JIGSAW THORNBURY

England & Wales · Charity number 1172953

Details

Status	Registered
Legal form	CIO
Registered	2017-05-10
Register	View on the Charity Commission register

Contact

Address	JIGSAW Thornbury 15-17 St. Mary Street Thornbury Bristol BS35 2AB
Phone	01454 567508
Email	admin@jigsawthornbury.org.uk
Website	http://www.jigsawthornbury.org.uk

Activities

Objects: For the public benefit, the relief and education, of all children and young people with additional needs or disabilities, aged 0-25 years, and their families by the provision of therapeutic, educational, and stimulating activities, training, and services.

Activities: SEN-sory Lending Library, Group sessions, Holiday activities, Mini and youth volunteering schemes, Training and awareness sessions in local schools, groups and clubs, Mum's group, Dad's group, Grandparent's group and more.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, Economic/community Development/employment
- **Who:** Children/young People, People With Disabilities, Other Defined Groups

Geography

- Throughout England And Wales

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Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£240,363	£196,836	-	-
2024-03-31	£140,071	£212,760	-	-
2023-03-31	£161,755	£177,142	-	-
2022-03-31	£148,433	£142,543	-	-
2021-03-31	£175,202	£98,029	-	-

Trustees

Name	Role	Appointed
Stephen Hyndman	Chair	2021-10-01
Annie Holland		2021-10-01
Emily Wilton		2023-06-07
Helen Staff		2021-10-01
Rachel Smith		2023-06-07

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JIGSAW THORNBURY

England & Wales - Charity number 1172953

Accounts

JIGSAW Thornbury

Impact Report 2024-25

Registered Charity Number: 1172953

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Reference and administrative details

Registered charity name: JIGSAW Thornbury
Charity registration number: 1172953
Principal office: 15-17 St Mary Street, Thornbury, BS35 2AB

The trustees during the period April 2024– March 2025 were as follows.

Steve Hyndman	Appointed September 2021 Appointed Chair January 2022 (re-appointed May 2025)
Annie Holland	Appointed September 2021 Appointed Vice Chair January 2022 (re-appointed May 2025)
Helen Staff	Appointed September 2021 Re-appointed November 2024
Robert Cadman	Appointed July 2019 Re-appointed January 2023 Stepped down February 2024
Emily Wilton	Appointed June 2023
Rachel Smith	Appointed June 2023
Liz Farrell	Appointed June 2023

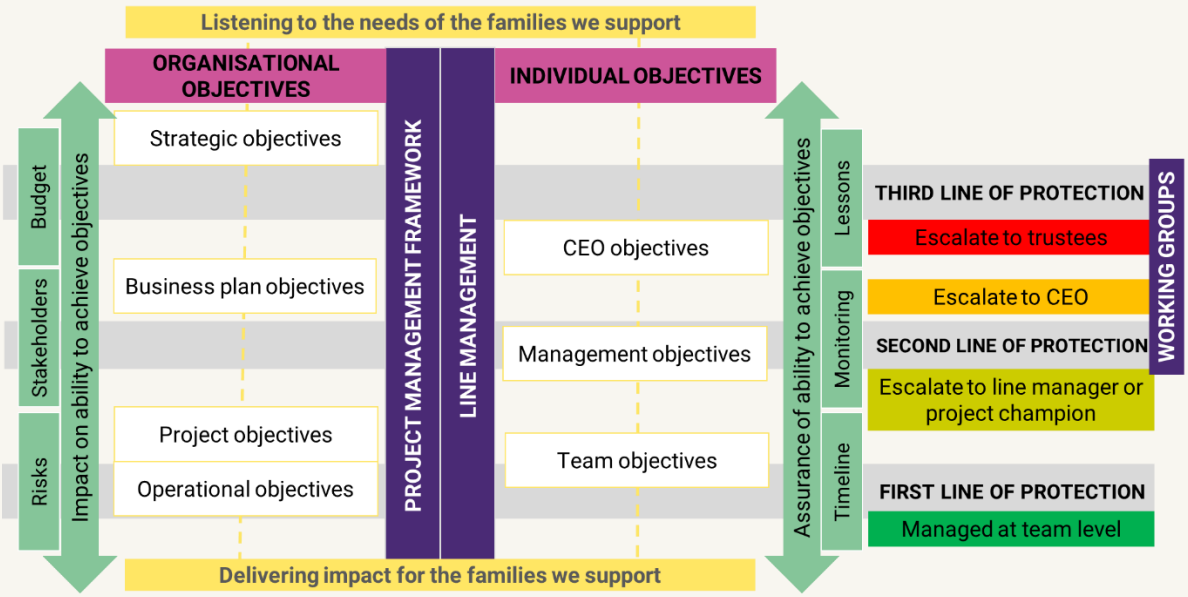
Structure, Governance, and Management

JIGSAW Thornbury is a registered charity (1172953) governed by the Charities Act 2011. The charity is a Charitable Incorporated Organisation and the constitutional document used throughout this report period was adopted in July 2018, with the charitable objects being updated in October 2021.

The Board of Trustees meet quarterly at a minimum with additional meetings for specific purposes as required. A Trustee term is 3 years, at which point Trustees must be reappointed. Chair and Vice Chair roles are appointed or reappointed annually at the Annual General Meeting (AGM). The Board proactively recruits trustees who have skills and experience needed to make the best decisions for the charity.

We are still using our governance structure, based on the Charity Governance Code, which was signed off in March 2022. Our project management framework also continues to be a useful tool for monitoring everything we do and responding to need through regular reporting. The 3 layers of protection in our governance structure help us to make sure we are able to achieve our charitable purpose and deliver maximum benefits for the families we support.

A visual of JIGSAW Thornbury's current governance structure is below. It depicts the levels of protection described above with escalation points to a line manager, the CEO, and trustees.



The trustees delegate the day-to-day running of the charity to the CEO, who works closely with the management team. The CEO is responsible for Business Plan objectives, agreed annually, and delegates functional area objectives which feed into these.

Objectives and activities

JIGSAW Thornbury is a charity that works with children and young people aged 0-25 with any additional need or disability. No diagnosis is needed to join in with our services, and we offer something for the whole family including siblings, parents, and grandparents.
We provide friendship, support, compassion and fun through our 18 innovative services, with families often describing us as life changing. Our role in the community is also important to us, enhancing inclusion for everyone by raising awareness and increasing opportunities for our member families.
It is not just about what we do, but also how we do it. Our impact starts with our core value of celebrating uniqueness, and it is the innovative, compassionate, community-focused, empowering ways in which we work that make what we achieve impactful and makes us who we are. Working in line with our values, we aim to reduce isolation, increase confidence, improve wellbeing, and grow a better-connected voice for our cause.

Everything we do at JIGSAW is driven by the passion of our staff and volunteers. Their personal and professional experiences are integral to delivering our vision that children and young people with additional needs or disabilities and their families, are empowered to connect, fit in, and thrive as themselves. We have a staff team of 17, equating to 5.5 FTE, and 23 volunteers, which includes 6 trustees. Earlier this year, we were awarded our Level 2 Disability Employer Confident badge in recognition of our inclusive approach.

"I am new to the team and love my job! I feel very supported by the whole team have helped me learn new skills, build an understanding of my role and welcomed me into the team. Thank you"

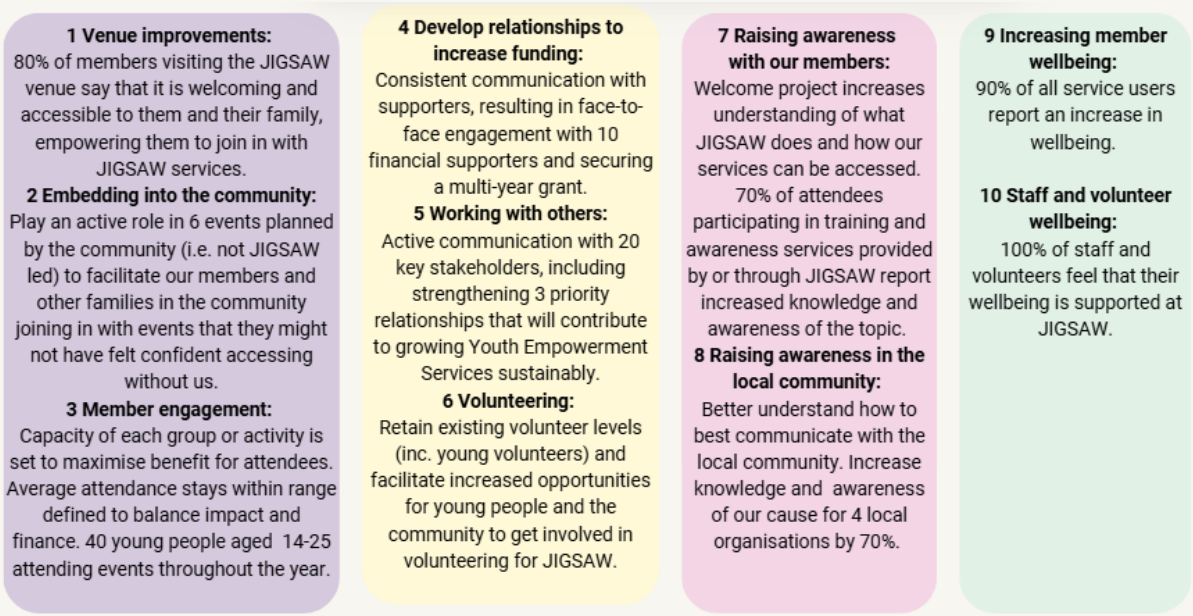
A green circle includes a quote from a staff member saying
‘‘I am new to the team and love my job! I feel very supported by the whole team have helped me learn new skills, build an understanding of my role and welcomed me into the team. Thank you’’

Our board of trustees has a wealth of skills and experience, including financial, legal, and safeguarding. Two of our board members have been recruited with personal experience, one as a current parent member and one as a previous member whose children are now older. We are in the process of identifying a young member to join our board too.
The board are responsible for setting our strategic direction and delegate our annual business plan to the CEO. Our business plan objectives are then filtered down into functional area, project, and personal objectives to ensure that everyone knows how they are contributing to our vision and can feel valued for that.
Over the last 18 months we have completed our ‘Welcome Project’ aiming to help people better understand who we are and what we do. To inform this process, we asked members about their experience of joining JIGSAW and navigating services. The outputs are a new fold out leaflet, individual leaflets for each service, an updated new member process and welcome email, and informal welcome sessions.

The services available for members between April 2024 and March 2025 were:

- 1:1 parent and carer support
- Online peer to peer support Facebook group
- SENsory Lending Library
- Drop-in support group
- Creative Wellbeing sessions
- Sensory Play (pre-school age)
- Home Ed group
- Wellbeing Goes Wild activities for parents and carers
- Woodland Wellbeing for parents and carers
- Family Forest Fun
- Wellbeing Breakfasts and Afternoon Teas
- Holiday and term time after school hours activities
- Youth Club
- Youth Empowerment Sessions (YES)
- Young Volunteers Service
- Project 5 mental health resilience programme
- Training and awareness for parents and carers
- Coding Club

The image below shows all our business plan objectives for April 2024 - March 2025. These are grouped under our strategic objectives which make up the acronym JIGSAW, with purple representing Joining In, yellow representing Growing Support, pink representing Awareness, and green representing Wellbeing.



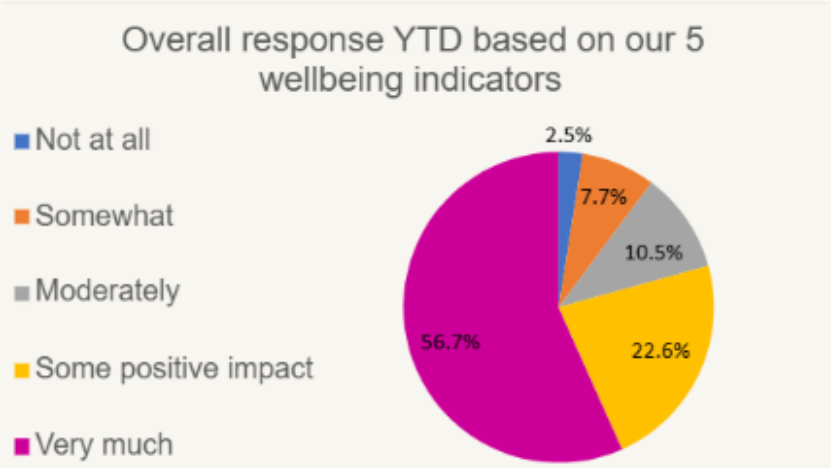
In the financial year from April 2024 - March 2025, we met most and exceeded some of our objectives. One area we take pride in is the functionality and accessibility of our venue. This is a safe space for our member families, designed to meet their sensory and anxiety needs. We aimed for 80% of members visiting the JIGSAW venue say that it is welcoming and accessible to them and their family, empowering them to join in with JIGSAW services. In a simple survey available at the venue and online, **100%** rated the physical accessibility and functionality as good or excellent, and **82%** rated the look and feel at this level. We also captured suggestions from members for further improvements.

Achievements and performance

During the period of April 2024 – March 2025, we recorded a total of 2436 check ins and engaged with 612 individuals through our services. This was 268 more individuals than 2 years ago, prior to our current grant round starting - an increase of 78%. This helps us feel confident that we are offering the right range of services and have been fairly good at identifying and meeting the needs of our beneficiaries.
We gather feedback at each event using a sticker chart for children and using a feedback slip or speaking with parents. We periodically send feedback forms to members who have attended events to gain more in-depth feedback.

We maintained the same positive response to the previous year, with 98% of respondents saying yes to the question 'Do you think your wellbeing has improved as a result of this session?'.

We ask further questions using the 5 ways to wellbeing and our values as indicators of improved wellbeing. A summary of results is below. Over the year, only 2.5% of survey respondents disagreed that their wellbeing was improved.





We were honoured this year to receive the Thornbury Mayor's Community Hero Organisation Award. Our CEO was also named a finalist in the Community Hero Individual Award. These recognitions reflect the dedication of our whole team and the impact of our collective efforts. It was a true honour to be nominated by some of our young members, voted for by members of the community and chosen by Thornbury Town Council.

"JIGSAW is awesome. Everyone is friendly. It's when I can actually see people and see friends and feel included in my community." - Part of nomination from JIGSAW young members

We have continued to see new members joining, with 124 families, including 173 children becoming members of JIGSAW between April 2024 - March 2025. The biggest increase we have seen is in the 14–25-year-old age range, with a 33% increase in members aged 14-20 and a 39% increase in members aged 21-25. This is compared to the previous year only seeing an 8% and 5% increase respectively. This rapid increase is partly due to some of our existing members getting older, but also new members joining as we are offering more for these ages and becoming more well known for our youth services.

In April 2024, we officially joined the South Gloucestershire Youth Work Partnership and increased our youth club provision from 1 to 2 nights per week during term time. This was thanks to funding from Thornbury Town Council, which contributes to the South Gloucestershire Council youth commissioning so that our youth clubs can be included. Our young people have hugely benefited from this partnership, with 7 of them receiving an award for volunteering at JIGSAW at the annual youth awards in February.

We were also able to take 7 of our young members to PGL as part of a joint trip with 2 other local youth providers. This was a brand-new experience for some of the

group, who had missed out on school trips because they would have been too overwhelming for them. We get frequent requests to do more overnight trips and are excited to be going on our next residential soon.

Our youth volunteers continue to inspire us. Over the year, 18 youth volunteers contributed an amazing 398 hours of their time. To date (end of Sept 2025), the total number of hours since the programme began in April 2024 is 726! One of these incredible young people, Grace, gave an astonishing 138.5 hours in one year and was recognised as a Bristol Young Hero in the Community of Purpose 2025 awards.



Grace's story is one of resilience and hope. Her mother, Sarah, shared:
"My beautiful girl's mental health was on a downward spiral and she was very angry most of the time. Grace's anxiety was so severe that we couldn't even go to the shops without her panicking that she would see people she knew. JIGSAW has become a second home for Grace and a safe haven for our family. I wouldn't want to imagine what life would be like if we didn't have these phenomenal people in our lives and am thankful for everything that has been achieved with their support."

