Grief Matters

Grief Matters
Southwark

Annual Report

2025-2026



Registered Charity 1188121

Grief Matters Southwark - Annual Report

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LEGAL AND ADMINISTRATIVE INFORMATION

STRUCTURE, GOVERNANCE AND MANAGEMENT GOVERNING DOCUMENT

The charity is controlled by its governing document, Constitution of a Charitable Incorporated Organisation whose only voting members are its charity trustees. Registered company number 1188121

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2026.

Welcome to our Annual Report of 2025-2026.

Once again we start by saying thank you for all our hardworking staff at Grief Matters Southwark including our dedicated volunteers who are the vital force of this small charity and to all that have supported Grief Matters Southwark (GMS) in past. It is down to the dedication of our volunteers, management and clinical teams, and the support of our donors/funders that Grief Matters Southwark is growing and developing whilst maintaining its support service for those bereaved in the London Borough of Southwark.

The placement training scheme for counselling students at Y2 diploma level continues to be successful and we are still growing our volunteer placement base.

Thanks to our Patron, Jo Brand who has supported us well over years and continues to help keep our small charity going.

Due to costs we have continued to work remotely, offering both telephone counselling and video conferencing. As our virtual office provides an affordable and effective way for us at GMS counselling services to work we will be continuing with remote counselling until our charity develops.

We have recently had a recruitment phase and have been employing students. The trainee placement scheme continues to provide an important resource for Grief Matters Southwark and for the students that participate. We continue to only take 4th year diploma students unless the student has a specialist in bereavement issues or work.

We as always very much centred on being a community-based team in Southwark and continue to be supported by Jo Brand, Community Southwark, and the Southwark Wellbeing Hub.

Grief Matters Southwark remains an inclusive organisation working with diverse groups and employing a diverse team of staff including Board Members. We are committed to excellent standards in social inclusion, togetherness, anti-racism and equality.

We believe that it is our mission, vision and values that keep us safe and secure in our work and as we look towards the future with an aim to continuing to commit to our core beliefs.

Our Mission is to provide a first-class bereavement counselling service to the people of Southwark.

Our vision is that all residents in the London Borough of Southwark & Lambeth who are bereaved can access our specialised counselling service.

Our values are compassion-focused, non-judgemental, supportive and comforting. We place a high onus on respecting diversity and employ a workforce of staff that reflect the diversity of the community of Southwark.

Our six-core values ReCIPE are:

- **Re**spect – for human rights and dignity
- **C**ompetence – ensuring the counsellor provides services appropriate to their qualifications, training and experience and maintains high standards of practice
- **I**ntegrity - ensuring the integrity of practitioner-client relationships
- **P**rivacy – protecting the rights and safety of clients
- **E**quality - striving for the fair and adequate provision of services

TRUSTEES: Tym Soper (Chair of Board of Trustees), Chorouk El-Adib (Secretary of the Board of Trustees), Lester Thompson, Vikki Moorhouse, Treasurer role (currently being advertised).

OUR OBJECTIVES: To provide low-cost bereavement counselling service in Southwark and to relieve the mental and physical distress of people suffering from bereavement or loss, who reside in Southwark or the surrounding areas, by providing bereavement counselling and support in the community.

OUR HISTORY

Grief Matters Southwark was established as a registered charity on 21 February 2020. Grief Matters Southwark Bereavement Service is a specialist service that prioritises complex bereavement in adults. For detailed information see our website https://GriefMattersSouthwark.com

Our team of counsellors are London based and are looking to provide support for bereaved people. Often our volunteers have had their own difficult experiences of grief and want to give back to organisation that support bereaved people due to their own life experiences.

In the past our objectives have been to support the promotion of charitable purposes for the benefit of the community within the London Borough of Southwark. However, we have reviewed this borough specific criteria and are likely to expand our work reaching out to bordering boroughs depending on outgoings and interest.

Grief Matters Southwark is headed by the Board of Trustees, who together are responsible for the management of the organisation.

Report of the Chair 2025-2026

I am delighted and proud to be Chair of this great charity for the second year, I echo the words of the board in thanking the work of our hardworking staff, especially our volunteers who are, as said before, the backbone of this small charity. It is down to the dedication of our volunteers, management and clinical teams, and the support of our donors/funders that Grief Matters Southwark.

