue developing and supporting new projects for vulnerable clients. We continue to invest in fundraising.

Key developments that this funding has helped to support this year have included:

- Two groups of face-to-face group bereavement counselling.
- Ongoing funding for Traumatic Bereavement Counselling, which was delivered successfully, enabling longer and more in-depth counselling support for clients with some of the most complex needs.
- Loss and longer-term counselling continued beyond our NHS contracts.
- Continuing to offer three session rapid intervention support, first introduced in 2020, which has been well received.
- Continuing to improve our administrative efficiency and communication systems, supporting remote working, and adding resilience to our provision. Our server is based in a cloud-hosted solution compliant with NHS standards for data security, adding additional remote capability, security, and resilience to service delivery. This allowed smooth running and effective management of the Service, gave access to remote counsellors, and helped improve efficiency and client experience.
- Website improvement – we continued to add to our website to ensure it is an accessible and attractive site, providing clear and improved information for potential clients, referrers and partners. The website is also the access point for all referrals to our service - https://www.bereavement-counselling.org

In addition to the focus on fundraising, service development and automating our client database, we have continued to improve our overall finance capability. Automation of our finance and payment systems significantly improved our financial administration and reporting, which is now managed by our staff team who report to trustees as required. The use of these systems streamlines and simplify financial reporting, helping the Service and Trustees to make more informed financial decisions and to track income and expenditure with accuracy and efficiency.

The objectives of the Trustees for last year, 2025/26

Each year, as part of the business planning process, Trustees set objectives for the year for the development of the Service. The objectives for the past year, and progress against them was as follows:

1. **Delivering a quality service for clients** - this continued to be our top priority.

We continued to deliver and improve our current services, fundraising to support clients without access to our funded services, engaging in project work with specific vulnerable client groups and continuing to develop our community services to clients, for example our “Natural Grief Walks” project.

In line with our target service level agreements, we delivered bereavement counselling to 200 Camden and 158 Islington clients. In addition to these clients, we also saw 26 clients outside our service agreements via our low-cost contributions service and/or our hardship fund service. Our walking project "Natural Grief Walks" groups ran once this year with eight clients participating in the group. Clients reported that these sessions helped to reduce their social isolation, encouraged ongoing relationships and supported their grieving process.

2. Maintain financial sustainability

Over the last twelve years the Service has achieved a more stable financial position. We continued to seek to diversify our sources of income to ensure a robust financial sustainability for the service. Multiple funding applications submitted in this financial year have not been successful despite the enhanced efforts of the fundraiser and the staff team. However, one successful application was made to The National Lottery Community Fund with a grant of £19K to deliver 420 counselling sessions for bereaved clients not covered by our other contracts or funding for 18 months commencing in the 2026/27 year. Further applications are planned for 2026/27.

We aimed to continue to diversify our sources of income to ensure a robust financial sustainability for the service. Our continued appointment of a freelance fundraiser improved our opportunities to access additional funding for the service. We continued to seek out other ways to enhance and diversify our income and made further plans to improve our financial sustainability.

As outlined in this report, we have ended the year with a healthy bank balance which ensures the service has sufficient reserves of 12 months to maintain operations in the face of any unexpected changes. Any surplus income has been invested in the development and improvement of the service, including ensuring the service remains accessible to those who need it. We will continue to take this approach to further surplus income.

3. Reviewing client feedback to improve service delivery - including the mix of face-to- face and telephone / online services

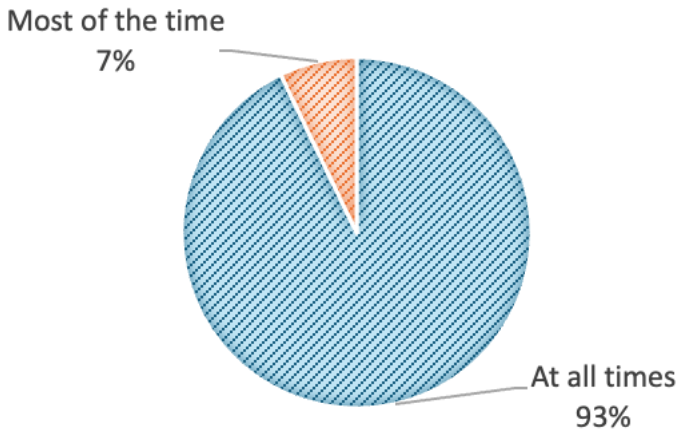
We continued to monitor and review the effectiveness of our interventions, including the mix of face-to-face and remote services, to ensure we maximised accessibility for clients through the blend of services we offered. We continued to collect satisfaction data from our clients which has confirmed overall satisfaction with this service and underlined the need to continue to offer both face-to-face and remote counselling options. Client satisfaction remains consistently high.