The focus of our Youth Empowerment Sessions (YES) has been to plan a training awareness workshop to help youth providers and commissioners understand what it can feel like to be a young person with additional needs or disabilities. They welcomed an incredible range of youth providers to JIGSAW in May including Diversity Trust, Krunch Southwest, FACE, Creative Youth Network, South Gloucestershire Council, and the National Lottery Community Fund.
The day was wrapped up with one of the young people saying
"We want you to take away some things we have shared today and if you can make one change to make something more inclusive then you are doing a part to help more people struggling get the awareness and support they deserve"

New activities and developments within services included
Youth planned summer trips - each youth club worked together to plan an activity to do together over the summer holidays when the weekly club takes a break. This is a great way to keep in touch, learn about and support each other's needs when out and about, and gain planning skills.
We were proud to see some of our original home ed group attendees moving onto further opportunities, including an early year's apprenticeship and starting college. This has meant that we were able to welcome new families and welcome back some past attendees who have been struggling to get out of the house or engage in any positive activities.
We piloted some new holiday activities which were all popular and will continue. These were Lego Fun, Dungeons and Dragons, and Sensory Circuits.
One big decision was to take our SENsory Lending Library offline. After investing in an online database since 2021 and seeing no increase in borrowing, we took the decision to save costs by closing the online library and returning to a paper-based

system. This was an extensive review, including gaining input from JIGSAW members, to ensure we can have the impact we intend by enabling access to specialist equipment, sensory toys, and informative books when families need them with no financial barriers.





Connecting with our community

Over the year, we worked with 17 different activity providers who helped our members enjoy new and enriching experiences. We played an active role in the South Gloucestershire Youth Work Network, the Early Help Network, and the Thornbury Youth Services Group, among other local groups and committees such as Thornbury Walkers Are Welcome. These helped us to respond to the needs of our beneficiaries in a joined-up way and ensure that their needs become better understood and supported in their community.

We continued our monthly community cafe led by our youth volunteers and were proud to facilitate the Fun Palaces community event on behalf of Thornbury, with help from a community committee, for the 4th year in a row. This event reaches around 1000 local people who have the opportunity to join in with fun, free activities provided by individuals, groups and organisations, whilst finding out about what is available locally and making community connections. Another important annual event is Krunch Summerfest. This is planned by a local youth organisation, who we run our youth clubs in partnership with. Each year, JIGSAW provides a wellbeing tent with beanbags, games, and chill time with our therapy dog!

In May 2024 we held our first ever Community Dog Show. This was inspired by our therapy dog, Albus, and the love our members have for him. The event saw over 70 dog entries on the day, with 15 categories on offer from best dressed to best condition, puppies to veterans, and musical sits to waggiest tail. Each category was judged and rosettes awarded by our youth volunteers. Due to the popularity of the event with local people and with our members, we have now made this an annual event, and the 2nd Community Dog Show took place in May 2025 with even more community sponsors, prize donations, and youth empowerment.

One of our community supporters, Elite Fitness, recruited a team to take on the infamous Tough Mudder challenge in August 2024 - and again in August 2025! Together, they overcame 15km of mud, sweat and tears, navigating 20 giant obstacles requiring teamwork and determination to raise funds for JIGSAW! We are so grateful for the ongoing support of Elite Fitness and our other community supporters which we have grown relationships with over the last few years.



JIGSAW June is an annual month of gratitude and celebrating our impact. The month starts with Volunteers' Week when we host a get together for our whole team, and ends with Small Charity Week when we host our supporter event and community cafe. Each of these events are an opportunity to showcase the amazing impact our charity has and thank our supporters for the part they play in achieving it. Some examples of those we are excited to be working with and supported by are included below.

- A local resident took on a Women's Lifting Challenge, raising £221, which her employer has kindly agreed to match.
- We are thrilled that Oldbury Power Station has chosen JIGSAW as their charity for 2025, taking on challenges like climbing Pen Y Fan with a trike and running a bake and rake sale.
- Phoenix Fun Events has also chosen to raise money for us throughout the year with fabulous events from a riverboat cruise on the Thames to a champagne afternoon tea!
- We are excited to announce that our friends at Thornbury Rotary will be raising funds for our services along with another local youth charity we work closely with, Krunch Southwest.







Financial review

The start of the year the figures where skewed by our main lottery grant coming in during the first quarter instead of the previous year. This has now resolved and the grant dates reflect when the spend starts rather than in arrears.
This was the first year we conducted a budget review at 6 months. This included projecting an increase in restricted funding of £13k to £162k. At the end of the year, we have exceeded this figure by £15k with some additional successful grants coming in.



Donation and fundraising had been reduced by £10k, having reforecast to reduce the expected sponsorship income for the year and remove some of the donations we knew we wouldn't receive this year such as the Jefferies Christmas lights. We exceed this by £3k with some organisation donations toward the end of the year being secured from Downend Round Table and Thornbury Lions.

We finished the year in a strong position although our main source of income is restricted grants at 74% which brings challenges in both the time needed to allocate the costs to the separate funds to maximise the coverage of our costs but also means they are restricted in what we can spend against them this could mean it becomes harder to cover any costs outside of the scope of these grant. We have been working to improve the way we track our allocations, to streamline this with so many different small funds to manage.

A breakdown of our income sources for the year is included below.



Our biggest financial challenge currently is progressing our plans to develop a social enterprise with and for young people with additional needs or disabilities. There is a gap in South Gloucestershire for accessible meaningful paid work opportunities and voluntary work placements. Inspired by The Long Table in Gloucestershire and Props enterprises and Grimsbury Farm in Bristol - we want to empower our amazing

young people to create a community-focused enterprise providing opportunities for them and their peers in South Gloucestershire. This work is progressing organically, but we have not yet been successful in gaining funding for a pilot project.
Overall, JIGSAW Thornbury is in a fairly stable financial position. We are pleased to have sustained growth in a challenging charity finance landscape and are ready for our next ambitions!

Chair's summary

2024/25 has been positive year for JIGSAW Thornbury. We have moved on from the consolidation and stability, both in terms of leadership and finances, put in place in the previous period, to expand our services and our membership, with 250+ more individuals engaging with Jigsaw services compared to 2 years ago.

The Trustees are proud to be part of JIGSAW Thornbury and proud of what our staff and volunteers have achieved, which has been recognised this year in public awards. We have pushed on with the last year's success for 14+ services and young volunteer opportunities, so that our young people are actively making decisions about how we show up in our community, including running and compering events. The consistent and caring support that our staff and volunteers have shown is helping our young people build skills and confidence which will genuinely help them shape their own futures.

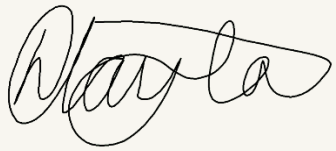
2025/26 offers the opportunity for making a genuine difference to community in which we operate, creating new opportunities for young people, both through our own initiatives and working with close partners and the local authority.

Written by Steve Hyndman

CEO summary

This year has flown by - as most years tend to in charity life! - and it feels like I was writing our last annual report not too long ago. Having looked back to capture everything in one place, it turns out that we did do quite a lot in what felt like a short space of time!
Firstly, something that might seem a small success but feels mammoth in the current charity funding landscape - we are still delivering 18 services with something for the whole family. This year we have been monitoring attendance at each of our services within a range defined by the maximum capacity and minimum viable threshold for the event to be delivered within funding requirements and with an appropriate number of people to meet sensory and anxiety needs e.g. not too busy to reduce sensory overwhelm but not too few attendees that the benefit is minimal and social anxiety could be increased. This is reviewed quarterly and more often if needed so that we can make changes which will ensure the service will have the best impact for those who need it the most. Conversations with members and gathering feedback is also important in this.
One area I am most proud of are the multiple awards received in recognition of our impact. The Thornbury Mayor's Award for Community Hero; the 7 youth volunteering

awards achieved by our young members; and 2 of our members being selected as finalists for the Bristol Young Heroes Awards - Noah in 2024 and Grace in 2025.
We started our 2025/26 financial year with a new structure for our objectives. Where previously we have linked each objective back explicitly to one of our strategic areas, we have now matured our governance and operational planning-monitoring cycle enough to be bold in setting out 3 priorities which we will progress with purpose. These are to work with others to respond to growing community needs; to develop a social enterprise model with and for young people; and to meet and raise awareness of sensory and anxiety needs.
We are extremely grateful for the ongoing support of so many people, groups, and funders - both financially and knowing that there is always someone we can talk to about any concerns or ideas. Our whole team and our members are proud of our impact. We hope our supporters feel proud of all they have done to ensure this as they read through our impact report.





Written by Hattie Clayton

CHARITY COMMISSION FOR ENGLAND AND WALES

JIGSAW Thornbury	1172953

Receipts and payments accounts

CC16a

For the period from	01/04/2024	To	31/03/2025

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Fundraising income	5,100	-	-	5,100	-
Grants	29,500	177,485	-	206,985	-
Donations	14,867	-	-	14,867	-
Activity income	13,234	-	-	13,234	-
Investment income	177	-	-	177	-
***Sub total** (Gross income for AR)*	62,878	177,485	-	240,363	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	62,878	177,485	-	240,363	-
A3 Payments					
Direct activity costs	2,135	7,444	-	9,579	-
Wages and volunteer costs	29,901	116,403	-	146,304	-
Premises costs	21,389	5,924	-	27,313	-
Training	13	910	-	922	-
Fundraising costs	848	-	-	848	-
Office and IT equipment	33	900	-	933	-
Other	10,240	697	-	10,937	-
	-	-	-	-	-
Sub total	64,559	132,277	-	196,836	-
A4 Asset and investment purchases. (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	64,559	132,277	-	196,836	-
Net of receipts/(payments)	- 1,681	45,208	-	43,527	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	41,422	24,054	-	65,476	-
Cash funds this year end	39,741	69,263	-	109,003	-

STEVE HYNDMAN

CHAIR

15/1/26

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Current account	37,267	69,263	-
	Expenses	-		-
	Petty cash	19		-
	PayPal	2,452		-
	Gocardless	2		-
	Stripe	1		-
	Total cash funds (agree balances with receipts and payments account(s))	39,741	69,263	-

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Rent deposit		3,750	3,750
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name: JIGSAW THORNBURY

On accounts for the year ended: 31/03/2025 **Charity no (if any)**: 1172953

Set out on pages: 1 & 2 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent examiner's statement

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

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

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

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

Signed: A T Crokett **Date:** 09/12/2025

Name: ARTHUR CROKETT

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

Address:

MEL BOURNE HOUSE
36 CHAMBERLAIN STREET
WELLS BA5 2PJ

JIGSAW THORNBURY

England & Wales - Charity number 1172953

Accounts

JIGSAW Thornbury

Impact Report 2023-24

Registered Charity Number: 1172953

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Reference and administrative details

Registered charity name: JIGSAW Thornbury
Charity registration number: 1172953
Principal office: 15-17 St Mary Street, Thornbury, BS35 2AB

The trustees during the period April 2023 – March 2024 were as follows.

Steve Hyndman	Appointed September 2021 Appointed Chair January 2023
Annie Holland	Appointed September 2021 Appointed Vice Chair January 2022
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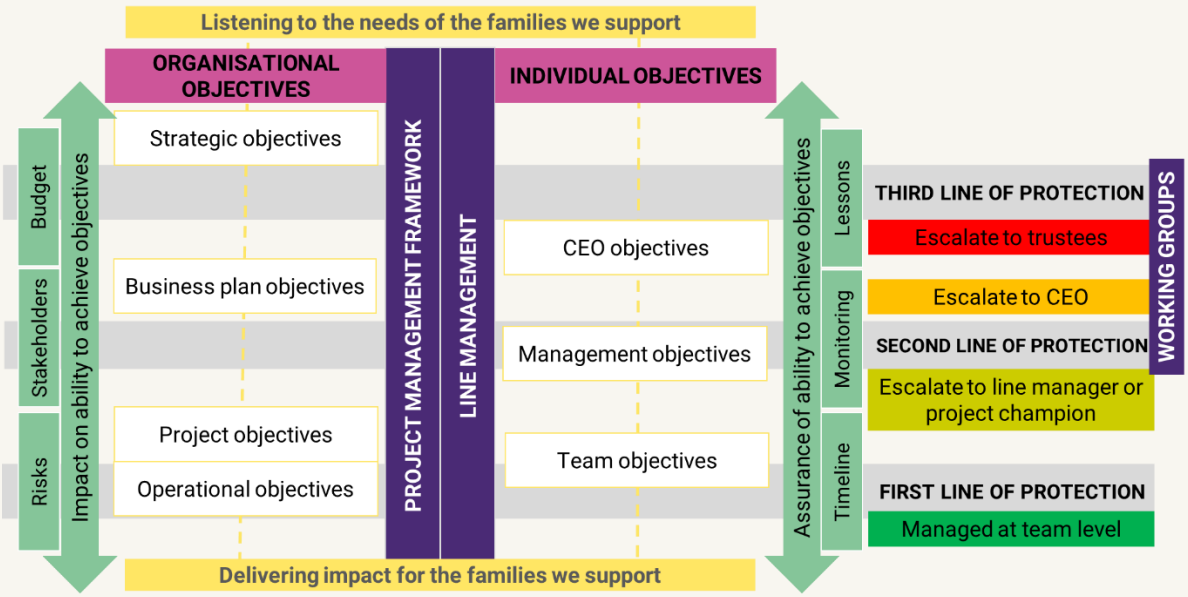
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JIGSAW Thornbury is a registered charity (1172953) governed by the Charities Act 2011. The charity is a Charitable Incorporated Organisation and the constitutional document used throughout this report period was adopted in July 2018, with the charitable objects being updated in October 2021.

The Board of Trustees meet quarterly at a minimum with additional meetings for specific purposes as required. A Trustee term is 3 years, at which point Trustees must be reappointed. Chair and Vice Chair roles are appointed or reappointed annually at the Annual General Meeting (AGM). The Board proactively recruits trustees who have skills and experience needed to make the best decisions for the charity. A self-assessment skills audit is carried out by Trustees and this information is reviewed to identify any skills gaps and inform decisions about trustee appointments.

We reviewed our governance structure and processes using the Charity Governance code in March – June 2021. An updated governance structure was approved by the trustees in March 2022. This has included the development of a scheme of delegation, a project management framework, and a monitoring and evaluation plan. Our updated governance structure is based on 3 layers of protection that help us to make sure we are able to achieve our charitable purpose and deliver benefits for the families we support.

A visual of JIGSAW Thornbury's current governance structure can be seen below.



The trustees delegate the day-to-day running of the charity to the CEO, who works closely with the management team. The CEO is responsible for Business Plan objectives, agreed annually, and delegates functional area objectives which feed into these.

This was the first year that we had a permanent full time CEO in post, following a year between May 2022 – May 2023 of having a part time interim CEO post. This full time post has helped to embed our improved governance structure and ways of working, ensuring everyone has a voice at the relevant times and information flows smoothly through all levels of the charity.

Throughout the year we were able to recruit into new staff roles, taking our total to 18 at the end of March 2023. This equates to 5.07 FTE, due to all roles being part time and some sessional. We were supported by 17 volunteers throughout the year, which included 3 new volunteers joining our team.

There were some changes within our team between January – March 2023, with one team member requesting to reduce their hours and one leaving for a career change. This prompted us to review our staff team structure to recruit the best people for the roles needed, rather than just recruiting like for like. We were pleased to successfully recruit 2 new staff team members towards the end of the financial year.



Objectives and activities

Our charitable purpose, updated on 18th October 2021, is:
For the public benefit, the relief and education, of all children and young people with additional needs or disabilities, aged 0-25 years, and their families by the provision of therapeutic, educational, and stimulating activities, training, and services.

JIGSAW Thornbury is a charity that works with children and young people aged 0-25 with additional needs or disabilities, and their families. Everyone can join in, with or without a diagnosis. We provide friendship, support, compassion and fun, along with innovative services that empower the whole family to connect, fit in and thrive. Everything we do is driven by the passion of our staff and volunteers. As well as being life changing for the children, young people and families we support, our services are invaluable for the wider community too. We enhance inclusion by raising awareness to help everyone understand the challenges that those with additional needs or disabilities face and to celebrate the unique strengths and qualities they bring.

JIGSAW stands for Joining In, Growing Support, Awareness, and Wellbeing. These strategic areas come together to create an impact that each strand alone could not. It is the combination of building skills and knowledge for our service users and the community together that achieves our impact. Our vision is that children and young people with additional needs or disabilities and their families are empowered to connect, fit in, and thrive as themselves. We will achieve this through growing support for our cause, focusing on wellbeing, raising awareness with our users and in the community through events and training, and facilitating everyone joining in together.

