

PENHALIGON'S FRIENDS

England & Wales · Charity number 1189323

Details

Status Registered

Legal form CIO

Registered 2020-05-04

Register [View on the Charity Commission register](#)

Contact

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Trecarrel
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Website www.penhaligonsfriends.org.uk

Activities

Objects: TO RELIEVE THE SUFFERING OF BEREAVED CHILDREN AND FAMILIES THROUGH THE PROVISION OF SERVICES OF INDIVIDUAL AND FAMILY SUPPORT AND PRACTICAL HELP.

Activities: To support bereaved children, including wider support to family care-givers, professionals and the community, enabling them to provide a supportive environment where grieving children can be understood and share their experiences as they move through their own healing process. We provide a range of support services to meet these needs.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Other Charitable Purposes
- **Who:** Children/young People

Geography

- Cornwall

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£311,000	£302,296	-	-
2024-03-31	£275,313	£254,828	-	-
2023-03-31	£213,745	£239,638	-	-
2022-03-31	£240,547	£245,154	-	-
2021-03-31	£154,949	£0	-	-

Trustees

Name	Role	Appointed
Alison Stephens	Chair	2021-11-21
Anna Lisa Pemberton		2022-09-13
Karen Maureen Reid		2022-01-18
Michael Bird		2019-09-01
Nigel Arthur Leslie Hyde		2017-06-01
Steven Michell		2025-10-07
Victoria Lock		2025-03-18

PENHALIGON'S FRIENDS

England & Wales - Charity number 1189323

Accounts



Penhaligon's Friends
Charitable Incorporated Organisation

Annual Report



2024-2025



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Trustees Report

The Trustees present their report and the financial statements for the year ended 31 March 2025.

CHAIR

Dr Alison Stephens

TRUSTEES

The following were Trustees during the year:

Dr Alison Stephens - Chair

William Phillips – Treasurer

Nigel Hyde – Vice Chair

Nicky Sutton – retired 17/09/2024

Mike Bird

Karen Reid

David Perry

Anna Pemberton

Charity Objectives and Structure

Organisational Structure

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together approximately every two months and are responsible for all policy decisions and for the employment of the Charity's CEO; they take an active interest in the recruitment of other staff. Policies are reviewed regularly and, where necessary, are brought up to date when new legislation comes into being or in order to further the aims of the Charity. The charity is governed by its constitution dated 04/05/2020.

Recruitment and appointment of trustees

The existing trustees are responsible for the recruitment of new trustees but in doing so, the trustees seek the recommendations of staff and volunteers and the wider community of Cornwall. In selecting new trustees, we seek to identify people who can bring their expertise, contacts, and knowledge to the Board for the benefit of the aims of the Charity.

In addition to the trustees, representatives from other bodies having connections with child bereavement are invited to join the Board and attend meetings without voting rights as the need arises.

Following appointment, new trustees are introduced to their role and given copies of the CIO Constitution and a guide to Penhaligon's Friends' policies and procedures adopted by the Board. A number of publications from the Charity Commission are also provided including the guidance on charities and public benefit. This ensures that new trustees are aware of the scope of their responsibilities under the Charities Act.

Risk Management

The trustees have examined the major strategic risks to which the charity is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take further action to minimise or mitigate these risks as required.

Our Objectives

Our objectives are to provide support for bereaved children and their families in Cornwall and to provide training and education for other agencies working closely with these children to provide them with the tools they need to help them support children in the community. Each year our trustees review our objectives and activities to ensure they continue to reflect our aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.

Vision

Changing bereaved children's lives.



Mission

To provide a supportive and educational environment where grieving children can share their experiences as they move through their healing process. To support family care givers, schools, professionals, and the wider community in responding to the needs of bereaved children and young people. To provide training in childhood loss and grief for family care givers, schools, professionals, and the wider community in Cornwall.

We will fulfil our mission by:

- Responding promptly to all requests for advice, information, and support.
- Communicate with families and children to explain about our bereavement support and offer them an opportunity to ask questions.
- Offering a range of support service to meet the needs of our community.
- Maintaining policies and standards of practice, relating to our work with the children, and the engagement of volunteers and employees.
- Offering training and support to all volunteers, care givers and professionals from other statutory and voluntary agencies.
- Monitoring and evaluating the service in order to shape service delivery and to provide evidence of monitoring to grant funders.
- Having due regard for the health, safety and wellbeing of children and volunteers.

Data Protection

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept securely. Our policies are reviewed regularly to ensure we are up to date with current legislation, including registration with the appropriate authority.

Use of Volunteers

Volunteers are an important resource in the work of the Charity. Volunteers are involved in the majority of our activities, and we have around 50 people regularly giving their time to support our activity.

DBS for Trustees and Volunteers

In recruiting trustees and volunteers, Penhaligon's Friends ensures that it meets all the requirements of Cornwall's Safeguarding Board in relation to safe practice, including appropriate use of the DBS.

How Our Activities Deliver Public Benefit

Many of our activities delivered throughout the year are of direct benefit to the public. Our charity supports bereaved children and young people up to the age of 18 years. We also help parents, carers, and professionals to give effective support, which includes thinking about support around terminal illness in the family. The person who died may have been ill for a while or died unexpectedly. We use a variety of practical and creative tools to help children and families share their thoughts and feelings and give them the opportunity to meet others. We are aware of the impact that bereavement can have on the normal development of children and young people and aim to offer services to reduce this and increase resilience.

Our activities recognise how children experience grief. We therefore include time to have fun and include creative activities, as well as time to focus and work through emotions and feelings. We support the whole family using a child-focused approach.

The amount of time spent with the children and their families is obviously much less than others who have day to day contact with them, such as family members, education staff, social workers and so on. For that reason, we also offer training to professionals having contact with young people so that they can understand better the concerns and needs of bereaved children and young people.

Our range of services includes:

- **Telephone Information and Advice** – This is given on contact/referral to the service, usually accompanied by leaflets, loan of books, postal packs, resources etc. Ongoing support is available over the phone with welfare calls, and families are able to call back at any time.
- **Family Visit** – A meeting with the family at a place to suit them, home/ Family Hub/ School/ PF office. We use this time to listen to the family's story and explain our range of support. This helps determine the most suitable form of support for the family.
- **Memory Day** – Children, young people and their parents and carers attend a full day to remember the person who has died, to share feelings, to meet other children in similar situations, to reduce isolation and to improve communication within the family.
- **Teens Support Groups** - Giving teens a regular time and place to be able to meet up with others to take part in fun activities and have someone to talk to. Our monthly groups operate in Blackwater and Bodmin, meeting face-to-face.
- **Family Support Groups** – Giving parents a regular time and place to be able to come along and meet up, alongside activities for their children. Our monthly group runs in Blackwater and Liskeard.



- **Social Activity Days** – Planned social days for teens and additional days for families to enable peer support and access to varied opportunities such as water sports/ local attractions/ craft days.
- **Individual Work** – A piece of work to explore more complex grief issues, this is carried out by trained volunteers and staff, typically within school environment following appropriate assessment of need.
- **School Support** – Support and advice for staff and students in schools and colleges following a death in their community.

Training

Level 1 Childhood Loss & Grief – A 3-day course in the theory of Childhood Loss & Grief.

- Suitable for all professionals who come into contact with bereaved children in the course of their work, volunteers and those wanting to gain understanding of how best to support bereaved children.

Level 2 Childhood Loss & Grief – A 4-day course in therapeutic skills and practical applications of theory.

- Building on the Part 1 course this enables participants to significantly enhance their knowledge, therapeutic skills and understanding in relation to their own work, or to become a volunteer with Penhaligon's Friends.

One Day Workshops – Bespoke training for groups to develop skills, confidence and increase resources when caring for bereaved children.

- Suitable for those who regularly come into contact with grieving children through their practice, i.e. Social Services, Health and Education workers, Counselling and Pastoral Services, Clergy, Funeral Directors.

Volunteer Training Programme –

Our free one-day 'Get Started' Volunteer Training is a great introduction, giving an overview of our charity with an insight into volunteering roles and options for getting involved whether it be to fundraise and support community events or to help with our Family Services work.

Once completed, this one-day training then gives the option to continue to a free two-day 'Get Going' Training which enables volunteers to help with family support, such as helping with Memory Days, Family Groups and Teens Groups. Volunteers can also access the Level 1 & 2 Childhood Loss and Grief training (above) as desired.

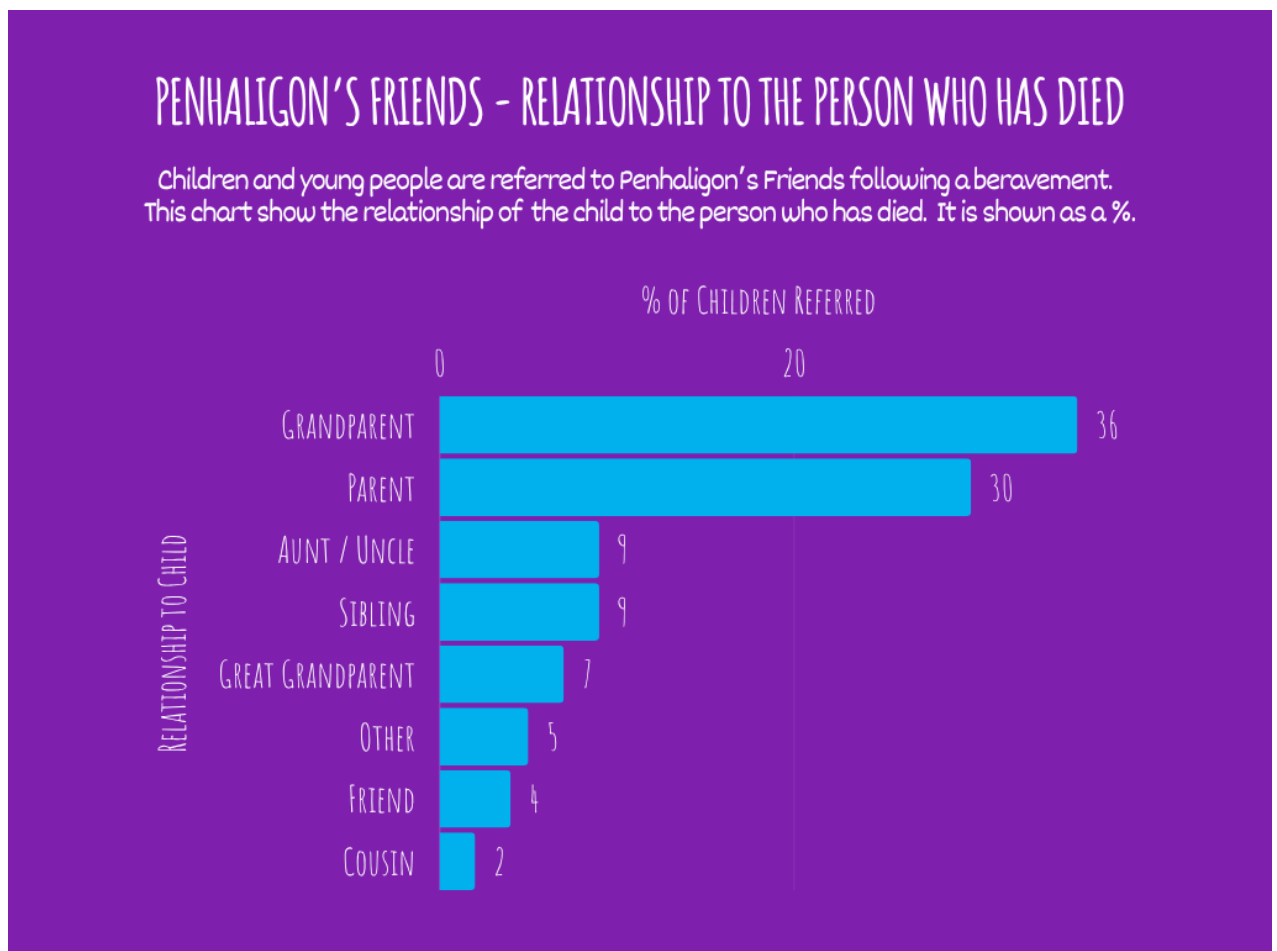


Chairman's Report

The Board of Trustees takes great pride in supporting and witnessing the compassionate work according to the organisational mission of Penhaligon's Friends. Another year has flown by, evidencing, under the leadership of Julie, our ardent and compassionate CEO, the hard work, dedication and commitment of all staff, volunteers, funders and supporters of the charity.

2024-2025 has been one of both change and consolidation for our charity. We said goodbye to a long-standing trustee and valued colleagues, while also welcoming new team members whose experience and expertise have already enriched our service delivery. We were also delighted to see the return of a much-valued colleague to her previous role, bringing both stability and continuity to our small but strong team.

Collaboration has been a key theme this year. Our CEO and Family Services Lead have continued to work closely with other bereavement charities and, most significantly, have been part of the development of a new Alliance within Cornwall. This partnership approach allows us to strengthen services across the county, ensuring that children and young people receive timely and effective support when they need it most. Partnering with other community providers enriches the experiences of children, families and colleagues, alike.



Despite reduced financial support from some central sources and previously generous funding organisations, our dedicated staff and highly committed volunteers have continued to deliver outstanding work. Their flexibility and resilience mean that, even in times of uncertainty, children and families can rely on Penhaligon's Friends. I am also pleased to note the new relationships nurtured with local businesses, which are enabling us to establish fresh income streams and expand the base of our support.

The ethos of our team remains one of openness, collaboration and joint learning. This shines through in the way they enable children and young people to face and remember some of the saddest moments in life with safety, dignity and, at times, joy—through talking, activity and companionship. Feedback from children, young people and their families consistently highlights the profound impact of this care, offering a moving insight into its true value.

As we approach our 30th anniversary in 2025, we are planning a year of celebrations, fundraising and reflection. Alongside this, we have been working with the Cranfield Trust to shape our new strategic plan, which will be launched at our AGM in the autumn. These objectives will guide us into the next phase of our journey, helping us build on the strengths we have developed and address the challenges of a changing funding landscape.

On behalf of the Board of Trustees, I extend my heartfelt thanks to all of our staff, volunteers, funders and supporters. Together, you make it possible for this vital, local service to continue delivering with the responsiveness, compassion and quality that children and families in Cornwall both need and deserve.

Alison Stephens



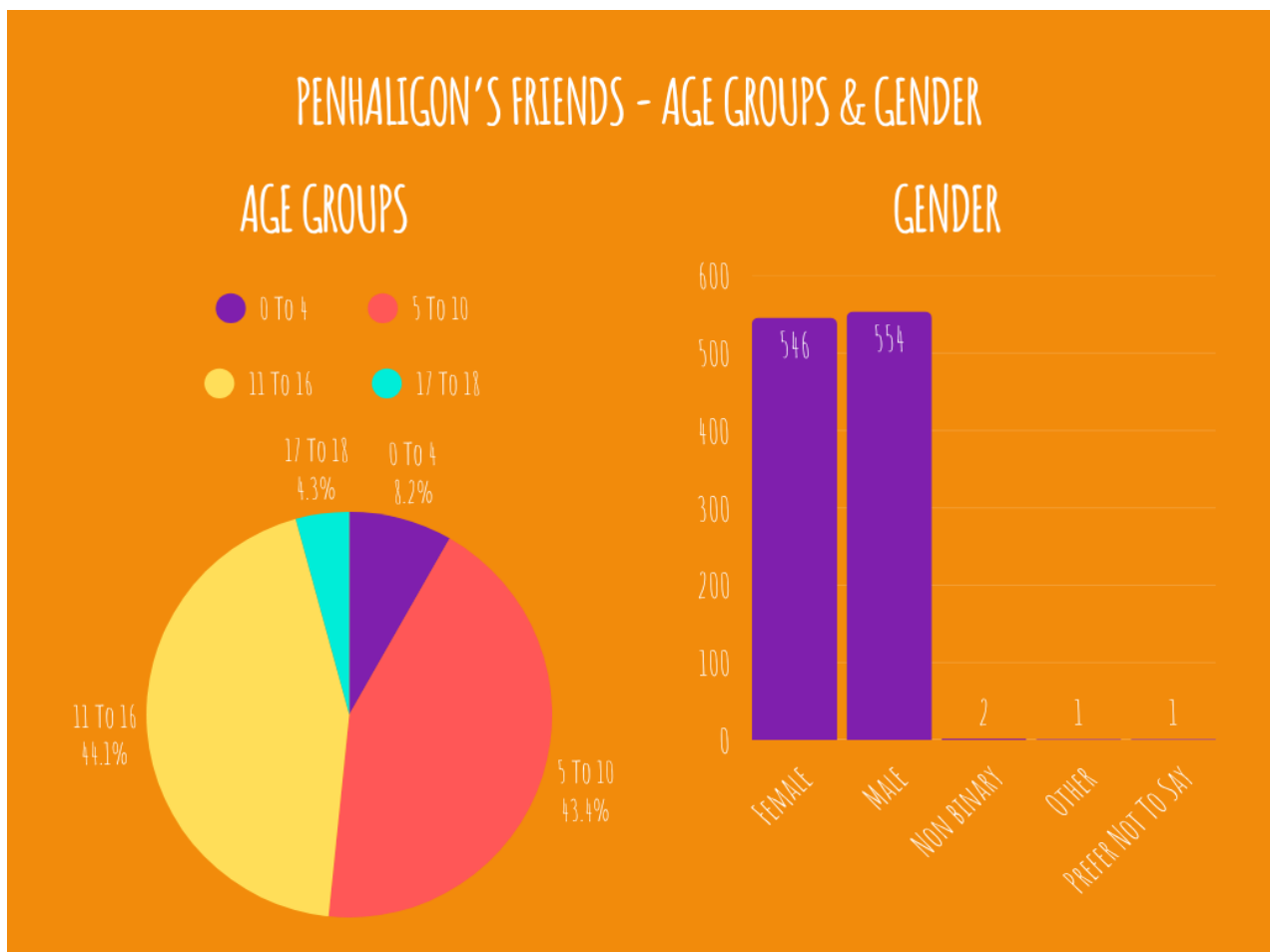
Dr Alison Stephens, Chair Penhaligon's Friends



CEO Report

As we reflect on this last year, I am proud to share the progress, challenges, and impact of our work at Penhaligon’s Friends. Supporting children, young people and their families through the deeply personal and often isolating experience of grief has never been more critical. With 1104 children referred to our service throughout the year our team have been very busy. These numbers represent more than statistics—they reflect lives impacted by significant loss. Penhaligon’s Friends has continued to grow and respond to the levels of need we see in our community.

2025 is our 30th year of providing vital bereavement support in Cornwall, and I am proud to work with the team of staff, volunteers and Trustees. I have been working with Penhaligon’s Friends now for 19 years and have seen the charity develop into the professional, reputable, accessible, family friendly organisation it is today. The numbers of children supported grows each year and the service is reviewed and adapted regularly to respond to the needs. Our staff team and volunteers have worked together to maintain a high level of service to our children and families, schools and the wider community and to deliver training across the county.



We have spent time working on our Strategic Plan this year, with support through The Cranfield Trust, and in particular with a wonderful volunteer, Ajay Ram. Ajay has guided and supported us through the process enabling us to develop a meaningful strategy for the next 3-5 years. This has been an incredibly worthwhile project, and we have learnt so much through the development of the plan.