This as been a good if steady year for GMS, the year 2 Diploma level training continues to be successful, the trainee placement scheme continues to provide an important resource for us. We continue to only take 4th year diploma students unless the student has a specialism in bereavement issues or work.

Counselling continues to be mostly remote through telephone and video calls, hopefully we can soon increase our face-to-face counselling. This is of course funding dependant. This year we have employed students, and I welcome them aboard.

Again, I would like to echo the thanks to our Patron, Jo Brand who has been a champion of this small charity not only in raising much needed funds but also raising awareness of Grief Matters Southwark supported.

This has been another hard year financially but due to the team, we have be able to offer a great service in these times of great need for grief counselling.

I look forward to next year as I feel we can build on the great work done this year

Yours sincerely
Tym Soper
Chair of the Board of Trustees

Accessing Our Services

Clients are able to self-refer to our services via our website or will be referred by relevant agencies. These external agencies are set out in our original business plan.

Funding

We have now recruited a social media officer and are developing our administer who will be our lead fundraiser using the money we made at our sponsored walk and are looking to apply for more grants and put on more fundraising events in the future.

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Sponsored Walk through Southwark's Parks

Staffing and Recruitment

Our current team include 1 director, 1 counselling manager, 1 clinical assessor, a supervisor as well as team of 5 counsellors. Our clinical team comprises 5 part-time staff members. All staff are volunteers (with the exception of consultant/freelance roles. These paid roles include both counselling manager and supervisors). The director and administrative are not paid. Counsellors are given more than 3 clients a week. All our counsellors must have a current DBS check before they start working as a counsellor and they must have completed the GMS Safeguarding online training that we have produced. We currently employ 2 administrative volunteers Kay Roucou and Zayn Jaffar who have a wide range of knowledge including specialisms in HR and social marketing and research.

Trustees

We have four Trustees. Tym Soper - Chair of the Board of Trustees, Chorouk El-Adib - Secretary of the Board of Trustees, Lester Thompson – Trustee, Vikki Moorhouse – Trustee. We are currently looking for 2-3 new trustees.

The Board of Trustees meet several times a year and contribute to the strategic development of the organisation. All expenses over £50 are overseen and approved of by the Board of Trustees.

It is the intention of the Board of Trustees to review staff pay annually taking into account Local Government Pay Settlements, inflation and the current state of affairs of the organisation. Funding will be focused on paying staff in the years ahead. We hope to be able all staff members eventually if we secure enough funding including the director, administrators and counsellors.

Overheads and Spending

This is the fifth year since we have been working as a charity and we continue to operate on a low budget due to not having high overheads. We currently have no rent to pay for premises as we work remotely. This is only possible because of the dedication of the staff and volunteers that contribute their time and skills to the cause.

Volunteers are the life blood of this organisation. We currently have 6 volunteers, 3 freelancers and 5 trustees working for the charity. Our clientele statistics stay steady have only grown slightly over the last year, but we persevere and hope to add more clients to the waiting list shortly.

FINANCIAL INFORMATION FOR 2025-2026

GMS ACCOUNT BALANCE SHEET April 2025 to April 2026

Income carried over from April 2025: £13,299.09 £

	Income	Expenditure
Restricted Funds	£0.00	£0.00
Unrestricted Funds	£420.00	£1,193.46

Expenditure

Outgoings

Supervision	£ 490.00	Unrestricted	
Telephone & internet Bills	£ 172.80	Unrestricted	
Insurance	£ 128.00	Unrestricted	
Counselling Manager Wages	£ 775.00	Unrestricted	
ICO	£ 47.00	Unrestricted	
Word Press	£ 120.00	Unrestricted	
Staff Training	£ 1875.00	Unrestricted	
Counselling Staff Wages	£1940.00	Restricted	
DBS	£ 12.00	Unrestricted	
TOTAL	**£3133.46**		

Income

Grants and donations Unrestricted	£ 00.00	
Trading (paying clients)	£ 1750.00	Unrestricted
Total	**£1750.00**	

1.

Code of Ethics

Grief Matters Southwark adheres to the requirements of the Code of Ethics produced by the British Association of Counselling and Psychotherapy (BACP) and we comply with their framework and requirements not only of counselling, but also of professional supervision.

GMS Demographics of Client Intake

April 2025 - April 2026

25 – 44 Years old

There are 20 individuals who fall into this age category at their time of referral.