It is not just about what we do, but also how we do it. Our impact starts with our core value of celebrating uniqueness, and it is the innovative, compassionate, community-focused, empowering ways in which we work that make what we achieve impactful and makes us who we are. The main areas of impact we achieve are:

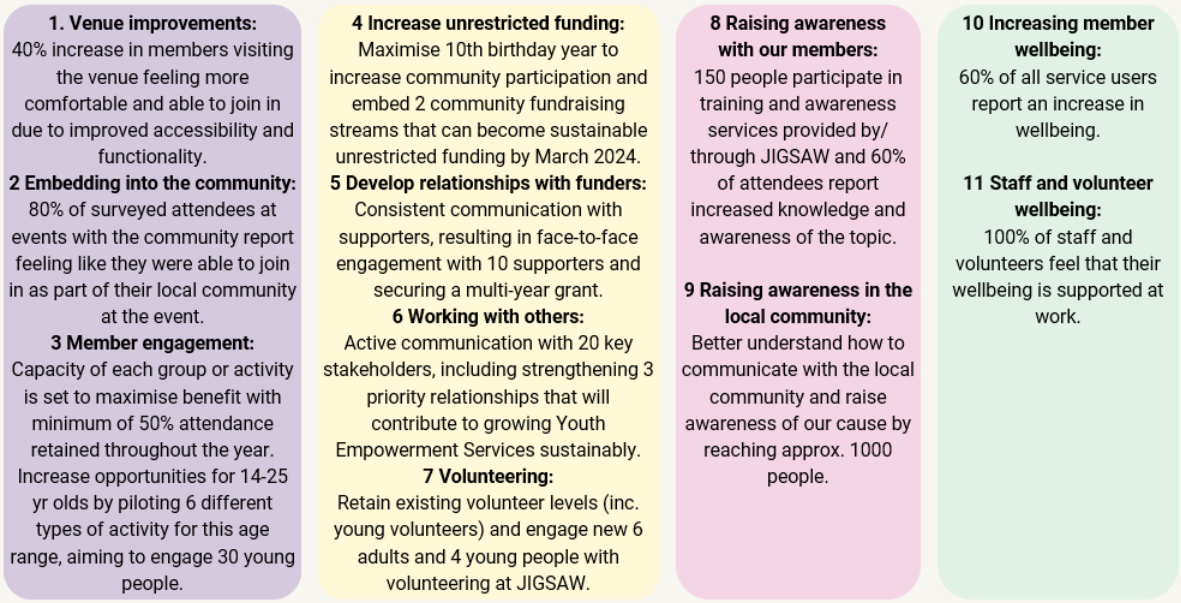
- Increased inclusion
- Reduced isolation
- Increased confidence
- Improved wellbeing
- Informed decisions about accessing or providing support and reasonable adjustments (Increased understanding)
- Access to further opportunities for our users and for people and organisations that we interact with
- Enhanced understanding of our cause
- Increased respect and recognition for us, our users, and our cause
- A bigger, better-connected voice for our cause

The services available for members between April 2023 and March 2024 were:

- 1:1 support
- Online peer to peer support Facebook group
- SENsory Lending Library
- Parent and carer weekly support group
- Creative wellbeing weekly support group
- Evening creative wellbeing sessions
- Developing through the senses (pre-school age)
- Home ed group
- Wellbeing goes wild activities for parents and carers
- Woodland wellbeing for parents and carers
- Family forest fun
- Wellbeing breakfasts and afternoon teas
- Holiday and term time after school hours activities
- Youth club
- Youth Empowerment Sessions
- Young volunteers scheme
- Project 5 mental health resilience programme
- Connect training and awareness for parents and carers

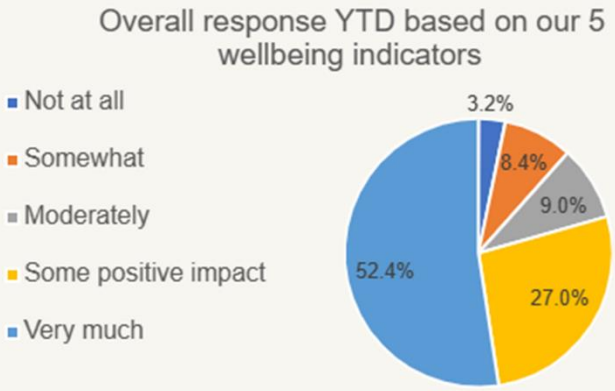
Our main service area of development has been our Youth Empowerment Services. We started a new monthly YES group in October 2023, which is led by our CEO. This ensures young members have a voice in JIGSAW and their community.

The trustees approved 11 objectives to be achieved between April 2023 and March 2024. These can be seen in the image below.



Achievements and performance

A key focus is wellbeing, with 98% responding yes when asked 'Do you think your wellbeing has improved as a result of this session?' in our post-event feedback form. This is up from last year, when it was 94%.
We also measure more in depth results based on our 5 wellbeing indicators. The overall response from all feedback forms completed can be seen in the pie chart to the right.



Our online peer support Facebook group, JIGSAW Thornbury Connect, has grown in members and interaction throughout the year. 100% of survey respondents said that their wellbeing had improved as a result of being part of group.
In the last year, we ran 350 events and recorded 2296 check-ins through CharitySuite. Families have shared with us how these events have improved their wellbeing and confidence.



"My son has showed a lot of growth since his involvement with JIGSAW. His confidence is growing and his willingness to engage with the world is improving"
Parent of 19 year old member



We have over 700 children and young people plus their family members on our database. CharitySuite helps us to keep all this personal data safe and members having access to update their information through the app means that we can ensure we are compliant with data protection law. We ran a 'data cleanse' during the year, asking all members to log in to their CharitySuite app and update their personal details. If there had been no activity throughout this process, then the member was archived. Re-instating a member as active is simple and can be done if members are looking to re-engage with our services.

"This was a lovely day. A rare opportunity to spend some quality "me time" Wellbeing Goes Wild Member feedback



"My son fitted right into the group, had a lovely time and desperately wants to go back again" Parent feedback

A breakdown of our membership numbers is below.

Service user data 2023-24

	March 2023	Joined	Data Cleanse	March 2024
Families	530	133	-226	441
Grandparents	5	2	0	7
CYP	890	177	-373	701
CYP 14-20	206	16	-67	158
CYP 21-25	19	1	-2	18

CYP = Children and young people

One key strategic area of growth for service provision is to develop meaningful opportunities for young people to have a voice and participate more actively within JIGSAW and their community. Our new Youth Empowerment Sessions (YES) are a monthly group for young people aged 11-25 to explore their values, challenges, and strengths, and grow skills and confidence to form and share opinions about things that impact them. Our aim is to build self-advocacy for individuals in their own way. This has opened up an opportunity to work alongside South Gloucestershire Council

to deliver this group and promote youth voice locally, which has taken us on a journey of joint-working and skill sharing.

Since October, our YES group has been working together to collate a united voice for children and young people with additional needs or disabilities. During their monthly sessions they have chosen a topic important to them – which is disabilities and accessibility. They have learnt about methods for collecting information, designed and launched their youth empowerment survey with a video message, categorised responses from 26 survey participants, created storyboards for the change they want to see based on what young people told them, and practiced adapting communication styles to different audiences. And of course, we have had lots of fun along the way. You would be surprised to hear how well they were able to communicate the benefits of beans on toast to Taylor Swift!





Grace, aged 14, said
'We produced a survey and got lots of responses from some young people, here are some.'
"They don't understand me and how hard it is for me to leave home" "I want to be treated like everyone else, I want to go on school trips, I want to be allowed to go to school" "teachers shout at me over nothing making me feel forced to be right" "JIGSAW actually appreciate you for who you are and they don't try to 'fix you' ".
'Now there is ways to change all of this and making younger people feel ok about going out and enjoying life while they are still young, for example: having more opportunity's to build confidence, communicate with others, build friendships, talk about your experiences and like us try and make a change. There are so many small things that can make a difference and by us speaking to you today we hope that we start to notice more children out and about, happy, safe and included. We know it's a harsh world out there but we are young and we deserve a voice and we deserve a say.'

Grace was one of the young people who bravely stood up and shared their experiences with JIGSAW stakeholders at our annual JIGSAW June event in 2024. Others in the group created a flyer of YES survey responses to hand out. This group is going from strength to strength and we are excited to see what they achieve next.

We are encouraging more young people to get involved in volunteering and fundraising. There are supported opportunities through JIGSAW at our monthly youth-led community café and different community events throughout the year.



Young people can also take on their own fundraising challenges. In just one day, Noah and his parents took a ride on every single tube line, including the DLR and Overground, passing through 98 stations and stopping at 20. Noah raised £670, enough to fund a 6 week block of the youth club he attends. In recognition of this achievement, we nominated Noah for the fundraising category at the Bristol Young Heroes Awards. We were very proud that he was selected as a finalist and attended the awards ceremony in July 2024!

A major project for the year was to improve the accessibility and functionality of our venue in the heart of Thornbury. The biggest impact was increasing the physical accessibility, likely due to the accessible toilet being in place (19% increase in people rating this as good or excellent). The percentage of people rating the functionality of the venue as good or excellent dropped by 5%. We think this is due to running services at a higher capacity now compared to when the baseline was taken mostly due to post-Covid restrictions and members being cautious, meaning it may feel like a smaller, busier space now. Informal feedback suggests that most members and our team are happy with the venue improvements. Further suggestions have been asked for and are being responded to as and when they are received, for example putting our accessible ramp out every day, rather than on request.

93% now rate the **physical accessibility** of the venue as good/excellent, up 19%

96% now rate the **look and feel of the venue** as good/excellent, up 8%

77% now rate the **functionality of the venue** during services as good/excellent, a drop of 5%.

Our venue remains a vital part of the impact we deliver, offering a safe space for families to be themselves without judgement, try new things, and grow connecitons.

Connecting with our community

JIGSAW Thornbury works closely with similar charities, schools, local authorities, community health services and local government. We also access support from other charities and organisations for training, advice, and up to date legal guidance. These include ACEVO, NVCO, CVS, VOSCAR, and ACAS.

We are well embedded within Thornbury as part of the local community, broadening the skills and experience we have access to through connections. We are represented on local networks which exist to identify common themes coming up for

young people and discuss how we can work together to best address these. Key groups include the Early Help Community Network, South Gloucestershire Youth Work Partnership, and voluntary sector networks.

We worked with 16 activity providers to deliver inclusive events for children and young people, parent carers, and the whole family together. These provided fun and enriching activities for our members to try, where they would not have been able to access mainstream offers.

This year, we have started to make use of new functionality in CharitySuite to manage stakeholder information and contact details. 80 stakeholders from 57 organisations and 200 schools have been uploaded to CharitySuite. Tags and notes within the system can help us manage stakeholders more effectively.

We enjoyed hosting our annual JIGSAW June events, with the 3rd one in June 2024. Each year, we invite funders, corporate supporters, regular donors, people and groups who have fundraised for JIGSAW Thornbury, and organisations we work alongside to deliver a shared purpose. This is an opportunity to celebrate our impact, thank supporters for their role in this, and see how we can work together to achieve further benefits for local families.

10 young people volunteered to run carnival games at our 10th birthday party.

Our 10th birthday year, which kicked off in March 2023 with our fundraising ball, has been a good opportunity to bring the community together and work with local groups and businesses in different ways. We hosted a birthday party at our home in the heart of Thornbury in July. This was carnival themed and happened alongside Thornbury Carnival, offering a quieter alternative for families who couldn't access the main carnival and a safe space in town for those who did but needed a break from the main event. We offered a youth chill zone within the main carnival and at the other main summer community event in Thornbury, Krunch Summerfest. This is a friendly space with beanbags, games, and of course a therapy dog! JIGSAW's home was used as the wellbeing zone at the 3rd annual Thornbury Fun Palaces event. These events have helped the families we support to join in more with local offers and raise awareness of our cause. We have had lots of great feedback with over 80% of people feeling part of their community at the events.



Community fundraising has been a big part of connecting with local groups and people. We launched our 'Jolly JIGSAW Get Together' campaign to tackle loneliness and encourage connections in January 2024. The launch was held in Tesoro Lounge, with the team there providing cakes for free. We also had a stand in the local Co-op to promote the pack of resources that is available on our website, which is intended to help any local person host a get together to fundraise for us.

We marked the end of our 10th birthday year with a sponsored walk, including 5km and 10km options. 19 people took part and together raised £1252.
We were pleased to have 2 local groups organise major fundraising activities for our charity, in celebration of our 10th birthday. The Elite Fitness team raised £4931.96 plus £781.07 of gift aid through the #JIGSAW10For10 national 3 peaks challenge! They completed 23 miles of walking; 3,064 metres total ascent; and 50,333 steps, which is the equivalent of 1,135 times up and down the stairs in your house.
£9126.20 was raised for us by the Bristol Wanderers during their 10th year of fundraising through a charity golf day and rugby game.





Financial review

The financial year of 2023-24 saw another increase in budget, with rising wage costs having the most significant impact. Our accounts show a large deficit, however the 'real' deficit was £19k once delayed budgeted grant income, received in April 2024, and spend on venue improvements budgeted in the previous financial year are factored in.

Our grant income was £24k below our budgeted amount, which is a reflection of the charity landscape with grant funding pots reducing and becoming harder to gain. This deficit was slightly made up by exceeding our fundraising target by £6k. This is a reflection of our increased community fundraising events, which have been very successful especially with our 10th birthday celebrations.

We had the unexpected cost of our heating system breaking at the start of the winter period. This added £3k to our actual premises costs over our budgeted amount. We ran a fundraising campaign throughout November – January and were overjoyed by the response, reaching our fundraising target with support from Thornbury Roundtable, Thornbury Lions, Thornbury Town Council, and some one-off donations from individuals.

We ended the financial year with £47,000 of reserves. This is within our new reserves range, which was reviewed to be a more robust to guide decision making and approved by the Trustees in May 2024. The full policy can be seen on request.

We start the new financial year with good news of being awarded 5-7 years of funding for youth work as part of South Gloucestershire commissioning and a successful application to the Postcode Lottery, providing a £25k boost to our unrestricted funds.

Chair's summary

2023/24 has been positive year for JIGSAW Thornbury. We have seen consolidation and stability of services, processes and leadership providing continuity and consistency for our members and staff, that has been welcomed.
Equally, we have pushed forward with our 14+ agenda that has reaped rewards with our older Members achieving things that would never have believed at the start of the year from public speaking to running a dog show. Our ambition in this area has also opened up new avenues of funding and support through youth partnerships, and JIGSAW has made itself a recognised part of the Community within Thornbury.
2024/25 offers the opportunity for building on the good work of this year continuing to grow JIGSAW Thornbury. The Trustees are proud to be part of JIGSAW Thornbury and proud of what our staff and volunteers have achieved.

Written by Steve Hyndman

CEO summary

We are proud to have supported children and young people with additional needs or disabilities for 11 years, engaging with over 1000 families during this time. Our charity is at a pivotal moment, having seen 298 local families, including 427 children and young people, join JIGSAW in the last 2 years. This is the equivalent of 14 full classes of 30 students, and their families, all seeking support, connection, and fun from our charity in a relatively short space of time. At the end of March 2024, we had just over 700 children and young people, along with their parent carers and siblings, registered with us in total.
This report celebrates the impact we have had and progress we have made during the 2nd year of our 5 year strategy and business plan. Everything we deliver stems back to our 4 strategic objectives. The 4 areas that make up the acronym JIGSAW – Joining In, Growing Support, Awareness, and Wellbeing. These are not only what JIGSAW stands for as an acronym, but also what we stand for as a charity in what we deliver for families and the community.
JIGSAW Thornbury offers a safe space for young people with additional needs or disabilities to be themselves without judgement. A place where they can connect with others, have fun, and share experiences. A place where everyone fits in.
Over the last year, we have had a focus on growing skills and confidence in young people to have a say in matters that are important to them. This has enhanced opportunities for our members and helped us be the space families need, on their terms. It is such an exciting time for our charity, stepping forwards alongside empowered young people who can lead future developments to grow our impact.
I want to say a heartfelt thank you to all our supporters who have joined in with our 10th birthday celebrations and played such a valuable role in shaping the charity we

have become. Whether you deliver activities with us, volunteer for JIGSAW, or help to fund our work – your support is powerful and it really does change lives.

Written by Hattie Clayton

Team reflections

Each year, the staff team reflect on our proudest moments and lessons we want to share with each other. This was done in early September 2024 following the summer holidays, as most of our activities are planned in line with the school calendar year. This year, the team are proud of the growth and development of us as a team, themselves as individuals, and of our members attending services. Of course these are things we are proud of every year, but this year has felt even more special as we have reached a level of stability in our governance and ways of working that we haven't experienced since before covid and the benefits are clearly being felt.
We are continuing to learn and make changes to how we benefit members, for example noticing that the dynamics between group members needs to be carefully managed and planned for sometimes.
Most importantly of all, many team members have reflected that we really do know what we are doing, that change is good, and we are thriving!