This last year has also brought challenges; there has been a rise in demand for services and funding has been harder to achieve. Despite strong community support, we must continue to diversify income sources to ensure sustainability.

Staff

This year has seen a few changes on our team, we said goodbye to our Family Services Support Worker, Jo and welcomed two new staff onto the team – Fiona Shuttleworth and Hayley Thomas. This brings our Family Services team up to 5 staff which will ensure we are able to maintain our service with increasing referral numbers. Natalie has also left the charity, moving away from Cornwall, she was our Volunteer and Events Coordinator. We took the decision to divide the role and have welcomed Jane Yeomans into the team as our Volunteer Coordinator. Jane will be focussing on supporting and developing our current volunteers and recruiting into the team to meet the needs of our community.

I am so grateful for the dedication, knowledge, experience, and enthusiasm of all our staff team. Our office really is an inspiring place to work, and I thank everyone for their creativity, patience, and adaptability as we continue to deliver our service to meet the needs of our families and funders. Our reputation is built on our team values.

Volunteers

I am so grateful to our wider team, our incredible, talented, and passionate volunteers. Each hour contributed is invaluable to us and the skills and experience they bring from their own backgrounds helps to make us a strong and professional organisation.

Our volunteers are the heart of our organization. Their dedication, time, and passion have made a profound difference in our work and in the lives of those we support.

This year 45 volunteers contributed many hours across our various services, events, and training courses. From hands-on support with Family Services to supporting our fundraising, each volunteer brought unique skills and a deep commitment to our mission.

I would also thank our Trustees for all their time and support, their contribution to governance and to our general activities is significant. Through our Business and Strategic Planning, and our Board meetings they help to shape and govern our work in a meaningful and safe way.

Contributions from volunteers have helped us to achieve another successful year, and we are privileged to have all our volunteers as part of our community.

Grants and Donations

The charity's income continues to be achieved through a variety of sources - grants, donations, contracts, fundraising, corporate support, training, and sales. We continue to look for new opportunities to secure our future.

Funding from Cornwall ICB and the Benefact Group's Movement for Good programme have provided the largest income, with other project funding from National Lottery Community Fund, Cornwall Community Foundation, Bolingey Barbarians, Department for Health and Social Care, Coop Local Community Fund, Postcode Local Trust, Masonic Charitable Foundation, and Trusthouse Foundation. We also have several grant decisions pending, training courses planned and events to attend.

We really value the support we get from local businesses and organisations. This not only helps to increase our funding, but also raises our profile through their communities too, enabling more people to know about our services. More details of those companies who have helped us to make a difference are written later in our report.

Fundraising

Grants only make up a part of our funding; much of our needed income comes from the generosity of our local community through events, donations and fundraising. We are so grateful for the continuing support that we get from both those that know us and from complete strangers!

Thanks to the wonderful support of our fundraisers, businesses and volunteers, this year marked a significant milestone in our fundraising journey. Together, we raised over £145,000 enabling us to reach more children and families and create lasting change in the communities we serve. Special thanks to Richard and his team at Rewind Radio, Andrew Davenport from Focus Technology, Oll and Gwella, St Michaels Mount, Crantock Bale Push, Daisy Carlyon Gibbs, Ant Barrett, Madron and St Columb Young Farmers Clubs and Falmouth Golf Club for working so hard to make a difference for our families.

I hope that you find our report and activity an interesting read and gain an overview of our exceptional service. We are looking forward to working with you all over the coming year to enable us to continue delivering our valued service within Cornwall. We are really looking forward to our 30th anniversary year, and we would love to hear from you if you would like to be involved!

Julie Parker, CEO



Family Services Report

The Family Services Team have experienced a steady 12 months with referrals. We have received referrals to support children, young people, and families and have been able to continue to offer a flexible and responsive service to meet the individual needs of bereaved children and families providing a combination of in-person and at times virtual support depending on what is most accessible for them. This support has been offered in a variety of ways including telephone, group, and individual support.

The Family Services Team has seen some changes. We said goodbye to Jo Spear in April and welcomed Fiona Shuttleworth and Hayley Thomas shortly after. Fiona and Hayley joined Polly Langford, Family Services Lead, Jo Coombes, and Hilary Finch, Family Services Support Workers, alongside our dedicated team of volunteers. The team have a diverse range of skills, knowledge and experience including counselling, nursing, teaching, and youth work in addition to specialist knowledge in bereavement and working with children and young people.

This year we have supported a total of 691 families. Referrals have again, come mainly from families self-referring, followed by schools and other professionals. Common themes for referrals include increased generalised anxiety in children since the death occurred and breakdown in communication between the carers and children within the family unit. We have also continued to see young people referred with indicators of traumatic or complicated grief and there has been a noticeable rise in referrals for young people who have had a decrease in their attendance in school since the bereavement. We have also noticed that many of the young people referred to us either have a formal diagnosis of neurodivergence or the family/professionals referring feel they may have traits to indicate that they have neurodivergence, which adds another complexity to the grief they are experiencing.

1104 children and young people were supported by Penhaligon's Friends in 2024/25.

29 referrals were for support for anticipatory grief, when someone they know has a serious illness.

Support offered by Penhaligon's Friends Family Services Team over the last 12 months:

- Telephone, in person support and at times virtual support and advice to families and professionals either during times of anticipatory grief or following a bereavement.
- Postal packs for bereaved children and young people who have been referred and supported by Penhaligon's Friends.
- Postal Packs for children and young people referred to Penhaligon's Friends when someone they know has a serious illness.
- Family visits in the office, home, schools, or local family hubs with the option of virtually if needed.
- Teens group for secondary school and young people up until the age of 18, running monthly at Blackwater Village Hall and Bodmin Family Hub.



- Family group for children and their parent/carer – for children of any age up until secondary school education. Running monthly at Blackwater Village Hall and The Liskerrett Centre in Liskeard.
- Individual face to face (with the option for virtual if preferred) grief focussed support sessions for young people. These sessions are non-clinical often involving psychoeducation and usually follow an individual assessment for the young person first to ensure that the sessions will meet their need.
- Memory days for the children and adults within the family.
- Support and advice to schools following a bereavement or critical incident, including in person support where there has been a significant impact on a wide number of pupils and staff within the school community.
- Training for a wide range of professionals supporting bereaved children and young people both online and in person.
- Termly online support sessions for staff working with children who are bereaved or anticipating a bereavement in education settings.
- Family Fun and Teen activity days.
- Family Day and Postal Packs for families bereaved by suicide.

Family Services Staff have continued to be available on the office number and via email Monday - Friday 9am - 5pm to answer any queries and provide families and professionals with general support and advice in a timely way.

What Services Penhaligon's Friends Offer and Why

Families and professionals are encouraged to contact Penhaligon's Friends at any stage following a child or young person's bereavement if they would like some support or advice. It is never seen as too soon after a bereavement or too late. In these early days we provide practical and emotional support to the trusted adults (parent /carer or professional) in the children and young person's life. This might include information, support, and advice around how to break the news, communicating and talking to them about death and dying, how someone has died, how they can be involved in funerals and other rituals, understanding children's reactions and how to respond, how to support them to express their feelings and information about services to support the adults.

At Penhaligon's Friends we understand that every bereaved child, young person and family's experience and journey is unique. We aim to take time to really listen and notice what is going on for them so that we can work out together what might be helpful for each individual and family. This is informed by 30 years of Penhaligon's Friends experience supporting bereaved children and families and what they have told us helps, as well as current practice research such as that summarised by David Trickey (Consultant Clinical Psychologist at the Anna Freud Centre and Co-director of the UK Trauma Council).

We can't and don't try to take away the pain of the loss, but we do aim to reduce and minimise the negative impact of bereavement and grief. We know this is essential, as in addition to the research on why some bereaved children and young people struggle to adjust to bereavement,



there is also research and practice guidance which highlights their increased risk of suicide and vulnerability to other safeguarding issues and particularly for those bereaved by suicide. We are commissioned by the Cornwall CCG to deliver postvention support to children and young people bereaved by suicide.

Below is an explanation of what we provide and why, based on this information. First and foremost, we do this by supporting and strengthening the child or young person's existing support network, based on the three component Model NICE Guidelines (NICE 2017). This is to enable them to give their children and young people age and developmentally appropriate information about what has and is happening, to begin to make meaning of what has happened and ask questions; have permission to express emotions and to normalise different emotions and reactions and create opportunities to say goodbye whilst also developing a continuing bond. Where appropriate, families are offered regular welfare calls providing ongoing bereavement support and advice for as long as they feel is needed.

We provide opportunities for families to be supported together, to strengthen relationships and communication about what has and is happening following a bereavement. We do this through family visits and family group for primary school age children. Our memory days, family and teens groups are offered in recognition of the value for bereaved children, young people, and parents / carers to have the opportunity to meet others who may have had similar experiences. For those children and young people who are having difficulties with their grieving process, or if it has been complicated or compromised in some way, we also offer one-to-one bereavement focussed support, usually for up to 6-8 sessions.

Finally, we work closely with a wide range of other professionals and organisations at an individual and strategic level to develop services that work collaboratively to understand and meet the needs of bereaved children and young people and those with complex needs.

Information and Resources

392 Postal packs were sent to children and young people.

Postal packs include a selection of resources and information to support the young person in their grief such as: a young people's leaflet on grief, ways of remembering the person who has died, ideas for managing difficult feelings and some items to support emotional regulation and provide comfort. The packs are well received and are often talked about in follow up telephone calls or visits.

All families referred to Penhaligon's Friends are also sent a welcome pack with information regarding the charity, details about confidentiality and data protection as well as a booklet with details of a wide range of support services for children, young people and adults.

During our contact with families, we often send out additional resources and information depending on the need identified. The team are always updating and developing a range of different handouts for parents / carers and young people and sourcing new books on bereavement for different ages and stages.

We have received further donations this year of matching pairs of fabric hearts which have been extremely well received, particularly when children are experiencing separation anxiety.



Serious Illness Postal Packs

Families can contact Penhaligon's Friends when their child knows someone with a serious illness. This can be a curable or incurable diagnosis, and they feel they could benefit with having some support and guidance on how to tell their child. We can also help the family be more aware of how the child may react and what may help them during a time of uncertainty and change.

The funding from the Cornwall Community Foundation (Health Improvement Fund) has allowed Penhaligon's Friends to develop some new resources that we can put together in postal packs for children and young people when someone they know has a serious illness. Included in the pack is a new booklet 'When someone you know has a Serious illness... All you need to know' This booklet has been beautifully illustrated by Jen Nightingale and has information specifically for children and young people (approx. age range 8-16 years) about what they might be experiencing, feelings they may have, suggestions of things to do to help themselves, ideas on how to tell others how they feel and what's happening in their life and where they can access support for themselves during this time. There is also a postcard with the slogan 'Each Family Finds their own way to adjust; you will find yours'... this is one of our beliefs at Penhaligon's Friends and recognises that not one family's needs will be the same as another.

Within the postal pack we can also put our new 'all about feelings and emotions' z-card. Again, beautifully illustrated by Jen Nightingale, who created the emotion fuzzy characters, the z-card is for children and young people cognitively around the age of 6-11 years of age to help them recognize different feelings we have, how our body may respond to the feeling and what can help when we feel this way.

The postal pack also contains some tangible items, including a hot chocolate (to drink and have a moment of calm whilst they look at the pack), a sleep balm (many children have sleep disruption and disturbances when someone they know is unwell) a note pad and paper (to write down thoughts/journaling) and a sticky note pad (to leave messages for others to aid communication at a difficult time).

There is also a pair of felt hearts. These can be used for the young person to stay connected with the person who is unwell at times when they cannot be together, i.e. if they are in hospital having treatment. The heart can be a reminder of their love when they can't be together and give comfort if they are finding things difficult.

The last thing in the pack is a newly developed activity called 'Jar of Treats'. Again, illustrated by Jen Nightingale, this is an activity to encourage and remind young people that even at difficult times you can have permission to do things that you enjoy and to take time for yourself or be with others. We recognise that at times of change it is difficult for young people and their family to feel they can still do things that you can look forward to. The 'Jar of Treats' helps give young people and families a reminder to still look forward and to decorate a jar then cut out and put the things they would like to do either alone or together in the jar. There are suggestions such as 'plant things in the garden' and blanks for children and adults to put their own ideas down. The jar of treats can also be used to create memories, connect with family or friends and hopefully create some joy in the child's world.

The funding has enabled us to develop all the resources that now go into the postal packs.

Professionals can refer families to us and then packs can be sent out to the young people in the families that would benefit from receiving a pack.

The individual resources (z-card, Serious Illness booklet, postcard and jar of treats) can be sent out to professionals working with young children separately from the pack if they felt they would benefit and be useful for them and we also give out the individual resources at events and training.

The packs and resources have so far had a really good response, especially the z-cards to help open up conversations about feelings with the adults around them and recognize feelings in themselves.

Support to Parents and Carers

691 families were supported by Penhaligon's Friends this year.

Support to parents and carers will always include initial email, text and / or telephone contact depending on their preference. Follow up contact may be brief, or it might continue over a number of years. Parents and carers also know that they have the option of contacting the service again in the future if needed up until their child is 18.

Support to Schools and Education Settings

Schools and Education settings regularly contact the Family Services Team for advice and guidance around supporting bereaved children and young people in their community. We are always happy to offer suggestions, share resources and also sign post to other services where appropriate. We also liaise with schools regarding individual children and young people with the consent of their parent / carer to support the understanding of the impact of bereavement and the support the children and young people receive.

28 Schools and Education settings were supported following a sudden death in their educational community.

We continue to be contacted by schools and settings for support, advice and guidance following the death of a student, member of staff or parent which has impacted the wider community. We have worked closely with the setting's senior leadership and pastoral teams, the Local Authority School Effectiveness Service Manager and Education Psychology service to ensure a co-ordinated response to the school and community. Often, this is support provided over the telephone; however, we have provided in-person support to staff and students at 6 schools over the last year following the sudden death of students. This involved our presence in the school setting for a half or full day and on some occasions for multiple days.

Virtual Support for Education staff:

- Termly virtual support sessions have been provided by Polly Langford and Sally Penna-Bray, Senior Educational Psychologist. These sessions are offered to all staff in education settings in Cornwall who are supporting children and young people who have either had a significant bereavement or have a family member with a serious illness. The sessions provide a safe space to share what is going on for the children in their setting, behaviours they are seeing and for support and guidance to be given to help staff feel more confident and equipped to meet the needs of children in their care.

- 'Remember Me' Bereavement training funded by and for Early Years settings 3 times a year co-delivered with Emily Wade (Senior SENCO for the Early Years Inclusion Service). A training session delivered for all staff working within Early Years settings in Cornwall to provide knowledge and skills on how children grieve and what children and families of this age group need to ensure best practice.

Our annual 'Remember Me' training event for schools and settings dealing with childhood loss, bereavement and critical incidents was well attended in May 2024.

We continue to remain part of a countywide Bereavement & Critical Incident Core group, made up of representatives from Cornwall Council's Schools Effectiveness Service, Education Psychology, Education Safeguarding, Early Help Hub, Cornwall Council Early Years, Public Health and other key services. We have also supported the integration of this with the Suicide Surveillance Group, focussing on suicide prevention and postvention.

This year we have continued to work alongside The Cove to deliver training days for education staff working in schools across Cornwall supporting children who have a relative or close friend with a cancer diagnosis. We have helped co-facilitate the training day and provided guidance to The Cove around content for the day. We also help facilitate the follow up supervision sessions for staff who attended the training day. The training days have received positive feedback and were well attended and over the forthcoming year will be offered again to schools across Cornwall.

We also have a termly newsletter specifically for education settings providing up to date information and resources on support for bereaved children and young people.

Family Visits

108 families received Family Visits in 2024/25.

The number of Family Visits undertaken over the last year have been similar in number to that of 23/24. The Family Visits allow us to have the opportunity to touch base with all family members who have been impacted by the death and to facilitate an environment where all family members have permission to talk about how things have been for them and a space to explore how they have been feeling, which can often be the first step to enabling communication to start between family members again and open up conversations that help support each other with their grief.

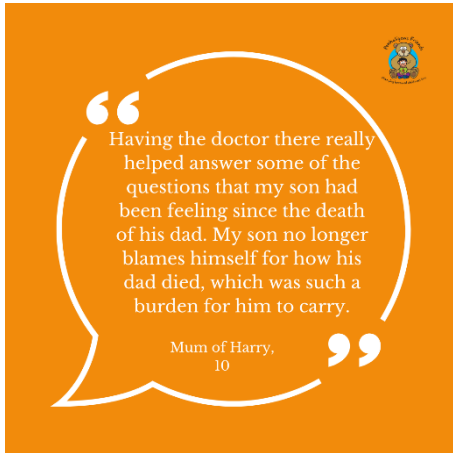
Memory Days

1 Memory Day took place in 2024/25.

We had a well-attended Memory Day in July 2024, with 6 Families. Although another Memory Day was offered to families in March 2024, we did not have the uptake to run it. Families contacted mainly felt they did not feel the day was needed. On reflection we feel that prior to being offered a Memory Day many families had received postal packs, Family visits and some attended groups and therefore possibly their needs had been met without feeling the need to attend a Memory Day.

Families who attend often tell us that they are surprised at how much they felt able to share and that although it's an emotionally demanding day there is also a lot of fun and the opportunity to make connections with others.

Lots of lovely feedback was provided by the families who attended and some of the things that people told us they found helpful were:



Our Memory Days wouldn't be able to happen without our team of volunteers, both new and those who have been with Penhaligon's Friends for many years. We are also grateful for the continuing use of Truro Prep School who, at a reduced cost, allow us to use their wonderful buildings and beautiful grounds, which provide the space and a safe, calm environment which is crucial for the day.

We are also fortunate to have some wonderful Doctors who volunteer their time to help at Memory Days for 'Doc Spot'. This is an opportunity for children in the groups to ask the Doctor questions – this can be any question that they may be wondering about, either in relation to the death or in

reaction to their own health or health of others around them.

One to One Work

30 children and young people had an individual assessment, and 19 children and young people received individual support in 2024/25.

Over the past year we have continued to provide one-to-one grief focussed support for young people. This support has usually been when their bereavement or grief has been traumatic, complicated, or delayed in some way and it is felt that they may benefit from some support outside of their usual support network.

Prior to any individual support work an individual assessment would always be undertaken first to determine the need and appropriateness of one-to-one grief focussed support. Young people need to feel safe and supported to be able to benefit from these sessions and sometimes we may suggest that other supports are put in place first or alongside the grief support. For example, if there are significant needs around their mental health, safety, or their family's circumstances. We work closely with the parent / carer and professionals around the young person to ensure appropriate supports are identified. Where individual grief support sessions are agreed, the sessions are non-clinical, structured and bespoke to the individual needs of the young person, with the aim of helping them to process their grief and, if appropriate, help them maintain a continuing bond with the person who has died. The sessions may include exploring difficult feelings associated with the bereavement, things they haven't fully understood or have questions about or are worrying them, creating opportunities to remember or say goodbye, building and strengthening healthy coping strategies and a sense of hope for the future.

Once individual sessions begin, the one-to-one trained volunteers engage in a minimum of monthly group supervision via TEAMS or face to face to support the work.