Client Survey Feedback – 2025-2026

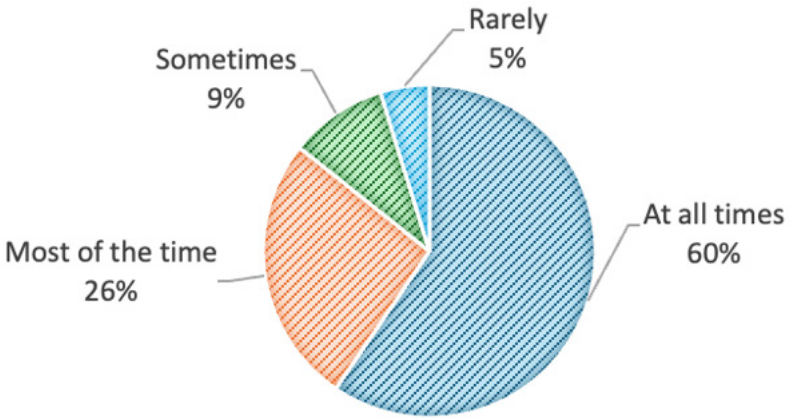
CCIWBS collects client feedback once a client completed their treatment. Clients are asked five questions relating to their satisfaction with their counselling experience with the option of the following answers: At all times; Most of the time; Sometimes; Rarely; Never

In 2025-26 47.8% of clients who completed treatment returned the survey. The results are as follows:

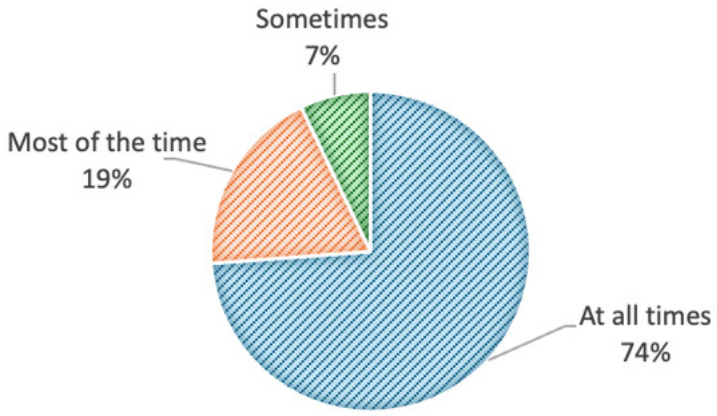
1. Did staff listen to you and treat your concerns seriously?



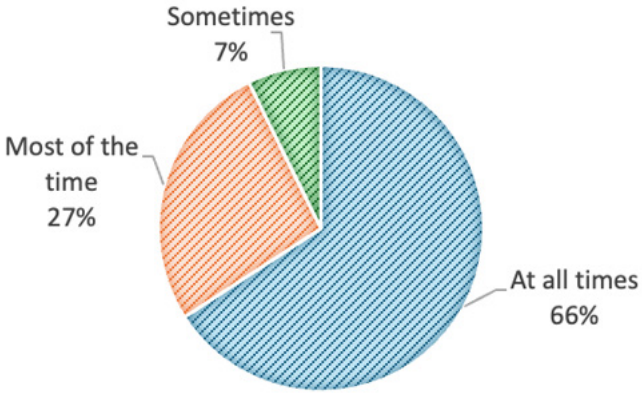
2. Do you feel that the bereavement counselling service has helped you to better understand and address your bereavement difficulties?



3. Did you feel involved in making choices about your treatment and care?

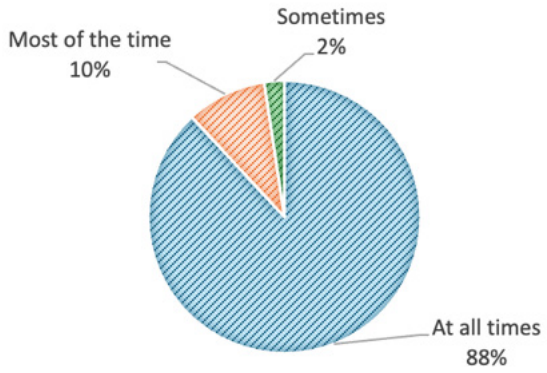


4. On reflection, did you get the help for your bereavement difficulties that mattered to you?



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5. Did you have confidence in your therapist and his/her skills and techniques?



In Q1 of 2025-26 a new 'friends and family' question was included in surveys, and the statistic below refers to Q2 to Q4 only as not all surveys in Q1 included the question.

98.5% of clients who returned their surveys would recommend our service to friends and family if they needed support after a bereavement or loss.

4. Prioritise delivery of NHS & Council contracts

We have worked closely with both Camden and Islington for many years and this year we continued to deliver contracts, build partnerships and strengthen our relationships with Islington Council, Camden NHS Clinical Commissioning Groups, and partner organisations: these partnerships remain central to the service.

In the latter half of this financial year, we have been in close negotiations with NHS Talking Therapies Camden, to secure on-going funding for a smaller number of clients via the IAPT Counselling for Depression provision. In preparation for this several of our paid staff have undertaken further certificated training to equip them to deliver this provision – potentially from October 2026. Our on-going relationship with Islington Council – via our consortium, continues for the next financial year 2026/27 to provide 157 counselling places to Islington residents.