CHARITY COMMISSION FOR ENGLAND AND WALES

JIGSAW Thornbury	1172953

Receipts and payments accounts

CC16a

For the period from	01/04/2023	To	31/03/2024

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Fundraising income	7,915	-	-	7,915	-
Grants	12,325	81,364	-	93,689	-
Donations	28,913	-	-	28,913	-
Activity income	9,350	-	-	9,350	-
Investment income	204	-	-	204	-
***Sub total** (Gross income for AR)*	58,707	81,364	-	140,071	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
A3 Payments					
Direct activity costs	2,131	6,123	-	8,254	-
Wages and volunteer costs	48,752	94,108	-	142,860	-
Premises costs	11,021	33,759	-	44,780	-
Training	-	1,350	-	1,350	-
Fundraising costs	3,679	636	-	4,314	-
Office and IT equipment	495	506	-	1,001	-
Other	9,036	1,165	-	10,201	-
	-	-	-	-	-
Sub total	75,113	137,647	-	212,760	-
A4 Asset and investment purchases. (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	75,113	137,647	-	212,760	-
Net of receipts/(payments)	- 16,406	- 56,283	-	- 72,689	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	57,828	80,337	-	138,165	-
Cash funds this year end	41,422	24,054	-	65,476	-

23/1/25

Section B Statement of assets and liabilities at the end of the period

B1 Cash funds

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Current account	39,078	24,054	-
	Expenses	14		-
	Petty cash	48		-
	PayPal	2,212		-
	Gocardless	2		-
	Stripe	69		-
	Total cash funds	41,422	24,054	-
	(agree balances with receipts and payments account(s))			

B2 Other monetary assets

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

		-	-
		-	-
		-	-

B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
Rent deposit		3,750	3,750
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval

23/1/25

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name: JIGSAW THORNBURY

In accounts for the year ended: 31/03/2024

Charity no (if any): 1172953

Set out on pages: 1 & 2 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with

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

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

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

Signed: R A Croker **Date:** 19/12/2024

Name: ARTHUR CROKER

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

Address: 4 TOR VIEW
CHEDDAR
BS27 3NQ

JIGSAW THORNBURY

England & Wales - Charity number 1172953

Accounts

JIGSAW Thornbury

Impact Report 2022-23

Registered Charity Number: 1172953

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Reference and administrative details

Registered charity name: JIGSAW Thornbury
Charity registration number: 1172953
Principal office: 15-17 St Mary Street, Thornbury, BS35 2AB

The trustees during the period April 2022 – March 2023 were as follows.

Steve Hyndman	Appointed September 2021 Appointed Chair January 2023
Annie Holland	Appointed September 2021 Appointed Vice Chair January 2022
Helen Staff	Appointed September 2021
Robert Cadman	Appointed July 2019 Re-appointed January 2023
Emma Colwill	Appointed September 2021 Resigned September 2022
Hattie Clayton	Appointed September 2020 Appointed Chair March 2021 Resigned April 2022

Structure, Governance, and Management

JIGSAW Thornbury is a registered charity (1172953) governed by the Charities Act 2011. The charity is a Charitable Incorporated Organisation and the constitutional document used throughout this report period was adopted in July 2018, with the charitable objects being updated in October 2021.

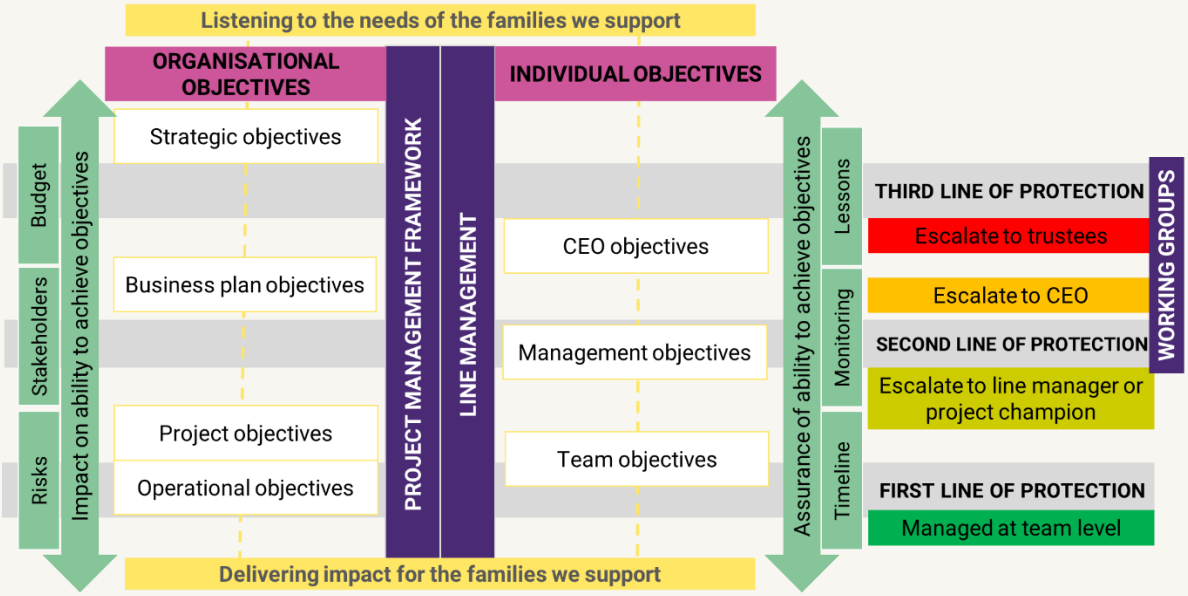
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Improving our governance structure and processes have been a focus following a governance review using the Charity Governance code in March – June 2021. An updated governance structure was approved by the trustees in March 2022. This has included the development of a scheme of delegation, a project management framework, and a monitoring and evaluation plan which has been used throughout the year. Our updated governance structure is based on 3 layers of protection that help us to make sure we are able to achieve our charitable purpose and deliver benefits for the families we support.

There are 2 pillars to our governance structure: line management and project management. These pillars enable the information that we need to make decisions

to flow between the layers of protection so that we can respond to issues and opportunities effectively. The Project Management Framework is a mechanism for developing new ideas in response to need and transitioning these into sustainable areas of work. We have introduced 4 working groups containing a mixture of trustees, expert friends (volunteers), and staff members as appropriate to the scope of the group. This helps our team work together consistently to achieve our charitable purpose and will enable us to delve into delivering our new business plan with the confidence that we have the right infrastructure in place to keep everyone and everything safe.

A visual of JIGSAW Thornbury's current governance structure can be seen below.



The trustees delegate the day-to-day running of the charity to the CEO, who works closely with the management team. The CEO is responsible for Business Plan objectives, agreed annually, and delegates functional area objectives which feed into these. During the year this report covers, the charity was led by an interim CEO supported by 3 managers. Our Founder CEO stepped down in June 2022, with the former Chair of Trustees resigning from The Board to take on the CEO role on an interim basis (from May 2022) in order to establish the permanent CEO role. The decision to appoint a full-time CEO was taken by the Trustees in February 2023 and an open recruitment process was carried out.

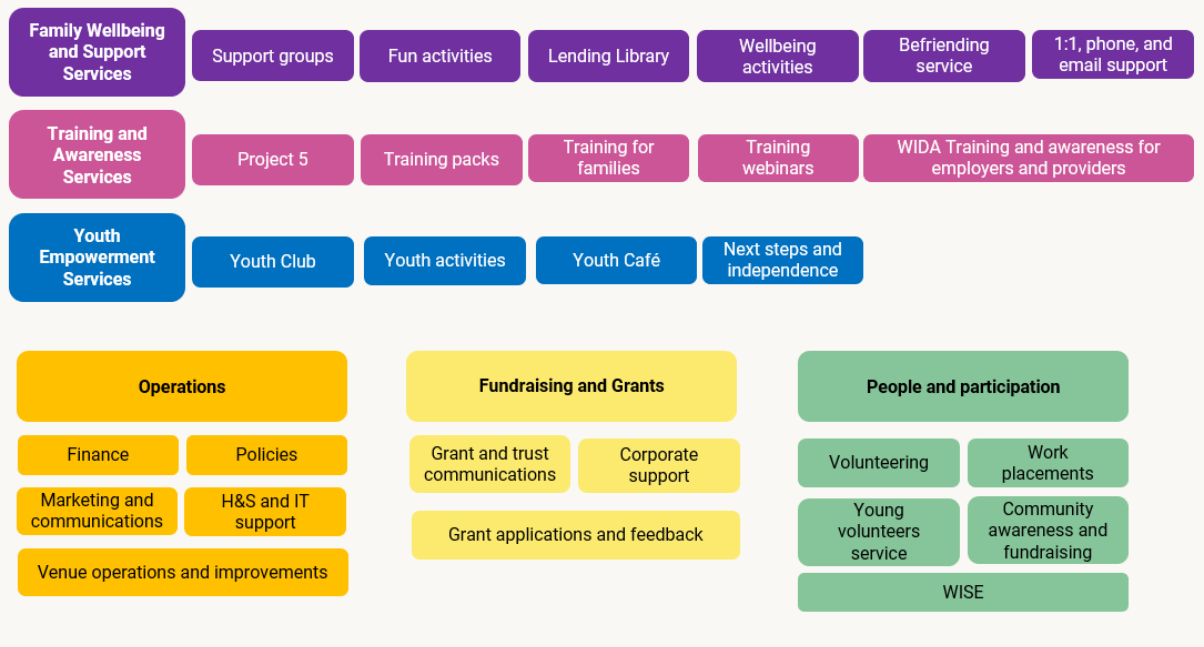
"The appointment of a full-time CEO is a decision by the Trustees to invest in the future of JIGSAW Thornbury, to put more focus on strategy for services, fundraising and stakeholder management, to support the amazing work JIGSAW does supporting children and young people with additional needs, or disabilities and their families." Steve, Chair of Trustees

Throughout the year we were able to recruit into new staff roles, taking our total to 17 at the end of March 2022. This equates to around 5.5 FTE, due to all roles being part time and some sessional. We were supported by 15 volunteers throughout the year, which included 4 new volunteers joining our team. A further 7 people started their onboarding process towards the end of the financial year, with the hope of joining our team soon.



During the year we reviewed the structure of the staff team to ensure that we have the appropriate capacity and capability to deliver our business plan and support team wellbeing. At the end of March 2023 going into the next financial year, we have 2 management level and 3 lead roles who own functional areas in our Business Plan (6 headings in image below). They are experts in their areas and meet monthly as a team to ensure we are working together effectively when planning and delivering services.

We support the whole family through 3 service delivery areas: Family Wellbeing and Support Services, Training and Awareness Services, and Children and Young People Services. Our operations, fundraising, and people functions enable and celebrate the impact we create.



The Trustees confirm that they referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives for the year. This year was the first year delivering our 5 year strategy and business plan which was written as part of a wider strategic review process that started in February 2020 and involved gaining feedback and input from staff, volunteers, and beneficiaries.

It is important that we understand what children and young people with additional needs or disabilities, and their families, require from our services. This enables us to respond appropriately and to make sure that resources are directed where they are most needed. We use a bespoke wellbeing impact measurement approach to fit the needs of our families. We reviewed a range of available wellbeing measurement tools, such as WEMWBS and Mind's 5 ways to wellbeing, and identified 5 wellbeing indicators which felt in line with our purpose and values. These were used to create rating scale questions in an online feedback form sent to families after they join in with a group or activity with JIGSAW. The feedback form asks about the wellbeing of the parent, child or young person, and any siblings. It can be completed together as a family to capture the child or young person's input in a way that works for them. We also use a smiley face sticker chart with children at activities to capture their immediate feedback on how much they enjoyed the session and ask parents for informal feedback to ensure that we are getting it right at the time of delivery. We use Charity Suite as our membership database, which gives us information on the number of families registered with us and attending different services.

Objectives and activities

Our charitable purpose, updated on 18th October 2021, is:
For the public benefit, the relief and education, of all children and young people with additional needs or disabilities, aged 0-25 years, and their families by the provision of therapeutic, educational, and stimulating activities, training, and services.

JIGSAW Thornbury is a charity that works with children and young people aged 0-25 with additional needs or disabilities, and their families. Everyone can join in, with or without a diagnosis. We provide friendship, support, compassion and fun, along with innovative services that empower the whole family to connect, fit in and thrive. Everything we do is driven by the passion of our staff and volunteers. As well as being life changing for the children, young people and families we support, our services are invaluable for the wider community too. We enhance inclusion by raising awareness to help everyone understand the challenges that those with additional needs or disabilities face and to celebrate the unique strengths and qualities they bring.

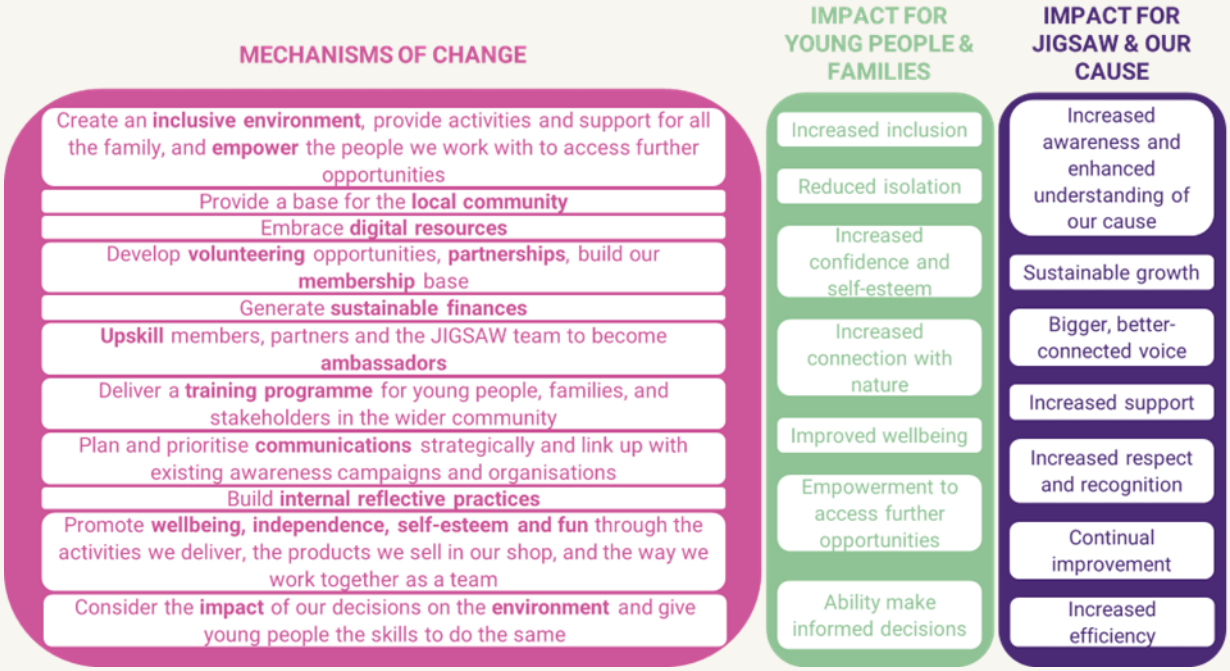
JIGSAW stands for Joining In, Growing Support, Awareness, and Wellbeing. These strategic areas come together to create an impact that each strand alone could not. It is the combination of building skills and knowledge for our service users and the community together that achieves our impact. Our vision is that children and young people with additional needs or disabilities and their families are empowered to connect, fit in, and thrive as themselves. We will achieve this through growing support for our cause, focusing on wellbeing, raising awareness with our users and in the community through events and training, and facilitating everyone joining in together.

It is not just about what we do, but also how we do it. Our impact starts with our core value of celebrating uniqueness, and it is the innovative, compassionate, community-

focused, empowering ways in which we work that make what we achieve impactful and makes us who we are. The main areas of impact we achieve are:

- Increased inclusion
- Reduced isolation
- Increased confidence
- Improved wellbeing
- Informed decisions about accessing or providing support and reasonable adjustments (Increased understanding)
- Access to further opportunities for our users and for people and organisations that we interact with
- Enhanced understanding of our cause
- Increased respect and recognition for us, our users, and our cause
- A bigger, better-connected voice for our cause

A diagram showing the main mechanisms of change by which the impact JIGSAW Thornbury has is achieved is included below.