Support for families bereaved by suspected suicide.

We received referrals for 49 families bereaved by suspected suicide in 2024/25.



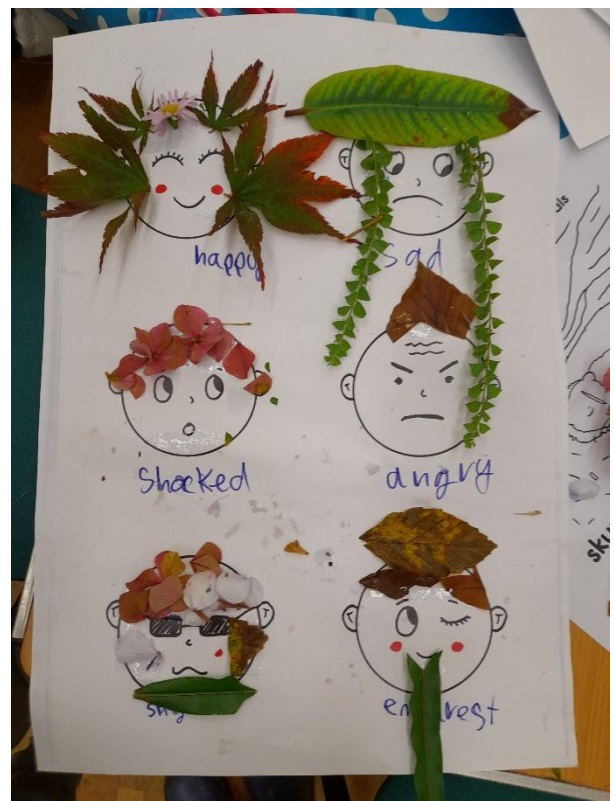
This year we received a Department of Health and Social Care's (DHSC) 2023 – 2025 Suicide Prevention Grant Fund (SPGF). This enabled us to put together some postal packs with information and tangible things to comfort both adults and children who have been affected by the death of someone when suicide is suspected. The packs have been well received and given some comfort and support to families at what can often be an overwhelming and confusing time for all affected.

With the grant money we were also able to offer a Family Day that we called 'Sunlight Day' for families bereaved by suicide. The day took place in November 2024 at a tranquil venue in Truro, Epiphany House, and 5 families attended (16 people in total). It was an opportunity for families to come together and connect with each other. For those left behind bereavement by suicide can often feel isolating and cause feelings of guilt, shame and can feel harder for those affected to look forward to the future. The focus of the day was self-care and permission to let go of some of the harder memories and to help families look forward to the future. Following the success and positive feedback received from families we would hope to be able to offer the Sunlight Day to families again in the future.

Family Group

This year our monthly Family Groups have continued to meet in both Liskeard and Blackwater and have grown, with numbers attending being between 10 and 20 (adults and children) at each session. In total 176 people attended (children and adults) and that's 83 different families.

The sessions have a basic structure to help the children feel secure and we usually start with some mindful colouring to settle the children as everyone arrives. We then either start the activity or share a story. We have lots of fun together



being creative whilst talking about our emotions and how grief can make us feel. Throughout the year we have made dreamcatchers, kites, decorated gratitude jars, planted seeds and used lots of gem stickers and glitter. The children enjoy a variety of snacks and drinks and were particularly excited at Easter when the Easter Bunny delivered a selection of chocolate eggs to the PF's offices. To end our sessions, we often play a game, and the firm favourite is the parachute, which of course calms the children nicely ready to go home!! The adults find it useful to have some time to talk and share how things are for them and have a hot drink with a biscuit. They are usually supported by some of our wonderful volunteers, and we regularly have 2 or 3 attend each session. It's been lovely to see the children and adults develop trusting, supportive relationships with each other and Penhaligon's staff and volunteers.

What parents have said about our Family Groups:

Family Group Feedback

A wonderful, safe family group that helps children (and their adults) to make sense of and process their grief.

A place to feel part of a group when you feel most alone. It's good to be able hear other people going through the same things and listen to their advice, and ways they've made things work for them and their children.

Thank you for providing this service, it's been so helpful for me and my children. It's an invaluable service for children who have lost someone. There's nothing else like it.

Keep going guys, you do such a wonderful job. It's appreciated so much, you've helped us in ways we never thought possible. Thank you.

Family Fun Days and Activities

April 2024 Trevassack Lake Family Fun Day

Five intrepid families joined us on an overcast day for a fun filled activity day at Trevassack Lake.

Everyone had such a good day and got to try a variety of activities. We kayaked, paddle boarded and sailed. Some children, young people and adults were quite apprehensive but with encouragement from the amazing instructors were soon leaping into the lake off boats and paddle boards. Two families said that they had not laughed so much for a long time, it was so great to see so many soggy, happy memories being made.



May 2024 Trethorne Leisure Park

Fifteen families joined us at Trethorne Leisure Park for the day. They played together, ate together and had lots of fun. There were go karts, a small climbing wall, swings, pedaloes, seesaws, bumper cars, massive indoor play equipment and animals to pet and say hello to.



August 2024 Lappa Valley

Lappa Valley kindly invited us and some of our families to have a fun day out at their park. Sixteen families joined us for the day, and some caught the first train there, played all day and then caught the last train back, the adults were exhausted. Everyone had a lovely time exploring the park, riding on the trains and making friends.



August 2024 Rockpool Ramble

During the summer, some of our families attended a Rockpool Ramble organised by Newquay Wild Activities. We met at Newquay where we were transported by minibus to Little Fistral beach. There we were introduced to some of the guides from the team who took us on a journey through the different levels of tideline and showed us many different creatures – these ranged from sea scorpions to blennies and several different species of starfish.

We even got to taste seaweed! The families that attended had a great time exploring and it was great to see connections and friendships formed between members of the group.

December 2024 Carnglaze Caverns

Carnglaze Caverns wanted us to be the first to see their Christmas lights and to welcome a very special visitor. Yes, we got to meet Santa in a cave. It was such a beautiful experience for the children and grown-ups. We decorated pieces of slate from the mine, walked the woodland walk, marvelled at the thousands of sparkling lights, had a delicious hot chocolate with all the trimmings and got to talk to Santa.



Teens Group

29 Young People aged 11-18 years of age attended our Teen Groups in 2024/25.

We continue to provide a safe, supportive space for bereaved young people aged 11-18 years at the two monthly teens groups. Supported by an amazing group of volunteers, Jo Coombes led the group until December 2024 with Fiona Shuttleworth taking over the reins in January 2025. Our young people tell us Teens Group is a place where they feel less alone and 'different'. They appreciate being able to talk about their loss without fear of upsetting others. It has been wonderful to watch them build connections and support one another.

Each month has a different focus, helping teens explore grief in meaningful, age-appropriate ways. In late spring and early summer, both groups looked at expressing and managing emotions creating 'inside and outside' masks and comparing how they feel on the inside with how they present on the outside. Later on, we explored grief rituals in other cultures (Chinese Ching Ming Festival) looking at how families take care of the graves of their ancestors and celebrate them by flying kites. To wind up the summer, we reflected on recipes for self-care while making and eating pizza and cheesecake. It was very messy but delicious! Later on in the year, we worked together to design and make protection for a raw egg to be dropped from a height while discussing self-care and coping strategies. Lots of chat, laughter and egg yolk followed!

2025 began by taking a fresh look at the big picture of our lives, including our support systems. It was good to talk about where we are now, what is tricky and what sustains us. We used this to make three promises to our future selves to be posted back to us in 6 months. During the spring, we looked at various models of grief to help us to understand, communicate and express emotions and feelings. Looking at coping and resilience strategies helped us to get an idea of what works for each unique teen in our group. We chatted, laughed and made connections while making mini first aid kits out of air-dry clay, sensory bottles with glitter and beads and our own model of the 'whirlpool of grief'.

A huge thanks for our amazing team of volunteers help to create the safe space where our teens can share as little or as much as they want to, building meaningful connections and supporting one another.

Teens Activity Days

29 Young People attended our Activity Days for Teens in 2024/25.

In December 2024 a bowling trip was arranged for sixteen young people from both Blackwater and Bodmin Teens. This was a lovely opportunity for the two groups to socialise with each other as well as with others who were thinking of joining.

The atmosphere was cosy, relaxed and full of merriment. Everyone chatted and competed for the best bowl! There was a real sense of belonging within the group. People were naturally chatting, sharing thoughts and feeling comfortable. Fabulous to see everyone enjoying themselves in a lovely relaxing atmosphere.

In the summer of 2024, a small group of young people went for a sail on a tall ship. They were joined by the crew of The Falmouth Sail Training Ship, 'Hardiesse'. Jill Trew, a PF volunteer and keen sailor also came along. As part of the experience, the young people were actively involved in steering the ship, hoisting and lowering the sails. Everyone was supporting and helping each other. A couple of modern-day sea shanties were even sung on deck as we rolled the waves together!

The route started in the calm waters of Falmouth harbour. We ventured into the slightly choppy waves of Falmouth harbour and headed out towards the Helford River. All the young people found the trip an exhilarating experience. One said it had been her favourite activity so far!

Training and links with other professionals

Our service delivery is based on years of experience working within the field of childhood grief alongside the professional skills and training that staff have received to equip them to support families and the children within them as well as supporting professionals, to deliver high quality training to professionals and to ensure that the volunteers who deliver our service are of the highest standard. Within the team we have staff who have completed a level 7 Working in Childhood Bereavement Course, delivered by Hospice UK, and accredited by Middlesex University as well as several courses delivered by Child Bereavement UK and the Anna Freud UK Trauma Council, either specifically related to childhood grief or the impact of traumatic bereavement. This year we have also had team members who attended the Fruit Fly Collective Conference in London and learnt new knowledge and skills to enable us to work better with families affected by a cancer diagnosis and develop the new resources for when a child knows someone who is seriously ill. All staff in the Family Services Team regularly attend safeguarding training updates and we also have staff who have recently attended the ASIST training for suicide prevention.

Three members of staff are Mental Health Champions for Children and Young People in Cornwall and have attended a series of training days, including Mental Health First Aid (Youth). Having Mental Health Champions allows us to access resources and support from other organisations in Cornwall and further update training opportunities over the forthcoming year.

The Family Services Team work closely with a wide range of other professionals and agencies providing information and advice around the needs of bereaved children and young people and referring on to other services as appropriate. We make sure we have current information regarding other organisations and services available to support children and families including those in the voluntary sector. For example, we regularly refer families to Early Help for additional support and share information regarding crisis services and Young People Cornwall's drop-in Support Hubs for children and young people struggling with their emotional wellbeing, whilst continuing to support them as well.

We strive to maintain our relationships with CAMHS and other emotional wellbeing providers and work collaboratively where able. We feel these relationships help facilitate smoother transitions between services and a shared understanding of the needs of bereaved families.

We have a close working relationship with Outlook Southwest Suicide Liaison Service for adults and Public Health which ensures a coordinated response to support for those bereaved by suicide.

We meet once a term with staff from other Children's Bereavement Charities across the Southwest of England and share ideas and discuss current themes that have occurred in our

service delivery. This is a supportive space that helps keep staff updated and staff regularly attend the Childhood Bereavement Network and The National Bereavement Alliance monthly webinars. The webinars are based on the 3-component model that derives from NICE Guidelines (2017) which are informative sessions that help us to keep updated with best practice and informs us about any new or updated resources or services that we can signpost families to.

To help ensure our new staff members can support families and young people to high standards we have a 6-week induction programme that includes participating in any training offered by Penhaligon's Friends for new volunteers and professional training such as our Level One and Two. During the induction period new staff also get the opportunity to spend time in all areas of our service delivery and there is regular reflection with senior members of staff to review progress and ascertain if there are any further learning needs.

We continue to form part of the following strategic groups:

- Cornwall's Multi-Agency Suicide Prevention.
- Real time Suicide Surveillance Groups.
- The Bereavement and Critical Incident Core Group as detailed under support to schools.
- Schools and Communities Group.
- Children and Young People Engagement Network.

Training and webinars provided to other agencies and forums has included:

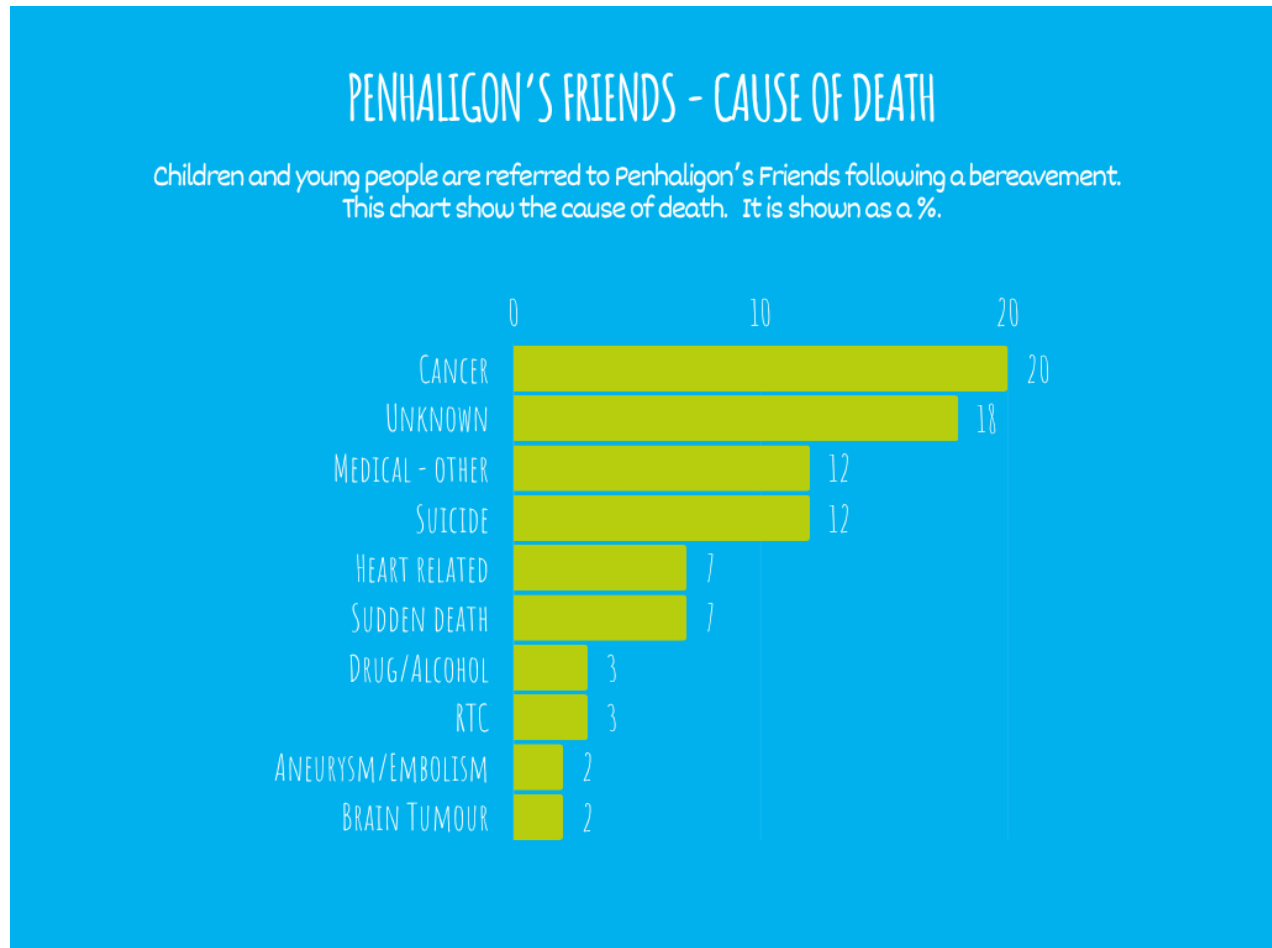
- Autism In Schools Team Collaborative Training Day
- We Are with You drug and alcohol Support
- Joint Agency Response Practitioners (team who respond to the sudden death of a child in Devon and Cornwall)
- National Association of Funeral Directors in Cornwall
- Early Years Network Meeting
- Aspirant Head Teacher Programme - Kernow Learning
- BRAKE – training to Family Support Workers nationally, delivered virtually

Family Services provide a rolling program of training for volunteers who support the family services work, and we also deliver the Level One and Two courses as well as a Combined Course for counselling students when there is a cohort of students interested.

THANK YOU!

A huge thank you to our team of volunteers and staff who, with the help of all Penhaligon's Friends supporters and fundraisers, have supported 1104 bereaved children and young people over the last 12 months.

Our volunteers show amazing commitment, generosity and care which has enabled Penhaligon's to continue to offer the levels of support for bereaved children referred to our service.



Fundraising & Donations Report

We are incredibly grateful to all our supporters who helped make this year a success for Penhaligon's Friends. Through your generosity, creativity, and commitment, we raised vital funds that enable us to continue our work with bereaved children, young people, and their families across Cornwall.

Over the past year, we have seen lots of community-led events and fundraising efforts. From sponsored runs and school bake sales to corporate partnerships and individual donations, the support given to the charity has been amazing.

We're grateful for the ongoing partnerships with local businesses who offered not only financial support but also their time and resources. Special thanks go to **Cornwall's Rewind Radio** for their 48 Hour Radiothon which raised £8,000 for the charity. **St Michael's Mount** and the **St Aubyn Foundation** chose Penhaligon's Friends as their Charity of the Year and raised almost £2,000. They also



kindly organised a Christmas Carol Concert for us, which was such a fantastic highlight of our year. Local businesses **Marks and Spencer Truro**, **Boosters**, **Seasalt** and **Go Cornwall Bus** also donated generously – thank you to you all.

We received some fantastic practical support this year from **Peaky Digital** who gave their time to help with new website development and improving the charity's digital marketing and online presence. The Peaky Team are fantastic, and their support has been invaluable to the charity.

The wonderful **Lappa Valley** and **Carnglaze Caverns** both invited our families to visit for Family Activity Days, we received really positive feedback from our families who appreciate these days out so much. Various organisations have supported the charity in other ways this year; **Carn Brea Leisure Centre** donated 120 selection boxes at Christmas, and 210 Easter Eggs. **Pall Corporation** fundraised throughout the year and also donated Easter Eggs and selection boxes which were very gratefully received by the children and young people who attend our regular groups.



Community groups, churches, and clubs across the county continued to be a great support, contributing through donations and hosting fundraising events that helped raise vital funds and awareness of the valuable service that Penhaligon's Friends offers to bereaved families. **Falmouth Golf Club** were an incredible support this year, raising over £11,000 by holding events throughout the year. We've also received amazing support this year from musicians and choirs across Cornwall, including **Oll an Gwella, Sing Choir, Proper Job Singers, In Tune Choir, Tregony Teachers** and **Tresillan Singers**.

Huge thanks to the many groups and clubs that have fundraised and donated; **Bolingey Barbarians, Madron YFC, 7th St Austell Brownies, St Columb YFC, Cotehele Lodge, Truro Lions Club** plus many more!



Some brilliant events were held in the community to fundraise during the year, including the **Crantock Bale Push** which raised over £7,000. The incredible **Daisy Gibbs** shaved her head for a second time, along with friends, and raised £8,000.