We continued to improve data entry onto the IAPT systems, so our commissioning bodies have accurate and up-to-date information on our service provision. Our extensive database allows us to track, predict and produce data to support funding applications, monitor recovery and improvement of clients and support us to ensure we can fulfil agreed requirements of service provisions.

5. Organisational development including future premises

The trustees continued to consider the accommodation needs of our service as it exists and evolves. The main objective being driven by the upcoming end of our existing lease in September 2027.

We continued to review our accommodation needs in the light of our changing provision requirements and financial viability. We are still considering what plans to put into place to ensure we have appropriate premises from which to deliver our service from September 2027. This objective will be an ongoing priority into the next financial year.

6. New trustees

We continued to broaden the skills base of our trustees and recruit for new trustees to build a more diverse set of Trustees to help guide the service into the future.

We recruited three new trustees in this financial year. Julianne Walsh, appointed 02.05.2025, Gowsikan Shugumaran, appointed 05.08.2025 and Anne Robinson, appointed 05.08.2025.

Victoria Woolfson resigned as Treasurer and as a trustee in September 2025 after 15 years of dedicated and efficient service. CCIWBS wish to thank our outgoing treasurer, Victoria, for her faithful service, wisdom and excellent financial guidance over many years.

At our AGM in December 2025 Laura Noel resigned as Chair, after 14 years of service in this role, she

continues to serve as a trustee; Colin Dingwall resigned as Vice – Chair, after 14 years of service in this role, he continues to serve as a trustee. Mark White was appointed Chair; Tonia Secker was appointed Vice-Chair, and Gowsikan Shugumaran was appointed as Treasurer. We are so grateful for the long service offered to CCIWBS by Laura and Colin in their roles as Chair and Vice-chair, and thank them for their continuing support as trustees now.

Objectives of the Trustees for 2026/27

In the coming year, the Trustees have agreed that they will prioritise:

- **Delivering a quality service for clients** - this continues to be our top priority. As part of this we will continue to review client feedback and evaluate service outcomes, to identify priorities for the continuous improvement of our service.

- **Maintaining Financial sustainability** - building on our strong historic financial position, we will respond to changes in our contracting environment by adapting our business model to maintain the Charity's long term financial sustainability.

- **Prioritising delivery of NHS & Council contracts** - we will continue to assure the delivery of our NHS and Council contracts.

- **Reviewing client feedback to improve service delivery** - including the mix of face-to- face and telephone / online services. We will continue to monitor and review the effectiveness of our interventions to ensure we maximise accessibility for clients through the blend of services we offer.

- **Organisational development including future premises** - this coming year we will pursue options to secure appropriate accommodation when our current lease expires in September 2027, seek to broaden our client base, while looking to new and varied fundraising opportunities, including increasing the proportion of clients contributing to or self-funding their treatment.

- **New trustees** - continued recruitment of new trustees, to broaden the skills base for the Board of Trustees, will remain a priority.

- **Profile** - raising the profile of the charity and increasing recognition of its value with relevant bodies and in the community.

Financial review

During the current financial year, the Charity achieved a surplus of £230,411 (2025: £2,704), increasing total reserves at year end to £465,352 (2025: £234,941).

Of the reserves held at year end, £209,371 (2025: £224,663) were unrestricted in nature. During the year designations have been made within the unrestricted reserves totalling £133,600 (2025: £Nil) leaving free general reserves of £75,771 (2025: £224,663).

Reserves policy

Trustees identified holding reserves equal to 1 years' operating expenditure would give the financial resilience required to plan and withstand short-term financial or other impacts.

The holding of such reserves is done in accordance with our legal obligations as Trustees and company directors to manage risk and work for the continuation of the charity. The Trustees and Service regularly review reserves and adjust these according to the changing economic climate and the needs of the Service. The rental for our offices increased substantially (by around 29%) in 2023 when we had a 3-year lease liability, for which we must hold funds of around £58k in reserve. The ongoing rise of cost of living has also affected the Service with increases in utilities bills, business rates, IT provision, counsellor expenses, and other necessary running costs. Reductions in expenditure have been implemented where possible. However, we cannot significantly reduce current costs any further without compromising the delivery and capacity of the current service provision.

Structure, governance and management

Governing Document

Camden, City, Islington and Westminster Bereavement Service is registered under the Companies Act 2006 as a company limited by guarantee and not having a share capital.

Camden, City, Islington and Westminster Bereavement Service is a registered Charity constituted as a limited company under its Memorandum and Articles of Association. The charity registration number is 1071144 (England and Wales) and the company registration number is 03533488 (England and Wales).

Recruitment and Appointment of Trustees

The Trustees are also the directors of Camden, City, Islington and Westminster Bereavement Service for the purpose of company law. CCIWBS's Articles of Association require a minimum of eight and maximum of twenty Trustees. Directors meet every two months or more often if they require, with a quorum of three Trustees, based on the current number of directors.

All directors are subject to re-election on an annual basis at the Annual General Meeting, with no maximum length of service. Only the current directors can appoint new directors.