The services available for members between April 2022 and March 2023 were:

- 1:1 support
- Online peer to peer support Facebook group
- SENsory Lending Library
- Parent and carer weekly support group
- Creative wellbeing weekly support group
- Evening creative wellbeing sessions
- Developing through the senses (pre-school age)
- Home ed group
- Wellbeing goes wild activities for parents and carers
- Woodland wellbeing for parents and carers
- Family forest fun

- Wellbeing breakfasts and afternoon teas
- Holiday and term time after school hours activities
- Youth club
- Young volunteers scheme
- Project 5 mental health resilience programme
- Connect training and awareness for parents and carers

During the period of April 2022 – March 2023, we prioritised increasing the percentage of our members engaging in our services, as engagement had dropped with online services during lockdown not being accessible for everyone. Over the 2022-2023 financial year an additional 6 services have been introduced to meet the needs of our member families. Our current offer of 17 different services provide something for the whole family, empowering members to connect, fit in, and thrive.

We saw a **107% increase** in member engagement due to increasing member numbers and providing services meeting a variety of needs.

Quarter 4 2022/23 **121 people**
Quarter 4 2023/24 **250 people**

We plan and deliver marketing and communications to increase engagement of members through our weekly members newsletter and social media posts. This is the main way outside of face to face contact that members can find out about services they can attend. Ensuring male parent and carer contact details are on our membership system is important for reaching this audience.

The trustees approved 12 objectives to be achieved between April 2022 and March 2023. These can be seen in the image below.

1 Venue improvements:
40% increase in members and visitors/ users of the venue feeling more comfortable and able to join in due to improved accessibility and functionality.

2 Embedding into the community:
60% of surveyed attendees at events with the community report feeling like they were able to join in as part of their local community at the event.

3 Member engagement:
15% increase in the percentage of members booking onto services, and all services have at least one member booked on to it.

4 Increase unrestricted funding:
Identify and pilot 2 income generation/ fundraising streams that can become sustainable unrestricted funding for core costs (venue and core staff wages) by yr 3.

5 Develop relationships with funders:
Move 2 funders and/ or donors up the stakeholder engagement ladder by increasing interest levels.

6 Working with others:
Strengthen 5 existing relationships and build 3 new relationship that deliver benefits for our members.

7 Volunteering:
Engage or re-engage 10 volunteers.

8 Raising awareness with our members:
150 people attend training and awareness sessions provided by/ through JIGSAW and 60% of attendees report increased knowledge and awareness of the topic.

9 Raising awareness in the local community:
Better understand how to communicate with the local community and raise awareness of our cause by reaching approx. 1000 people.

10 Increasing member wellbeing:
60% of all service users report an increase in wellbeing.

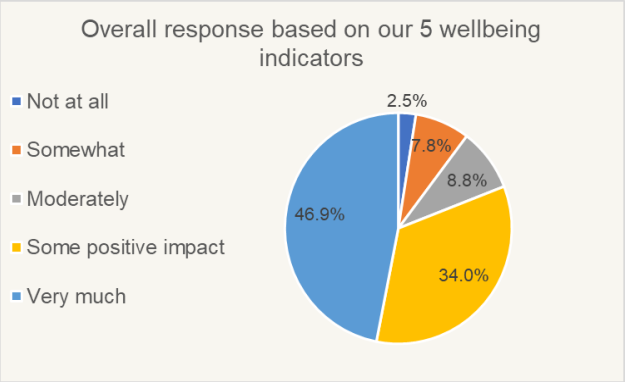
11 Wellbeing through nature:
25 members attend nature-based activities per month, provide a range of services offering something for everyone in the family.

12 Staff and volunteer wellbeing:
100% of staff and volunteers feel that their wellbeing is supported at work.

Achievements and performance

JIGSAW Thornbury is at a pivotal moment, having grown rapidly due to increased need. We saw 165 families join JIGSAW Thornbury as members between April 2022 and March 2023. This was a 45% increase in member numbers, reflecting the increasing demand for our services.

A key focus is wellbeing, with 94% responding yes when asked 'Do you think your wellbeing has improved as a result of this session?' in our post-event feedback form. We also measure more in depth results based on our 5 wellbeing indicators. The overall response from all feedback forms completed can be seen in the pie chart to the right.



Since re-launching our SENsory Lending Library on our new online platform in September 2022, 13 members borrowed items. We aim for this to grow throughout the next year as we add all 500 of our books, toys, and disability aids onto our online database.

Our youth club for 14-25 year olds with additional needs or disabilities has been consistently full with a waiting list throughout the year. We run this in partnership with KRUNCH Southwest who have local youth work expertise.

"This has been a hugely successful programme and has provided opportunities for young people to participate in positive activities that they may not have previously been able to access" KRUNCH Southwest



We have been encouraging our youth club attendees and other young members aged 16-25 to try out different activities with JIGSAW. During the year, 5 young people aged 16+ attended activities such as table cricket, youth café and family forest fun. In the upcoming year we plan to offer activities specifically for 14-25 year olds to help our young members to build confidence and independence as they become young adults. At the end of March 2023, we had 225 young people aged 14-25 registered as members of JIGSAW, so we know there is a need to provide more opportunities for this age range to join in.



Our strategic review highlighted that we have an opportunity to engage with more male parents and carers. We conducted some user research alongside some pilot sessions during the year. The sessions were not well attended by men and feedback from our survey suggested that male parents and carers would prefer to come along to activities with their children, rather than come to a specific group. We have seen an increase in male parents and carers, including grandparents, attending holiday and term time activities. This has helped to build up the number of records we have in our membership database, so we can monitor trends better going forward.

''It was great to hear a dad who came along for the first time talking about how relaxed he felt'' Member feedback



Our young volunteers support JIGSAW Thornbury with fundraising and increasing awareness. Over the year they contributed a total of 171 hours through helping with the Thornbury Fun Palaces community event and at 7JIGSAW community stalls. We have 14 young volunteers who regularly attend sessions with an age range between 9-14 years.

We have continued delivery of out Project 5 mental health resilience parent and child courses. Overall, attendees reported a 74% increase in knowledge and awareness of their wellbeing, measured using the GAD 7 generalised anxiety disorder questionnaire. Our Training and Awareness team have built connections with SEND Clusters 4&5 over the last 12 months and demonstrated the value of our Project 5 mental health resilience programme to them. These clusters have now commissioned delivery of the programme, enabling us to increase the impact we have through this service next year.

We have also been growing our relationship with cluster 1 schools, who we have worked with since 2019. Last year the Cluster Headteacher Lead suggested a grant fund for us to apply to which has enabled further work to go ahead. Connect training and awareness sessions are held in schools and open to members and non-members, which has widened our reach and increased our membership. 6 topics were covered: sleep; emotions; behaviour; sensory processing; anxiety-based school avoidance (EBSA); and communication. 72 people signed up for sessions, but only 39 attended over the year. We have reached out to engage with those who did not attend to see if there were any barriers we can support with in the future. 82% of those who did attend reported an increase in knowledge.

"A great starting point to know where to access future support and next steps if needed without feeling that I need to label my child if I want to access this support"
Connect attendee feedback

We launched our brand guide this year. Our brand guide aims to support consistency. We want our branding and communications to look and feel the same whether you're a young person, a parent or carer, a fundraiser, or someone in the community interested in what we do. This is available on our website for anyone we are working with to download. The document includes guidance on text font and size, colour codes, our boilerplate and tone of voice, and logo use. We also designed a special logo to celebrate our 10th birthday.

Connecting with our community

JIGSAW Thornbury works closely with similar charities, schools, local authorities, community health services and local government. We also access support from other charities for training, advice and pro-bono input including ACEVO, NVCO, Small Charities Coalition, CVS, VOSCAR, and ACAS.

We are well embedded within Thornbury as part of the local community, broadening the skills and experience we have access to through connections. We are represented on local networks which exist to identify common themes coming up for young people and discuss how we can work together to best address these. Key groups include the Early Help Community Network, South Gloucestershire Youth Partnership, and voluntary sector networks.

20 supporters attended our 2022 JIGSAW June event, which was an opportunity to thank and update key stakeholders. Invitees included funders, corporate supporters, regular donors, people and groups who have fundraised for JIGSAW Thornbury, and organisations we work alongside to deliver a shared purpose.

We have an opportunity to connect more with our local community and wider supporters with our new home in the heart of Thornbury, where we have been delivering services from since September 2021.



Fun Palaces is a community campaign, taking shape as free events led for and by local people. JIGSAW led the first ever Thornbury Fun Palace in 2021 alongside our new venue grand opening. This event had 10 different activities on offer within and outside our venue. This grew in 2022 through working with 31 community partners to offer 25 different activities across 10 locations around Thornbury. We far exceeded our target to engage 3 new businesses to grow the event. A total of 9 local businesses and 22 other organisations or individuals played a part in delivering the day, compared with a total of 7 in 2021. We are a key part of the planning committee for the 2023 event too, continuing to strengthen our connections within the community, and raise awareness for our cause. We are extremely proud that we have brought Fun Palaces to Thornbury and it is now becoming truly community-owned.

In March 2022, we were excited to celebrate our 10th birthday with our team, beneficiaries, supporters and friends. Our birthday is much more than a 10 year milestone. It is a celebration of the impact we have had for over 850 families who have been members of JIGSAW over that time. A celebration of how we have helped them to join in, grow support for their families, raise awareness about their needs, and improve their wellbeing. Our 10 year impact story was displayed at our birthday celebration events including our fundraising ball, JIGSAW June supporter event, family birthday party, and exhibited in Thornbury Library during March and April. We welcomed 84 guests to our fundraising ball and raised almost £6,000 thanks to the support of those there on the night, local people who brought raffle tickets, and generous sponsorship and donations from 38 local organisations, businesses, and groups.







Financial review

The financial year of 2022-23 saw an increase in spend compared to the previous year as we started to deliver more services in response to need. Even with the amount raised through our fundraising ball exceeding our expectations, we experienced a £17k deficit in the last financial year. This is largely due to not raising as much through unrestricted grants as we had budgeted for. We recognised this and employed fundraising consultant to fill gap in capacity for 6 months from November 2022. This meant we submitted 60 applications over the course of the year, which is a much higher number than we would have been able to achieve ourselves. We hope to see more benefits from this over the coming year. Changes to our team structure to increase the capacity and capability needed internally means that we are able to go forward confidently without the consultant.

We also saw a drop in donations, which is consistent across the charity sector with the cost of living crisis. We ended the financial year with £63,000 of reserves. This is just below the mid-point of range in our new reserves policy, which was reviewed to be a more robust to guide decision making and approved by the Trustees in May 2023. The full policy can be seen on request.

We started our #JIGSAW10For10 community fundraising campaign mid-way through the 2022-23 financial year in the lead up to our 10th birthday in March 2023. This was to encourage local people and groups to fundraise for us by asking people to sponsor them to complete challenges. We did not begin to raise a lot of additional funding from this initially, however have a £10k fundraising target for the 2023-24 financial year now that momentum is building.



We were pleased to be supported by local groups, including being a charity of choice for the Good Afternoon Choir and Marlwood students, as well as many others. Our own team got involved too with one team member taking on 5 challenges relating to the number 10, including a 10 day sponsored silence, a blind swim, and having 10 colours put in her hair with the help of our youth club.

Chair's summary

JIGSAW Thornbury's 10th year has been one of celebration, and we have a lot to celebrate from our past, our present and our future.
JIGSAW Thornbury's journey from an idea to an established organisation supporting hundreds of families is a real success story, and we got to share that journey in pictures at the JIGSAW Ball in March 2023, and at Thornbury Library open to the wider community. But, the reality of time moving on really hit when Tor Goodman, our founder-CEO, left the charity in June 2022, we will always be indebted to her for her vision, passion and determination in making JIGSAW the organisation that it is. We can also celebrate our ability to change and adapt, we saw that as we came out of the pandemic, and this year we have been delighted to welcome Hattie Clayton as our first ever full-time CEO. Hattie was a great leader of Trustees, and is having a real impact in her executive role, and we are now supporting more families than ever. JIIGSAW Thornbury's future is bright. We have a clear strategy to delivering the highest quality services and meeting our purpose, a major part of which is to develop our services for 14+ as we continue our journey by supporting members through theirs. The Trustees are proud to be part of JIGSAW Thornbury and proud of what our staff and volunteers have achieved.

Written by Steve Hyndman

CEO summary

Building up to our 10th birthday celebrations was a focus this year, with the highlight being our 10th birthday ball in early March. It has been the perfect opportunity to celebrate with local people and organisations. We were blown away by the response from the community with 38 supporters donating raffle and auction prizes or sponsoring tables, 84 guests attending on the evening, and over £6,000 raised to support our life changing impact.

I have been proud to lead the charity through the first year of delivering our business plan. It has been a bumpy ride at times with the need to review team structure and pay alongside implementing our new governance structure. As always, the team has

been resilient through change and worked together to navigate new territories. We really wouldn't be the charity we are without every individual staff member and volunteer who contributes to the life changing impact we have.

An important area of development over the last 2 years has been making our governance structure more accessible, building a foundation for young people to have a meaningful voice in decision making at all levels. This will be a focus going into next year, helping us to look holistically at the impact we have for families.

Whilst the cost of living crisis brings continued increases to wages and venue costs, we cannot realistically increase our delivery next year. We will work innovatively with what we have to increase impact within our existing resources, maximising the valuable skills and experience of our team and increasing joined up working across functional areas. We start the year with high confidence that we have the capacity and capability to make the best decisions about how to maximise impact for families with our charitable resources.

None of what we do would be possible without the wonderful people and organisations who support us through grants, donations, fundraising, and joint working. Thank you all for being so generous, so that we can be generous with the support we give to families.

Written by Hattie Clayton

Team reflections

Each year, the staff team reflect on our proudest moments and lessons we want to share with each other. This is done in early September following the summer holidays, as most of out activities are planned in line with the school calendar.

This year, the team are proud of how we have worked together and become more joined up across different roles. We have made big progress in planning and organisation, but also have some lessons to help us be even more prepared and balance capacity. We acknowledged different communication preferences within our team, with members and external stakeholders. As with last year, individual team members reconised their own growth and development.

We are proud of reaching our 10th birthday and the success of celebrating this with our team, family members, supporters, and the local community. This gave us the opportunity to share our 10 year impact story far and wide, including seeing an increase in press coverage.

With 6 new services being introduced during the year, the team were proud of the variety of ways we offer for families to join in and how these have been developed in response to need.

Below is a word cloud of responses:

From over the last year at JIGSAW, what are you most proud of?
33 Responses



What lessons would you like to share?
34 Responses



CHARITY COMMISSION FOR ENGLAND AND WALES

JIGSAW Thornbury	1172953

Receipts and payments accounts

CC16a

For the period *from*	01/04/2022	To	31/03/2023

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Fundraising income	10,698	-	-	10,698	-
Grants	1,500	123,644	-	125,144	-
Donations	15,422	-	-	15,422	-
Activity income	10,331	-	-	10,331	-
	161	-	-	161	-
Sub total *(Gross income for AR)*	38,112	123,644	-	161,755	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	38,112	123,644	-	161,755	-
A3 Payments					
Direct activity costs	1,650	9,527	-	11,177	-
Wages and volunteer costs	34,914	82,694	-	117,608	-
Premises costs	1,672	26,668	-	28,340	-
Training	- 649	1,548	-	899	-
Fundraising costs	6,020	313	-	6,333	-
Office and IT equipment	23	372	-	395	-
Other	10,076	2,314	-	12,390	-
	-	-	-	-	-
Sub total	53,706	123,436	-	177,142	-
A4 Asset and investment purchases. (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	53,706	123,436	-	177,142	-
Net of receipts/(payments)	- 15,594	208	-	- 15,386	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	73,422	80,129	-	153,551	-
Cash funds this year end	57,828	80,337	-	138,165	-

7/12/23

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Current account	60,136	75,103	-
	Paying in book (cash in hand)	120		
	Petty cash	64	-	-
	PayPal	2,737	-	-
	Gocardless	1	-	-
	Stripe	4	-	-
	Total cash funds (agree balances with receipts and payments account(s))	63,062	75,103	-

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use	Rent deposit		3,750	3,750
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	*Signature*	*Print Name*	Date of approval

7/12/23

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name: JIGSAW THORNBURY

On accounts for the year ended: 31/03/2023 **Charity no (if any)**: 117 2953

Set out on pages: 1 AND 2 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2023

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent examiner's statement

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

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

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

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

Signed: D A Croker **Date:** 23/11/2023

Name: ARTHUR CROKER

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

Address:

4 TOR VIEW
CHEDDAR
SOMERSET BS27 3NQ

JIGSAW THORNBURY

England & Wales - Charity number 1172953

Accounts

JIGSAW Thornbury

Impact Report 2021-22

Registered Charity Number: 1172953

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Reference and administrative details

Registered charity name: JIGSAW Thornbury
Charity registration number: 1172953
Principal office: 15-17 St Mary Street, Thornbury, BS35 2AB

The trustees during the period April 2021 – March 2022 were as follows.

