

**THE COMPASSIONATE FRIENDS
TRUSTEES' ANNUAL REPORT
AND FINANCIAL STATEMENTS**

31 MARCH 2020

**Company Registration Number 04029535
Charity Number 1082335**



The
**Compassionate
Friends**

Supporting bereaved parents and their families

THE COMPASSIONATE FRIENDS

FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2020

Contents	Pages
Trustees' Annual Report	1 - 14
Reference & Administrative Information	15 -16
Independent Examiner's Report	17
Statement of Financial Activities	18
Balance sheet	19
Notes to the financial statements	20 - 30

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Introduction

The Compassionate Friends was established in 1969 as a national charitable organisation supporting bereaved parents, siblings and grandparents after the death of a child of any age and from any cause.

The Trustees of The Compassionate Friends (“TCF”) present their annual report for the year ending 31 March 2020.

This Report has been prepared in accordance with the charity’s governing document and Statement of Recommended Practice (SORP 2015) “Accounting and Reporting by Charities”, published by the Charity Commission.

Our legal status and governance structure are explained in the “Structure, Governance and Management” section of this report

How our work delivers Public Benefit

“Every parent’s nightmare is to lose a child”

This is a cliché, but for many, many families the nightmare tragically becomes a reality. Each year in the UK 9000 children and young people under the age of 30 years die – and this figure does not include adults aged 30-64 (87,000 in 2019) who die at the age of 30 or over, many of whom leave behind grieving parents, who have outlived their son or daughter, and often also a partner and children of their own.

National peer-to-peer support for 50 years

TCF is a charitable organisation of bereaved parents and their families dedicated to the support and care of other bereaved parents, siblings and grandparents who have suffered the death of a child or children of any age and from any cause of death.

As the first peer-to-peer charity in the UK for grieving parents, we have been bringing understanding, support, friendship and hope to bereaved parents for 50 years. The charity began in 1969 when grieving parents Iris and Joe Lawley, Bill and Joan Henderson and Betty Rattigan were brought together for mutual support by Simon Stephens, then a young chaplain in a Coventry hospital. Together they formed The Compassionate Friends. In 2019 the charity commemorated the 50th anniversary of its founding with a range of supportive and fundraising activities.

Child loss is out of the natural order

The grief of bereaved parents and siblings is devastating and overwhelming. In experiencing the often painful, sudden or violent death of a beloved son or daughter, brother or sister, parents and siblings endure a profound rupture, a loss so painful that it changes their lives forever in a multitude of ways. Parental grief commonly brings with it deep and complex feelings including anguish, heartbreak, guilt and remorse, constant yearning, utter

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

hopelessness and despair. The impact on parents and families is one of anguish and isolation, with intense grief lasting longer than extended family, friends and work colleagues imagine. The families' situation can be exacerbated by the lack of appropriate information or support services - particularly the case for parents who have experienced the sudden death of their child outside of a hospital or hospice environment. Moreover, the death of a son, daughter or sibling can – especially if sudden or traumatic – result in acute and long-lasting symptoms of post-traumatic stress.

The benefits of peer support

Peer support from fellow bereaved parents or siblings either face-to-face, on the telephone or online is a special and unique kind of support which has the following benefits:

- Reduces the social isolation frequently experienced after the death of a child, grandchild or adult sibling
- Provides a hugely valuable safe place where parents and their close family can speak honestly about how they are really feeling
- Understands, recognizes and normalizes the intensity of early grief and the long lasting impact of child loss
- Encourages and sustains bereaved parents and families – as hearing from others further on in their grief offers comfort and hope for a future without their loved one, and demonstrates ways they might survive such a devastating loss.
- Continues support, understanding and friendship after the first weeks or months of loss when family or friends' support may have diminished.

Thanks to its wonderful volunteers, all who know grief for a child or sibling first-hand and who have been trained to listen empathically and care for others, TCF can connect bereaved parents and their close family members to one another in many ways - through conversations one-to-one in person or in groups, by telephone, online, through the written word, and via social media. Through such contact with others the bereaved find a lifeline and can gradually find purpose, resilience and new hope.

We are an inclusive organisation and exist to provide peer-to-peer support, understanding, friendship and hope directly to bereaved families and individuals whose child has died whether as a baby, infant, school age child, teenager or adult son or daughter, whether it is a recent loss or one that happened many years ago. The death may have been from any cause, for instance as a result of a road traffic incident, a short or longer term illness, sudden unexpected death, an accident in or outside the home, suicide or through drug or alcohol use.

Equal access to our support and services is important for us. TCF has no religious affiliation and offers support to bereaved families irrespective of the age of the child, cause of death, ethnic, social, faith or political backgrounds. We deliver support to any family affected by the death of a child, and this includes unmarried parents, adoptive parents, step- and blended families, same sex couples and single parent families. We respect the privacy of all those who come to us for support and offer a confidential service.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Our Objectives

TCF is a registered charity and its purposes as set out in the objects contained in our Memorandum and Articles:

- (i) To advance and assist in mental and physical welfare following suffering and infirmity among (a) parents occasioned by the death of their child(ren) and (b) other close relatives of such child(ren), normally brothers, sisters and grandparents;
- (ii) To promote and support research on parental and sibling grief intended to help to change and improve the quality of support and care provided by health, social care, political and other supporters for grieving parents and siblings.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the 12 months between April 2019 – March 2020. It also outlines our response to the coronavirus pandemic since government restrictions came into place in March 2020.

The review looks at each key aim and our achievements, outcomes and the benefits of our work during the period of the review. The review also helps us to ensure our aims, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular the Trustees ensure that our stated aims continually underpin our strategic and business plans, and all other project plans, which are used as a tool to inform our direction and for benchmarking, monitoring our success and improving our performance.

Our activities and achievements

Our activities have focused on two main strategic aims:

- **To provide high quality peer support to anyone affected by the loss of a child of any age to any cause.** Our key objectives in addressing this strategic aim continued to be to: increase the number of local support contacts and groups; develop further online and telephone support; increase the number and quality of supportive events; continue to build one-to-one peer support, improve and develop support for specific groups of the bereaved and those in specific life circumstances; continue to improve and develop support and training for TCF volunteers.
- **To raise awareness of support from TCF and parental and sibling grief in the UK,** with a view to reaching more people affected by the loss of a child of any age from any cause. We continued to work towards ensuring TCF was more widely known among bereaved parents and families, professionals (for instance funeral directors, other charities and bereavement support organisations, police, NHS) and the general public.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Summary of the Year

We continued to consolidate and develop our peer support for bereaved parents, siblings and grandparents throughout the year of this review, through our range of services including a national telephone and email helpline, support groups, one-to-one local and befriending support, online groups via social media, leaflets and publications, retreat weekends and supportive events and a comprehensive postal library. We have also continued to work hard to increase awareness of the devastating and long-lasting impact on families of parental and sibling grief through publicity and promotion of the charity and through contributions to research on parental and sibling grief. See our key activities and achievements below for more detail.