We also had lots of energetic supporters who took part in Iron Mans, ultra marathons, runs, epic walks and many other events. Thanks to **Ant Barrett, Emma Hobbs, Todd Barrett, Alan Jervis, Tom Hubman** and so many more.

In December we ran our Annual Christmas Auction, and it was a great success. We were so lucky to receive some fabulous items from local businesses including hotel stays, day trips, spa days, art, gifts, gin and much more! We raised an incredible £2250 which will help us to directly support bereaved children and young people across Cornwall. Sending the biggest of thanks to all of the local business who generously donated prizes, including **The Alverton Hotel, LWC, The Greenbank Hotel, Nathan Outlaw, Tarquins** and **The Penventon Park Hotel** to name just a few. Thanks also to our amazing supporters for bidding on the auction, we couldn't do it without you.



Thanks to the funds raised over the year, we have provided direct support to over **1100 bereaved children and young people**. We have also continued to run family activity days, support groups, memory days and one-to-one sessions, all offered free of charge to bereaved families across Cornwall.

As we look towards the coming year, we are excited to recruit more fundraising volunteers, develop new fundraising campaigns and build relationships with corporate partners.

We hope that everyone who has fundraised or donated knows how very grateful we are, it really does mean everything to us. You can find a full list of donors at the end of the report, I hope we haven't overlooked anyone.



On behalf of everyone at Penhaligon's Friends - **thank you**. Your kindness and compassion make our work possible.



Jo Woollard, Business Manager



Volunteer Report

At Penhaligon's Friends, our volunteers are at the heart of everything we do. Their commitment and compassion continue to be a driving force behind our ability to support bereaved children, young people, and their families across Cornwall. This year, we are proud to celebrate and reflect on the incredible impact our volunteers have made.

Over the past year, more than 45 dedicated volunteers gave their time to support our work. From delivering one-to-one bereavement support, facilitating family activity days, helping at memory days, assisting with admin and fundraising, or simply lending a listening ear, their roles are as varied as they are vital.

We welcomed 14 people to our Volunteer Training this year. This gives our volunteers comprehensive training to equip them with the knowledge and confidence to support grieving families sensitively and appropriately, or to help raise awareness of the charity and support at fundraising and community events.

We continue to invest in our volunteers, offering regular supervision, peer support, social events and training opportunities.

We're excited to enter the new year with a new dedicated Volunteer Coordinator, Jane Yeomans. Jane aims to review our current volunteer induction, recruitment, training, and support procedures including developing opportunities to regularly check in with existing volunteers, as well as leading a drive to recruit volunteers. As we continue to respond to growing needs, we aim to expand our volunteer base and provide even more opportunities for involvement directly with families, raising our profile across the county as well as supporting fundraising.

To all our volunteers—thank you. Your time, energy, skills and care really do make a difference. We could not do this without you.



Jo Woollard, Business Manager



Treasurer's Report

As I conclude my tenure after nine years as Treasurer, I do so with deep pride in what our charity has achieved - financially, operationally, and in the countless lives we've touched through our support for bereaved children and their families.

In 2024–25, the charity reported total income of £311,000 - an increase of 13% compared to the previous year. In a challenging economic climate, this growth reflects the resilience of our staff, the loyalty of our supporters, and the continued confidence placed in us by grant-makers and partners.

Expenditure for the year rose by 19% to £302,296, reflecting increased investment in our core services - from one-to-one grief support and school outreach, to family away days and support groups. This rise is driven by both higher demand and a strategic decision to expand access to services across the region.

We closed the year with general fund reserves of £151,566, of which £10,000 has been designated for essential upgrades to emergency lighting and IT systems, together with unspent restricted funds of £2,900. Our reserves policy is designed to ensure the charity can continue operating for 12 months under adverse conditions. The remaining unrestricted reserves - £141,566 in free reserves - represent approximately 24 weeks of operating costs. While this is a lean buffer, we anticipate that the addition of a dedicated fundraising post in the next financial year will help strengthen our financial resilience.

The charity holds no significant fixed assets. Trade debtors at year-end stood at £11,500, all of which were received early in the new financial year. No concerns have been raised regarding bad debts.

“

Penhaligon's Friends calm, kind presence on the phone that day brought genuine reassurance in what felt like a completely overwhelming moment. We felt held, supported, and never alone - and I honestly don't know how we would have managed without them.

Head Teacher, following the death of a student. (2025)

”

Over the past decade, I have seen this organisation grow - not just in financial strength, but in purpose, integrity, and reach. We have navigated economic uncertainty, adapted to shifting funding landscapes, and remained unwavering in our mission to support bereaved children with compassion and care.

I'm particularly proud of the robust financial systems we've put in place: systems that are transparent, accountable, and designed to support the long-term health of the charity. The contributions of the board, our auditors, and the executive team have been instrumental in maintaining stakeholder trust and ensuring that every pound is spent effectively and responsibly.

I would like to express my heartfelt thanks to my fellow trustees for their support and collaboration, and to our incredible staff team for their commitment and hard work. It has been a privilege to serve alongside you. As I hand over the reins, I do so with full confidence in the charity's future. I have no doubt that it will continue to grow, thrive, and change lives for years to come.

Bill Phillips

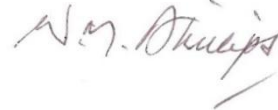
Treasurer, Penhaligon's Friends

The Annual Report was approved by the Trustees of the charity on 20/05/2025 and signed on its behalf by:

Ali Stephens (Chair)



Bill Phillips (Treasurer)



Independent Examiner's Report to the Trustees

I report to the trustees on my examination of the accounts of Penhaligon's Friends (the CIO) for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity trustees of the CIO 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 CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of the independent examination.

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

Darren Perry BA (Hons) ACA DChA

Independent Examiner

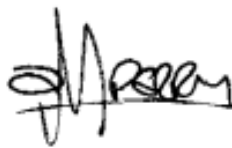
Francis Clark LLP

Lowin House

Tregolls Road

TRURO

TR1 2NA Date: 25th September 2025



Financial Statements

Penhaligon's Friends
Registered Charity no. 1189323

Statement of Financial Activities
for the year ended 31 March 2025

				Period to 31 March 2024		
	General £	Restricted £	Total £	General £	Restricted £	Total £
Income and Endowments from:						
Donations & Fundraising	145,173	-	145,173	114,452	2,500	116,952
Grants	-	157,676	157,676	-	147,894	147,894
Training fees	4,640	-	4,640	7,140	-	7,140
Booklets etc	339	-	339	183	-	183
Bank interest	3,172	-	3,172	3,144	-	3,144
Total Incoming Resources	153,324	157,676	311,000	124,919	150,394	275,313
Expenditure on:						
Client/Members Direct Costs						
1 - to - 1	-	837	837	-	722	722
Family Days	-	75	75	319	963	1,282
Family Support	-	4,998	4,998	-	3,015	3,015
Memory Days	-	2,287	2,287	1,331	239	1,571
Family Group	-	1,276	1,276	220	1,677	1,896
Teens Group	-	1,747	1,747	-	3,267	3,267
Training Days	729	31	760	1,290	-	1,290
Volunteers Training	157	722	879	-	427	427
Library	-	1,630	1,630	-	2,619	2,619
Fundraising Costs	3,246	515	3,761	613	-	613
Governance Expenses	635	-	635	586	-	586
Cornwall Bereavement Network	-	-	-	234	-	234
Bank Charges	278	-	278	191	-	191
Insurance	727	295	1,022	1,341	-	1,341
Office Costs						
Cleaning	2,684	-	2,684	2,504	-	2,504
Computer software & support	-	5,630	5,630	2,740	579	3,319
Furniture & equipment	-	-	-	170	-	170
Heat, light & power	3,198	-	3,198	1,000	1,776	2,776
Printing & stationery	2,297	4,972	7,269	1,547	1,000	2,547
Postage	2,460	-	2,460	640	1,755	2,395
Telephone	2,300	917	3,217	-	3,482	3,482
Supplies	420	337	756	424	401	825
Rent, Rates & Property Maintenance	11,369	4,656	16,026	12,895	5,000	17,895
Staff Costs	116,077	123,851	239,928	75,489	123,472	198,961
Accountancy - Independent Examination	942	-	942	900	-	900
Total Resources Expended	147,521	154,776	302,296	104,436	150,394	254,830
Gain/(Loss) on revaluation of investments	-	108	108	-	135	135
Net Income/expenditure	5,695	2,900	8,595	20,348	-	20,348
Transfer between funds	-	-	-	-	-	-
Net movement in funds	5,695	2,900	8,595	20,348	-	20,348
Opening Balance 1st April 2024	145,871	-	145,871	125,523	-	125,523
Closing Balance 31st March 2025	151,566	2,900	154,466	145,871	-	145,871

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

Penhaligon's Friends
Registered Charity No. 1189323

Balance Sheet
as at 31st March 2025

	General Fund £	Restricted Funds £	Total Funds £	Total Funds as at 31 March 2024 £
Fixed Assets				
Computers				
Cost -	-	-	-	-
Depreciation	-	-	-	-
Investments	2,684.90	-	2,684.90	5,359.44
Current Assets				
Cash at Bank & In Hand	145,777.27	35,941.00	181,718.27	201,458.15
Debtors	14,496.00		14,496.00	1,208.19
Prepayments	363.53		363.53	353.59
Stock	-	-	-	-
Total Current Assets	160,636.80	35,941.00	196,577.80	203,019.93
Less: Creditors	11,755.36	33,041.00	44,796.36	62,508.10
Net Current Assets	148,881.44	2,900.00	151,781.44	140,511.83
Total Assets	151,566.34	2,900.00	154,466.34	145,871.27
Represented by:				
General Funds	151,566.34	2,900.00	154,466.34	145,871.27
	<u>151,566.34</u>	<u>2,900.00</u>	<u>154,466.34</u>	<u>145,871.27</u>

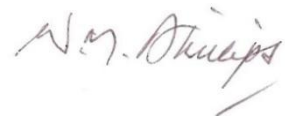
The Annual Report was approved by the Trustees of the charity on 20/5/2025 and signed on it's behalf by:

Signed:



Alison Stephens (Chair)

Signed:



Bill Phillips (Treasurer)

Penhaligon's Friends
Registered Charity No. 1189323

Notes to the accounts
for the year ended 31st March 2025

Note 1 Accounting policies

- a** The financial statements have been prepared under the historical cost convention and are in accordance with applicable standards and comply with the requirements of the Charities: Statement of Recommended Practice (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Penhaligon's Friends meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material departures from FRS 102.

- b** Income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received. Income from government and other grants is recognised when the charity has entitlement to the funds and performance conditions are met, it is probable that income will be received and the amount can be measured reliably and is not deferred. Grant income received in advance for future periods is deferred until the criteria for income recognition is met.
- c** All resources expended are included in the Statement of Financial Activities gross of any income. The resources expended are recognised in the Accounts as soon as the obligation arises. Any amounts unpaid at the financial year-end are accrued for.
- d** Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably.
- e** Tangible assets are stated at cost and depreciated by annual instalments over their useful working lives as follows:-

Computers/printers	3 years
Furniture	3 years
Projector/display boards	3 years

Depreciation is levied for a full year in the year of acquisition but not made in the year of disposal.

- f** Restricted funds are created when grants/donations are made either for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the Statement of Financial Activities when incurred.



Note 2 Tangible assets

	Computers	Totals
	£	£
Cost		
At 1st April 2024	-	-
Additions in year	-	-
Disposal in year	-	-
At 31st March 2025	<u>-</u>	<u>-</u>
Depreciation		
At 1st April 2024	-	-
for year	-	-
Disposal	-	-
At 31st March 2025	<u>-</u>	<u>-</u>
Net Book Value		
At 1st April 2024	-	-
At 31st March 2025	<u>-</u>	<u>-</u>

Note 3 Investments

	2024/25	2023/24
	£	£
Valuation at 1st April 2023	5,359	5,495
Shares disposed of in the year	- 2,566	-
Realised & unrealised gain/(loss)	<u>- 108</u>	<u>- 136</u>
Valuation at 31st March 2024	<u>2,685</u>	<u>5,359</u>

Note 4 Loss on Share Revaluation

The valuation of the shares at 31 March 2025 was based on a post year end valuation at 5 April 2025 which is considered the best available estimate. A realised loss on disposal of £208 and an unrealised gain on revaluation of £100 were recognised in the Statement of Financial Activities.

Note 5 Liquidity

	2024/25	2023/24
	£	£
Cash at bank-current account	30,160	28,116
Cash at bank-deposit account	41,336	65,895
Cash at building society	109,922	107,147
Cash in hand at office	300	300
	<u>181,718</u>	<u>201,458</u>



Note 6 **Restricted funds**

	B/forward £	Income £	Expenditure £	Balance £
Awards for All Volunteer Recruitment and Training	-	2,450	2,450	-
BBC Children in Need Family Services Lead and volunteer mileage	-	2,775	2,775	-
Bolingey Barbarians Resources	-	3,775	875	2,900
BRAKE Support for families following Road Incidents	-	5,000	5,000	-
CCF 1-to-1 1-to-1 Support	-	1,220	1,220	-
CCF Lithium Blackwater Family Group	-	670	670	-
CCF Young Minds Blackwater Teens Group	-	1,113	1,113	-
CCF HIF Pre Bereavement Resources	-	7,700	7,700	-
Co-op Postal Grief Packs	-	4,114	4,114	-
Cornwall Glass Fund Volunteer Mileage	-	830	830	-
DHSC Postvention support	-	9,400	9,400	-
Ecclesiastical Developing community groups for young people	-	15,000	15,000	-
Masonic Charitable Foundation Core Costs	-	5,000	5,000	-
NHS Kernow Postvention and 1-to-1 support	-	66,000	66,000	-
NLCF Support for teen, and development of services	-	10,491	10,491	-
Postcode Community Trust Teens Group	-	5,015	5,015	-
Trusthouse Charitable Foundation Family Services Staff Costs	-	12,123	12,123	-
Trusthouse Charitable Foundation Core Costs	-	5,000	5,000	-
Totals	-	157,676	154,776	2,900



Note 7 Debtors and prepayments

	2024/25	2023/24
	£	£
Trade Debtors		
Book sales		24
BRAKE Referrals	5,000	500
NHS Grant Instalment	5,500	
Corporate Donation	1,000	
Accrued Income		
DHSC	2,355	
Accrued Interest		
Interest	641	685
Prepayments		
Insurance	364	354
	<u>14,860</u>	<u>1,563</u>

Note 8 Creditors and deferred income

	2024/25	2023/24
	£	£
Trade Creditors	4,052	4,835
Accruals	3,527	1,808
Deferred income	33,041	52,413
Taxation and social security	4,177	3,452
	<u>44,796</u>	<u>62,508</u>

Note 9 Deferred Income

Deferred income comprises primarily grants and training fees received in advance for activities taking place in the next financial year.

	£
Balance as at 1 April 2024	52,413
Amount released to income earned from charitable activities	- 52,413
Amount deferred in year	33,041
Balance as at 31 March 2025	<u>33,041</u>



Note 10 Analysis of staff costs and trustee remuneration and expenses

	2024/25 £	2023/24 £
Salaries and wages	214,562	179,470
Social security costs	13,835	10,220
Pension contributions	5,966	4,709
Payroll Expenses	<u>1,452</u>	<u>563</u>
	235,815	194,962
Staff travel and expenses	1,749	1,626
Staff supervision and training	<u>2,364</u>	<u>2,373</u>
	<u>239,928</u>	<u>198,962</u>

No employees had emoluments in excess of £60,000 (2023/24: £nil).
 The charity trustees were not paid or received any other benefits from employment with the charity in the year (2023/24: £nil).
 Neither were they reimbursed expenses during the year (2023/24: £nil).
 No charity trustee received payment for professional or other services supplied to the charity (2023/24: £nil).
 The average monthly headcount was 8 staff. (2023/24: 8).
 The key management personnel are: Julie Parker (75%) and Polly Langford (50%) and the aggregate remuneration was £48,523 (2023/24: £43,827)
 The remaining percentages of the key management personnel reflect their operational responsibilities.

Note 11 Analysis of Net Assets between Funds

	Unrestricted Funds		Restricted Funds	Total £	Period to 31 March 2024		
	£		£		Unrestricted Funds	Restricted Funds	Total
	£	£	£		£	£	£
Tangible Fixed Assets	-	-	-	-	-	-	-
Investments	2,685	-	-	2,685	5,359	-	5,359
Cash at Bank	145,777	38,841	-	184,618	149,045	52,413	201,458
Creditors	-	11,755	35,941	47,696	10,095	52,413	62,508
Debtors	14,860	-	-	14,860	1,563	-	1,563
	<u>151,566</u>	<u>2,900</u>		<u>154,466</u>	<u>145,872</u>	<u>-</u>	<u>145,872</u>

Thanks to Supporters

We really appreciate all of the donations we have received in the 2024/2025 year. It is impossible to thank everyone individually for their contributions, but without the help of our incredible supporters we would not be able to support bereaved children and young people across Cornwall.

Thank you to you all.