Robert Cadman	Appointed July 2019
Annie Holland	Appointed September 2021 Appointed Vice Chair January 2022
Steve Hyndman	Appointed September 2021
Helen Staff	Appointed September 2021
Emma Colwill	Appointed September 2021 Resigned September 2022
Hattie Clayton	Appointed September 2020 Appointed Chair March 2021 Resigned April 2022
Cheryl Jenkinson	Appointed May 2017 Resigned January 2022
Danna Barochovsky	Appointed September 2019 Resigned May 2021
Joe Hughes	Appointed December 2019 Resigned May 2021

Structure, Governance, and Management

JIGSAW Thornbury is a registered charity, number 1172953, governed by the Charities Act 2006. The charity is a Charitable Incorporated Organisation and the constitutional document used throughout this report period was adopted in July 2018, with the charitable objects being updated in October 2021.

The Board of Trustees meet quarterly at a minimum with additional meetings for specific purposes as required. A Trustee term is 3 years, at which point Trustees must be reappointed. Chair and Vice Chair roles are appointed or reappointed annually at the Annual General Meeting (AGM). The Board proactively recruits trustees who have skills and experience needed to make the best decisions for the charity. A skills audit was carried out in June 2021 ahead of recruiting new trustees. This was then repeated in January 2022 to include the 3 newly recruited trustees. Going forward, this information will be reviewed annually at the AGM to identify any skills gaps and inform decisions about trustee appointments.

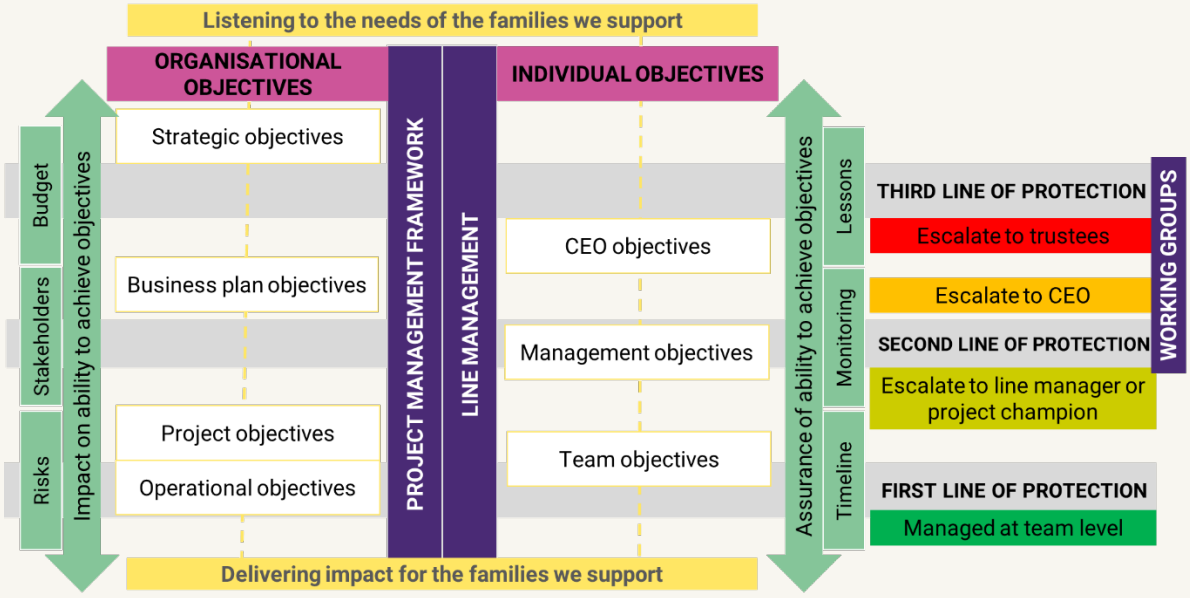
The trustees delegate the day-to-day running of the charity to the CEO, who works closely with the management team. During the year this report covers, there were 3 managers, two for the whole year and one who was recruited in September 2021. Throughout the year we were able to recruit into new staff roles, taking our total to 17 at the end of March 2022. This equates to around 5.5 FTE, due to all roles being part time and some sessional. We were supported by 19 volunteers throughout the

year, which included a core group of 7 regular volunteers. This is a decline from our pre-covid numbers.

Improving our governance structure and processes have been a focus alongside our strategic review and business planning during this time. The Board of Trustees led a governance review using the Charity Governance code in March – June 2021. Actions were set from this initial review were completed throughout the year. An updated governance structure was approved by the trustees in March 2022. This has included the development of a scheme of delegation, a project management framework, and a monitoring and evaluation plan to be used from April 2022. Our updated governance structure is based on 3 layers of protection that help us to make sure we are able to achieve our charitable purpose and deliver benefits for the families we support.

There are 2 pillars to our governance structure: line management and project management. These pillars enable the information that we need to make decisions to flow between the layers of protection so that we can respond to issues and opportunities effectively. The Project Management Framework is a mechanism for developing new ideas in response to need and transitioning these into sustainable areas of work. We have introduced 4 working groups containing a mixture of trustees, expert friends (volunteers), and staff members as appropriate to the scope of the group. This helps our team work together consistently to achieve our charitable purpose and will enable us to delve into delivering our new business plan with the confidence that we have the right infrastructure in place to keep everyone and everything safe.

A visual of JIGSAW Thornbury's current governance structure can be seen below.



The charity works closely with similar charities, schools, local authorities, community health services and local government. We also access support from other charities for training, advice and pro-bono input including NVCO, Small Charities Coalition, Foundation for Social Improvement, CVS, VOSCAR, CITA and ACAS.

The Trustees confirm that they referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives for the year. This review was done as part of a wider strategic review process that started in February 2020 and involved gaining feedback and input from staff, volunteers, and beneficiaries. We have since written and launched a 5 year strategy and business plan starting in April 2022, based on the outcomes of this review.

It is important that we understand what families who have children and young people with additional needs or disabilities require from our services. We carry out an annual survey to gain insight into this and get input from families as to how we can develop our services further. Understanding the needs of the families we support enables us to respond appropriately and to make sure that resources are directed where they are most needed. We also gather feedback from our activities and training to ensure that we are getting it right at the time of delivery. We use Charity Suite as our membership database, which gives us information on the number of families registered with us and attending different services. We defined objectives as part of our business planning process and an improved monitoring plan which was launched in Aprill 2022.

Objectives and activities

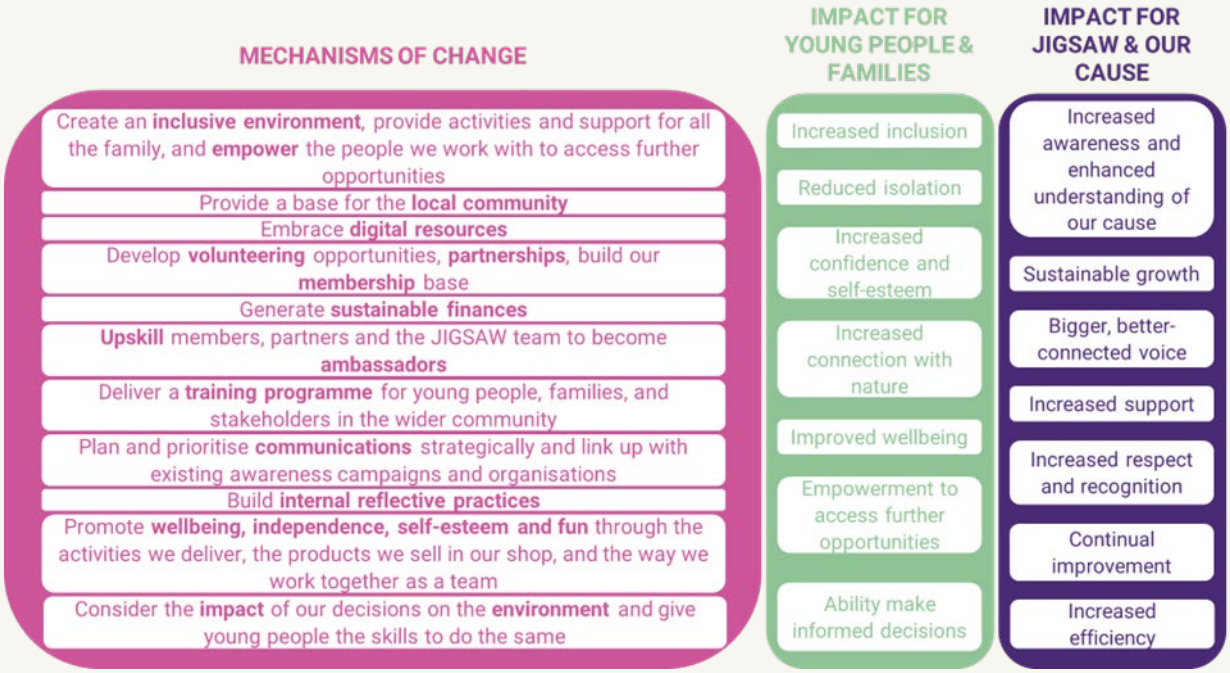
Our charitable purpose, updated on 18th October 2021, is:
For the public benefit, the relief and education, of all children and young people with additional needs or disabilities, aged 0-25 years, and their families by the provision of therapeutic, educational, and stimulating activities, training, and services.

JIGSAW Thornbury is a charity that works with children and young people aged 0-25 with additional needs or disabilities, and their families. Everyone can join in, with or without a diagnosis. We provide friendship, support, compassion and fun, along with innovative services that empower the whole family to connect, fit in and thrive. Everything we do is driven by the passion of our staff and volunteers.
As well as being life changing for the children, young people and families we support, our services are invaluable for the wider community too. We enhance inclusion by raising awareness to help everyone understand the challenges that those with additional needs or disabilities face and to celebrate the unique strengths and qualities they bring.
JIGSAW stands for Joining In, Growing Support, Awareness, and Wellbeing. These strategic areas come together to create an impact that each strand alone could not. It is the combination of building skills and knowledge for our service users and the community together that achieves our impact. Our vision is that children and young people with additional needs or disabilities and their families are empowered to connect, fit in, and thrive as themselves. We will achieve this through growing support for our cause, focusing on wellbeing, raising awareness with our users and

in the community through events and training, and facilitating everyone joining in together.
It is not just about what we do, but also how we do it. Our impact starts with our core value of celebrating uniqueness, and it is the innovative, compassionate, community-focused, empowering ways in which we work that make what we achieve impactful and makes us who we are. The main areas of impact we achieve are:

- Increased inclusion
- Reduced isolation
- Increased confidence
- Improved wellbeing
- Informed decisions about accessing or providing support and reasonable adjustments (Increased understanding)
- Access to further opportunities for our users and for people and organisations that we interact with
- Enhanced understanding of our cause
- Increased respect and recognition for us, our users, and our cause
- A bigger, better-connected voice for our cause

A diagram showing the main mechanisms of change by which the impact JIGSAW Thornbury has is achieved is included below.



We aim to support the whole family through 3 service delivery areas: Family Wellbeing and Support Services, Training and Awareness Services, and Children and Young People Services. Our operations, fundraising, and people functions enable and celebrate the impact we create.

The services available for members between April 2021 and March 2022 were:

- 1:1 support
- Parent/ carer weekly support group

- Creative wellbeing weekly support group
- Woodland wellbeing for parents
- Family forest fun
- Wellbeing breakfasts and afternoon teas
- Afterschool and holiday activities
- Youth club
- Young volunteers scheme
- Project 5 mental health resilience programme (online and face-to-face)
- Training and awareness events for parents

Achievements and performance

During the period of April 2021 – March 2022, our focus was re-building services and connections post-lockdown. Our venue where we ran the majority of services from was condemned during the pandemic, so our first priority was finding a new home. We were excited to move into our new venue in July 2021. This is situated in the heart of Thornbury surrounded by shops and cafes, which gives us new opportunities to engage more closely with the local community.

We celebrated this new location by hosting a Fun Palaces event with the community of Thornbury. Fun Palaces is a national and international campaign for culture at the heart of communities and celebrating the genius in everyone. The impact is achieved through the power of local people and organisations coming together to lead an event that celebrates their community. Local organisations, groups, and individuals are invited to share their skills and passions with their neighbours by leading activities at the event. There were 12 activities on the day led by people from our team and other local groups. These included crafting, inclusive sports, nature-based activities, therapy dog, hand massage, and youth-led rainbow science and paper airplanes. This was our grand opening and the first time that the local community were invited to visit our new space to connect. We developed some good relationships and raised awareness for our cause, which has had a lasting impact.



“My son also helped, ran an activity and had lots of fun taking part. It made me feel really proud to see him engaging and thriving”
Fun Palace Maker

“Felt involved in the team effort and created more awareness of JIGSAW’s role in our community”
Fun Palace Maker

We were able to re-start delivering face-to-face services in line with covid guidelines from June 2021. Our first activities during the half term school holidays in the first week of June were held with activity providers at other sites, such as multi sports at Thornbury Leisure Centre, due to not having a base of our own at the time. During the summer holidays of 2021, we ran a total of 14 activities. This enabled us to re-engage with families face-to-face and increase the amount we delivered quickly, whilst we moved into our new home. These activities were:



- Swimming x 3
- Horse riding x 6
- Mojo active outdoor adventure activities
- Trip to Old Down Country Park
- Street dance taster sessions (1x primary and 1x secondary school age group)
- Multi sports

We ran 4 different afterschool activity options during different terms throughout the year: Inclusive music sessions; Street dance; Musical theatre; Table top cricket.

We have a JIGSAW Thornbury staff member and often volunteers at all the groups and activities we run. This helps to make the activities more accessible where families might not have the confidence or the right support to access them on their own..

“The JIGSAW family goes above and beyond to make parents feel special and included. It’s a safe space to be yourself with no judgement, tears or laughter.”
Parent member

We started to deliver our core services face-to-face from our new home in the heart of Thornbury from September 2021. These include our weekly support group, weekly creative wellbeing group, and youth club.

In September 2021, we recruited a new Lending Library Coordinator. We have a catalogue of over 500 items, ranging from toys to disability and sensory aids to information books. Specialist items are expensive and often you cannot know whether they will work for your child until you try them, so this service allows families

to learn and test far more than they otherwise could. Prior to our move, we were only able to lend items once a month at a local hall, but our new venue allows us to act as a hub to 'click and collect' year-round. Our Lending Library Coordinator has been working though the items we have, reviewing them and uploading them onto a new online database, which we have designed to fit our needs in partnership with a web developer. This has meant that items were not available for families to loan during the period this report covers, however we have built the foundation for a bigger impact in the future.

Our Young Volunteer Scheme is a group for ages 6 – 16 years to enable young people to build skills and confidence and give something back to JIGSAW Thornbury and their community, through awareness and fundraising events. The group is for both members with any additional needs or disabilities and any siblings that may or may not have a need themselves. This group was paused over covid, however stayed connected with young people completing fundraising challenges for JIGSAW Thornbury. In September 2021, we recruited a new Children and Young Persons Worker to lead our Young Volunteers and Youth Club sessions. The biggest achievement for the young volunteers during the year was completing their first aid training.

Our training and awareness events continue to prove popular, delivering events both face to face and online. Demand for another follow-up on children's early mental health, awareness and intervention is being planned as our next conference in March 2024. During the period this report covers, we delivered training and awareness sessions for families on the following topics:

- Communication Puzzle: A toolkit for communication
- Executive functioning skills
- Sensory awareness
- Pathological Demand Avoidance (PDA)

We were able to re-introduce our Project 5 mental health and resilience programme face-to-face in our new venue, after moving it online during lockdown. Project 5 was produced with the support of various professionals and is based on positive psychology and Minds '5 Ways to Wellbeing'. It is delivered over a number of sessions, with a resource journal for reference as the course progresses. The journal can be used as a stand-alone tool, and we are seeking support to publish a new version with a local publishing company. We have delivered the programme to school age years 5-10 and run an adapted version for parents and their child to attend together.