2019 also marked the 50th year since the founding of The Compassionate Friends, commemorated with a variety of supportive and fundraising events throughout the 12 months, culminating in welcoming bereaved parents, siblings and grandparents from the UK and abroad to a larger than usual gathering and conference in Buckinghamshire organised by a team comprising trustees, volunteers and staff. Sadly the year also saw the death in June of one of the original founders of TCF, Joan Henderson. We were, however, pleased to welcome her daughter Shona to the 50th Anniversary conference in November 2019 to tell us more about her memories of the early years of the charity. The year also saw the charity build capacity for supportive projects through targeted fundraising to grant making trusts and foundations, judicious purchase of challenge event places and increased support for our many generous fundraisers in the community.

Key activities and achievements in 2019-2020

Strategic Aim 1: To provide high quality peer support to anyone affected by the loss of a child of any age to any cause.

- Over 70 **local support groups** around the UK welcoming and supporting between 5 and 20 bereaved parents each month. New groups began in Shrewsbury, Hexham, Brighouse, St Neots, Leeds, Caithness and Chippenham.
- Telephone support for 1,010 bereaved parents and families – the majority newly bereaved - via our **national telephone Helpline**, as well as advice and information for professionals and signposting to local and community support.
- **Helpline-type support via email** - over 650 parents and families directly or professionals looking for information and support for clients or patients.
- 14 **training and regional days** held around the UK for volunteers running support groups, offering local support and manning our national Helpline. Here volunteers receive training in group facilitation skills, and are helped to develop empathic listening skills for supporting one-to-one on the phone and in person, as well as sharing together experiences and best practice. We also offer access to these training opportunities to professionals in other organisations offering bereavement support.
- The **first national fully funded supportive event for volunteers** was planned to take place 28-29 March 2020 to include workshops, training, guest speakers, discussion groups and self-care activities as part of our commitment to support our peer supporters.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

- 90 volunteers were booked to attend. (This was not able to take place due to the coronavirus pandemic and government restrictions).
- **11 moderated online groups** on the web or Facebook, offer opportunities for bereaved parents and siblings to connect, find understanding and peer support. For example private online groups cater for those bereaved through cancer or long term illness, by suicide, through drugs or alcohol, the loss of a baby or very young child, parents whose only child or all their children have died, adult bereaved siblings, and more. These groups also provide a safe place online where parents and siblings can arrange informal meet-ups for mutual support.
 - Using feedback from previous events, we continued to improve and develop 8 residential weekend or day **retreats and gatherings** supporting 600 bereaved parents and siblings. 30% more parents were supported in this way due to the larger than usual gathering held as part of the charity's 50th Anniversary commemorations. Other supportive gatherings and retreats included an event for 40 bereaved brothers and sisters (May 2019), a retreat in Scotland (May 2019) and Derbyshire (July 2019). We provided specialist weekends including a retreat held near Bath for parents in the early months and years of child loss (February 2020), for parents whose son or daughter had died from suicide or as a result of drug or alcohol use (August 2019) and for parents who had experienced the loss of their only child or all their children (July 2019). Two support days were held for bereaved parents in Hampshire (September 2019) and (new this year) in Derbyshire (Feb 2020).
 - **One-to-one therapeutic support** offered at all weekend events by bereaved parents who are trained counsellors. A policy for the use of therapists at retreats and supportive events was developed and implemented to ensure good practice and safe working for the benefit of both parents and the therapists.
 - **Financial support** through bursaries for 44 parents unable to fund attendance themselves at weekends. This represented a similar level of funding as last year for those bereaved parents and close family members who have experienced financial hardship since the loss of their child. Volunteers at supportive weekend events and bereavement support days were fully funded whenever possible.
 - Continued improvement and development of our **specific support for specialist groups** of the bereaved – for example, for those with no surviving children (childless parents) (weekend retreat in July 2019, quarterly specialist newsletter and a private online support group); bereaved siblings (weekend retreat in 2020 in Birmingham, a newsletter written by bereaved adult siblings for this group printed in hardcopy but also moved online, and a private online group); or those bereaved by suicide or substance use (weekend retreat in Birmingham in August 2019, a private online support group, plus specialist training and supporting documents for all volunteers covering how to support parents bereaved by suicide or drug or alcohol use. Support groups specifically for parents bereaved by suicide met monthly in Glasgow, Cambridge, Bristol and London). We also began to offer targeted, specialist support to parents bereaved by road traffic incident, with a new advice and suggestions leaflet particularly aimed at this group.
 - We continued to encourage **informal meet-ups for parents and siblings** through a series of monthly walks in London organised by a volunteer bereaved father during the spring and summer months of 2019, through the Compassionate Pals Facebook pages and other arrangements made for informal meetings such as open house/bring and share meetings, a river boat cruise and informal lunches and meet-ups for bereaved siblings around the UK, including in Leeds, Bristol and London.
 - After a successful pilot, our **Grief Companion Scheme** was fully funded from budgeted income. Using freelance help to co-ordinate the Scheme, during the year the Scheme
-

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

offered one-to-one peer support to 50 bereaved parents in early raw grief, with the aim of reducing the isolation and lack of support felt by many bereaved parents, particularly in remote areas of the UK. In Autumn 2019 an application for Scheme funding made to the National Lottery Community Fund was successful and plans were made to recruit a permanent Coordinator to develop the Scheme in 2020-2023.