- | | |
|--------------------------------|---|
| 46 Crew Easter Ride | Chris Mitchell |
| 7th St Austell Brownies | Church of St Protus and St Hyacinth, Blisland |
| A C Hooper | Claire Savage |
| Ajay Ram | Cooper-Paffett Family |
| Alan Jervis | Copper Coast |
| Alfie Wright | Cornish Tea & Coffee |
| Alice Allsworth | Cornwall Morris Minor Club |
| Alice Pawson | Cornwall Vintage Vehicle Society |
| Alice Tetley | Cornwall's Rewind Radio |
| Anita Kennett | Cotehele Lodge |
| Anne Moore | Cranfield Trust |
| Ant Barrett | Crantock Bale Push |
| Avril Banks | CSF Team |
| B K Plus | CVC |
| Baker Tom's | D Kinsman |
| Balcony Bar | Daisy Carlyon Gibbs |
| Benefact Group | Daisy Gibbs |
| Berrymans | Darryl Spencer-Hicks |
| Bill Phillips | Dave Jones |
| Bolingey Barbarians | Dawn Dickinson |
| Boosters | Des Mennear |
| Brenda Bailey | Devon & Cornwall Building Forum |
| Buckingham Covers | Diane O'Brien |
| C M Gendall | Drift Methodist Church |
| Callington Toddle In | Eden Project |
| Cargreen Village Choir | Elaine Sudsbury |
| Carlyon Bay Camping Park | Emily Watson |
| Carn Brea Leisure Centre Trust | Emma Hobbs |
| Carnglaze Caverns | Falmouth Golf Club |
| Carnon Downs Crafters | Geoffrey Varcoe |
| Chacewater Garden Centre | Glen Reeve-Fowkes |
| Chapel Street Methodist Church | Glenda Howlett |
| Charlestown Rowing Club | Go Cornwall Bus |
| Charlotte Kane | Godolphin WI |
| Chloe Howard | Gunnislake Baby Group |



Halveor Court Art Group
Headland Hotel
Hydro-Gas Plumbing and Heating Services
In Tune Choir
James Jacoby
Jenny Doble
Jill & Jon Dyer
Jill and Frank Trew
Joe Cruxon
Jon Tremaine
Jonathan Burridge
Josh's Chocolate
Judith Greenslade
K Grimmett
Karen Trenoweth
Kate Duffy
Katie Cook and Leo
Keltek Brewery
Kit Johns
Land and Water
Lappa Valley
Launceston Lions Club
Lions Club of Looe
Locked In Escape Rooms
Logan Rock Pub
Lord Savile
Louise Daykin Prints
Lucy Sibley Wills and Probate
Lucy Wood
LWC - Jolly's
Madron YFC
Mandy Wright
Marks and Spencer Truro
Matt Julian
Max Morrison
Michael Green
Mike and Milly Bird
Minack Theatre
Miner's Arms
Mrs B Spargo
Mrs C Boswell
Mrs C Wright
Mrs D Routly
Mrs Thomas
Mylor Methodist Church
Mystery Ninja
Nathan Outlaw
Nero
New Inn Park Bottom
New Look Falmouth
Newells Travel
Newquay AFC
Newquay Tretherras
Oll an Gwella
Pall Corporation
Pentire
Penwithick Social Club
Penzance Lions Club
Peta Stephens
Philleigh Church
Playing Place Fellowship
Pool Academy
Portreath Arms
Proper Job Singers
R J Bray & Son
Ralph Gifford
Redruth Rotary Club
Redruth Town Council
Richard Bannister
Rotary Club of Helston
Sally Batchelor
Sally Kulasegram
Samuel and Holly Waring
Scentered
Seasalt
Sew In Mullion
Shaun Williams
Sing Choir
Sky Burgos
St Austell Lions Club
St Columb YFC
St Ervan Coffee Mornings
St Eval
St Ives Rotary Club
St Just in Roseland Film Night
St Mabyn Inn
St Mary's Theatre Club and The Scilly Sirens
St Michael's Mount & St Aubyn Foundation

Stacey Clifford	TK Maxx and Homesense Foundation
Stanley Tucci	Todd Barrett
Stuart Croft	Tom Hubmann
Stuart Jolley	Tregony Sports and Social Club
Sue Furness	Tregony Teachers
SWComms	Tresillian Singers
Swim Buddies Carn Brea	Truro Lions Club
Sylvia Mason	Via Ferrata
Tarquin's	Wadebridge Rotary
Tate	Ward Williams
Tesco Padstow	West Cornwall School OGA
The Alverton	White Stuff
The Bluebelles	Wm G Weller & Son Ltd
The Cornish Company	Yealm Motors
The Cornwall Hotel	Yealmpton Garage
The Greenbank	

Administrative Details

PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Alison Stephens (Chairman) William Phillips (Treasurer) Nigel Hyde Mike Bird Karen Reid David Perry Anna Pemberton
CHARITY CEO	Julie Parker
REGISTERED OFFICE	Trecarrel Drump Road Redruth TR15 1LU
CHARITY REGISTRATION NUMBER	1189323
BANKERS	Lloyds Boscawen Street Truro TR1 2QT
ACCOUNTANTS	Francis Clark LLP Lowin House Tregolls Road Truro TR1 2NA



Penhaligon's Friends

Trecarrel

Drump Road

Redruth

TR15 1LU

01209 210624/215889

enquiries@penhaligonsfriends.org.uk

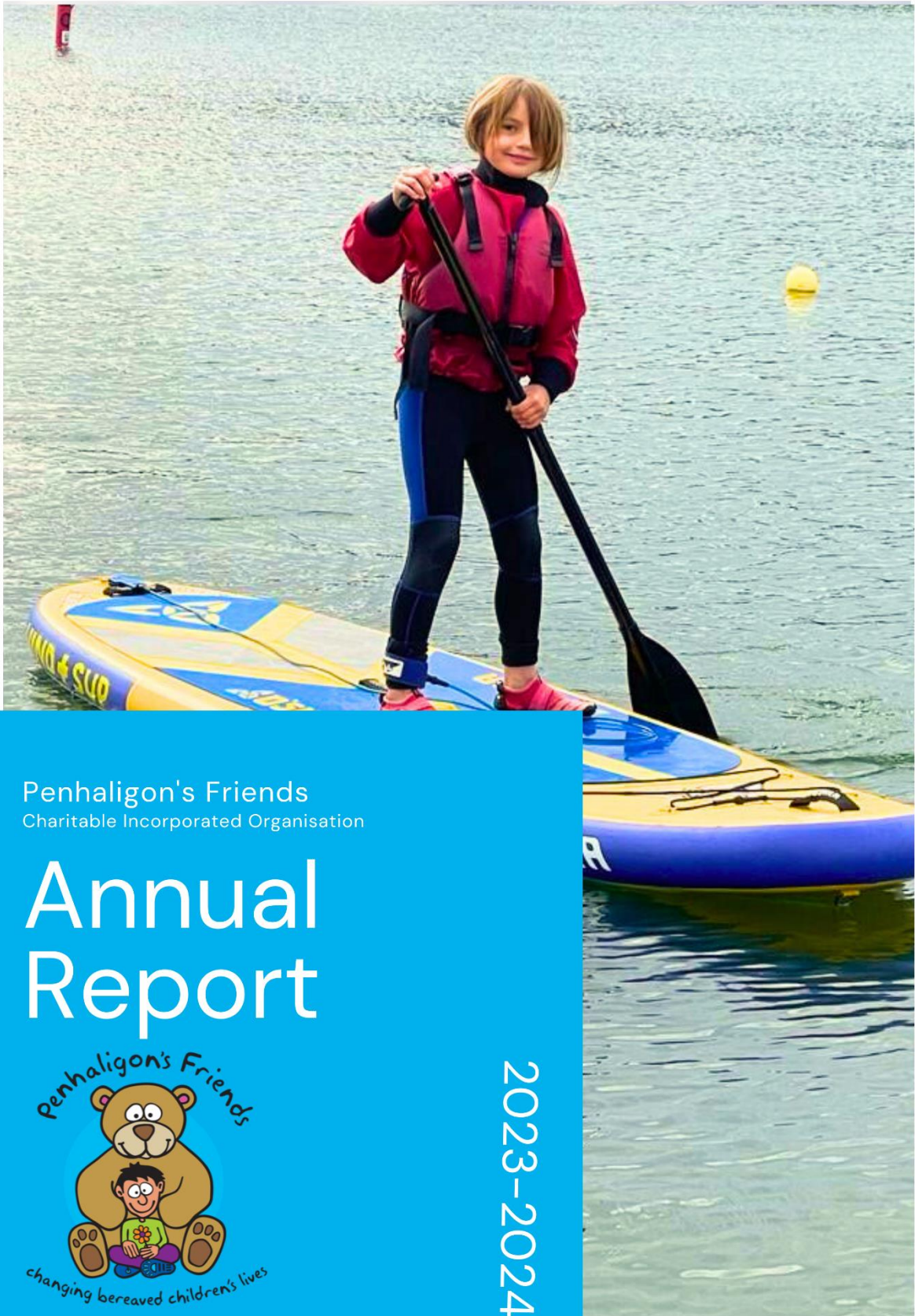
www.penhaligonsfriends.org.uk



PENHALIGON'S FRIENDS

England & Wales - Charity number 1189323

Accounts



Penhaligon's Friends
Charitable Incorporated Organisation

Annual Report



2023-2024



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Trustees Report

The Trustees present their report and the financial statements for the year ended 31 March 2024.

CHAIR

Dr Alison Stephens

TRUSTEES

The following were Trustees during the year:

Dr Alison Stephens - Chair

William Phillips – Treasurer

Nigel Hyde – Vice Chair

Nicky Sutton

Mike Bird

Karen Reid

David Perry

Anna Pemberton

Charity Objectives and Structure

Organisational Structure

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together approximately every two months and are responsible for all policy decisions and for the employment of the Charity's CEO; they take an active interest in the recruitment of other staff. Policies are reviewed regularly and, where necessary, are brought up to date when new legislation comes into being or in order to further the aims of the Charity. The charity is governed by its constitution dated 04/05/2020.

Recruitment and appointment of trustees

The existing trustees are responsible for the recruitment of new trustees but in doing so, the trustees seek the recommendations of staff and volunteers and the wider community of Cornwall. In selecting new trustees, we seek to identify people who can bring their expertise, contacts, and knowledge to the Board for the benefit of the aims of the Charity.

In addition to the trustees, representatives from other bodies having connections with child bereavement are invited to join the Board and attend meetings without voting rights as the need arises.

Following appointment, new trustees are introduced to their role and given copies of the CIO Constitution and a guide to Penhaligon's Friends' policies and procedures adopted by the Board. A number of publications from the Charity Commission are also provided including the guidance on charities and public benefit. This ensures that new trustees are aware of the scope of their responsibilities under the Charities Act.

Risk Management

The trustees have examined the major strategic risks to which the charity is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take further action to minimise or mitigate these risks as required.

Our Objectives

Our objectives are to provide support for bereaved children and their families in Cornwall and to provide training and education for other agencies working closely with these children to provide them with the tools they need to help them support children in the community. Each year our trustees review our objectives and activities to ensure they continue to reflect our aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.



Vision

Changing bereaved children's lives.

Mission

To provide a supportive and educational environment where grieving children can share their experiences as they move through their healing process. To support family care givers, schools, professionals, and the wider community in responding to the needs of bereaved children and young people. To provide training in childhood loss and grief for family care givers, schools, professionals, and the wider community in Cornwall.

We will fulfil our mission by:

- Responding promptly to all requests for advice, information, and support.
- Visiting families and children to explain about our bereavement support and offer them an opportunity to ask questions.
- Offering a range of support service to meet the needs of our community.
- Maintaining policies and standards of practice, relating to our work with the children, and the engagement of volunteers and employees.
- Offering training and support to all volunteers, care givers and professionals from other statutory and voluntary agencies.
- Monitoring and evaluating the service in order to shape service delivery and to provide evidence of monitoring to grant funders.
- Having due regard for the health, safety and wellbeing of children and volunteers.

Data Protection

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept securely. Our policies are reviewed regularly to ensure we are up to date with current legislation, including registration with the appropriate authority.

Use of Volunteers

Volunteers are an important resource in the work of the Charity. Volunteers are involved in the majority of our activities, and we have around 50 people regularly giving their time to support our activity.

DBS for Trustees and Volunteers

In recruiting trustees and volunteers, Penhaligon's Friends ensures that it meets all the requirements of Cornwall's Safeguarding Board in relation to safe practice, including appropriate use of the DBS.

How Our Activities Deliver Public Benefit

Many of our activities delivered throughout the year are of direct benefit to the public. Our charity supports bereaved children and young people up to the age of 18 years. We also help parents, carers, and professionals to give effective support, which includes thinking about support around terminal illness in the family. The person who died may have been ill for a while or died unexpectedly. We use a variety of practical and creative tools to help children and families share their thoughts and feelings and give them the opportunity to meet others. We are aware of the impact that bereavement can have on the normal development of children and young people and aim to offer services to reduce this and increase resilience.

Our activities recognise how children experience grief. We therefore include time to have fun and include creative activities, as well as time to focus and work through emotions and feelings. We support the whole family using a child-focused approach.

The amount of time spent with the children and their families is obviously much less than others who have day to day contact with them, such as family members, education staff, social workers and so on. For that reason, we also offer training to professionals having contact with young people so that they can understand better the concerns and needs of bereaved children and young people.

Our range of services includes:

- **Telephone Information and Advice** – This is given on referral to the service, usually accompanied by leaflets, loan of books, postal packs, resources etc. Ongoing support is available over the phone with welfare calls, and families are able to call back at any time.
- **Family Visit** – A 'visit to meet the family at a place to suit them, home/ Family Hub/ School/ PF office. We use this time to listen to the family's story and explain our range of support. This helps determine the most suitable form of support for the family.
- **Memory Day** – Children, young people and their parents and carers attend a full day to remember the person who has died, to share feelings, to meet other children in similar situations, to reduce isolation and to improve communication within the family.
- **Teens Support Groups** - Giving teens a regular time and place to be able to meet up with others to take part in fun activities and have someone to talk to. Our monthly groups operate in Camborne and Bodmin, meeting face-to-face.



- **Family Support Groups** – Giving parents a regular time and place to be able to come along and meet up, alongside activities for their children. Our monthly group runs in Blackwater, and Liskeard.
- **Social Activity Days** – Planned social days for teens and additional days for families to enable peer support and access to varied opportunities such as water sports/ local attractions/ craft days.
- **Individual Work** – A piece of work to explore more complex grief issues, this is carried out by trained volunteers typically within school environment following appropriate assessment of need.
- **School Support** – Support and advice for staff and students in schools and colleges following a death in their community.

Training

Level 1 Childhood Loss & Grief – A 3-day course in the theory of Childhood Loss & Grief.

- Suitable for all professionals who come into contact with bereaved children in the course of their work, volunteers and those wanting to gain understanding of how best to support bereaved children.

Level 2 Childhood Loss & Grief – A 4-day course in therapeutic skills and practical applications of theory.

- Building on the Part 1 course this enables participants to significantly enhance their knowledge, therapeutic skills and understanding in relation to their own work, or to become a volunteer with Penhaligon's Friends.

One Day Workshops – Bespoke training for groups to develop skills, confidence and increase resources when caring for bereaved children.

- Suitable for those who regularly come into contact with grieving children through their practice, i.e. Social Services, Health and Education workers, Counselling and Pastoral Services, Clergy, Funeral Directors.

Volunteer Training Programme –

Our free one-day 'Get Started' Volunteer Training is a great introduction, giving an overview of our charity with an insight into volunteering roles and options for getting involved whether it be to fundraise and support community events or to help with our Family Services work.

Once completed, this one-day training then gives the option to continue to a free two-day 'Get Going' Training which enables volunteers to help with family support, such as helping with Memory Days, Family Groups and Teens Groups. Volunteers can also access the Level 1 & 2 Childhood Loss and Grief training (above) as desired.



Chairman's Report

This annual report showcases the valuable resource that Penhaligon's Friends (PF) continues to be for children and young people in Cornwall in finding their way following a bereavement. In compiling the report, the team evidences their commitment to the ethos of PF; to be a local charity providing local support on a county-wide level.

As a board of trustees, we are incredibly proud to support the work of our small, dedicated staff team and numerous volunteers, in their work in the support of children, young people and their families/carers, through some of their darkest moments following a bereavement. A strong philosophy is to work with the concept of 'family', with the child / young person placed firmly at the centre of all that we do.

In so doing, the team provide excellent support through 1:1 work, family meetings, group work, as well as consultation to, and training for, professionals around the child/young person. PF believes in the value of supporting the systems around the child / young person, ensuring that the adults and carers around them are well informed about the impact of grief, and are recognised and respected as being best placed to support the children and young people through their bereavement and loss of a significant person in their life. Peer support is also highly valued as important to the experience of bereavement, and PF work hard with community supporters to enable opportunities for fun activity-based sessions.

The work undertaken is evidence-based, trauma-informed, and congruent with national guidelines regarding bereavement support for children and young people, and support is tailored to meet the needs of the individual and their family / carers. Training is delivered to all in a timely fashion, ensuring that staff and volunteers alike are well equipped to provide responsive support to children, young people, families and their school communities.



The support provided remains free, responsive and accessible for all within Cornwall. This is something that PFs' board of trustees is keen to continue to support as we move forward, at the same time, recognising the challenges faced by the charity in balancing the tensions of generating income whilst delivering a high-quality service.

It is with awe that I reflect on the significant benefit to Cornwall's families and communities, provided by a small team of PF staff and dedicated workforce of volunteers, who, yet again, were able to support in excess of a thousand children, young people and families over the year. We would not be able to provide the service without the amazing work undertaken by our volunteers, in all areas of the work, including fundraising, acting as ambassadors, and delivery of support. On behalf of the board of trustees, I would like to express our sincere gratitude to all of our staff and volunteers who come alongside those bereaved children / young people in Cornwall.

In their support of each other, the PF team also evidence the ethos of the charity, working together within a culture of 'family', responding to need with a compassionate and supportive approach. Over the year, there have been acute moments of need within the team, with staff changes and personal challenge. As a board of trustees, we have been struck by the alert, yet caring, response of the CEO and senior leaders, demonstrating a compassionate leadership approach, ensuring the service is enabled to continue its important work, whilst adhering to a duty of care to staff members.

During the AGM in September, we witnessed the reunion between two founding members – Jenny Doble (previous Chair) and all the way from Norway, Sue Rabey, providing an opportunity for reflection and the telling of the story from the beginning. It was a joy to present the previous year's annual report and speak of the continued excellent work undertaken by the charity to two people who recognised a need and had the vision for the charity at the start, thirty years ago. We anticipate an exciting year ahead as we begin planning for our thirtieth anniversary in 2025.

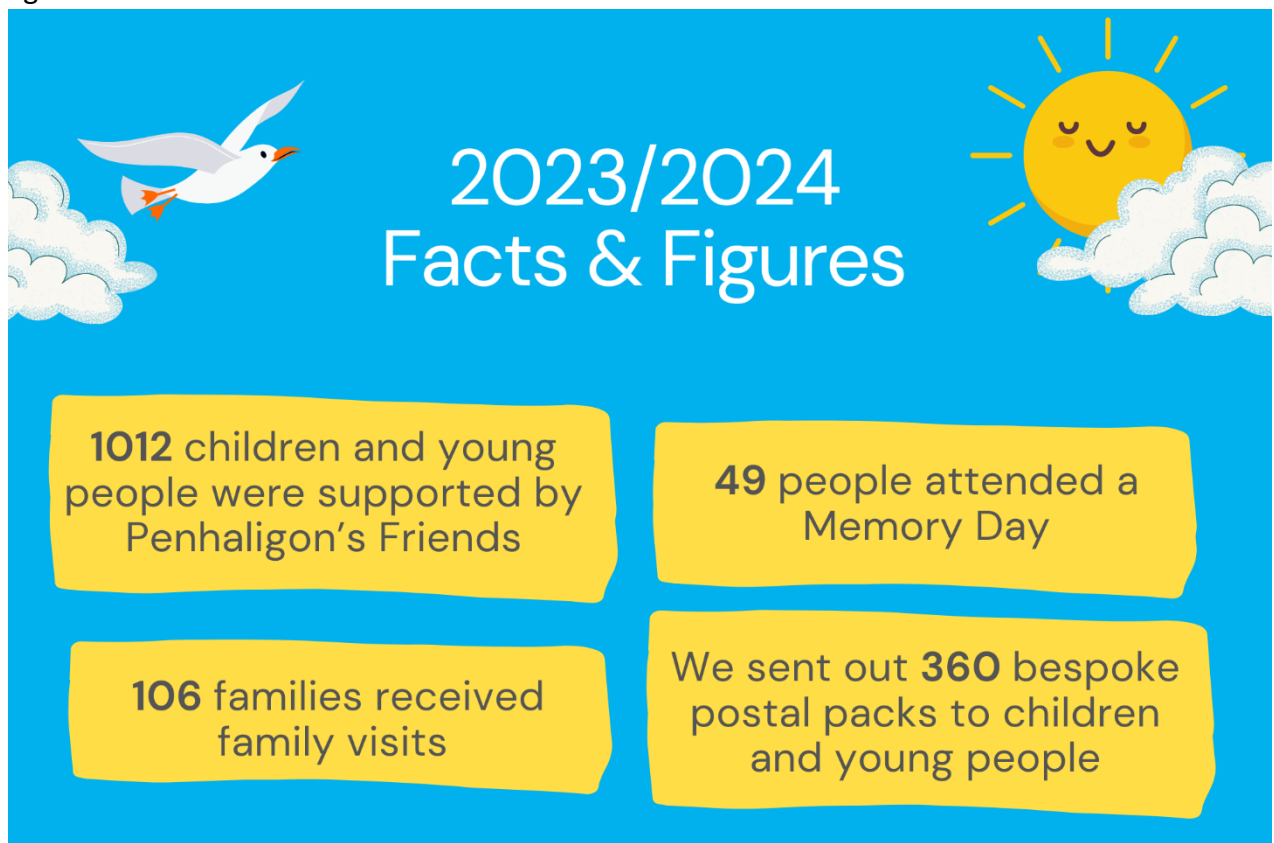
I must also express our sincere thanks to our supporters – those without whom we would not have the funds to be able to operate.