Risk statement - 2026

An organisational risk assessment was carried out by the Director and Trustees during the year 2025 - 2026.

Given the climate of competitive tendering in which we now operate, our main risk is the loss of contracts and funds to secure the ongoing future of the Service. We continued to have close engagement with the Commissioners and recently negotiated new contracts which meet some of the needs of our client base. Our contract with Camden for 2026/27 was renegotiated regarding transiting to a new modality of provision for some clients (Counselling for Depression) in October 2026. Our KPI's (Key Performance Indicators) have been adjusted for the year ahead (2026 to 2027) and we are working closely with our contractors, volunteer counsellors and paid staff to continue to achieve best outcomes.

The potential change of contract provision with Camden from October 2026 has left us with a budgetary shortfall for the next financial year (2026-27). The on-going engagement with our fundraiser has increased the potential for additional income. The trustees, staff team and fundraiser are exploring a variety of options to ensure that our income in the future can sustain our service; and allow us to continue to offer bereavement counselling to all our clients. We are currently working to update our articles with a view to increasing the geographical area of London that we can serve. We are also planning to increase our 'low-cost' contributions service to support income streams and increase access for those clients not covered by our reduced funded provision.

Our reserves policy is intended to enable continued operation in the event of an adverse funding decision. Our IAPT compliance has continued to support our contract renewals. Some limited client contributions for treatment provided outside our Camden and Islington contracts, has also provided a small ongoing source of funding. We have identified a small amount of extra counselling capacity and will be developing our low-cost provision to generate additional income through this. We continue to invest some of our reserves in a high interest account to maximise interest income from reserves. Trustees have agreed to using some reserves to manage the up-coming budgetary shortfall for the financial year 2026-27 whilst we access additional income streams.

The current inflationary pressures are creating additional risk to the finances of the Service, though the fundraising and reserves policies, as well as investment in automation and digitalisation of back-office services, have improved our overall efficiency and have served to provide us with greater resilience to this than would otherwise be the case.

Our banking processes require dual signatory authorisation as a protective measure against incorrect payments and fraudulent activities. Invoices are checked twice by different staff members before being passed to trustees for payment authorisation to be actioned – this also minimises risks of mistakes in payments and reduces the risks of fraudulent activities.

Our current premises lease expires in September 2027. The lease expiry occurs automatically without

requiring formal termination. So, we need to either secure appropriate new accommodation for the organisation or negotiate a new contract for our existing premises before September 2027. Given that in the past we managed a rapid change from a face-to-face service to an entirely remote service (during early Covid 19 in March 2020) this could also be considered as an interim option if we are unable to secure new accommodation prior to our lease expiring.

An ongoing risk is cover for paid staff and assessors in the event of illness or another unexpected event. This is an inevitable risk with a small staff group, and a risk which the service continues to manage by working in partnership with the permanent staff to prioritise and, where necessary, provide cover or additional temporary resource.

Our IT systems are a secure and accessible on-line interface which our clinical and staff team can access and communicate through. We continue to identify and address any GDPR issues. We are also assessing our Microsoft provisions for our on-going secure off-site cloud server requirements. This includes ensuring that we have adequate internet provision to our offices to run the organisation. In the year ahead we will strive to maintain our communications systems, our IT support and maintenance, and our internet provision.

A recent IT Security Assurance Report for Trustees looked at measures taken to ensure that both in-office administrative systems and off-site access to sensitive client data are secure and in line with UK data protection regulations and cyber security standards. In summary, we have taken concrete steps to ensure our systems are secure, data is protected, and access is limited and monitored — meeting the expectations of UK data protection law and best practices for cyber security. The full report is available on request.

The Trustees agree to continue a review of organisational risks on an annual basis.

Statement of Board of Trustees' responsibilities

The Trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and regulations. Company law requires the Trustees to prepare financial statements for each financial year. Under that law they are required to prepare the financial statements in accordance with UK Accounting Standards and applicable law (UK Generally Accepted Accounting Practice), including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the excess of income over expenditure for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and,
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue its activities.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They have general responsibility for taking such steps as are reasonably open to them to safeguard the assets of the charitable company and to prevent and detect fraud and other irregularities.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the UK governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. In addition, the Trustees confirm that they are happy that the content of the annual review on pages 4 to 15 of this document, meet the requirements of both the Trustees' Annual Report under charity law and the Directors' Report under company law.

They also confirm that the financial statements have been prepared in accordance with the accounting

policies set out in the notes to the accounts and comply with the Charity's governing document, the Charities Act 2011, the 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Trustees confirm that:

- so far as each Trustee is aware, there is no relevant information of which the Charity's independent examiner is unaware; and,

- each Trustee has taken all the steps that they should have taken as a Trustee/Director in order to make themselves aware of any relevant independent examination information and to establish that the Charity's independent examiner is aware of that information.

Preparation of the report

This report has been prepared taking advantage of the small companies exemption of section 415A of the Companies Act 2006, and the exemptions available for smaller charities under the Statement of Recommended Practice.