- **Unique library** of 1200 books and resources on all aspects of bereavement with personalised choice of titles to support the bereaved from our dedicated volunteer librarian. A popular memorial book scheme continues to be developed offering a way to dedicate a book in memory of a child, sibling or grandchild.
- Comprehensive bereavement **information pack** sent to over 1000 parents and their families seeking support and information after child loss.
- Over 45 different **leaflets and fact sheets offering information and suggestions** to bereaved parents and families, as well as professionals and other supporters of bereaved families, were downloaded over 35,000 times and distributed with information packs, at local groups and at supportive events. These publications are unique in that they are written by bereaved parents and siblings. Our dedicated volunteer team updated leaflets this year including, *Helping our Grandchild when your Child has Died*, *When a Pupil Dies: Suggestions for Schools*, *When our Child has been Murdered*, *Grief of the Newly Bereaved*, *Coping with Judgemental Attitudes*, *Sudden Death of our Child* and *Death of an Adult Child*. New leaflets were written and distributed online and in hard copy including *Helping Bereaved Parents: Suggestions for Professionals*; *Coping with Legal Proceedings*, *Death of our Child after a Road Traffic Incident*, *Death of our Partner's Child or Step-child* as well as a Handbook with many ideas for *Remembering Our Child*. Our fact sheet on *Death Abroad* has also been updated.
- Over 5000 **supportive magazines and newsletters** sent to bereaved parents and their families.

Strategic Aim 2: To raise awareness within the community of bereaved and the general public of support available from The Compassionate Friends and parental grief in the UK

- **Commemoration of the 50th Anniversary of The Compassionate Friends** began in early 2019 culminating in a gathering of 250 bereaved parents, siblings and grandparents from around the UK in November 2019. The event incorporated commemorative events and an international conference element with representatives from around the world, including USA, Australia, Europe, and South Africa, sharing best practice and innovations. As well as offering a range of workshops, discussion groups and activities focused on parental and sibling loss, we welcomed a number of inspiring speakers, including our Charity President, Countess Mountbatten of Burma, Baroness Sue Miller, Hamish Elvidge, Chair of the Support After Suicide Partnership, broadcaster and writer, Libby Purves, authors Catherine Seigal (*Bereaved Parents and their Continuing Bonds*) and Thomas Harding (*Kadian Journal*). Throughout Spring and Summer 2019 our fundraising initiative - **Tea & Cake at Fifty** - offered an opportunity for bereaved parents and families throughout the UK to gather together with family and friends, fundraise and raise awareness of the charity in its 50th year. A commemorative event - **'Remembering our Child'** - was held at Coventry Cathedral in the town where The Compassionate Friends was originally founded. The guest speaker was a founder of TCF, the Reverend Canon Dr Simon Stephens. Bereaved parents and their families attended.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

A 50th Anniversary commemorative edition of *Compassion* – our bereavement support magazine - was researched, published and distributed widely. It contained articles from, and a time line of, 50 years of the charity.

All the 50th Anniversary events provided opportunities to increase awareness of our charity through media and PR, and also offer new supportive and fundraising events in which bereaved families can participate as well as find support and understanding.

- **Social media presence** continued to grow with a 10,000+ following on Facebook and 1000+ on Twitter. Our post on Mother's Day in 2019 was seen by 54575 people, liked 1640 times and shared over 400 times. Our posts at Christmas and New Year regularly have a reach of over 50,000.
- **Regular email and printed news** approximately 8-10 times a year extended our support to bereaved families and professionals, keeping both groups in touch with news from our charity and support available. From Spring 2020 our newsletter for bereaved siblings was emailed to over 700 bereaved siblings every quarter.
- 6.3K visits per month were made to our **website** www.tcf.org.uk during the year (up from 5.3K per month in the previous year). We continued to make improvements and changes to our website to ensure an improved user experience, particularly in the support and your loss sections. The password protected section for our volunteers was improved with useful information and training documents to support the work of our volunteers.
- **Media visibility** for our charity and on the devastating impact of child loss continues. For example, our CEO was interviewed on BBC Radio Sheffield (April 2019), The Guardian newspaper published a talk given by bereaved father and author Thomas Harding which had been delivered at the 50th Anniversary Gathering (January 2020) and in the following month published a letter referencing support from TCF (February 2020). During the year, ITV's This Morning programme and the agony aunt in The Sun newspaper has included information on support from TCF for bereaved parents and families. A number of members and volunteers have been interviewed for podcasts discussing parental and sibling grief, for example our previous Chair and Trustee, Maria Ahern was a guest on the BBC radio, *Things Unseen* podcast.
- During the year TCF took part in **fundraising activities** which have encouraged participation of our members and the wider public, for example voting in the Tesco Bags of Help scheme, the Aviva Community Fund and the Ecclesiastical Insurance Movement for Good. Supporters of TCF were also encouraged to get involved with the John Lewis/Waitrose Community Matters Scheme and in early 2019 TCF were chosen to benefit from the 10 month-long Co-op Local Community Fund.
- 2019 saw the **publication of Upright With Knickers On: Surviving the Death of a Child** - a collection helpful suggestions from members of TCF edited by Trustee, Gina Claye – and publicized widely throughout the bereavement support community.
- The commemorative **Worldwide Candle Lighting** held in December 2019 created a 'wave of light' around the UK (and the world) in memory of children and brothers and sisters who have died too soon. Public and private events throughout the country marking the candle lighting were shared on social media. Our virtual 'Book of Remembrance' allowed families to upload a photo and message of remembrance on the TCF website.
- **Collaboration with other charities and organisations** in the field of bereavement support. TCF continued to be represented and play a full part on the All Party Parliamentary Group for Bereavement Care and in the National Bereavement Alliance (NBA). Our charity provided input into the shaping of the Parental Leave and Pay Bill (April 2019) which gives statutory bereavement leave and pay entitlement to bereaved

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

parents. TCF also supported the establishment of the Child Funeral Fund in England and Wales and has promoted its existence.

We are also members of the Support After Suicide Partnership (SASP) and contributed to the NBA and SASP guidelines booklet for setting up and facilitating bereavement support groups. TCF also attended and exhibited at the Suicide Bereavement UK International Conference in Manchester in September 2019. TCF gave its support and backing to the first National Grief Awareness Week (December 2019). We continued our collaboration with Beautiful Perth – a charity with whom we worked to establish The Compassionate Friends Memorial Garden in the city – who received an award for their work with our charity.