Dr Alison Stephens, Chair Penhaligon's Friends

CEO Report

Penhaligon's Friends has had another busy and productive year. The charity's ongoing success is, in principle, due to the staff team who skilfully and diligently coordinate and support our wider workforce - our amazing team of volunteers - to deliver our activity and support. This is reflected in the accounts with staff costs being the most significant expenditure. With 1012 children referred to our service throughout the year our staff team have been very busy, ensuring that we are able to maintain our level of service delivery. This demonstrates the need for a service such as ours, and we remain the only charity in the county dedicated to supporting bereaved children and their families.

We continue to build links and connect with other agencies throughout Cornwall and beyond. We are involved in several voluntary sector alliance groups, and other health professional groups, and contribute to a wider agenda to support the children in our community here in Cornwall. We also host Bereavement and Critical Incident (BCI) meetings in Cornwall keeping bereavement on the agenda for schools.



Staff

This year has seen a few changes on our team, we said goodbye to our Family Services Support Worker, Abi, and welcomed Hilary Finch into the team. Hilary brings many years of teaching and pastoral experience from working in schools and will be working with the team to manage our referrals and the support provided. Natalie has moved roles here in the office this year and is now our Volunteer and Events Coordinator, she will be supporting and coordinating our volunteers

moving forward. This move left a gap in our Family Services team; however, we have just appointed 2 new staff, Fiona Shuttleworth and Hayley Thomas and look forward to them settling into our team.

I am so grateful for the dedication, knowledge, experience, and enthusiasm of all of our staff team. Our office really is an inspiring place to work, and I thank everyone for their creativity, patience, and adaptability as we continue to deliver our service to meet the needs of our families and funders. Our reputation is built on our team values.

Volunteers

Once again, we are overwhelmed by the support of our volunteer team who link in with us here in the office and support us in so many ways. They have been willing to help in every aspect of our support and we are indebted to them for their time and enthusiasm! Each hour contributed is invaluable to us and the skills and experience they bring from their own backgrounds helps to make us a strong and professional organisation.

With funding from Awards for All through National Lottery Fund we have been busy delivering some new volunteer training, and have further dates planned into next year. We are always looking to grow our team to enable us to provide the best experience for the children and families we support.

I would also thank our Trustees for all their time and support, their contribution to governance and to our general activities is really valuable. Through our Business Planning and our Board meetings they help to shape and govern our work in a meaningful and safe way.

Grants and Donations

The charity's income continues to be achieved through a variety of sources - grants, donations, contracts, fundraising, corporate support, training, and sales. This range of funding puts us in a strong position moving forward, and we continue to look for new opportunities to secure our future.

Funding from BBC Children in Need, the NHS and the Benefact Group's Movement for Good programme have provided much needed core funding, with other grants coming in through Cornwall Community Foundation, Coop Local Community Fund, Postcode Local Trust, Masonic Charitable Foundation, and National Lottery – Awards for All. We have also been fortunate to secure some other funds moving into our 2024/25 year, both for existing projects and also for some new initiatives around support for children bereaved through suicide and also for those children facing a death of a close family member or friend. We also have several grant decisions pending, training courses planned and events to attend.

We really value the support we get from local businesses and organisations. This not only helps to increase our funding, but also raises our profile through their communities too, enabling more people to know about our services. More details of those companies who have helped us to make a difference are written later in our report.

We are immensely grateful and proud of all the fundraising efforts that take place on our behalf throughout the county and beyond! I have really enjoyed spending time with the wonderful Oll an

Gwella choir and joining them as they perform around the county. Each event is made successful not only by the individuals initiating them, but through all the many supporters who contribute. I would like to share my heartfelt thanks to everyone that has been a part of the many events and occasions throughout the year.



I hope that you find our report and activity an interesting read and gain an overview of our exceptional service. We are looking forward to working with you all over the coming year to enable us to continue delivering our valued service within Cornwall. We are really looking forward to 2025 which will be our 30th anniversary year, and we would love to hear from you if you would like to be involved!

Julie Parker, CEO



Family Services Report

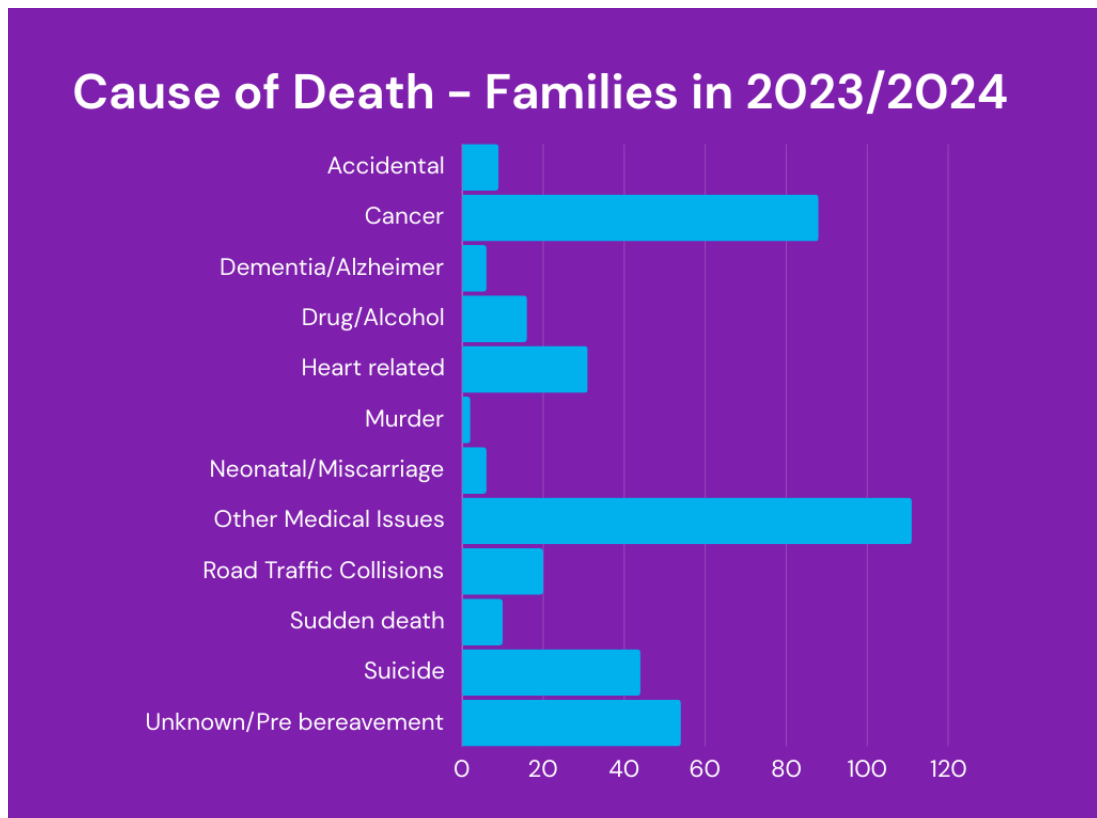
The Family Services Team have experienced another busy 12 months. We have received a steady number of referrals to support children, young people, and families and have been able to continue to offer a flexible and responsive service to meet the individual needs of bereaved children and families providing a combination of in-person and at times virtual support depending on what is most accessible for them. This support has been offered in a variety of ways including telephone, group, and individual support.

The Family Services Team has seen several changes. We said our goodbyes to Abi Deakin in May and welcomed Hilary Finch shortly after in August. Hilary Joined Polly Langford, Family Services Lead, Jo Coombes, Jo Spear and Natalie Buckland, Family Services Support Workers, and our dedicated team of volunteers. The team have a diverse range of skills, knowledge and experience including counselling, nursing, teaching, and youth work in addition to specialist knowledge in bereavement and working with children and young people.

Referrals come mainly from families who self-refer, followed by schools and other professionals. Common themes for referrals include increased generalised anxiety in children since the death occurred and breakdown in communication between the carers and children within the family unit. We have also continued to see young people referred with indicators of traumatic or complicated grief.

1012 children and young people were supported by Penhaligon's Friends in 2023/24.

We worked with 44 families bereaved by suicide.



Support offered by Penhaligon's Friends Family Services Team over the last 12 months:

- Telephone, in person support and advice to families and professionals.
- Postal packs for bereaved children and young people who have been referred and supported by Penhaligon's Friends.
- Family visits in the office, home, schools, or local family hubs with the option of virtually if needed.
- Teens group for secondary school aged young people, running monthly in Camborne at the Revive Café and Bodmin at Bodmin Family Hub.
- Family group for primary aged children and their parent/carer. Running monthly at Blackwater Village Hall and The Liskerrett Centre in Liskeard.
- Individual face to face (with the option for virtual if preferred) grief focussed support sessions for young people.
- Memory days for the children and adults within the family.
- Support and advice to schools following a bereavement or critical incident, including in person support where there has been a significant impact on a wide number of pupils and staff within the school community.
- Training for a wide range of professionals supporting bereaved children and young people both online and in person.
- Termly online support sessions for staff working with children who are bereaved or anticipating a bereavement in education settings.

Family Services Staff have continued to be available on the office number and via email Monday-Friday 9am - 5pm to answer any queries and provide families and professionals with general support and advice in a timely way.

What Services Penhaligon's Friends Offer and Why

Families and professionals are encouraged to contact Penhaligon's Friends at any stage following a child or young person's bereavement if they would like some support or advice. It is never seen as too soon after a bereavement or too late. In these early days we provide practical and emotional support to the trusted adults (parent /carer or professional) in the children and young person's life. This might include information, support, and advice around how to break the news, communicating and talking to them about death and dying, how someone has died, how they can be involved in funerals and other rituals, understanding children's reactions and how to respond,

how to support them to express their feelings and information about services to support the adults.

At Penhaligon's Friends we understand that every bereaved child, young person and family's experience and journey is unique. We aim to take time to really listen and notice what is going on for them so that we can work out together what might be helpful for each individual and family. This is informed by Penhaligon's Friends 25+ years' experience of supporting bereaved children and families and what they have told us helps, as well as current practice research such as that summarised by David Trickey (Consultant Clinical Psychologist at the Anna Freud Centre and Co-director of the UK Trauma Council).

We can't and don't try to take away the pain of the loss, but we do aim to reduce and minimise the negative impact of bereavement and grief. We know this is essential, as in addition to the research on why some bereaved children and young people struggle to adjust to bereavement, there is also research and practice guidance which highlights their increased risk of suicide and vulnerability to other safeguarding issues and particularly for those bereaved by suicide. We are currently commissioned by the Cornwall CCG to deliver postvention support to children and young people bereaved by suicide.

Below is an explanation of what we provide and why, based on this information. First and foremost, we do this by supporting and strengthening the child or young person's existing support network, based on the three component Model NICE Guidelines (NICE 2017). This is to enable them to give their children and young people age and developmentally appropriate information about what has and is happening, to begin to make meaning of what has happened and ask questions; have permission to express emotions and to normalise different emotions and reactions and create opportunities to say goodbye whilst also developing a continuing bond. Where appropriate, families are offered regular welfare calls providing ongoing bereavement support and advice for as long as they feel is needed.

We provide opportunities for families to be supported together, to strengthen relationships and communication about what has and is happening following a bereavement. We do this through family visits and family group for primary school age children. Our memory days, family and teens groups are offered in recognition of the value for bereaved children, young people, and parents / carers to have the opportunity to meet others who may have had similar experiences. For those children and young people who are having difficulties with their grieving process, or if it has been complicated or compromised in some way, we also offer one-to-one bereavement focussed support, usually for up to 6-8 sessions.

Finally, we work closely with a wide range of other professionals and organisations at an individual and strategic level to develop services that work collaboratively to understand and meet the needs of bereaved children and young people and those with complex needs.

Information and Resources

360 Postal packs were sent to children and young people.

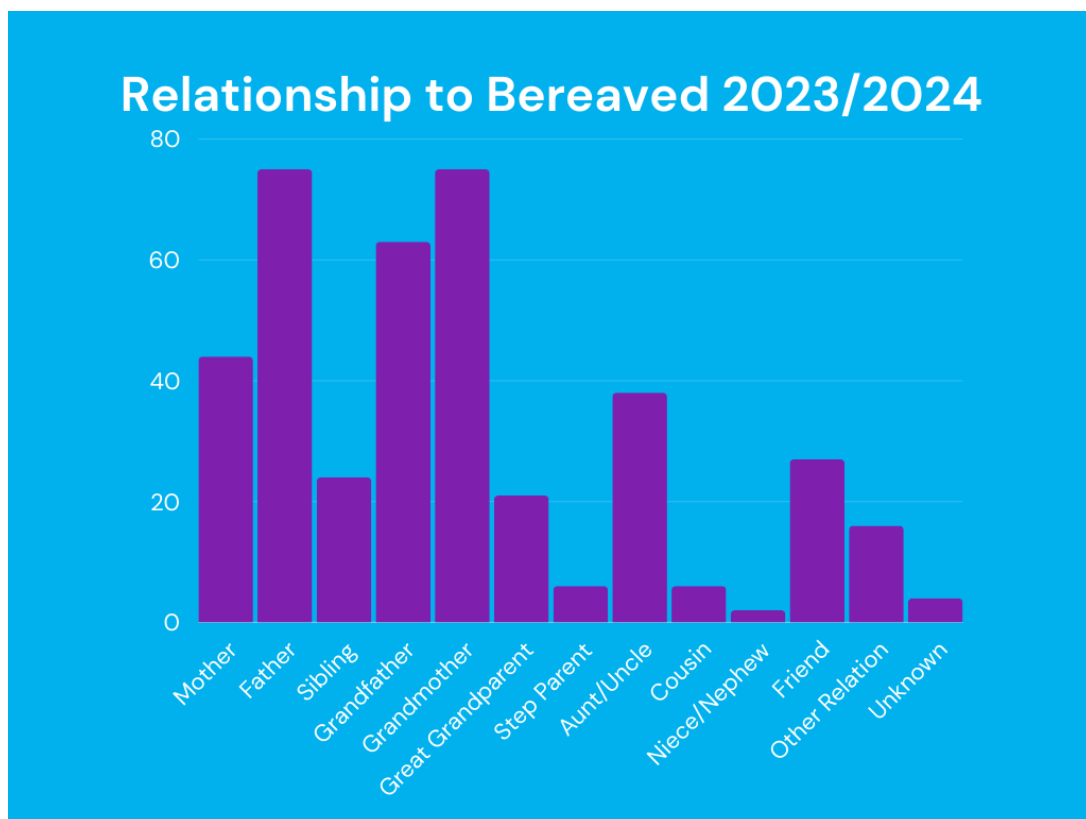
Postal packs include a selection of resources and information to support the young person in their grief such as: a young people's leaflet on grief, ways of remembering the person who has died, ideas for managing difficult feelings and some items to support emotional regulation and provide comfort. The packs are well received and are often talked about in follow up telephone calls or visits.



All families referred to Penhaligon's Friends are also sent a welcome pack with information regarding the charity, details about confidentiality and data protection as well as a booklet with details of a wide range of support services for children, young people and adults.

During our contact with families, we often send out additional resources and information depending on the need identified. The team are always updating and developing a range of different handouts for parents / carers and young people and sourcing new books on bereavement for different ages and stages.

We have also received further donations this year of matching pairs of fabric hearts which have been extremely well received, particularly when children are experiencing separation anxiety.



Support to Parents and Carers

671 families were supported by Penhaligon's Friends this year.

Support to parents and carers will always include initial email, text and / or telephone contact depending on their preference. Follow up contact may be brief, or it might continue over a number of years. Parents and carers also know that they have the option of contacting the service again in the future if needed up until their child is 18.

Support to Schools and Education Settings

Schools and Education settings regularly contact the Family Services Team for advice and guidance around supporting bereaved children and young people in their community. We are always happy to offer suggestions, share resources and also sign post to other services where appropriate. We also liaise with schools regarding individual children and young people with the consent of their parent / carer to support the understanding of the impact of bereavement and the support the children and young people receive.

13 Schools and Education settings were supported following a bereavement or critical incident. Staff and Students at 6 Schools were supported in person.

We continue to be contacted by schools and settings for support, advice and guidance following the death of a student, member of staff or parent which has impacted the wider community. We have worked closely with the setting's senior leadership and pastoral teams, the Local Authority School Effectiveness Service Manager and Education Psychology service to ensure a co-ordinated response to the school and community. Often, this is support provided over the telephone, however, we have provided in-person support to staff and students at 6 schools over the last year following the sudden death of students. This involved our presence in the school setting for a half or full day and on 2 occasions for multiple days.



Virtual Support for Education staff:

- Termly virtual support sessions have been provided by Polly Langford and Sally Penna-Bray, Senior Educational Psychologist. These sessions are offered to all staff in education settings in Cornwall who are supporting children and young people who have either had a significant bereavement or have a family member with a serious illness. The sessions provide a safe space to share what is going on for the children in their setting, behaviours they are seeing and for support and guidance to be given to help staff feel more confident and equipped to meet the needs of children in their care.
- 'Remember Me' Bereavement training funded by and for Early Years settings 3 times a year co-delivered with Emily Wade (Senior SENCO for the Early Years Inclusion Service). A training session delivered for all staff working within Early Years settings in Cornwall to provide knowledge and skills on how children grieve and what children and families of this age group need to ensure best practice.

Our annual 'Remember Me' training event for schools and settings dealing with childhood loss, bereavement and critical incidents was well attended in May 2023.

We continue to remain part of a countywide Bereavement & Critical Incident Core group, made up of representatives from Cornwall Council's Schools Effectiveness Service, Education Psychology, Education Safeguarding, Early Help Hub, Cornwall Council Early Years, Public Health and other key services, meeting a minimum of termly. We have also supported the integration of this with the suicide surveillance group, focussing on suicide prevention and postvention.

This year saw the completion of the 'Cancer Project' that Penhaligon's Friends had been working collaboratively alongside The Cove Macmillan Support Centre at Treliske, Shortlanesend Primary School and The Fruit Fly Collective (A National Organization) to help develop Cancer Support Boxes for children in school affected by cancer. Since September 2023 these boxes have been available for all schools in the Aspire Academy Trust in Cornwall and contain resources for staff, children, and parents to use. The content of the boxes has been purchased for use in schools within the Truro and Penwith Academy Trust and Penhaligon's Friends have helped inform the trust regarding resources and where to source the content.