This report was approved and authorised for issue by the Board of Trustees on 30 September 2026 and signed on its behalf by:

Mark White

MARK WHITE

CHAIR OF TRUSTEES

Independent examiner's report

I report to the Trustees on my examination of the accounts of Camden, City, Islington and Westminster Bereavement Service (charity number 1071144, company number 03533488) for the year ended 31 March 2026 which are set out on pages 18 to 31.

Respective responsibilities of trustees and examiner

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). The Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 ('the 2011 Act') nor under Part 16 of the 2006 Act, and that an independent examination is needed.

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general directions given by the Charity Commission under section 145(5)(b) of the Charities Act; and,
- to state whether particular matters have come to my attention.

This report, including my statement, has been prepared for and only for the Charity's Trustees as a body. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body for my examination work, for this report, or for the statements I have made.

Basis of independent examiner's statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the Trustees concerning any such matters.

The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England & Wales, which is one of the listed bodies.

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:

- accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or,
- the accounts do not accord with those records; or,
- the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or,
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities

preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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.



ANDREW PHILIP NASH FCA

MEMBER OF THE INSTITUTE OF CHARTERED ACCOUNTANTS IN ENGLAND AND WALES – 2461833

DATED: 28 OCTOBER 2026

Enaid Accountancy Ltd
Platform 10
Engine Rooms
Hood Road
Barry
CF62 5QL

Statement of financial activities

Incorporating the Income and Expenditure Account & Statement of Realised Gains and Losses

For the year ended 31 March 2026

	Notes	Unrestricted funds Year ended 31 Mar 2026 £	Restricted funds Year ended 31 Mar 2026 £	Total funds Year ended 31 Mar 2026 £	Total funds Year ended 31 Mar 2025 £
Income from:					
Donations and legacies	3	30,973	250,000	**280,973**	33,303
Charitable activities	4	158,266	-	**158,266**	170,773
Investment activites		5,793	-	**5,793**	4,510
Total income		**195,032**	**250,000**	**445,032**	208,586
Expenditure on:					
Raising funds	5 & 6	20,116	-	**20,116**	12,649
Charitable activities					
Bereavement counselling services	5 & 7	190,208	4,297	**194,505**	193,233
Total expenditure		**210,324**	**4,297**	**214,621**	205,882
Net income/(expenditure)		**(15,292)**	**245,703**	**230,411**	2,704
Reconciliation of funds:					
Total funds brought forward	12 & 13	224,663	10,278	**234,941**	232,237
Total funds carried forward	12 & 13	**209,371**	**255,981**	**465,352**	234,941

The notes on pages 20 to 31 form part of the financial statements.

Charity number 1071144
Company number 03533488

Balance sheet

As at 31 March 2026

	Notes	£	Total funds 31 Mar 2026 £	£	Total funds 31 Mar 2025 £
Fixed assets:					
Tangible assets	9		-		-
Current assets:					
Debtors & prepayments	10	35,499		31,273	
Cash at bank and in hand		453,616		206,799	
		489,115		238,072	
Liabilities:					
Creditors:					
amounts falling due within one year	11	(23,763)		(3,131)	
Net current assets/(liabilities)			**465,352**		234,941
Net assets/(liabilities)			**465,352**		234,941
The funds of the charity:					
Restricted funds	12 & 13		**255,981**		10,278
Designated funds	12 & 13	133,600		-	
General funds	12 & 13	75,771		224,663	
Unrestricted funds			**209,371**		224,663
Total charity funds			**465,352**		234,941

The notes on pages 20 to 31 form part of the financial statements.

The financial statements have been prepared in accordance with section 415A of the Companies Act 2006 relating to small companies and FRS 102 Section 1A.

The charitable company is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2026, and the members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2026 under section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

They were approved and authorised for issue by the Board of Trustees on 30 September 2026 and signed on their behalf by:

Mark White

MARK WHITE

CHAIR OF TRUSTEES

Notes to the financial statements

1. Accounting policies

Basis of preparation of the financial statements

The financial statements have been prepared in accordance with 'Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) second edition (effective 1 January 2019)', the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), including Update Bulletin 1, and the Companies Act 2006.

The effect of any event relating to the year ended 31 March 2026, which occurred before the date of approval of the financial statements by the Board of Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2026 and the results for the year ended on that date.

The functional currency of the Charity is GBP and amounts in the financial statements are rounded to the nearest pound.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on the going concern basis as the Board of Trustees is confident that future reserves and future income is more than sufficient to meet current commitments. There are no material uncertainties that impact this assessment, and the ongoing global economic envrionment has had no material impact on this assessment.

Legal status

Camden, City, Islington and Westminster Bereavement Service is a charitable company registered in England & Wales and meets the definition of a public benefit entity. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £10 per member. The registered address is 6 – 8 York Mews, London, NW5 2UJ.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise of unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in note 12 of the financial statements.

Restricted funds are funds that are to be used in accordance with specific restrictions imposed by donors or that have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in note 12 of the financial statements.