- **Participation in and advice to research studies** this year included input into the Universities of Birmingham and Cardiff study into parents' experiences of communication with professionals after the death of their child, the first national UK survey into the impact of suicide conducted by the University of Manchester, and a small scale study looking into older parents' experiences of being bereaved of an adult child in old age (77+years)

Response to Coronavirus

Since the UK outbreak of the coronavirus pandemic in the first few months of 2020, our charity has acted quickly to adapt its services and ensure support continued for those parents and families bereaved prior to lockdown, as well as those sadly experiencing the loss of a son or daughter during the pandemic. Our key priorities during this time were:

- to stay connected with the bereaved parents and families who looked to us for peer support during such a particularly challenging time
- to stay connected with and offer support to our dedicated peer-support volunteers during a worrying and anxious time for many
- Some of our provision needed no adaptation – for example our **National Helpline** was already staffed by volunteers answering calls from home and we were fortunate that throughout end March - June particularly, volunteers willingly stepped up to ensure every helpline session was covered.
- Our **private Facebook groups** focusing on different aspects of loss ran as usual, however the need to hear from other bereaved parents and to share grief and loss together has been more acute particularly during this time. The constant news about COVID acted in many cases as a trigger for many bereaved parents and their families.
- Matching for our **Grief Companion Scheme**, offering peer befriending to bereaved parents, was prioritised during the lockdown period so no newly bereaved parent was left isolated and without support. As an additional priority, we began the process of recruiting a Coordinator for the Grief Companion Scheme, appointing Shirley Gower in this position in June 2020.
- Over half of our **local support groups relocated online** to continue offering the power of the group experience to bereaved parents. Other dedicated and caring volunteers moved quickly to stay in touch with bereaved families through the telephone, email and via other messaging services such as WhatsApp and Messenger.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

- A 6 week **pilot scheme for Helpline webchat** began in May 2020, offering bereaved parents and family members the opportunity to contact a Helpline volunteer online to access support around their loss. This additional service to our usual telephone-based support has been evaluated and will continue, incorporating feedback and changes from the pilot, from winter 2020.
- A helpful **guide offering support around grieving for a child during the pandemic** was published and made available for download on our website in April 2020.
- The first national supportive weekend for volunteers due to be held in late March 2020 was not able to take place. Instead, in April 2020 we began a series of well-attended **meetings online for all our volunteers** – offering an important and vital opportunity to stay connected with volunteers, provide information on the impact of the coronavirus on bereaved families, hear from guest speakers in the bereavement support sector, and offer a forum to share and discuss experiences and challenges for our volunteers during such unprecedented times. We have also used the online environment to offer specific support to groups of volunteers who may be based throughout the UK – for example online meetings for our Helpline volunteer team, and those volunteers who are moderating our private Facebook groups.
- As a result of coronavirus we postponed all our planned 2020 weekend and in-person retreats to 2021. To ensure that we continued to offer support we established a series of online ‘events’ – **virtual support groups for parents** bereaved in specific ways, or for those in differing circumstances, for instance loss to suicide, loss to cancer, a group for bereaved fathers, loss of a baby or very young child, a group for those parents who have lost their only child or all their children, as well as an online support group especially for adult siblings. All online groups were facilitated by trained volunteers.
- In August 2020 we began a series of **online talks by bereaved parents and siblings offering personal reflections on parental and sibling loss**. These have been a hugely successful addition to our support services, with over 130 attendees at each. They have offered the bereaved an opportunity to come together online and find understanding, comfort, support and hope from listening to unique perspectives on grief and loss. We have recorded each talk and so many more have listened to the speakers in the weeks and months after the live event online.

It should be noted that many of these adaptations we have made as a result of coronavirus have helped our charity to address some of the barriers and struggles we had about how to engage, motivate and stay in touch with volunteers and parents in outlying areas of UK where there is not much in the way of support

Future Plans

In 2020-21 we will continue our focus on innovation and provision of high quality peer-to-peer support to parents and grandparents bereaved of a child or grandchild throughout the UK. We will also continue to build our support for bereaved adult siblings and will raise awareness within the community of bereaved, as well as the general public, of peer support available from The Compassionate Friends. Our mission to educate around the devastating impact and heartbreak that follows the death of a child will also go on.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

Our **plans for 2020 and 2021** include:

- The development of a fully costed **strategic plan for the charity 2021-26**, underpinned by research both in the bereavement support environment and among the bereaved families we support. This plan will provide the basis for the direction and the growth of our services in the next 5 years.
- We will **upgrade and replace where necessary our IT systems** with a move to Cloud based technology to ensure we can take full advantage of and work efficiently in a blended home/office environment. As a result of the coronavirus pandemic our small office-based staff team relocated to home-working and we will gradually, as it is safe to do so, return to firstly a blend of home and office work, with the hope to a full return to the national office in 2021. With the help of our Trustee Adviser, Guy Paton, we will also upgrade or replace our database to ensure it offers the best support to the fundraising, volunteer management and communications functions. We will update our website to ensure improving user experience and satisfaction.
- With the appointment of a permanent Coordinator, the **Grief Companion Scheme** – funded by the National Lottery - will continue to develop and grow, helping to further reduce the isolation and lack of support felt by many bereaved parents. The Scheme will offer support to parents who are in the first 2 years of their bereavement from volunteer befrienders who are at least 3 years past their own loss, and ideally more. The training and support of volunteer befrienders will be a priority for the Coordinator, and monitoring and evaluation of the Scheme will be vital to ensure the newly bereaved are benefitting from their contact with their grief companion. Feedback and learning from this regular evaluation will be used to improve and develop the Scheme.
- **Development of 'teams' of supporters** will ensure that we continue to target support for specific groups of the bereaved. For example, we will establish a bereaved by suicide supporter team, who will offer initial (and sometimes on-going) support to parents bereaved by suicide. Similar supporter teams will be established for bereaved grandparents, for childless parents (those parents with no surviving children), and for parents bereaved of a child with complex needs or disabilities. This model offers us an opportunity to ensure the volunteers in each team receive excellent training, support and mentoring from staff and through contact, discussion and sharing with their team members.
- We will continue to provide and to **develop targeted support for particular loss**. For example specialist support for parents bereaved by cancer will be provided by online support groups, through social media and via specialist literature. Similarly, we will use online support groups and other services to reach parents throughout the UK bereaved by road traffic incident, as well as those parents who have experienced the loss of a very young child, a school age child, or those bereaved of an older adult child. Alongside, we will continue to provide and develop our specialist support for childless parents, those bereaved by suicide, substance use and the very newly bereaved.
- **Caring for and supporting our volunteers** will continue to be central to the direction and expansion of our charity. Recruitment of new volunteers and the support and training of our existing volunteers remains a priority. In 2020/1 we will begin to recruit a team of geographically-based regional coordinators who will work closely with our existing volunteers in their region to continue to develop and build our peer support services for bereaved parents and their families. We will continue to bring our volunteers together regularly for support and sharing of best practice, both online and in person (when it is safe to do so).