This year we have also been working alongside The Cove to deliver a training day for education staff working in schools across Cornwall supporting children who have a relative or close friend with a cancer diagnosis. We have helped co-facilitate the training day and provided guidance to the Cove around content for the day. We also helped facilitate a follow up supervision session for staff who attended the day. This training day received positive feedback and was well attended and over the forthcoming year will be offered again to schools across Cornwall.

We also have a termly newsletter specifically for education settings providing up to date information and resources on support bereaved children and young people.

Family Visits

106 families received Family Visits in 2023/24.



We have seen a small rise in the number of Family Visits undertaken over the last year. The Family Visits allow us to have the opportunity to touch base with all family members who have been impacted by the death and to facilitate an environment where all family members have permission to talk about how things have been for them and a space to explore how they have been feeling, which can often be the first step to enabling communication to start between family members again and open up conversations that help support each other with their grief.

Memory Days

2 Memory Days took place in 2023/24.

We had a well-attended Memory Day in July 2023, with 9 Families. The Memory Day in March 2024 had 5 families, and both received some positive feedback and felt like helpful days for both the adults and children who attended.

Families who attend often tell us that they are surprised at how much they felt able to share and that although it's an emotionally demanding day there is also a lot of fun and the opportunity to make connections with others.

Our Memory Days wouldn't be able to happen without our team of volunteers, both new and those who have been with Penhaligon's Friends for many years. We are also grateful for the continuing use of Truro Prep School who, at a reduced cost, allow us to use their wonderful buildings and beautiful grounds, which provide the space and a safe, calm environment which is crucial for the day.



We are also fortunate to have some wonderful Doctors who volunteer their time to help at Memory Days for 'Doc Spot'. This is an opportunity for children in the groups to ask the Doctor questions – This can be any question that they may be wondering about, either in relation to the death or in reaction to their own health or health of others around them.



One to One Work

18 children and young people had an individual assessment and 30 children and young people received individual support in 2023/24.

Over the past year we have continued to provide one-to-one grief focussed support for young people. This support has usually been when their bereavement or grief has been traumatic, complicated, or delayed in some way and it is felt that they may benefit from some support outside of their usual support network.

Prior to any individual support work an individual assessment would always be undertaken first to determine the need and appropriateness of one-to-one grief focussed support. Young people need to feel safe and supported to be able to benefit from these sessions and sometimes we may suggest that other supports are put in place first or alongside the grief support. For example, if there are significant needs around their mental health, safety, or their family's circumstances. We work closely with the parent / carer and professionals around the young person to ensure appropriate supports are identified. Where individual grief support sessions are agreed, the sessions are structured and bespoke to the individual needs of the young person, with the aim of helping them to process their grief and, if appropriate, help them maintain a continuing bond with the person who has died. The sessions may include exploring difficult feelings associated with the bereavement, things they haven't fully understood or have questions about or are worrying them, creating opportunities to remember or say goodbye, building and strengthening healthy coping strategies and a sense of hope for the future.

Once individual sessions begin, the one-to-one trained volunteers engage in a minimum of monthly group supervision via TEAMS or face to face to support the work.

Family Groups

112 people attended out Family Groups during 2023/24.

Over the past year we have offered monthly one and a half hour sessions in two venues,



Blackwater Village Hall, Blackwater and The Liskerett Centre, Liskeard. Families are invited to attend sessions as and when they can, although most families have chosen to attend consecutively. The groups have been very well received and well attended, with an average of 10- 15 people (children and adults) attending each month.

Each month we share a story and plan a creative activity for the children, and sometimes the adults to join in with. It's lovely to see the adults and children growing in confidence, supporting each other, and having fun. As the sessions have progressed, we have seen children and families building connections and relationships with one



another. The adults have shared how helpful it's been to hear other people's stories and to know their experiences of parenting through grief are like those of other families. Parents and carers have said the group has helped them to feel less alone and more confident with supporting their children with their grief.

We have also had fantastic volunteer support, with an average of three volunteers attending each group. The volunteers are invaluable to the group and allowed for more families to attend each session.

Family Activity Days and Residential

91 young people attended our Family Group Activity Days and Residential during 2023/24.

We have offered several successful Family Fun Days this year, including days out at Lappa Valley Steam Railway, a session at The Art Room in Redruth and a trip to see the Rogue Theatre's winter performance.

At Easter four families joined us at The Art Room in Redruth for a morning of creative activities – all the children came away with some fantastic creations for them to keep.

In the summer, eleven of our families came for a fun day out with us at Lappa Valley Steam Railway – a fun day was had by all, and families joined us at lunch time to chat over a cuppa and meet with others in similar situations.

Finally, in December eight families joined us in experiencing the Rogue Theatre's 'Winter Wonderland' performance. We ventured through the woods in small groups, stopping along the



way to watch fire performances, sing songs and listen to stories. When we arrived at the cosy tent, children gathered on the carpet in front of the stage and shared hot chocolates while watching the show.



Our Family Fun Days are an opportunity for families to meet, connect and have fun in a relaxed environment. Many of our families find these days helpful as a first 'stepping stone' to accessing further support from us, such as





Family Group or a Memory Day. The focus is not on bereavement or grief, but instead on having fun and finding hope for the future. It's an opportunity for families to be given permission to have a good time.

Family Residential

For a weekend in October with thanks to The Children's Sailing Trust, who secured us funding, we were fortunate to have the opportunity to invite families to a residential stay at Trevassack Lake, Near Helston. Five families, with all children bereaved of a parent, joined us for a weekend of fun on the water and an opportunity to relax in the tranquil surroundings of the quarry. The sun shone and children and adults spent quality time together.

Teens Groups

29 young people attended our Teens Groups during 2023/24.

We have been offering two rolling programmes in person, one at the Revive Café in Camborne and one in The Chestnut Hub in Bodmin. These are run by Jo Spear and volunteers. The group in Camborne runs on the second Monday of each month (6.30-8pm) and the fourth Monday of each month in Bodmin (6.30-8pm). On average we have 5-7 people attending each group per month. The Camborne Teens Group will move to a new venue, Blackwater Village Hall, from July 2024. Both groups have enjoyed activities such as, light up memory bottles, spray painting a piece of artwork around grief/feelings, mask making, memory/courage boxes, creating mandalas, tie dying, and memory bracelets/keyrings and self-care bags. We have been exploring memories, ways to cope with different feelings, managing anxiety and stress, self-care, coping with change (using the seasons to help with this), ways of finding resilience in oneself and building resilience for the future.

“ This was a fantastic opportunity for me and my son since losing my husband I'm often too scared to try new things, but this helped massively, and I can't thank you enough and your amazing staff for giving us a weekend to remember ”

Parent, 2024



Teens Activity Days and Residential

50 young people attended our Teens Activity Days and Residential during 2023/24.



It's been another great year for Penhaligon's Friends teens activity days with a range of different events taking place and hopefully something for everyone. In April we took a group of teens and spent a fun packed day at BF Adventure which was a great way for new members to bond with the existing group members. In the climbing activity, they all worked as part of a team by being part of a belay group whilst one of their teammates was climbing. The young people listened very well to one another and offered each other encouragement and support along

the way. Some of the young people even made it to the top of the wall! They worked on their aim on the archery range, perfecting their technique whilst trying to hit the gold centre.

In May a group of 7 teens had a wonderful experience learning some baking skills from the local Baker Tom. The young people learnt many skills including making scones, a white loaf and focaccia bread. The teens showed a good level of stamina as they clocked watched to see if they were finally done with kneading their dough which was needed to create the perfect loaf. They had a fantastic time and were very proud to show their family and friends what they had created.



In September we took a group of 9 young people to Trevassack Lake for a residential stay from a Friday evening to Sunday afternoon. In the evening, we had workshops from Survive and Revive where the young people learnt different whittling techniques and had the opportunity to create a wooden item of their choice. Another evening workshop was hosted by one of our volunteers, Jo, who entertained the young people with a wonderful circus skills workshop, where the young people could have a go at juggling, stilt walking, plate spinning and more. During the days, the young people were offered activities such as kayaking, raft building, canoeing, stand up paddle boarding and team building activities. It was safe to say, they were kept very busy and had lots of fun. Trevassack Lake provided excellent food from there lakeside café and fabulous accommodation. The young people appreciated getting the chance for some



downtime in the evenings by relaxing in the hot tubs. It was a lovely opportunity for the young people to have some fun, connect with other young people who have experienced loss and to build confidence by trying some new activities. I know that some of the young people were very proud of themselves by stepping out of their comfort zone and you could see the increased confidence in themselves.

In December the teens groups decided together that they would like to try Laser Tag at Raze the Roof for their Christmas Party. The young people (and volunteers) had great fun using the whole of the soft play area and dark zone to have games of laser tag. Some young people were definitely more competitive than others! Whether they were in teams or playing 1:1, great fun was certainly had by all.

In February half term we were back at BF Adventure for some Adventure Quarry and Climbing fun. This activity day was a great challenge for some of the young people who were initially a bit nervous. With some gentle encouragement, they started to engage in the activities, even helping others along the way. We had a few new members join us for this activity day and it was a great opportunity for some team building within the group and the chance for them to develop new friendships. They all challenged themselves on the climbing wall and we were impressed with one young person who started out being too nervous to put on a harness but by the end of the session they were climbing up the wall being belayed by their friends. A great achievement.



Training and links with other professionals

Our service delivery is based on years of experience working within the field of childhood grief alongside the professional skills and training that staff have received to equip them to support families and the children within them as well as supporting professionals, to deliver high quality training to professionals and to ensure that the volunteers who deliver our service are of the highest standard. Within the team we have staff who have completed a level 7 Working in Childhood Bereavement Course, delivered by Hospice UK, and accredited by Middlesex University as well as several courses delivered by Child Bereavement UK and the Anna Freud UK Trauma Council, either specifically related to childhood grief or the impact of traumatic bereavement.

“ When discussing bereavement with other parents at Family Group:
I mentioned the difficulty of trying to be good cop & bad cop, we chatted about schools. The point being that we benefit from talking about things that we know the other will ‘get’. We talked about the time ‘period’ that ‘others’ think should pass before they think you should be ‘over’ a loss. Others said that they felt that because of keeping going for the children that they had not really done their personal grieving. So, lots of stuff we probably wouldn’t talk about unless we knew we would all understand.
Very good, a bit of release I guess.

(Parent, 2023)

The Family Services Team work closely with a wide range of other professionals and agencies providing information and advice around the needs of bereaved children and young people and referring on to other services as appropriate. We make sure we have current information regarding other organisations and services available to support children and families including those in the voluntary sector. For example, we regularly refer families to Early Help for additional support and share information regarding crisis services and Young People Cornwall’s drop-in Support Hubs for children and young people struggling with their emotional wellbeing, whilst continuing to support them as well.

We strive to maintain our relationships with CAMHS and other emotional wellbeing providers and work collaboratively where able. We feel these relationships help facilitate smoother transitions between services and a shared understanding of the needs of bereaved families.

We have a close working relationship with Outlook Southwest Suicide Liaison Service for adults and Public Health which ensures a coordinated response to support for those bereaved by suicide.

We meet once a term with staff from other Children’s Bereavement Charities across the Southwest of England and share ideas and discuss current themes that have occurred in our service delivery.

Staff regularly attend the Childhood Bereavement Network and The National Bereavement Alliance monthly webinars. The webinars are based on the 3-component model that derives from NICE Guidelines (2017) which are informative sessions that help us to keep updated with best practice and informs us about any new or updated resources or services that we can signpost families to.

To help ensure our new staff members can support families and young people to high standards we have a 6-week induction programme that includes participating in any training offered by Penhaligon’s Friends for new volunteers and professional training such as our Level one and two. During the induction period new staff also get the opportunity to spend time in all areas of our service delivery and there is regular reflection with senior members of staff to review progress and ascertain if there are any further learning needs.

Two members of the Family Services Team have completed their Mental Health Champions Training – The training was comprised of: Certificate in Mental Health First Aid (Youth), Suicide First Aid (Youth), Suicide Prevention delivered by PAPYRUS, Signs of Safety and Trauma and adversity informed care for children who present in a mental health crisis.

We continue to form part of the following strategic groups:

- Cornwall's Multi-Agency Suicide Prevention
- Real time Suicide Surveillance Groups.
- The Bereavement and Critical Incident Core Group as detailed under support to schools.
- Schools and Communities Group

Training and webinars provided to other agencies and forums has included:

- Towards Zero Suicide
- GP Training.
- Child Nurse Training.
- School Nurse and Health Visitor Training
- Early Years Network Meeting
- Aspirant Head Teacher Programme- Kernow Learning

Family Services provide a rolling program of training for volunteers who support the family services work, and we also deliver the Level one and Two courses as well as a combined course for counselling students when there is a cohort of students interested.

THANK YOU!

A huge thank you to our team of volunteers and staff who, with the help of all Penhaligon's Friends supporters and fundraisers, have supported 1012 bereaved children and young people over the last 12 months.

Our volunteers show amazing commitment, generosity and care which has enabled Penhaligon's to continue to offer the levels of support for bereaved children referred to our service.



Fundraising & Donations Report

The 2023/24 year has been a busy year for fundraising and events!

We were delighted to have received so much corporate support from local businesses throughout the year. **Amazon Charitable Giving Fund** kindly donated £1,500 thanks to a nomination from the staff at our local Portreath Amazon Depot. **Boutique Retreats, CVC Solicitors, Checkmyfile, TR2 Recruitment, James Miller & Associates and Anthony Vingoe Family Law** were among the many local business who all made donations during the year, these donations enable us to fund some of the essential services we provide for our children and families. **Moose Toys** have continued to support the charity, funding an activity day for the families who attend our monthly Family Groups.



We were delighted to be chosen as Charity of the Year for many organisations and clubs this year, including **Oll an Gwella, Cornwall Association of Funeral Directors, In Tune Choir and Cornwall Federation of Young Farmer's Clubs**. These donations are vital to allow us to keep providing support for children and young people across the county.

This year we've been supported by some 'Runderful' fundraisers (excuse the pun!) - **Ievers Shier** ran the Classic Quarter and raised £1623 and **Matthew Dickinson** fundraised over the year, finishing with a triathlon raising £1205. **Frazer Cochrane** and **Esme Marshall-**

Thomas both ran Half Marathons in memory of loved ones and raised a fabulous £2,765 and £3,393 respectively. **Lisa Phillips** ran the London Marathon in April 2023 raising £1276. Thank you to you all.

As a charity we are always so grateful to receive fundraising from schools that we may have supported. The **Rainbow MAT** fundraised by holding a Rainbow Run at all of their academy schools and raised a brilliant £6770. We also had donations from lots of other schools including **Alverton Primary School, Hayle Academy and Mounts Bay Academy**.



We always love to be invited to attend local events, fetes, and fun days to raise awareness of the charity while fundraising with our popular teddy tombola stall. This year we had great days out at the **Callington Honey Fair** and **Trispen Fun Day** amongst others.

Aventur Teylu (The Daddow family) set off on an epic family adventure travelling from Lands' End to John O'Groats in April 2023. This would be a big challenge for anyone, but with Liam aged 11 and Sophia aged 9, this really was a challenge that they would never forget. We were able to follow them on social media, and they raised an incredible £4574 across 4 charities who are close to the families' hearts.



The brilliant **Cornish Barbarians Gig Club** picked Penhaligon's Friends as their chosen charity for their Autumn Marathon Row 2023 at Pentewan. The whole team raised a fabulous £7062, and it was great to meet some of the organisers when they came to present the cheque.

After many challenges including tides and weather, the inspiring **Helen Powell** completed her cross-channel swim in October, topping up her fundraising to a whopping £8180 from her Just Giving page.



Various organisations have supported the charity in other ways this year, donating their time, vouchers and resources to the charity. **Carn Brea Leisure Centre** donated 190 selection boxes at Christmas, and then 120 Easter Eggs. **Pall Corporation** also donated 200 Easter Eggs and lots of chocolate bars which were very gratefully received by the children and young people who attend our regular groups.

We received an incredibly kind donation from the **Bolingey Barbarians**, who donated £1500 to fund our Penhaligon's Friends library for the whole year. We keep our library well stocked with books about bereavement aimed at children and young people of all ages, and we send these out regularly to lots of the families we support.



In December we ran our Annual Christmas Auction, and it was a great success. We were so lucky to receive some fabulous items from local businesses including a luxury stay in the Isles of Scilly, day trips, spa days, art, gifts, gin and much more! We raised an incredible £3155 which will help us to directly support bereaved children and young people across Cornwall. Sending the biggest



of thanks to all of the local business who generously donated prizes, including Hell Bay Hotel, Nathan Outlaw, Tarquins and The Penventon Park Hotel to name just a few. Thanks also to our amazing supporters for bidding on the auction, we couldn't do it without you.

We are always overwhelmed by the length and breadth of the support we receive from our local communities

right here in Cornwall. From the churches and the clubs, the rowers and the runners, the swimmers, and the school children - we thank you all from the bottom of our hearts.



We hope that everyone who has fundraised or donated knows how very grateful we are, it really does mean everything to us. You can find a full list of donors at the end of the report, I hope we haven't overlooked anyone. **Thank you.**

Jo Woollard, Business Manager



Volunteer Report

After saying a sad goodbye, in March 2023 to Ali Vigo who had been our volunteer coordinator, Penhaligon's Friends has had a period of time where that position has been vacant and many of the roles and responsibilities were embedded across the team, including with myself. Within Family Services, I took on the responsibility of arranging family visits and volunteer check in calls and enjoyed both the organisational aspect of it and being able to communicate with so many of our wonderful volunteers.

When the opportunity arose at the end of this year – March 2024, for me to migrate from the Family Services Team to take on the role of Volunteer and Events Coordinator, I was extremely keen for the chance to do so. Over the Easter holidays I packed up my old office and moved down to the admin team and have quickly settled into my new office. The role feels really diverse and challenging, I have lots to learn but I am very much looking forward to getting stuck in and finding my feet!

I already know how incredible our volunteers are and they each bring so many individual experiences and valuable skills from various backgrounds so am feeling very privileged to be able to work closely alongside them all. I am very much looking forward to getting to know each of them and I hope to be able to support them whether they are just starting their journey with us, or they have been with us long before I joined.

Volunteering

We have been fortunate this year to have been awarded some funding through National Lottery/ Awards for All to focus on increasing our numbers of volunteers and their skills to help us manage our growing caseload and profile. We currently have 55 active volunteers who give their time whether through fundraising and events, community engagement and talks, family visits and 1:1 support, helping out at our teens and family groups or memory days etc.

We also have a number of potential new volunteers who have started their training and induction with our charity, and additional training dates set during 2024. Our 'Get Started' training (one day initial introduction to Penhaligon's Friends and the role of a volunteer) followed by the second stage, our 'Get Going' training



(More in-depth knowledge of the volunteering role, 2 day training, touching on Memory day and activities, safeguarding and policies) have both been well attended. This core training enables our potential new volunteers the chance to find out more about our work, and our team and learn skills for supporting bereaved children, young people and their families.

New to us this year is the role of Ambassadors, volunteers who wish to focus their volunteered time solely on the fundraising and promoting of Penhaligon's Friends. We now have a small number of Ambassadors and hope to grow numbers as we go forward.