Income

Income is recognised when the Charity has entitlement to the funds, any performance indicators attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Donations are recognised in full in the Statement of Financial Activities when entitled, receipt is probable and when the amount can be quantified with reasonable accuracy. Gift aid receivable is included when claimable. Client contributions are classed as donations as they are entirely voluntary and do not impact access to service.

1. Accounting policies (continued from previous page)

Income (continued from previous page)

Grant income is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless the grant relates to a future period, in which case it is deferred.

Income from charitable activities and other trading activities is credited to the Statement of Financial Activities when received or receivable whichever is earlier, unless it relates to a specific future period or event, in which case it is deferred, except for tickets sales and bar revenue which are recognised on a cash basis.

Expenditure and irrecoverable VAT

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities.

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

Irrecoverable VAT is charged against the category of expenditure for which it was incurred.

Tangible fixed assets and depreciation

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their residual value, over their useful life, on a straight-line basis. The useful life used is:

Leasehold improvements	5 years

Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits with banks and funds that are readily convertible into cash at, or close to, their carrying values, but are not held for investment purposes.

Debtors and prepayments

Trade and other debtors are recognised at the settlement amount after any trade discount is applied. Prepayments are valued at the amount prepaid net of any trade discounts due.

Creditors and accruals

Creditors are recognised where the Charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party, and the amount due to settle the obligation can be measured or estimated reliably.

Pensions

The Charity operates a defined contribution pension scheme which is administered by an external independent pension provider. Contributions are recognised in the Statement of Financial Activities as they fall due.

Financial instruments

Basic financial instruments are measured at amortised cost other than investments which are measured at fair value.

1. Accounting policies (continued from previous page)

Critical estimates and judgements

In preparing financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. The treatment of tangible fixed assets is sensitive to changes in useful economic lives and residual values of assets. In the view of the Trustees in applying the accounting policies adopted, no judgements were required that have a significant effect on the amounts recognised in the financial statements nor do any estimates or assumptions made carry a significant risk of material adjustment in the next financial year.

2. Comparative statement of financial activities

		Unrestricted funds Year ended 31 Mar 2025	Restricted funds Year ended 31 Mar 2025	Total funds Year ended 31 Mar 2025
		£	£	£
Income from:				
Donations and legacies	3	33,303	-	33,303
Charitable activities	4	155,397	15,376	170,773
Investment activites		4,510	-	4,510
Total income		193,210	15,376	208,586
Expenditure on:				
Raising funds	5 & 6	12,649	-	12,649
Charitable activities				
Bereavement counselling services	5 & 7	171,635	21,598	193,233
Total expenditure		184,284	21,598	205,882
Net income/(expenditure)		8,926	(6,222)	2,704
Reconciliation of funds:				
Total funds brought forward	12 & 13	215,737	16,500	232,237
Total funds carried forward	12 & 13	224,663	10,278	234,941

Charity number 1071144
Company number 03533488

3. Income from donations and legacies

	Unrestricted funds Year ended 31 Mar 2026 £	Restricted funds Year ended 31 Mar 2026 £	Total funds Year ended 31 Mar 2026 £
Individual donations	1,938	250,000	**251,938**
Trusts and foundations	18,500	-	**18,500**
Client contributions	7,189	-	**7,189**
Donations from use of rooms	3,346	-	**3,346**
	30,973	**250,000**	**280,973**

	Unrestricted funds Year ended 31 Mar 2025 £	Restricted funds Year ended 31 Mar 2025 £	Total funds Year ended 31 Mar 2025 £
Individual donations	10,363	-	10,363
Trusts and foundations	13,000	-	13,000
Client contributions	6,733	-	6,733
Donations from use of rooms	3,207	-	3,207
	33,303	-	33,303

4. Income from charitable activities

	Unrestricted funds Year ended 31 Mar 2026 £	Restricted funds Year ended 31 Mar 2026 £	Total funds Year ended 31 Mar 2026 £
Camden Commissioners/CCG	98,650	-	**98,650**
Islington Commissioners/CCG	59,616	-	**59,616**
	158,266	**-**	**158,266**

	Unrestricted funds Year ended 31 Mar 2025 £	Restricted funds Year ended 31 Mar 2025 £	Total funds Year ended 31 Mar 2025 £
Camden Commissioners/CCG	95,781	-	95,781
Islington Commissioners/CCG	59,616	-	59,616
Corporate counselling	-	15,376	15,376
	155,397	15,376	170,773

5. Total expenditure

	Direct staff costs Year ended 31 Mar 2026 £	Direct other costs Year ended 31 Mar 2026 £	Support costs Year ended 31 Mar 2026 £	Total costs Year ended 31 Mar 2026 £
Raising funds	4,882	4,250	10,984	**20,116**
Charitable activities				
Bereavement counselling services	63,006	25,291	106,208	**194,505**
	67,888	**29,541**	**117,192**	**214,621**

	Direct staff costs Year ended 31 Mar 2025 £	Direct other costs Year ended 31 Mar 2025 £	Support costs Year ended 31 Mar 2025 £	Total costs Year ended 31 Mar 2025 £
Raising funds	4,684	816	7,149	12,649
Charitable activities				
Bereavement counselling services	61,497	22,525	109,211	193,233
	66,181	23,341	116,360	205,882

Indirect costs, including governance costs, which cannot be directly attributed to activities, are allocated between activities proportionate to the direct costs incurred in those activities.