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

- Peer support for **bereaved siblings** will continue to develop in strength and numbers through the establishment of a national team of volunteer sibling supporters. The team will offer initial (and on-going in some cases) general support to bereaved siblings (18 years+), work to develop a specialist approach with capability to support siblings bereaved by differing causes e.g. suicide, road traffic incident, substance use and so on, as well as building our sibling support awareness and profile via our website, social and press media. We hope to return to running in-person supportive events, including a twice yearly retreat for bereaved siblings and will continue to offer online support groups for siblings, informal meet-ups and we hope at least one online supportive event.
- As soon as it is safe to do so, we plan to return to a **programme of weekend and one-day supportive events** for bereaved parents and families, which will include general gatherings organised by location (e.g. Scottish gathering, North East England retreat weekend) as well as targeted retreats for specific causes of death or life circumstances – for example, a retreat for parents in very early bereavement, for childless parents (who have lost their only child/children), or for those parents bereaved by suicide or substance use, and for bereaved adult siblings. We will continue to encourage and support **informal events** for bereaved parents and siblings, including our series of walks, lunches, bring and share events and informal get-togethers.
- Following the pilot evaluation, and subject to recruitment and training of suitable volunteers, we will re-start the webchat helpline as an additional support service to the national telephone helpline.
- Following the value of online support during the coronavirus pandemic, we will continue to offer support groups and opportunities online for parents, siblings and grandparents to connect and find understanding and hope. We will consider developing our capacity to offer supportive talks and events for bereaved parents and their families online to ensure we can reach those who are in isolated areas with little or no support.

The Financial Situation

The Trustees are responsible for the finances of the Charity. They monitor the finances of TCF by receiving a financial report at each Trustee meeting and by adopting a budget for each financial year.

The Trustees monitor three main aspects of the charity's finances

- The income from various sources
- The expenses
- The reserves

Income

The income of the charity comes from four main sources as follows

- Membership donations and fees
- The proceeds from fundraising events and donations from Friends of TCF
- Securing grants and donations from foundations and trusts
- Fees in respect of gathering and retreats

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

During the year the income of the charity was £472,247. This compares with £469,360 in the year ending 31 March 2019. In the year ending 31 March 2019 TCF was fortunate to receive a legacy of £77,857. Despite the absence of such a legacy in the year ending 31 March 2020 our income was higher mainly because of the increase in funds from trusts and foundations as a result of the work of our fundraiser, Stephen Armstrong.

The level of regular donations and membership fees (that are typically paid by direct debit or standing order) is relatively modest.

For a part of our income we rely on the generosity of our Members and others to make donations and to hold fundraising events for us. We are incredibly fortunate that each year an incredible number of people raise a large amount of money for TCF from a multitude of events.

Expenses

During the year the charity spent £402,429. This compares with £337,686 in the previous year. The Trustees consider that in the normal course of events the expenses of the Charity are fairly predictable, consisting of regular expenses (such as salaries, printing costs, helpline costs etc) and planned activities such as retreats and gatherings.

Reserves

During the year our income of £472,247 exceeded our expenditure of £402,429 by £69,818 and this surplus was added to our reserves.

The Trustees give careful consideration to the level of reserves. The policy for the amount of reserves is set out as follows:

“The Trustees have, after considering the guidance issued by the Charities’ Commission, established a policy that sufficient free reserves should be held to enable the activities of TCF to continue for a minimum of six months taking into account

- The forecast expenditure of running the charity allowing for planned increases or decreases in ongoing expenses
- The current sources of income and the heavy reliance on one off donations and fundraising events
- A review of the risks facing the charity, particularly those which would lead to a reduction in the level or reach of our services

The monthly income of the Charity is relatively volatile and so the free reserves will fluctuate for month to month. The Trustees would consider the free reserves to be excessive only if they were persistently above a level that would allow the activities of TCF to continue for twelve months without any source of income. In this case, the Trustees would determine how any excess reserves should be spent to meet the aims and objectives of the charity.

The level of free reserves is reviewed at least once a quarter. This policy is reviewed at least once every financial year.”

The general funds at 31st March 2020 were £223,351 and fall within the range set out above.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

The Trustees are responsible for investing the reserves of TCF. In light of the periodic need to draw on the reserves at short notice the Trustees have decided to keep the reserves on bank deposit.

COVID

The Trustees are carefully monitoring and managing the impact of COVID on the finances of the charity. The overall impact is uncertain but certain trends are clear.

- The cancellation of nearly all major public fundraising events such as the Virgin Money London Marathon and Prudential Ride-London will reduce our income from fundraising events.
- The increased financial strain and uncertainty faced by individuals will reduce the level of donations.
- COVID presents challenges for trust and grant making bodies which has resulted in some delays in decision making and the redirection of donations to charities that are most impacted by COVID.
- It is unlikely there will be any retreats or gatherings in the financial year to 31 March 2021 which will reduce our income from such events. However, as the costs of such events are more than the fees we charge there will be a financial benefit to TCF.

Given the extent of our free reserves the Trustees have decided to continue with the planned expansion of our activities. In particular, we will continue with the recruitment of geographically based regional coordinators.

Structure, Governance and Management

The Compassionate Friends (TCF) was founded in 1969 in Coventry and is governed by its Memorandum & Articles of Association as a Company, limited by guarantee registered in England & Wales. The organisation was based in Deptford, London, throughout the year with a network of volunteers throughout the United Kingdom, and is unique in that its primary focus is to provide mutual support and understanding by others similarly bereaved.

The Board of TCF is comprised of between six and twelve elected Trustees. An Elected Trustees must be a Member and has to be nominated by a donating TCF Member and provide a short CV, details of their experience within TCF and a personal statement. Candidates are supplied with information on the responsibilities of a Trustee prior to election and after election they are supplied with further charity guidance booklets and details of relevant external information and training days on charity governance and management. Elected Trustees serve for three years (extendable to three years and three months). Elections are held annually and by postal vote; if the number of vacancies for elected Trustees exceeds the number of nominated candidates, then the candidates are deemed to have been elected and there is no need for a postal vote. No elected Trustee can be in office for longer than three terms of 3 years, either served consecutively or with breaks.