During the pilot Project 5 sessions, 61% saw their General Anxiety Disorder (GAD) score decrease with improvements in 2 or more areas. When we introduced parent

and child sessions, 91% of children saw their GAD score decrease/ improve in 2 or more areas.

“I think some of the tools offered in this course could be shared with teachers and included in PSHE lessons. All children should have access to these calming and mental well-being strategies.” Project 5 parent

“It was a very safe space to learn and discuss issues with anxiety.” Project 5 parent

"I remembered to use the breathing techniques when I got angry and people were winding me up and it really helped". Project 5 child

At the end of March 2022, we took baseline data ready to monitor our new business plan objectives. At this time, we had 365 families registered as members. This included 640 children and young people (aged 0-25), of which 77 were aged 0-20 and 10 were aged 21-25.

Financial review

The financial year of 2021-22 saw an increase in spend compared to the previous year as we started to deliver more services and take on more staff coming out of lockdown. We also moved into our new venue, which has a higher rent than our previous premises with a higher potential for raising awareness and funds due to the central location. Our cash funds at year end remain within similar to the previous year.



We saw a drop in fundraising income and donations during the 21/22 period. Grants made up 85% of our funds, which is similar to the previous year (83%). Our goal is to reduce our reliance on grants over the next 5 years by increasing other fundraising activities, although they will still be a vital source of funding enabling us to deliver services.

We were pleased to be supported by local groups, including being a charity of choice for the Thornbury Rotary Walkathon. Our own team got involved too by taking on 3 different walking challenges.

JIGSAW Thornbury holds a reserve fund to ensure the continuation of the services it provides if the income from grants and support in kind were to fail. The policy is to maintain a financial reserve of at least 3 months’ average outgoings, including wages and running costs. This reserve is reviewed regularly by the management team and trustees and any actions resulting from the review will be minuted and followed up at successive meetings.

Chair's summary

This year has been one whereby JIGSAW Thornbury has achieved so much in the aftermath of the pandemic restrictions being increasingly lifted. It has re-established contacts; settled into new space; been absorbed into the centre of town; seen 3 new trustees settle in and become involved in the development of governance, risk, GDPR, Safeguarding and other practical and structural policies and most importantly, has increased membership, services to them and has met its Purpose. There is an excitement and sense of dynamism in all the teams (staff, volunteers and trustees) evident throughout a year of change and a confidence that goals can be met and that JIGSAW Thornbury will continue to meet its Purpose. The trustees are proud to be a part of JIGSAW Thornbury and are proud of what the CEO, staff and volunteers have achieved.

Written by Annie Holland

CEO summary

The team have worked hard this year to ensure we are meeting the needs of the families we support coming out of lockdown. This has led to an extremely successful return to face-to-face operations. It has been a joy to watch our families becoming familiar with JIGSAW Thornbury's new home, with some attending multiple groups per week and making connections with other families to meet up outside of services. I am extremely proud of the impact we have through a variety of services. This wouldn't be possible without the passion and expertise of each and every one of our team members. We are entering the financial year of 2022-23 with a clear strategy and a robust governance framework. This is a shift in our ways of working which will lay the foundation for future success and resilience. It does mean another year of change for our team, however we are on the path to stability and hopefully future growth to deliver impact for even more families. Thank you to everyone who has played a part in making this year a success. Our own team including the fabulous volunteers, the families we work with, our partners, funders and supporters – you are all such a vital part of JIGSAW.

Written by Hattie Clayton

Team reflections

As a team, we are proud of how successful new services have been and how well we have been able to re-stabilise existing services in a new venue post-lockdown. It has been wonderful seeing the families engaging in different ways, forming connections with each other, and feeling at home at JIGSAW. We have some families who had not previously engaged much now attending multiple groups each week and making plans with other members outside of our sessions.

We are also proud of the improvements made to our infrastructure and how we have become more responsive to data. This includes getting policies and procedures updated and created to enable us to work together as one team to deliver our charitable purpose.

The team also reflected on the huge amount of personal growth and development that individuals have undergone over the last year. We have grown in confidence, developed leadership skills, recognised strengths and acknowledged personal limitations, which all help us to support and empower each other as well as our family members.

Below is a word cloud of areas the staff team are proud of from the first year of being in our new home, created in September 2022.



CHARITY COMMISSION FOR ENGLAND AND WALES

JIGSAW Thornbury	1172953

Receipts and payments accounts

CC16a

For the period from	01/04/2021	To	31/03/2022

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Fundraising income	1,152	-	-	1,152	-
Grants	15,841	111,001	-	126,842	-
Donations	14,220	-	-	14,220	-
Activity income	6,219	-	-	6,219	-
	-	-	-	-	-
***Sub total** (Gross income for AR)*	37,432	111,001	-	148,433	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	37,432	111,001	-	148,433	-
A3 Payments					
Direct activity costs	2,689	8,051	-	10,740	-
Wages and volunteer costs	2,108	96,978	-	99,086	-
Premises costs	-	15,954	-	15,954	-
Training	- 268	3,763	-	3,495	-
Fundraising costs	276	-	-	276	-
Office and IT equipment	141	4,358	-	4,499	-
Other	8,478	15	-	8,493	-
	-	-	-	-	-
Sub total	13,424	129,119	-	142,543	-
A4 Asset and investment purchases. (see table)					
Rent deposit	3,750	-	-	3,750	
	-	-	-	-	
Sub total	3,750	-	-	3,750	-
Total payments	17,174	129,119	-	146,293	-
Net of receipts/(payments)	20,258	- 18,118	-	2,140	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	53,164	98,247	-	151,411	-
Cash funds this year end	73,422	80,129	-	153,551	-

Section B Statement of assets and liabilities at the end of the period

B1 Cash funds

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Current account	68,230	80,129	-
	Petty cash	49	-	-
	PayPal	5,110	-	-
	Gocardless	1	-	-
	Stripe	32	-	-
	Total cash funds	73,422	80,129	-
	(agree balances with receipts and payments account(s))	OK	OK	OK

B2 Other monetary assets

Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

B3 Investment assets

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-

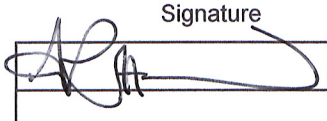
B4 Assets retained for the charity's own use

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

B5 Liabilities

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	
		-	
		-	
		-	
		-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	ANNIE HOLLAND	26.1.23

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name: JIGSAW THORNBURY

On accounts for the year ended: 31/03/2022

Charity no (if any): 1172953

Set out on pages: 1 AND 2 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2022

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent examiner's statement

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

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

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

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

Signed: A R Croker **Date:** 14/11/2022

Name: ARTHUR CROKER

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

Address:

4 TOR VIEW
CHEDDAR
SOMERSET BS27 3NQ

JIGSAW THORNBURY

England & Wales - Charity number 1172953

Accounts









The Queen's Award for Voluntary Service
The MBE for volunteer groups

Trustees Annual Report

1st April 2020 - 31st March 2021

Registered Charity number 1172953

www.jigsawthornbury.org.uk

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- STRUCTURE, GOVERNANCE AND MANAGEMENT Page 4
- OBJECTIVES AND ACTIVITIES Page 6
- ACHIEVEMENTS AND PERFORMANCE Page 7
- SERVICE PERFORMANCE: Page 8
- WORKING WITH OTHERS Page 13
- FUNDRAISING AND DONATIONS Page 14
- CHAIR'S SUMMARY Page 15
- CEO SUMMARY Page 16

TRUSTEES' ANNUAL REPORT
April 2020 – March 2021

The trustees present their report and the independently reviewed financial statements of the charity for the year ended 31 March 2021.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered charity name	JIGSAW Thornbury
Charity Registration Number	1172953
Principal Office	JIGSAW Thornbury St Mary Street Thornbury Bristol BS35 2AB

Trustees

Helen Harrison	May 2017 - September 2021 Chair, February 2019 – March 2021
Cheryl Jenkinson	May 2017- Vice Chair, February 2019 -
Tabi Marsh	Sept 2018-Oct 2020 Vice Chair, appointed 2018
Robert Cadman	July 2019 -
Danna Barochovsky	Sept 2019 - May 2021
Joe Hughes	Dec 2019 - May 2021
Hattie Clayton	Sept 2020 – Chair, appointed March 2021
Emma Colwill	Sept 2020 - Safeguarding Lead
Annie Holland	Sept 2021 -
Helen Milne	Sept 2021 -
Steve Hyndman	Sept 2021 -

Management Team

Tor Goodman	CEO
Rachel Peart	Support and Activities Manager
Catherine Miles	Operations Manager
Lisa Straccia	Volunteer and HR Manager, joined Sept 2021

Independent Examiner

Arthur Croker FCPA
Certified Professional Accountant
4 Tor View
Cheddar
Somerset
BS27 3NQ

STRUCTURE, GOVERNANCE AND MANAGEMENT

JIGSAW Thornbury is a registered charity, number 1172953, governed by the Charities Act 2006. The charity is a Charitable Incorporated Organisation and the constitutional document used throughout this report period was adopted in July 2018.

The Board of Trustees meet quarterly at a minimum with additional meetings for specific purposes as required. A Trustee term is 3 years, at which point Trustees must be reappointed. Chair and Vice Chair roles are appointed or reappointed annually at the Annual General Meeting (AGM). The Board proactively recruits trustees who have skills and experience that are likely to be of value to the charity.

Throughout the year this report covers, there were two managers responsible for running the organisation on a day-to-day basis and they report directly to the CEO. The management team have an excellent relationship with the board of trustees and the CEO meets regularly with the Chair of Trustees to update on the charity's activities.

The Board of Trustees led a governance review using the Charity Governance code in March – June 2021. Actions were set from this initial review and this will be repeated annually.

The charity works closely with similar charities, schools, local authorities, community health services and local government. We also access support from other charities for training, advice and pro-bono input including NVCO, Small Charities Coalition, Foundation for Social Improvement, CVS, VOSCAR, CITA and ACAS.

Public Benefit:

The Trustees confirm that they referred to the Charity Commission's general guidance on public benefit when reviewing the Charity's aims and objectives for the year. This review was done as part of a wider strategic review process that started in February 2020 and involved gaining

feedback and input from staff, volunteers, and beneficiaries. We have since written a 5 year strategy and business plan starting in April 2022, based on the outcomes of this review.

The activities outlined in the Achievements and Performance section of this report outline how our public benefit was achieved between April 2020 and March 2021.

Reserves Policy:

JIGSAW Thornbury holds a reserve fund to ensure the continuation of the services it provides if the income from grants and support in kind were to fail. The policy is to maintain a financial reserve of at least 3 months' average outgoings, including wages and running costs. This reserve is reviewed regularly by the management team and trustees and any actions resulting from the review will be minuted and followed up at successive meetings.

Monitoring:

JIGSAW Thornbury is an organisation that is run for and by its users, and so it is important that we understand what families with children and young people (CYP) with additional needs and disability (AND) require from our services. We therefore carry out an annual survey to assess how we are doing in this regard. Understanding the needs of the families we support enables us to respond appropriately and to make sure that resources are directed where they are most needed. We also gather feedback from our activities and training to ensure that we are getting it right at the time of delivery. For some activities we may use wellbeing measures or anxiety scale in order to monitor the effectiveness of our services.

We regularly collect data, such as the number of new members joining and attending our services and ask for feedback from members following events that we have carried out.



OBJECTIVES AND ACTIVITIES

The Purposes of The Charity

For the public benefit, the relief and education, of all local children with disabilities, aged 0-18 years, and their families by the provision of therapeutic, educational and stimulating services and activities.

Taken from JIGSAW Thornbury's Constitution adopted May 2017

Our Aims:

Our aim is to support, inform and empower families who have CYP with any AND, with or without a diagnosis, enabling them to grow in strength and knowledge so they are better equipped to deal with the challenges they may face.

"There is such a wealth of knowledge amongst the team that isn't easy to access elsewhere. This knowledge has supported me to find positive ways forward for our family."

We do this in a number of ways:

- Support & Parent/Carer Groups
- SEN-sory Lending Library
- Young Volunteers scheme
- One to one therapeutic music sessions
- Holiday activities
- Training and awareness sessions for parents and in local schools, groups and clubs
- Project 5 mental health and wellbeing programme
- Sensory play sessions

Staff & Volunteers:

We had a staff team of 11 part time staff at the start of this financial year, but sadly 2 staff resigned and we delayed re-recruiting new staff until we had a new venue. We have staff who coordinate our various activities and we also some administrative roles who support the running of the organisation.

We have a wide range of volunteers within the organisation aged from 5 to 75 and numbering approximately 20. During the pandemic we have struggled to provide the opportunities for volunteers to be engaged as we had to run our services virtually. In previous years volunteers have contributed over 700 hours of volunteering time per year, during the 2020-2021 period, this fell to under 100 hours. Due to the age of a number of the volunteers we have found a number are no longer able to volunteer or were unable to come back during the ongoing pandemic. This has impacted us significantly since coming back delivering face to face services.

Without the time and support of volunteers, we would be unable to function as successfully as we do. Things that they do for JIGSAW range from admin tasks to supporting parents at the drop-in sessions, helping at holiday activities, group sessions, lending library, and making cakes for our various activities. We really couldn't do what we do without them. In recognition of our

volunteers, in 2018 we were awarded the Queen's Award for Voluntary Service. This is the highest award any voluntary organisation can receive and is equivalent to an MBE.



The Queen's Award for Voluntary Service
The MBE for volunteer groups

ACHIEVEMENTS AND PERFORMANCE

During 2020-2021 our achievements were less about awards and more about development of the organisation and improving the impact for our families…. and about the organisation and team staying together through the pandemic!

We continue to see our membership grow at a rapid rate, with over 110 new families joining and over 200 children accessing our services during 2020-2021 period. Most of these families have a BS or GL postcode.







A strong digital strategy is a key factor in the success of a charity, and we have spent time looking at our relevant strategies in order to strengthen our resilience. By automating processes, we have reduced workload and increased efficiency, as well as improving our marketing, communications and social media presence. This was particularly important when we had to rapidly convert to remote working in March 2019 when the Covid-19 pandemic first caused us to lockdown. Fortunately, we had already prioritised staff training on Office365, and had instituted the use of Workplace and Workchat, so were able to continue good communication between the team. Like most organisations, video conferencing has become vital to keep the team together and also to provide our services.

Throughout lockdowns, we provided daily content with Virtual JIGSAW. Initially the staff produced resources, such as mindfulness activities, sensory activities to do with the children and some cooking activities, but as time has gone on the young volunteers joined in producing some fabulous content themselves!









We have benefitted from the large increase in online training and webinars available during the pandemic from organisations such as the Small Charities Coalition, NCVO, CAF online, Institute of Fundraising and Foundation for Social Improvement. This has led to a period of staff upskilling in new areas of work. This has been particularly beneficial for the management team who are benefitting from training that previously would have taken place in locations far enough aware that that preclude attendance due to family commitments relating to having children with additional needs and disabilities.

A major challenge we overcame during the 2020/21 period was the building we were using as our family base being condemned. This rapidly accelerated our plans to identify a larger and more accessible venue to deliver services from once restrictions allowed. We were very pleased to identify a venue in the heart of Thornbury in early 2021 and have since moved in and begun delivering face-to-face services again, which we plan to expand on in future years.

SERVICE PERFORMANCE

Support & Parent/ Carer Groups:

Before the Covid-19 lockdown, we were holding term-time weekly drop-in sessions for parents/carers, who were welcome to bring pre-school children or those being home-educated. These sessions always have staff and volunteers present for support and advice; they became a regular time in the week for parents to get together, relax and support each other. Also, once a week we were holding craft sessions (mainly for mums) which was a time for mindfulness and wellbeing. Our sell-out mum's vintage breakfast and weekly wellbeing craft session provided great opportunities to provide support in a less obvious and more relaxed way.







'The group also made me realise that it is so important to carve out time for myself doing something that I enjoy.' Wellbeing craft session

Our inclusion support programme involves a member of the team meeting up with those parents who find it difficult to come 'through the door' at JIGSAW. The team member meets the parent on a one-to-one basis in a café or park and then attends a JIGSAW event if they feel that would help.

The Impact of Covid-19

- All of these activities had to stop when coronavirus hit.
- We quickly converted to virtual sessions which helped a number of families and for those that attended they proved really beneficial.
- We did not attract nearly so many parents as we normally would and they reported that they just didn't have capacity with juggling childcare, home learning, and work responsibilities.
- This programme was turned upside down during the pandemic, but following the first lockdown one-to-one support has become the more common way of working. However,

although this seems to be the members preferred way of receiving support, we just don't have capacity for this to be ongoing at a high level.