- **Females (15 total):**
    - White: 9
    - Black / African / Caribbean / Black British: 3
    - Asian / Indian: 1
    - Other / Mixed Backgrounds: 2 *(Includes Tutku, Patrick, Louise, Natasha)*
    - Males (5 total):
    - White: 1
    - Black / African / Caribbean / Black British: 2
    - Asian / Indian: 1
    - Other / Mixed Backgrounds: 1

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25 – 60 Years old

There are 31 individuals who fall into this broader age category (which structurally includes everyone from the 25–44 group plus those aged 45–60).

Females (24 total):

- White: 14
- Black / African / Caribbean / Black British: 6
- Asian / Indian: 2
- Other / Mixed Backgrounds: 2
- Males (7 total):
- White: 1
- Black / African / Caribbean / Black British: 4

- Asian / Indian: 1
- Other / Mixed Backgrounds: 1

Client ethnicity

The clientele of Grief Matters Southwark reflects the community of Southwark which is rich in diversity. We are proud of our social inclusion and diversity records and have a good mix of people from all walks of life.

Volunteers

Not only our clients, but our volunteers reflect the community in Southwark and we endeavour to remain inclusive and follow equal opportunities guidance in employing our staff.

Volunteer Training

We are always open to new training for staff that relates to our field of work. This training will provide continuous professional development (CPD) for staff and will be ongoing over the year.

Monitoring and Feedback

We use Clinical Outcomes Routine Evaluation (Core-10) forms to monitor our clients well-being, clinical issues, risk and day-to-day functioning throughout their sessions. We use these at the beginning of the session work, at midway review, and at the end of the sessions. This information which covers wellbeing, can give us relevant information to assess and review our work as well as make our observations on client issues periodically.

HOW YOU CAN HELP GMS

DONATIONS

Our organisation is reliant on donations however big or small. Some of the funding that we receive is restricted for specific purposes, therefore, we need unrestricted funds to spend on things we need that are not specified in other grants. Your donations help us to survive as an organisation and give us flexibility in our spending. Our spending is recorded and updated regularly so you can see what we spend your money on (please see financial income and outgoings at the end of this report. You can make donations to us via contacting us on GriefMatters2019@outlook.com

VOLUNTEERING

Grief Matters Southwark is always looking for volunteers. We recruit: counsellors, fundraisers and administrative staff. Most of our vacancies are for part-time volunteers. If you feel like you have something to offer our small team or just want to alert us to your services you can send in a CV, please contact Julie via email: GriefMatters2019@outlook.com

ACKNOWLEDGEMENTS

We would like to thank all of our volunteers and supporters, our Patron and all donators, funders and any person or organisation that has helped us to set-up our small charity over the years including churches such as St Peter's Church, Walworth & St Giles Church, Camberwell and especially to those that offer their time continuously to keep us going

Trustees & Other Grant-Giving Bodies

London Catalyst (Peabody), Patron Jo Brand and The Albert Trust & Grief Matters Southwark Board of Trustees past and present including Vicki Badham our team Superstar fundraiser.

Board of Trustees 2026

The Trustees who acted during the period are set out at the beginning of this document. Election and re- election of Trustees is carried out according to the procedures set out in our Constitution, which is our governing document. Trustees are recruited through: advertising via the Grief Matters Southwark website, local advertisements and other sources. Potential trustees may send in their CVs for us to keep on file in the event that a suitable role comes up that they may apply for. We will keep your information private and confidential under the Data Protection Act and contact you if we see a compatible fit. Applicants that may be considered will be interviewed by a combination of staff. Potential Trustees will be interviewed by 2 trustees and then the full Board of Trustees are informed of the interview outcomes before a decision is made. Other staff and volunteers are interviewed by a combination of the following list: director, managers, trustees. Once this process is complete references, DBSs and other credentials will be checked Once the monitoring processes have been completed and the person employed by us at GMS we will offer training and inductions to the new member of staff.

At Grief Matters Southwark the Trustees take responsibility of the running of the charity in areas of strategy, planning, finance and develop. The day-to-day running of the charity falls on the director and management team. Our clinical team are also authorised to make organisational decisions for GMS if related to clinical issues.