Members of the Charity and external candidates with the required knowledge and skills needed on the Board of Trustees are also invited to apply to join as a co-opted Trustee. In addition, Trustee Advisors can be invited to join the Board for varying short periods of time in order to give the Board specialist advice or help.

THE COMPASSIONATE FRIENDS

TRUSTEES' ANNUAL REPORT

YEAR ENDED 31 MARCH 2020

All strategic direction and policy are determined by the Board of Trustees and monitored at regular Board meetings and against an annual budget.

All key decisions regarding policy, strategy, finance, governance and major pastoral issues, are taken by the Board of Trustees. Decisions are reached by a majority vote of Trustees, either by voting at the regular Board meetings (absent Trustees are regarded as bound by the majority votes of all Trustees present) or through Board members voting by email. Certain decisions regarding the pastoral work, volunteer recruitment, training and support are delegated to the CEO and Pastoral Committee, but need to be ratified by the Board before they can be implemented. Key decisions regarding office management are taken by the CEO in close consultation with the Chair of Trustees and, where appropriate, the Board of Trustees.

In making arrangements for setting pay and remuneration for the charity's key management personnel, the Trustees always bear in mind rates of pay for equivalent roles in charities of comparable size. In setting the pay for the Chief Executive, the Trustees considered the requirements for the role and pay for comparable roles in similarly sized charities. The Trustees will review the pay of the Chief Executive at least once a year.

Risk Assessment Policy

The Trustees regularly review and update identified major risks that might face the charity and its ability to function in pursuit of its charitable objectives, as a result of loss of reputation caused by inappropriate guidance being given to our beneficiaries, or an inability to maintain its current level of activities through lack of funding. In addition, risks associated with each identifiable project are assessed before it is undertaken.

In general terms, the Trustees regularly consider any areas of TCF operations where there is a perceived risk to the charity and appropriate action is taken to manage any risks that are identified.

The Trustees identified the principal risks facing the charity: the risk of inadequate future funding; the possible loss of current staff; the risk of losing volunteers.

The Trustees adopted the following plans and strategies for their mitigation; appointing an experienced fundraiser from to ensure funding streams are maintained and developed, particularly tapping into new sources of income from Trusts and Foundations; inviting current staff to attend occasional Board of Trustees meetings and strongly validating their work; encouraging additional fundraising by volunteers and introducing mechanisms for on-line donations; encouraging volunteers online, by telephone and email, providing regular regional meetings for volunteers, and by creating a new volunteers' website and regular e-newsletter.

Data Protection Policy

The Compassionate Friends is committed to protecting people's personal information. Our Privacy Policy (available to view and download from our website) sets out the basis on which we process any personal information collected or provided to us.

THE COMPASSIONATE FRIENDS

REFERENCE & ADMINISTRATIVE INFORMATION

YEAR ENDED 31 MARCH 2020

The Trustee Board

Chair: Andrew Miller QC

Vice- Chair: Susan Hughes

Company Secretary: George Burn

Other Trustees

Maria Ahern

Margaret Brearley

Gina Claye

Gill Hardy

Sue Higgins (resigned July 2019)

Jen Hughes

Melian Mansfield (appointed February 2020)

Sheila Phillips

Nigel Taylor (co-opted)

Warren Weiss (appointed February 2020)

Trustee Advisers

Guy Paton

Chief Executive

Carolyn Brice

Registered Office

Kilburn Grange

Priory Park Road

London NW6 7UJ

Independent Examiner

Neil Kingston

Burton Sweet Chartered Accountants

The Clock Tower

5 Farleigh Court

Old Weston Road

Flax Bourton

Bristol BS48 1UR

Bankers

CAF Bank Limited

25 Kings Hill Avenue

Kings Hill

West Malling

Kent ME19 4JQ

THE COMPASSIONATE FRIENDS

INDEPENDENT EXAMINER'S REPORT

YEAR ENDED 31 MARCH 2020

This Report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (FRS102 2016) and in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2016.

Approved by the Board of Trustees and signed on its behalf by Andrew Miller QC, Chair of Trustees

..... (Signature)

on(Date)

THE COMPASSIONATE FRIENDS

INDEPENDENT EXAMINER'S REPORT

YEAR ENDED 31 MARCH 2020

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2020.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

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

Independent examiner's statement

Since the Company'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 and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. 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
4. 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.

Neil M Kingston
Burton Sweet Chartered Accountants
The Clock Tower
5 Farleigh Court
Old Weston Road
Flax Bourton
Bristol BS48 1UR

Date:

THE COMPASSIONATE FRIENDS

STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2020

		Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	Note	£	£	£	£
Income from:					
Donations	2	276,178	30,280	306,458	284,915
Charitable activities	3	94,979	2,925	97,904	120,093
Other trading activities	4	60,991	6,555	67,546	64,234
Investments	5	331	8	339	118
Total income		432,479	39,768	472,247	469,360
Expenditure on:					
Raising funds	6	56,491	-	56,491	42,936
Charitable activities	7	316,057	29,881	345,938	294,750
Total expenditure		372,548	29,881	402,429	337,686
Net income/(expenditure)	10	59,931	9,887	69,818	131,674
Transfers between funds		-	-	-	-
Net movement in funds		59,931	9,887	69,818	131,674
Total funds brought forward	17	251,217	34,449	285,666	153,992
Total funds carried forward	17	311,148	44,336	355,484	285,666

The Charity has no recognised gains or losses other than the results for the period as set out above.
All of the activities of the charity are classed as continuing

The comparative Statement of Financial Activities is shown in note 12.

The notes on pages 20 to 30 form part of these financial statements

THE COMPASSIONATE FRIENDS

BALANCE SHEET

AS AT 31 MARCH 2020

		2020		2019
	Note	£	£	£
Fixed assets				
Tangible fixed assets	13		145	290
Current assets				
Debtors	14	49,130		31,355
Cash at bank and in hand		<u>329,377</u>		<u>261,273</u>
		378,507		292,628
Creditors : Amounts falling due within one year	15	<u>(23,168)</u>		<u>(7,252)</u>
Net current assets			355,339	285,376
Net assets			<u>355,484</u>	<u>285,666</u>
Funds				
Restricted funds	18		44,336	34,449
Unrestricted funds	18		311,148	251,217
Total funds			<u>355,484</u>	<u>285,666</u>

For the year ending 31 March 2020 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- (i) The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- (ii) The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the trustees on and are signed on their behalf by:

Andrew Miller QC

Company Number 04029535

The notes on pages 20 to 30 form part of these financial statements

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

1 Accounting policies

a) Basis of preparation

The financial statements have been prepared under the historical cost convention, and in accordance with the Financial Reporting Standard 102, the Statement of Recommended Practice FRS102 based thereon, and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The charity is a public benefit entity as defined by FRS102.