- We have also run virtual support groups, but these are not as popular. An additional challenge has been that one of our support coordinators has been shielding, so we have had to adapt her role so she can stay safe.

Case study!

One mum who lived alone with her daughter in a flat with no local support really benefitted from our weekly sessions. She not only accessed the support group, but also our wellbeing sessions and sensory and behavior training. We were able to ensure she had clothes for her daughter as charity shops weren't open and black out blinds to help her daughter sleep.
We felt we needed to use our resources to help those really in need.

SEN-sory Lending Library:







This popular session is normally held monthly on a Saturday morning and allows families to borrow toys and equipment from our extensive catalogue to 'try before they buy'. Our young volunteer's café and craft areas for children to play are usually very popular and a real family social event.

"Our first experience of Jigsaw Thornbury was attending the Lending Library. My children love it there and, even if there is nothing that we currently want to borrow, they enjoy the crafts and social side of things."

The Impact of Covid-19

- The Lending Library was one of the services that initially had to stop due to the lockdown restrictions. Once they were eased, we were able to start the sessions outside with a pop-up gazebo and new procedures to make sure everything was Covid-safe.
- Without the social element of this session we have had a significant drop in attenders. This has subsequently had an impact on the income generated. Previously we would take an average of £150 per session. The income at our Covid-safe sessions is averaging at £27.00
- We are exploring alternative ways to run this service. These include bringing all of our services together at one venue, setting up outreach sessions at other support groups and improving our database/ booking systems.

- Just before Christmas we lost our lending library coordinator. As we had found engaging families difficult and didn't have a venue to run from, we decided to delay recruiting until we had a new venue set up.

Case Study

Twins Jonathon and James have been coming with their family to the lending library for a number of years. Being born prematurely had left them with complex needs that required them both to have support in school.
Staying still and being able to concentrate was one of their challenges. Their TA suggested some items from our lending library that may help the boys concentrate more in school.
They borrowed a 'busy legs', a wobble and a wedge cushion, and a special slope to change the angle of writing.
School were able to trial these items until they got the right combination for each child. They are both now able to stay in class for longer periods and their concentration is improved. This improved their inclusion within lessons and gave them more opportunities to learn and keep up with their peers.

Young Volunteers Scheme:



This scheme continues to be one of our most popular services and usually supports around 30 children from 5-15yrs. We now have a waiting list as we are at capacity.

When it is up and running in its normal format, the young people take part in a wide variety of activities, including sports taster sessions, litter picking, fundraising, and visits from other organisations such as the RNLI and The Guide Dogs. The young people have also learnt new skills such as Makaton and first aid.

The Impact of Covid-19

Covid-19 has again got in the way of this service. We kept in touch with the young people, delivering craft packs for them and sending out motivational messages, but sadly we found it hard to engage with them. Many of our young people find the virtual format challenging and we found families were overwhelmed with the challenges of homeschooling and keeping on top of their paid work.

Our amazing young people did rise to the challenge when it came to the national '2.6 Fundraising Challenge'.



Between them they achieved the following:

- 26km cycled every day for 7 days
- 2.6 miles walked three legged by two sisters
- Over 26 miles cycled in under 2.6 hours
- 26 laps run in the garden each day for 7 days
- 26 continuous hours in a campervan
- 26 cartwheels round the garden
- 26 logs loaded and unloaded
- 26 canvases painted in 2.6 days
- 26 frogs handmade
- 26 friendship bracelets made

They raised an epic **£2,500** and 2 of them spoke on **BBC Radio!**



We were very proud that some of our young volunteers were recognised in the Thornbury Mayor's Youth Awards for their contribution to JIGSAW.

We are hoping to extend this Young Volunteers scheme in 2021 so it can include 15-20 year olds with more of a focus on life skills.

Holiday Activities:



We recognise how challenging the holidays can be for some of our families, many of whom get no respite or additional support during this time. For some families, this may be the only group activities they can attend because it provides non-judgmental & supported opportunities to have fun. We allow the whole family to attend because we feel that the siblings are just as important as the child with the additional needs and it also enables families to spend quality time together.



'Having a sibling with additional needs can be very challenging and knowing that both my children are welcome as equal and individual members in their own right is really important to us. ♡'

Covid-safe Holiday Activities:

- We worked hard to put on virtual sessions over the summer to meet our Covid-safe plan.
- We ran Ukulele, yoga, martial arts and science bugs session, but by far the most popular activity was baking with Rosie.
- The sunny weather as well as a strong degree of digital overload meant uptake was relatively low.
- However, those that did attend had a great time, as the photos and comments show!

"My children absolutely loved this including my teenagers!!! My eldest has agreed to look at joining a martial arts club following this which is wonderful as she struggles with anxiety and this really lifted her mood today."

"..he really enjoyed the session! The small group size works well and when Rosie gives praise to Ernie directly it makes his day! The session is just the right length too as he stays attentive throughout. Thank you!"





"A professional and friendly session and lots of fun! So lovely to be able to take part in these interactive sessions from home"







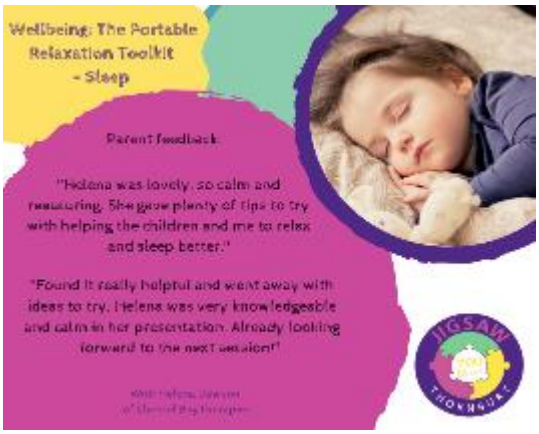
Training and awareness

Our training and awareness events continue to prove very popular, even when we have delivered them virtually. In the last year we have delivered 35 training sessions with 134 members booked on. We also delivered a sell-out conference to parents and professionals.

"Practical and supportive, understanding and non-judgmental "

We have delivered or hosted sessions on topics such as:

- *Behaviour*
- *Sensory Awareness*
- *EHCP (School) Support*
- *Considering wills and trusts for carers*
- *Pathological Demand Avoidance awareness*
- *Wellbeing toolkit (6 sessions)*



We have planned other sessions in the future:

- *Online safety for parent/carers of vulnerable children*
- *Managing ARFID (food avoidance) for parents/carers*
- *Executive Functioning Awareness*

"I thought the information was comprehensive, delivered at a really good pace, there were good mechanisms to check and reinforce what we'd learnt and the info was illustrated very well with case studies. The trainers were great and made it easy and comfortable to ask questions'

Project 5 wellbeing and resilience programme:

Project 5 was produced with the support of various professionals and is based on positive psychology and Minds '5 Ways to Wellbeing'. It is delivered over a number of sessions, with a resource journal for reference once the course is over.

We have delivered it to school years 5-6 at primary level and run an adapted version called Exam Busters for those apporaching their GCSE's & A-levels.

In addition to the conference we have also started delivering 'Train the Trainer' sessions so that schools are able to deliver the programme themselves with our support.

We are currently developing a programme for school years 2-4 with the aim of developing emotional intelligence at a younger age to try and prevent further issues in the future.

Covid-19 changes & the future:

- Due to lockdown we quickly transferred to using the virtual format. Initially we saw a drop in numbers, but as time has gone on we have seen these increase again.
- We also adapted the Project 5 programme delivering a 2-session course for parents on 'Building Resilience in Anxious Minds'.
- Having set up the virtual format, opportunities are arising to provide training to people who are located beyond our normal boundaries. We are aiming to develop a programme of webinars for non-members which will generate income to help fund our other services to members.

WORKING WITH OTHERS

We have continued to work hard networking with other statutory organisations, charities and after school groups looking at potential opportunities to work collaboratively and improve our impact. Many of these projects stopped due to the pandemic, but we have continued working with BALPA, FACE and Krunch SW.

Below are the key organisations we have been working closely with:

- BALPA
- Cadman Wealth Planning
- Castle School
- Collecteco
- Coop Thornbury
- FACE
- Foundation Lodge no.5394
- Krunch SW
- Papilio @ Heritage
- South Gloucestershire Council
- Tesco's
- Thornbury Lions
- Thornbury Rotary Club
- Thornbury Round Table
- Thornbury Town Council
- Thornbury Town Trust
- Twiglet Publishing

- Phase

Corporate Partners:

We continue to be supported by a number of corporates including local solicitors, financial advisors, hotels and supermarket chains.

We have also delivered a number of talks to local groups within the local town, however these have enevitably stopped during 2020 due to the Covid-19 lockdown. We hope to resume this partnership when we are through this unsettling period.

We have been corporate partners with Aztec Hotel and Spa for 5 years now and they have provided parties, swimming sessions and thank you sessions on several occasions, as well as hosting our annual ball and inaugural conference. We really appreciate the amazing support they give us.

'We've had the pleasure of hosting the brilliant Young Volunteers group in the past. It's always been inspiring to see such enthusiasm to get stuck in and learn! We can't wait to work with you again soon'

FUNDRAISING AND DONATIONS

This is one area where we have really been hit hard by the pandemic as many community fundraising events were subsequently cancelled. It also halted plans for our annual ball and conference, which are usually income generating events. We have been very fortunate that the majority of our wages are covered by grants and funders have been very understanding and flexible when it comes to delivery of our projects. We only needed to furlough 2 members of the team, but the rest of the staff were able to continue working despite the obvious challenges presented by the pandemic and subsequent lockdown.

We have seen a significant drop in our income from donations and our own generated income. However, we have been lucky to able to fill that gap with grant funding and have recently been able to secure funding to help with our recovery from this crisis.

Source	Last year (Covid-19 equivalent period)	Covid-19 Period	Difference
Activities	£2,843	£1,463	-£1380
Internal Fundraising	£300	£3,700	+£3400
Donations	£7,321	£600	-£6721
Grants	£12,000	£23,996	+£17,759
Total	**£22,464**	**£29,759**	**+£7295**

We are very grateful to the young volunteers who really were the champions when it came to fundraising for us! We are also grateful to the staff whose roles were diversified and fundraising and developing income generating streams has become their Covid role.

Two new sessions included a teddy bear hunt and walking safari which not only generated income, but also provided light relief for families when alternative activities were in short supply.

Our online shop is developing with items that follow our normal activities and promote wellbeing, including forest school kits and craft packs.

Grant Funding:

We are very grateful to all the funders who have supported us during this period. We have been lucky enough to secure enough grants for us to be able to continue providing all our normal services.

CHAIR'S SUMMARY:

The period of April 2020 – March 2021 saw rapid change which presented many challenges and uncertainties across the sector. For JIGSAW, finding new and different ways to support families with children and young people with additional needs and disabilities continued to be a priority. The extraordinary resilience of our team meant that the vital support we provide to families continued throughout the pandemic. The response to Covid and surrounding challenges by our team has been truly impressive, and whilst the uncertainty continues, it is important take a moment to pause and recognise just how brilliant each individual team member is and the important impact we have been able to achieve by coming together. This includes the fantastic effort from our young volunteers who raised £2,500 during lockdown. They are a true inspiration to all of us.
A large focus for the trustees towards the end of the 20/21 year was governance, something that has continued to be a priority throughout 2021. This began with a review of our governance using the Charity Governance Code and making plans for a board skills audit later in 2021 to further identify areas of development. Since then, we have been very pleased to welcome 3 new trustees

recruited in the summer of 2021, who have all been contributing to our governance improvements with their unique skills and experiences.
Alongside the governance review, we also began a strategic review process in early 2021. This involved a series of focus groups with trustees, staff, volunteers, and families we support using all the popular virtual platforms of the time, such as Miro, Padlet, Mentimeter, and a spin the wheel generator. This listening exercise set us up for the focus of 2021/22 being to formalise our vision, values, and strategy, and begin a business planning process. Our aim is to be delivering against our new business plan from April 2022.
To set us up for success, the 2021/22 period will be a time for the trustees and staff team to begin working more closely together, sharing skills and knowledge and building infrastructure such as a new Project Management Framework. We know that the 2021/22 period will be yet another time of change for JIGSAW. These plans will be successful in the longer-term by our whole team coming together to harness our skills and passion and support each other compassionately. I am personally looking forward to spending time developing relationships with team members and investing in a strong Chair-CEO relationship which will be a foundation for a successful year.
A huge thank you to everyone in the team for the immense effort that has gone into achieving our impact throughout the 2020/21 period, and for the support we have received from funders and partners. I am looking forward to tackling challenges and celebrating successes together throughout the 2021/22 period and beyond.



Hattie Clayton
Chair of Trustees

CEO SUMMARY:

The period of April 2020 to March 2021 will certainly stand out in the organisation's memory as a period of great uncertainty and change. Not only dealing with the challenges Covid presented but finding out our venue was condemned, dealing with the subsequent search for a new home for JIGSAW, and starting a strategic review certainly kept us busy! We were very fortunate to identify a venue early in 2021 and relocated there July 2021.

The new venue is in a central location in Thornbury and will allow all our services to come together in a much more accessible place. We hope that being in such a central location will allow us to raise awareness of our cause, provide more fundraising opportunities, and provide an attractive and welcoming venue for our families to come to for support and activities.

The JIGSAW team have shown huge ability to adapt to change and uncertainty over the last few years, and have become a strong and resilient team, which will stand us in good stead as we move into a new home and increase the size of the team and develop new services.

Future Plans:

- Complete our strategic review and continue developing our business plan for launch in April 2022
- We will be focusing on developing our fundraising and marketing strategies, stakeholder engagement plan, and introduce a project management framework as part of this development work
- We would like to continue to extend our services to young people aged between 18-25
- Explore more partnership working with other organisations to maximise our impact
- Explore ways that we can become more sustainable and less reliant on grant funding in the future

The work that JIGSAW Thornbury does would not be possible without the commitment, enthusiasm and dedication of all the staff, volunteers and trustees. It is a privilege and a pleasure to be part of such a dynamic, forward thinking and supportive organisation.

My sincere thanks and gratitude to everyone who makes JIGSAW Thornbury a very special place to be.

To know more visit our website www.jigsawthornbury.org.uk



Tor Goodman
Founder and CEO

CHARITY COMMISSION FOR ENGLAND AND WALES

Jigsaw Thornbury	1172953

Receipts and payments accounts

CC16a

For the period from	01/04/2020	To	31/03/2021

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Fundraising income	6,491	-	-	6,491	-
Grants	6,300	139,849	-	146,149	-
Donations	17,121	-	-	17,121	-
Activity income	4,941	500	-	5,441	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total *(Gross income for AR)*	34,853	140,349	-	175,202	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	34,853	140,349	-	175,202	-
A3 Payments					
Direct activity costs	730	5,258	-	5,988	-
Wages and volunteer costs	5,913	72,510	-	78,423	-
Premises costs	90	1,040	-	1,130	-
Training	136	2,248	-	2,384	-
Fundraising cost	510	-	-	510	-
Office & IT Equipment	- 258	3,897	-	3,639	-
Other	3,053	2,902	-	5,955	-
Sub total	10,174	87,855	-	98,029	-
A4 Asset and investment purchases. (see table)					
	-	-	-	-	
	-	-	-	-	
Sub total	-	-	-	-	-
Total payments	10,174	87,855	-	98,029	-
Net of receipts/(payments)	24,679	52,494	-	77,173	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	28,485	45,753	-	74,238	-
Cash funds this year end	53,164	98,247	-	151,411	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Current account	47,316	98,247	-
	Petty cash	92	-	-
	PayPal	5,756	-	-
	Total cash funds (agree balances with receipts and payments account(s))	53,164	98,247	-

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		HATTIE CLAYTON	2/12/2021

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name: JIGSAW THORNBURY

On accounts for the year ended: 31/03/2021

Charity no (if any): 1172953

Set out on pages: 1 AND 2 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY. 31 03 2021

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent examiner's statement

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

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

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

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

Signed: [signature] **Date:** 15/12/2021

Name: ARTHUR CROKER

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

Address:

4 TOR VIEW
CHEDDAR
SOMERSET BS27 3NB

CHARITY COMMISSION FOR ENGLAND AND WALES

Jigsaw Thornbury	1172953

Receipts and payments accounts

CC16a

For the period from	01/04/2020	To	31/03/2021

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		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
		HATTIE CLAYTON	2/12/2021