All Trustees and the Director take their responsibilities seriously under UK charity law which requires the Board of Trustees to prepare financial statements that give a transparent and accurate view of their financial affairs. . The Trustees will make the final decisions on which external agencies to use and will have full input into the accounting policies each time they are reviewed. Up to 3 Trustees including the new Treasurer and the director will be part of this planning and implementation process.

The Trustees alongside the director are responsible for the keeping of proper accounts with reasonable accuracy within any given timeframe that may be disclosed to the relevant authorities and in compliance with the rules and regulations of the Charity Commission. Responsibility towards GMS finances, finance controls and prevention of fraud also falls on the director and the Board of Trustees. Any irregularities should be identified and brought to the director and the Board of Trustees for explanation.

Grief Matters Southwark financial statements have been prepared by the Director of Grief Matters Southwark.

Public Benefit

It is a legal requirement on charities is that the Trustees must have regard to Charities Commission guidance on public benefit in deciding on the activities a charity undertakes and must report on those public benefits. As a charity Grief Matters Southwark must provide a description of identifiable benefits in relation to their daily activities and functions of the charity. The Board of Trustees are in agreement that the director and the management teamwork towards their aims and objectives as set out in their governing papers, Constitution of a Charitable Incorporated Organisation. On review of the operational work of Grief Matters Southwark by our Board of Trustees, they are happy that the activities of Grief Matters Southwark are in line with our designated aims and objectives that our organisation provides one-to-one counselling to adult residents of the LB of Southwark. The services are provided at a low-cost fee and are open to all residents of the London Borough of Southwark. For further detail on the activities we undertake and the nature of the public benefit provided see the detailed project reports on our website.

Grief Matters Southwark is dedicated to Equal Opportunities good practice and will only take on fully paid staff after going through a robust and fair recruitment process which aims to employ staff on merit. The GMS employment policy seeks to ensure that no-one receives less favourable treatment on the grounds of all of the protected characteristics:

Risk management and internal control

Our Board of Trustees work alongside the director reviewing, monitoring and checking all our working policies. The director, working alongside the Board of Trustees has produced a risk register that serves the organisation as a remote virtual office. This is monitored and reviewed regularly due to the pandemic. We follow Government guidelines in relation to the pandemic and comply with governmental guidance.

The Trustees oversaw the risk register produced and are satisfied that the arrangements for managing these risks combined with the annual review of financial controls and the reserves policy, will ensure that sufficient resources are available to maintain services for the foreseeable future.

The organisational structure and control system:

1. There is a clear organisational structure, with a working chain of command that outlines responsibilities and appropriate levels of accountability and reporting lines.
2. Our Trustees have specialist expertise in: Strategy and planning, law, finance, IT, policy-making.
3. The Trustees are regularly updated with financial reports and are able to request on demand should they need it for any of their work.
4. Grief Matters Southwark is committed to staying up-to-date with UK law and in particular, employment law and good management practice.

As set out in our original business plan we have achieved the main aims and objectives of Grief Matters Southwark which is to serve the community of the London Borough of Southwark as an

adult bereavement counselling service. We intend to recruit more staff in the future to help with local fundraising and more Trustees to furnish us with different skills and experience. We may employ financial experts/and or services as our organisation grows.

Financial Performance

This is our second year as a small charity and we have managed to stay above board financially. Our finances are healthy and growing. Please see breakdown below.

Maintaining Service Delivery

Due to the size and newness of Grief Matters Southwark and because GMS has no guaranteed income, but relies on fundraising, grants and donations, we aim to keep a balance in our 'General Fund' which at a minimum would keep the charity going for 1 month. This is to cover unpredicted events. In order to do this we have reviewed our funds and worked out what we need to cover payments to self-employed staff, for insurance, ICO registration and any other annual payment.

Grief Matters Southwark have both a General Fund (as mentioned above) and Restricted Funds which are the funds that were offered to GMS for specific use. Should an 'Exit Strategy' take place we would pay back the restricted funds to the original funders.