A breakdown of expenditure on raising funds between restricted and unrestricted funds can be found in note 6.

A breakdown of charitable expenditure between restricted and unrestricted funds can be found in note 7.

An analysis of staff costs can be found in note 8.

Support costs consists of the following:

	Total costs Year ended 31 Mar 2026 £	Total costs Year ended 31 Mar 2025 £
Support staff costs	**60,902**	60,092
Premises costs	**42,123**	42,858
Professional services	**4,016**	3,529
Administration	**6,974**	7,183
Governance	**3,177**	2,698
	117,192	116,360

5. Total expenditure (continued from previous page)

Governance costs includes:

	Total costs Year ended 31 Mar 2026 £	Total costs Year ended 31 Mar 2025 £
Independent examination	**1,449**	1,407
Insurance	**951**	1,291
Other governance costs	**777**	-
	3,177	2,698

The independent examiners received remuneration for the following services in the year:

	Total costs Year ended 31 Mar 2026 £	Total costs Year ended 31 Mar 2025 £
Independent examination	**1,449**	1,407
Provision of Xero software licence	**238**	238
	1,687	1,645

6. Expenditure on raising funds

	Unrestricted funds Year ended 31 Mar 2026 £	Restricted funds Year ended 31 Mar 2026 £	Total funds Year ended 31 Mar 2026 £
Direct staff costs	4,882	-	**4,882**
Direct other costs	4,250	-	**4,250**
Support costs	10,984	-	**10,984**
	20,116	**-**	**20,116**

	Unrestricted funds Year ended 31 Mar 2025 £	Restricted funds Year ended 31 Mar 2025 £	Total funds Year ended 31 Mar 2025 £
Direct staff costs	4,684	-	4,684
Direct other costs	816	-	816
Support costs	7,149	-	7,149
	12,649	-	12,649

7. Expenditure on charitable activities

	Unrestricted funds Year ended 31 Mar 2026 £	**Restricted funds Year ended 31 Mar 2026 £**	**Total funds Year ended 31 Mar 2026 £**
Direct staff costs	59,796	3,210	**63,006**
Direct other costs	24,204	1,087	**25,291**
Support costs	106,208	-	**106,208**
	190,208	**4,297**	**194,505**

	Unrestricted funds Year ended 31 Mar 2025 £	Restricted funds Year ended 31 Mar 2025 £	Total funds Year ended 31 Mar 2025 £
Direct staff costs	55,350	6,147	61,497
Direct other costs	11,384	11,141	22,525
Support costs	104,901	4,310	109,211
	171,635	21,598	193,233

8. Staff costs

	Total funds Year ended 31 Mar 2026 £	Total funds Year ended 31 Mar 2025 £
Gross salaries	**123,704**	119,760
Employer's NIC	**2,681**	4,246
Employer's pension	**2,405**	2,267
	128,790	126,273

The average headcount during the period was 10 persons (2025: 9 persons), however the average weekly full time equivalent during the year was 3 persons (2025: 3 persons).

No employee received employee benefits of more than £60,000 (2025: £NIL).

The total employee benefits paid to key management personnel during the year was £46,816 (2025: £46,840).

9. Tangible fixed assets

	Leasehold improvements	Total
	£	£
Cost		
At 1 April 2025	1,020	**1,020**
At 31 March 2026	**1,020**	**1,020**
Accumulated depreciation		
At 1 April 2025	1,020	**1,020**
At 31 March 2026	**1,020**	**1,020**
Net book value		
At 1 April 2025	**-**	**-**
At 31 March 2026	**-**	**-**

10. Debtors and prepayments

	Total Year ended 31 Mar 2026	Total Year ended 31 Mar 2025
	£	£
Trade debtors	**21,768**	14,439
Gift aid due from HMRC	**226**	1,888
Other debtors	**-**	2,000
Prepayments	**13,505**	12,946
	35,499	31,273

11. Creditors: amounts falling due within one year

	Total Year ended 31 Mar 2026	Total Year ended 31 Mar 2025
	£	£
Trade creditors	**2,560**	575
Accruals	**1,808**	2,556
Deferred income	**19,395**	-
	23,763	3,131