The accounts have been prepared under the going concern concept, as the trustees believe this to be the most appropriate as it is considered that there are no material uncertainties with respect to the effects of Covid-19.

b) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions 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.

c) Grants

Grants, including grants for fixed assets, are recognised within the accounts as they become receivable. Grants received in the accounting period in respect of future accounting periods are deferred until those periods.

d) Expenditure

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Direct costs, including directly attributable salaries, are allocated on an actual basis to the activities. Support costs are allocated over the activities based on the estimated percentages of cost used.

Governance costs include the costs of meeting constitutional and statutory requirements and include costs associated with the strategic management of the charity's activities. They have been included in support costs.

e) Fixed assets

Expenditure on assets with an estimated economic life of more than twelve months and a cost of more than £2,000 are capitalised.

Depreciation is calculated so as to write off the cost of an asset, less its estimated residual value, over the useful economic life of that asset as follows:

Fixtures, Fittings and equipment	25% straight line
----------------------------------	-------------------

f) Debtors

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

g) Creditors

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. Creditors are normally recognised at their settlement amount after allowing for any trade discounts received.

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

1 Accounting policies (continued)

h) Operating leases

Rentals applicable to operating lease agreements where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight-line basis over the period of the lease.

i) Unrestricted funds

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees.

Unrestricted designated funds have been set aside by the trustees out of unrestricted general funds for specific future purposes or projects.

j) Restricted funds

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2 Donations

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Donations and gifts	276,178	2,530	278,708	203,158
Legacies	-	-	-	77,857
Grants receivable	-	27,750	27,750	3,900
	<u>276,178</u>	<u>30,280</u>	<u>306,458</u>	<u>284,915</u>

Prior year comparative

	Unrestricted Funds	Restricted Funds	Total Funds 2019
	£	£	£
Donations and gifts	194,891	8,267	203,158
Legacies	77,857	-	77,857
Grants receivable	-	3,900	3,900
	<u>272,748</u>	<u>12,167</u>	<u>284,915</u>

Donations received from trustees and related parties during the year were £9,494 (2019: £1,937).

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

3 Income from: Charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
<i>Core activities</i>				
Membership subscriptions	27,212	-	27,212	31,880
Other activities	13,547	1,100	14,647	6,055
Events	54,220	1,825	56,045	82,158
	94,979	2,925	97,904	120,093

Prior year comparative

	Unrestricted Funds	Restricted Funds	Total Funds 2019
	£	£	£
<i>Core activities</i>			
Membership subscriptions	31,880	-	31,880
Other activities	5,025	1,030	6,055
Events	69,428	12,730	82,158
	106,333	13,760	120,093

4 Income from: Other trading activities

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Fundraising activities	52,919	6,555	59,474	61,011
Trading income	8,072	-	8,072	3,223
	60,991	6,555	67,546	64,234

Prior year comparative

	Unrestricted Funds	Restricted Funds	Total Funds 2019
	£	£	£
Fundraising activities	58,627	2,384	61,011
Trading income	3,223	-	3,223
	61,850	2,384	64,234

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

5 Investment income

	Unrestricted Funds	Restricted Funds	Total Funds 2020	Total Funds 2019
	£	£	£	£
Bank interest receivable	331	8	339	118
	331	8	339	118

Prior year comparative

	Unrestricted Funds	Restricted Funds	Total Funds 2019
	£	£	£
Bank interest receivable	104	14	118
	104	14	118

6 Expenditure on: Raising funds

	Activities undertaken directly	Support Costs Note 8	Total 2020	Total 2019
	£	£	£	£
Sale of goods	4,126	-	4,126	1,348
Fundraising costs	43,447	8,918	52,365	41,588
	47,573	8,918	56,491	42,936

Prior year comparative

	Activities undertaken directly	Support Costs Note 8	Total 2019
	£	£	£
Sale of goods	1,348	-	1,348
Fundraising costs	32,098	9,490	41,588
	33,446	9,490	42,936

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

7 Expenditure on: Charitable activities

	Activities undertaken directly £	Support Costs Note 8 £	Total 2020 £	Total 2019 £
<i>Core activities</i>				
Helpline	17,932	4,460	22,392	16,345
Library	1,639	743	2,382	2,006
Gathering and events	152,753	28,988	181,741	155,430
Other pastoral activities	108,205	31,218	139,423	120,969
	280,529	65,409	345,938	294,750

Prior year comparative

	Activities undertaken directly £	Support Costs Note 8 £	Total 2019 £
<i>Core activities</i>			
Helpline	11,600	4,745	16,345
Library	1,215	791	2,006
Gathering and events	124,589	30,841	155,430
Other pastoral activities	87,754	33,215	120,969
	225,158	69,592	294,750

8 Support costs

	Premises costs £	Office expenses £	Other Expenses £	Total £
<i>Core activities</i>				
Helpline	822	2,507	1,131	4,460
Library	137	418	188	743
Gathering and events	5,343	16,294	7,351	28,988
Other pastoral activities	5,754	17,548	7,916	31,218
	12,056	36,767	16,586	65,409
Fundraising costs	1,643	5,013	2,262	8,918
Total 2020	13,699	41,780	18,848	74,327
Total 2019	15,188	44,329	19,565	79,082

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

8 Support costs (continued...)

Prior year comparative

	Premises costs £	Office expenses £	Other Expenses £	Total £
<i>Core activities</i>				
Helpline	911	2,660	1,174	4,745
Library	152	443	196	791
Gathering and events	5,923	17,288	7,630	30,841
Other pastoral activities	6,379	18,619	8,217	33,215
	<u>13,365</u>	<u>39,010</u>	<u>17,217</u>	<u>69,592</u>
Fundraising costs	1,823	5,319	2,348	9,490
Total 2019	<u>15,188</u>	<u>44,329</u>	<u>19,565</u>	<u>79,082</u>

Support costs have been allocated to activities based on estimated percentages of costs used.
 Governance costs of £18,848 (2019: £19,565) have been included in support costs.