GMS ACCOUNTS 25-26

Date	Money In	From	Money Out	Recipient	Balance	Restricted	Unrestricted
02/04/25	30.00	Partridge			14884.61		Unrestricted
02/04/25			1740.00	Deborah Binns, CM	14914.61	Restricted	
02/04/25			05.52	Microsoft	14924.61		Unrestricted
09/04/25	30.00	Partridge			14964.61		Unrestricted
17/04/25	20.00	Client SR49			14984.61		Unrestricted
09/04/25	40.00	Client SR53			15014.61		Unrestricted
02/04/25	10.00	Odefunmke			15009.09		Unrestricted
02/04/25	30.00	Partridge			13269.09		Unrestricted
02/04/25			1600.00	Deborah Binns, CM	13269.09	Restricted	
Totals income and outgoing for April	**140.00**		**3892.00**				
02/05/25	20.00	SR 49			13319.09		Unrestricted
06/05/25			120.00	Word Press	13199.09		Unrestricted
09/05/25			12.00	DBS Check JS	13187.09		Unrestricted

09/05/25	30.00	Partridge			13217.09		Unrestricted
09/05/25	30.00	Partridge			13247.09		Unrestricted
13/05/25	160.00	SR53			13407.09		Unrestricted
21/05/25			100.00	Supervision	13307.09	Restricted	
28/05/25			5.52	Microsoft	5.52		Unrestricted
28/05/25			128.04	Policy Bee Insurance	13173.53		Unrestricted
29/05/25	60.00	Partridge				13233.53	Unrestricted
Totals income and outgoing for May	`		**385.06**				
09/06/25	160.00	SR53			13393.53		Unrestricted
12/06/25			100.00	Counselling Manager	13293.53		Unrestricted
13/06/25			47.00	ICO	13246.53		Unrestricted
30/06/25			5.52	Microsoft	13241.01		Unrestricted
Totals income and outgoing for June	**160.00**		**152.52**				
11/07/25			375.00	Counselling Manager	12866.01		Unrestricted
21/07/25			140.00	Supervision	12726.0		Unrestricted

					1		
30/07/25			5.52	Microsoft	12720.49		Unrestricted
Totals income and outgoing for July	160.00		515.52				
08/08/25	200.00	SR53			12929.49		Unrestricted
28/08/25			5.52	Microsoft	12914.97		Unrestricted
Totals income and outgoing for August	**200.00**		**5.52**				
05/09/25			100.00	Supervision	12814.97		Unrestricted
05/09/25			100.00	Counselling Manager	12714.97		Unrestricted
30/09/25			5.52	Microsoft	12709.45		Unrestricted
30/09/25			100.00	Supervision	12609.45		Unrestricted
Totals income and outgoing for September			**305.52**				
03/10/25	30.00	PR61			12639.4		Unrestricted

					5		
10/10/25			50.00	Supervision	12544.45		Unrestricted
14/10/25	20.00	Baird			12534.45		Unrestricted
24/10/25			75.00	Counsellor payment JS	12609.45		Restricted
24/10/25	10.00	Baird			12534.45		Unrestricted
29/10/25			5.52	Microsoft	12538.93		Unrestricted
Totals income and outgoing for October	**60.00**		**130.52**				
06/11/25			100.00	Counselling Manager	12438.93		
06/11/25			25.00	Counselling Pay JS	12463.93		
06/11/25	10.00	Baird			12473.93		
11/11/25	10.00	Baird			12483.93		
19/11/25	10.00	Baird			12493.93		
28/11/25				Microsoft	12488.41		
Totals income and outgoing for	30.00		125.00				

November							
02/12/25	10.00	Baird			12498.41		
12/12/25			100.00	Counselling Manager	12389.61		
12/12/25	10.00	Baird			12408.41		
17/12/25			28.80	Training JS	12379.61		
19/12/25	10.00	Baird			12389.61		
30/12/25			5.52	Microsoft	12384.09		
Totals income and outgoing for December	**30.00**		**134.32**				
28/01/26			3.00	Account Maintenance	12381.09		
29/01/26			5.52	Microsoft	12375.57		
30/01/26	30.00	Smith			12405.57		
Totals income and outgoing for January	**30.00**		**8.52**				

27/02/26			3.00		12402.57		
Totals income and outgoing for February			**3.00**				
02/03/26			5.80	Microsoft	12396.77		
04/03/26	80.00	Banton & Reid			12476.77		
20/03/26			250.00	Training JS	12226.77		
25/03/26	5.00	Langran			12231.77		
25/03/26	5.00	S Brown			12236.77		
27/03/26			3.00	Account Maintenance	12233.77		
30/03/26			5.80	Microsoft	12227.97		
Totals income and outgoing for February	**90.00**		**254.60**				