12. Analysis of charity funds

	Balance brought forward Year ended 31 Mar 2026 £	Income for the period Year ended 31 Mar 2026 £	Expenditure in the period Year ended 31 Mar 2026 £	Transfers between funds Year ended 31 Mar 2026 £	Balance carried forward Year ended 31 Mar 2026 £
Unrestricted funds					
General fund	224,663	195,032	(210,324)	(133,600)	**75,771**
Designated funds					
Redundancy and wind down costs	-	-	-	44,900	**44,900**
Leasehold costs	-	-	-	88,700	**88,700**
Designated funds	**-**	**-**	**-**	**133,600**	**133,600**
Total unrestricted funds	**224,663**	**195,032**	**(210,324)**	**-**	**209,371**
Restricted funds					
Traumatic bereavement	1,894	-	(350)	-	**1,544**
Group bereavement sessions	889	-	(860)	-	**29**
National Lottery Community Fund	1,358	-	(88)	-	**1,270**
Men's Resilience Project	6,137	-	(2,999)	-	**3,138**
M Palin donation	-	250,000	-	-	**250,000**
	10,278	**250,000**	**(4,297)**	**-**	**255,981**
	234,941	**445,032**	**(214,621)**	**-**	**465,352**

Designate funds – redundancy and wind down costs

The trustees have decided to designate an amount to cover redundancy for staff as well as an estimate of costs for admin and legal fees that would be needed should the charity need to wind down.

Designate funds – leasehold and moving costs

The Trustees have decided to designate an amount to cover remaining lease obligation (to end Sept 2027); Business Rates for the current premises (to end Sept 2027) as well as costs associated with moving premises; putting in order the current premises and fitting out a new premises.

Restricted funds – traumatic bereavement

The Charity received funds from several trusts to support traumatic bereavement, creating new partnerships with community groups and tackling issues which make bereavement harder to overcome.

Restricted funds – group bereavement session

The Charity received funds from several trusts to support our ongoing group bereavement work, including

our Natural Grief Walks project.

12. Analysis of charity funds (continued from previous page)

Restricted funds – National Lottery Community Fund

The Charity received funds for these confidential bereavement counselling sessions to young adults (aged 18 – 30 years) who have experienced a traumatic loss resulting in complex needs. In total, we will deliver an additional 200 hours of sessions with clients assessed as needing this additional support. The National Lottery Community Fund have now awarded us a second grant of £19K to deliver 420 counselling sessions for bereaved clients not covered by our other contracts or funding for 18 months commencing in the 2026/27 year. This is especially welcome since our funding from Camden has substantially reduced and we currently receive no funding for clients from City & Westminster.

Restricted funds - men's Resilience Project

A grant of £15,376 from Islington Department of Health and Social Care for our Men's Resilience Project, to provide counselling sessions for men aged 45 to 64 at greater risk of suicide due to their bereavements.

Restricted funds - M Palin donation

The donation and related gift aid is restricted to the costs of purchasing or renting a new premises and the wider objects of the charity.

	Balance brought forward Year ended 31 Mar 2025 £	Income for the period Year ended 31 Mar 2025 £	Expenditure in the period Year ended 31 Mar 2025 £	Transfers between funds Year ended 31 Mar 2025 £	Balance carried forward Year ended 31 Mar 2025 £
Unrestricted funds					
General fund	215,737	193,210	(184,284)	-	224,663
	215,737	193,210	(184,284)	-	224,663
Restricted funds					
Traumatic bereavement	3,246	-	(1,352)	-	1,894
Group bereavement sessions	5,372	-	(4,483)	-	889
National Lottery Community Fund	7,882	-	(6,524)	-	1,358
Men's Resilience Project	-	15,376	(9,239)	-	6,137
	16,500	15,376	(21,598)	-	10,278
	232,237	208,586	(205,882)	-	234,941

13. Analysis of net assets

	General funds Year ended 31 Mar 2026	**Designated funds Year ended 31 Mar 2026**	**Restricted funds Year ended 31 Mar 2026**	**Total funds Year ended 31 Mar 2026**
	£	**£**	**£**	**£**
Current assets	99,534	133,600	255,981	**489,115**
Current liabilites	(23,763)	-	-	**(23,763)**
	75,771	**133,600**	**255,981**	**465,352**

	General funds Year ended 31 Mar 2025	Designated funds Year ended 31 Mar 2025	Restricted funds Year ended 31 Mar 2025	Total funds Year ended 31 Mar 2025
	£	£	£	£
Current assets	227,794	-	10,278	238,072
Current liabilites	(3,131)	-	-	(3,131)
	224,663	-	10,278	234,941

14. Other financial commitments

On 31 March 2026, the Charity had annual future minimum lease payments under a non-cancellable operating lease for the office premises as set out below:

	Total Year ended 31 Mar 2026	Total Year ended 31 Mar 2025
	£	£
Within one year	**36,133**	36,133
Within one to five years	**18,067**	54,200
	54,200	90,333

15. Trustee remuneration

During the year, no Trustee received any remuneration (2025: £NIL). No members of the Board of Trustees received reimbursement of expenses (2025: £NIL).

16. Related party transactions

During the year restricted donations totalling £200,000 (2025: unrestricted £5,000) were gratefully received from Michael Palin, who is the spouse of Helen Palin, one of the Trustees until resigning in March 2023. There we no other related party transactions in either the current or prior period.

17. Use of volunteers

The Charity relies significantly on counsellors who provide their professional services voluntarily and contributed over 6,000 sessions during the year. Without their support the Service would not be able to continue to operate at the level it currently does.