9 Staff costs and numbers

The aggregate payroll costs were:

	2020 £	2019 £
Wages and salaries	128,134	116,544
Social security costs	11,431	3,290
Pension costs	4,152	1,634
	<u>143,717</u>	<u>121,468</u>

No employee received emoluments of more than £60,000.
 Benefits paid to key management personnel of the charity during the year were £50,017 (2019: £37,625).

The average number of staff employed by the charity during the financial year amounted to:

	2020 No	2019 No
Pastoral and befriending services	5	6
	<u>5</u>	<u>6</u>

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

10 Net income/expenditure

Operating surplus/(deficit) is stated after charging:

	2020	2019
	£	£
Depreciation	145	439
Independent examiner's fees	2,778	2,646
Trustees' expenses		
Travel (4 trustees, 2019: 4 trustees)	1,237	1,434

11 Taxation

The charity is exempt from corporation tax on its charitable activities.

12 Comparative Statement of Financial Activities

	Unrestricted Funds	Restricted Funds	Total Funds 2019
	£	£	£
Income from:			
Donations	272,748	12,167	284,915
Charitable activities	106,333	13,760	120,093
Other trading activities	61,850	2,384	64,234
Investments	104	14	118
Total income	441,035	28,325	469,360
Expenditure on:			
Raising funds	42,936	-	42,936
Charitable activities	266,654	28,096	294,750
Total expenditure	309,590	28,096	337,686
Net income/(expenditure)	131,445	229	131,674
Transfers between funds	100	(100)	-
Net movement in funds	131,545	129	131,674
Total funds as at 1 April 2018	119,672	34,320	153,992
Total funds at 31 March 2019	251,217	34,449	285,666

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

13 Tangible fixed assets

	Office equipment £	Total £
Cost		
At 1 April 2019 and 31 March 2020	<u>7,322</u>	<u>7,322</u>
Depreciation		
At 1 April 2019	7,032	7,032
Charge for the year	145	145
At 31 March 2020	<u>7,177</u>	<u>7,177</u>
Net book value At 31 March 2020	<u>145</u>	<u>145</u>
At 31 March 2019	<u>290</u>	<u>290</u>

14 Debtors

	2020 £	2019 £
Income tax recoverable	40,058	29,049
Prepayments	9,072	2,306
	<u>49,130</u>	<u>31,355</u>

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

15 Creditors: amounts falling due within one year

	2020	2019
	£	£
Bank overdraft	824	1,234
Trade creditors	112	-
Accruals and deferred income	22,232	6,018
	23,168	7,252

16 Commitments

At 31 March 2020 the charity had minimum total commitments under non-cancellable operating leases as set out below:

	Property 2020	Property 2019
	£	£
Falling due:		
Within 1 year	13,495	15,000
Within 2 to 5 years	3,384	5,000

17 Movement in funds

	At 1 April 2019	Income	Expenditure	Transfers	At 31 March 2020
	£	£	£	£	£
Restricted Funds					
Whirlow	2,072	71	(425)	-	1,718
Scottish Forum	22,112	7,433	(13,868)	-	15,677
Northern Ireland Branch	10,265	14,514	(15,588)	-	9,191
National Lottery Community Fund Grant for the Grief Companions Project	-	17,750	-	-	17,750
	34,449	39,768	(29,881)	-	44,336
Unrestricted funds					
<u>Designated funds</u>					
TCF Local support group funds	14,049	3,567	(6,473)	-	11,143
50th Anniversary Gathering	10,000	-	(20,000)	10,000	-
Volunteer training and support	77,857	-	(1,203)	-	76,654
General funds	149,311	428,912	(344,872)	(10,000)	223,351
	251,217	432,479	(372,548)	-	311,148
	285,666	472,247	(402,429)	-	355,484

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

17 Movement in funds (continued...)

Description of funds

The Whirlow fund is used to fund an annual retreat for bereaved parents, siblings and grandparents.

The Scottish Forum fund is monies raised for support services to beneficiaries in Scotland.

The Northern Ireland Branch fund is monies raised for support services for beneficiaries in Northern Ireland.

The National Lottery Community Fund Grant for the Grief Companion Project is monies given to TCF to expand the scheme which offers peer befriending to newly bereaved parents.

The TCF Local support group funds represent monies held by local groups that provide support services to beneficiaries.

The 50th Anniversary Gathering fund represents funds set aside by the trustees to celebrate the 50th anniversary of the charity.

The Training and support of volunteer fund represents the funds received during the year from a generous legacy. The trustees have decided to set these funds aside to provide training and support for its volunteers.

Movement in funds - prior year

	At 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
Restricted Funds					
Whirlow	3,472	-	(1,400)	-	2,072
Scottish Forum	19,501	16,803	(14,192)	-	22,112
Northern Ireland Branch	11,347	11,522	(12,504)	(100)	10,265
	<u>34,320</u>	<u>28,325</u>	<u>(28,096)</u>	<u>(100)</u>	<u>34,449</u>
Unrestricted funds					
<u>Designated funds</u>					
TCF Local support group funds	23,460	2,910	(7,446)	(4,875)	14,049
50th Anniversary Gathering	-	-	-	10,000	10,000
Volunteer training and support	-	-	-	77,857	77,857
General funds	96,212	438,125	(302,144)	(82,882)	149,311
	<u>119,672</u>	<u>441,035</u>	<u>(309,590)</u>	<u>100</u>	<u>251,217</u>
	<u>153,992</u>	<u>469,360</u>	<u>(337,686)</u>	<u>-</u>	<u>285,666</u>

THE COMPASSIONATE FRIENDS
NOTES TO THE FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020

18 Analysis of net assets between funds

	Tangible fixed assets	Other net assets	Total 2020
	£	£	£
Restricted funds	-	44,336	44,336
Unrestricted funds:			
Designated funds	-	87,797	87,797
General funds	145	223,206	223,351
	<u>145</u>	<u>355,339</u>	<u>355,484</u>

Analysis of net assets between funds - prior year

	Tangible fixed assets	Other net assets	Total 2019
	£	£	£
Restricted funds	-	34,449	34,449
Unrestricted funds:			
Designated funds	-	101,906	101,906
General funds	290	149,021	149,311
	<u>290</u>	<u>285,376</u>	<u>285,666</u>

19 Company limited by guarantee

The company is limited by guarantee and as such has no issued share capital. In the event of the company being wound up the liability of the members is limited to £1 each.

20 Related party transactions

Other than those disclosed elsewhere in the accounts, there are no further related party transactions either during the current, or previous year.