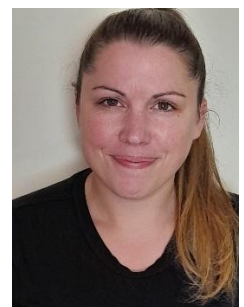
A massive thank you to our Volunteers and Ambassadors for all that you do for us and for all you do for the children, young people and families we support. You are all amazing and we really could not do it without you! Thank you!

" I am so very proud to be associated with this remarkable and outstanding charity. The work you do across Cornwall is of exceptional worth, and the comfort and support you bring to families in grief is invaluable. I am full of admiration for the caring commitment of the volunteers and thank them all from the bottom of my heart. "

MICHAEL GALSWORTHY CVO CBE DL
PATRON



www.penthaligonsfriends.org.uk



Natalie Buckland, Volunteer and Events Coordinator



Treasurer's Report

After running deficits for the past few years, the charity finished the year ending 31 March 2024 with a surplus of £20,349.

As with last year, the charity started the year with insufficient income forecast to finance the programme of work for the year. However, with reserves standing at £125,523 the trustees decided to, in accordance with the reserves policy, use a proportion of these reserves to support the budgeted level of activity whilst new sources of funding were sought.

In this regard the charity was particularly successful with its fundraising endeavours. Donations in the year totalled £116,952, a 46% (£37,071) increase over last year although still below pre-Covid levels. New grants totalling £28,984 were secured during the year raising grant income from an estimated £118,910 to £147,894 at the year end.

Income sources remain a mix of donations, grants and earned income.

General Fund balances now total £145,872 equating to approximately 30 weeks of operational costs. The reserves policy has been designed to enable the charity to continue meeting its objectives for a period of 12 months. The level of general funds should enable the charity to fulfil that objective.

The charity holds no significant fixed assets.

Trade Debtors at the year-end totalled £524. There are no concerns on bad debts.

The position for the year ahead is relatively secure. However, the Trustees have again agreed to use reserves in setting the budget for the year in order to maintain the programmes of work.

Efforts will continue to be made to secure additional funding streams from existing and new sources. The longer term still remains insecure, but the unrestricted reserves will be utilised to ease delivery pressures. Levels of reserves, success in fundraising and the amount of funding secured for the coming year means there is no significant or immediate reason to raise concern on the viability of the charity which continues to be a going concern.

I would like to thank all the many funders, volunteers, and contributors for the support you have given Penhaligon's Friends over the year. Your support really does make a difference to the number of families we are able to help and the quality of services we provide.

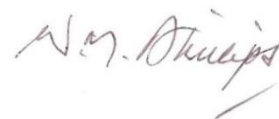
Bill Phillips, Treasurer

The Annual Report was approved by the Trustees of the charity on 09/07/2024 and signed on its behalf by:

Ali Stephens (Chair)



Bill Phillips (Treasurer)




Independent Examiner's Report to the Trustees

Independent Examiner's Report to the Trustees of Penhaligon's Friends

I report to the trustees on my examination of the accounts of Penhaligon's Friends (the CIO) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the CIO 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 CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

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

1. accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of the independent examination.

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



Darren Perry BA (Hons) ACA DChA

Independent Examiner
Francis Clark LLP
Lowin House
Tregolls Road
TRURO
TR1 2NA

Date: 16th July 2024

Financial Statements

Penhaligon's Friends
Registered Charity no. 1189323

Statement of Financial Activities
for the year ended 31 March 2024

				Period to 31 March 2023		
	General £	Restricted £	Total £	General £	Restricted £	Total £
Income and Endowments from:						
Donations & Fundraising	114,452	2,500	116,952	77,243	2,638	79,881
Grants	-	147,894	147,894	-	124,155	124,155
Training fees	7,140	-	7,140	8,325	-	8,325
Booklets etc	183	-	183	309	-	309
Bank interest	3,144	-	3,144	1,075	-	1,075
Total Incoming Resources	124,919	150,394	275,313	86,952	126,793	213,745
Expenditure on:						
Client/Members Direct Costs						
1 - to - 1	-	722	722	-	1,642	1,642
Family Days	319	963	1,282	-	567	567
Family Support	-	3,015	3,015	155	3,448	3,603
Memory Days	1,331	239	1,570	40	1,534	1,574
Family Group	220	1,677	1,897	25	696	722
Teens Group	-	3,267	3,267	42	2,156	2,198
Training Days	1,290	-	1,290	1,041	115	1,156
Volunteers Training	-	427	427	339	94	432
Library	-	2,619	2,619	209	954	1,164
Fundraising Costs	613	-	613	876	6	883
Governance Expenses	586	-	586	711	-	711
Cornwall Bereavement Network	234	-	234	126	-	126
Bank Charges	191	-	191	234	-	234
Insurance	1,341	-	1,341	1,927	-	1,927
Office Costs						
Cleaning	2,504	-	2,504	2,289	-	2,289
Computer software & support	2,740	579	3,319	1,221	1,197	2,418
Furniture & equipment	170	-	170	49	-	49
Heat, light & power	1,000	1,776	2,776	2,848	-	2,848
Printing & stationery	1,547	1,000	2,547	2,667	13	2,680
Postage	640	1,755	2,395	812	2,229	3,041
Telephone	-	3,482	3,482	-	3,205	3,205
Supplies	424	401	825	1,513	8	1,521
Rent, Rates & Property Maintenance	12,895	5,000	17,895	15,264	-	15,264
Staff Costs	75,489	123,472	198,961	80,456	108,929	189,385
Accountancy - Independent Examination	900	-	900	-	-	-
Total Resources Expended	104,434	150,394	254,828	112,845	126,793	239,638
Gain/(Loss) on revaluation of investments	-	136	136	669	-	669
Net Income/expenditure	20,349	0	20,349	-	25,224	-
Transfer between funds	-	-	-	-	-	-
Net movement in funds	20,349	0	20,349	-	25,224	-
Opening Balance 1st April 2023	125,523	-	125,523	150,747	-	150,747
Closing Balance 31st March 2024	145,872	0	145,872	125,523	-	125,523

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

Penhaligon's Friends
Registered Charity No. 1189323

Balance Sheet
as at 31st March 2024

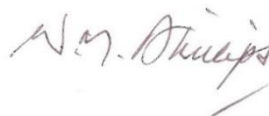
	General Fund £	Restricted Funds £	Total Funds £	Total Funds as at 31 March 2023 £
Fixed Assets				
Computers				
Cost -	-	-	-	-
Depreciation	-	-	-	-
Investments	5,359	-	5,359	5,495
Current Assets				
Cash at Bank & In Hand	149,045	52,413	201,458	171,034
Debtors	1,209		1,209	351
Prepayments	354		354	594
Stock	-	-	-	-
Total Current Assets	150,608	52,413	203,021	171,979
Less: Creditors	10,095	52,413	62,508	51,951
Net Current Assets	140,513	-	140,513	120,028
Total Assets	145,872	-	145,872	125,523
Represented by:				
General Funds	145,872	-	145,872	125,523
	<u>145,872</u>	<u>-</u>	<u>145,872</u>	<u>125,523</u>

The Annual Report was approved by the Trustees of the charity on 09/07/2024 and signed on its behalf by:

Ali Stephens (Chair)



Bill Phillips (Treasurer)



Penhaligon's Friends
Registered Charity No. 1189323

Notes to the accounts
for the year ended 31st March 2024

Note 1 Accounting policies

- a** The financial statements have been prepared under the historical cost convention and are in accordance with applicable standards and comply with the requirements of the Charities: Statement of Recommended Practice (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Penhaligon's Friends meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material departures from FRS 102.

- b** Income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received. Income from government and other grants is recognised when the charity has entitlement to the funds and performance conditions are met, it is probable that income will be received and the amount can be measured reliably and is not deferred. Grant income received in advance for future periods is deferred until the criteria for income recognition is met.
- c** All resources expended are included in the Statement of Financial Activities gross of any income. The resources expended are recognised in the Accounts as soon as the obligation arises. Any amounts unpaid at the financial year-end are accrued for.
- d** Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably.
- e** Tangible assets are stated at cost and depreciated by annual instalments over their useful working lives as follows:-

Computers/printers	3 years
Furniture	3 years
Projector/display boards	3 years

Depreciation is levied for a full year in the year of acquisition but not made in the year of disposal.

- f** Restricted funds are created when grants/donations are made either for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the Statement of Financial Activities when incurred.



Note 2 Tangible assets

	Computers	Totals
	£	£
Cost		
At 1st April 2023	1,007	1,007
Additions in year	-	
Disposal in year	1,007	1,007
At 31st March 2024	-	-
Depreciation		
At 1st April 2023	1,007	1,007
for year	-	-
Disposal	1,007	1,007
At 31st March 2024	-	-
Net Book Value		
At 1st April 2023	-	-
At 31st March 2024	-	-

Note 3 Investments

	2023/24	2022/23
	£	£
Valuation at 1st April 2023	5,495	5,678
Shares disposed of in the year	-	852
Realised & unrealised gain/(loss)	136	669
Valuation at 31st March 2024	5,359	5,495

Note 4 Loss on Share Revaluation

The valuation of the shares at 31 March 2024 was based on a post year end valuation at 5 April 2024 which is considered the best available estimate. An unrealised loss of £136 was recognised in the Statement of Financial Activities. In April 2023 the redemption of run-off shares was suspended. To date there has been no indication as to when the suspension may be lifted but is understood that ongoing Court proceedings in the United States are a major factor in the suspension.

Note 5 Liquidity

	2023/24	2022/23
	£	£
Cash at bank-current account	28,116	35,502
Cash at bank-deposit account	65,895	30,326
Cash at building society	107,147	104,906
Cash in hand at office	300	300
	201,458	171,034

Note 6 **Restricted funds**

	B/forward £	Income £	Expenditure £	Balance £
Awards for All Volunteer Recruitment and Training	-	7,350	7,350	-
BBC Children in Need Family Services Lead and volunteer mileage	-	33,240	33,240	-
Bolingey Barbarians Library	-	1,500	1,500	-
CCF 1-to-1 1-to-1 Support	-	2,130	2,130	-
CCF Lithium Blackwater Family Group	-	930	930	-
CCF ICB Liskeard Family Group	-	8,220	8,220	-
Co-op Postal Packs	-	2,323	2,323	-
Ecclesiastical Developing community groups for young people	-	16,670	16,670	-
Masonic Charitable Foundati Core Costs	-	5,000	5,000	-
Miller Associates Postal Packs	-	1,000	1,000	-
NHS Kernow Postvention and 1-to-1 support	-	64,000	64,000	-
Postcode Community Trust Teens Group	-	7,025	7,025	-
Trusthouse Charitable Found Family Services Staff Costs	-	1,006	1,006	-
Totals	-	150,394	150,394	-



Note 7 **Debtors and prepayments**

	2023/24	2022/23
	£	£
Trade Debtors		
Book sales	24	-
BRAKE Referrals	500	-
Accrued Interest		
Interest	685	351
Prepayments		
Insurance	354	594
Fundraising		
	<u>1,563</u>	<u>945</u>

Note 8 **Creditors and deferred income**

	2023/24	2022/23
	£	£
Trade Creditors	4,835	887
Accruals	1,808	792
Deferred income	52,413	47,610
Taxation and social security	3,452	2,661
	<u>62,508</u>	<u>51,951</u>

Note 9 **Deferred Income**

Deferred income comprises primarily grants and training fees received in advance for activities taking place in the next financial year.

	£
Balance as at 1 April 2023	47,610
Amount released to income earned from charitable activities	- 47,610
Amount deferred in year	52,413
Balance as at 31 March 2024	<u>52,413</u>



Note 10 Analysis of staff costs and trustee remuneration and expenses

	2023/24	2022/23
	£	£
Salaries and wages	180,033	171,813
Social security costs	10,220	8,445
Pension contributions	4,709	4,467
	<u>194,962</u>	<u>184,725</u>
Staff travel and expenses	1,626	1,895
Staff supervision and training	2,373	2,765
	<u>198,961</u>	<u>189,385</u>

No employees had emoluments in excess of £60,000 (2022/23: £nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2022/23: £nil).

Neither were they reimbursed expenses during the year (2022/23: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2022/23: £nil).

The average monthly headcount was 8 staff. (2022/23: 9).

The key management personnel are: Julie Parker (75%) and Polly Langford (50%) and the aggregate remuneration was £43,827 (2022/23: £37,974)

The remaining percentages of the key management personnel reflect their operational responsibilities.

Note 11 Analysis of Net Assets between Funds

	Unrestricted Funds		Restricted Funds	Total	Period to 31 March 2023		
	£		£		Unrestricted Funds	Restricted Funds	Total
	£	£	£		£	£	£
Tangible Fixed Assets	-	-	-	-	-	-	-
Investments	5,359	-	-	5,359	5,495	-	5,495
Cash at Bank	149,045	52,413	-	201,458	128,424	42,610	171,034
Creditors	-	10,095	-	10,095	-	9,341	-
Debtors	1,563	-	-	1,563	945	-	945
	<u>145,872</u>	<u>-</u>	<u>-</u>	<u>145,872</u>	<u>125,523</u>	<u>-</u>	<u>125,523</u>

Thanks to Supporters

We really appreciate all of the donations we have received in the 2023/2024 year. It is impossible to thank everyone individually for their contributions, but without the help of our incredible supporters we would not be able to provide this valuable service.

Thank you.

Albert Van den Bergh Charitable Trust	Doreen Hocking
Alfie Wright	Elaine Hodge
Alice and Sid	Emma and Sean
Alverton Primary School	Esme Marshall Thomas
Amazon Charitable Giving Fund	Falmouth Working Boats
Amazon Depot Portreath	Fiona Llewellyn
Anne Dube	Flambards
Anne Moore	Flushing Village Stores
Aventur Teylu	Frazer Cochrane
Baker Tom's	Game On Cornwall
Balcony Bar St Ives	Gillian Emerson
Benefact Group	Godolphin WI
Bill Phillips	Grace Hollier
Blackwater School	Hayle & District Lions Club
Bolingey Barbarians	Hayle Academy
Boutique Retreats	Hayle Chamber of Commerce
Brad Osman	Headland Hotel
Breage Social Club	Helen Powell
Bristow Helicopters Ltd	Ian Mactaggart Trust
Callington Toddle In	Ievers Shier
Camborne Tangent Club	Illogan School PTFA
CAMEO Club	Inner Wheel Club of Bude
Carn Brea Leisure Centre	Inner Wheel District 129
Carnkie Methodist Church	Inner Wheel of Truro
Chacewater Garden Centre	InTune Choir
Chapel St Methodist Church	Jacqui Piper
Checkmyfile	James Jacoby
Chelsea Adcock	James Miller & Associates
Coodes	Jo Cooper
Cornish Barbarians Gig Club	Jo Downs
Cornish Coffee	John and Elaine Grofik
Cornwall Federation of Young Farmers Clubs	Jon Tremaine
Cornwall Trefoil Guild	Josh's Chocolate
CVC Solicitors	Keep it in Cornwall for Kids
Dancing Flea Orchestra	Kernow Learning MAT
David Perry	Land and Water
Deborah Hillier	Lanner Methodist Chapel

Lanner Produce Show	Rotary Club of Truro
Lappa Valley	Rotary Club of Wadebridge
Lee Adams	Royal Standard Pub, Flushing
Leo Fergus	S.J Grigg
Lisa Phillips	Samantha Lamb
Lord Savile	Sapphire Holidays
Louise Daykin Prints	Sarah Gould
Lowenna Roe	Scentered
LWC - Jolly's	Sew In Mullion
Lynher Dairies	Solomon Browne Hall
Matthew Dickinson	St Aubyn Estates
Mel & Lynne Williams	St Ervan Coffee Morning
Michael Williams	St Eval
Michael Yeo	St Ives Rotary Club
Michaela Pay	Susan Gripper
Minack Theatre	SWComms
Moose Toys	Sylvia Mason
Mounts Bay Academy	Tarquin's
Mrs A Peter	Tate
Mrs D Routly	The Alverton
Mrs J Craven	The Brown Family
Mrs L Hosie	The Greenbank
Nathan Outlaw	The Kelwick/Simlett Family
National Association of Funeral Directors	The Milne Family
Neil Pope	The Penventon Park Hotel
Newlyn Knitters	The Percy and Lily Williams Charity
Newquay Towan Blystra Lions	Torfx
North Coast Choir	TR2 Recruitment
Oll an Gwella	Tregony Sports and Social Club
Pall Corporation	Treleigh School
Parc Eglos School	Tresco
Passmore Edwards Institute	Tresparret Methodist Church
Peaky Digital	Truro Arts Company
Penny Platts	Truro School Lodge 5630
Pentire	Vicki Bluett
Philleigh Craft and Coffee Morning	Vingoe Family Law
Phoenix Events	Wadebridge Probus Club
Rainbow MAT	Wadebridge Tuesday Morning Club
Richard Hargrave	Wall Methodist Church
Ronnie and Louisa Kidd	Wardell Armstrong
Rosy Windsor	Watergate Bay Hotel
Rotary Club of Bude	White Stuff
Rotary Club of St Austell	William Brook
Rotary Club of St Ives	Yealmpton Garage



Administrative Details

PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Alison Stephens (Chairman) William Phillips (Treasurer) Nigel Hyde Nicky Sutton Mike Bird Karen Reid David Perry Anna Pemberton
CHARITY CEO	Julie Parker
REGISTERED OFFICE	Trecarrel Drump Road Redruth TR15 1LU
CHARITY REGISTRATION NUMBER	1189323
BANKERS	Lloyds Boscawen Street Truro TR1 2QT
ACCOUNTANTS	Francis Clark LLP Lowin House Tregolls Road Truro TR1 2NA



Penhaligon's Friends

Trecarrel

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PENHALIGON'S FRIENDS

England & Wales - Charity number 1189323

Accounts



Penhaligon's Friends
Charitable Incorporated Organisation

Annual Report



2022-2023



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Trustees Report

The Trustees present their report and the financial statements for the year ended 31 March 2023.

CHAIR

Dr Jenny Doble 01/04/2022 – 13/09/2022

Dr Alison Stephens – elected 13th September 2022

TRUSTEES

The following were Trustees during the year:

Dr Jennifer Doble – retired 13/09/22.

Dr Alison Stephens - Chair

William Phillips – Treasurer

Nigel Hyde – Vice Chair

Nicky Sutton

Mike Bird

Karen Reid

David Perry – elected 13/09/22.

Anna Pemberton – elected 13/09/22.

Charity Objectives and Structure

Organisational Structure

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together approximately every two months and are responsible for all policy decisions and for the employment of the Charity's CEO; they take an active interest in the recruitment of other staff. Policies are reviewed regularly and, where necessary, are brought up to date when new legislation comes into being or in order to further the aims of the Charity. The charity is governed by its constitution dated 04/05/2020.

Recruitment and appointment of trustees

The existing trustees are responsible for the recruitment of new trustees but in doing so, the trustees seek the recommendations of staff and volunteers and the wider community of Cornwall. In selecting new trustees, we seek to identify people who can bring their expertise, contacts, and knowledge to the Board for the benefit of the aims of the Charity.

In addition to the trustees, representatives from other bodies having connections with child bereavement are invited to join the Board and attend meetings without voting rights as the need arises.

Following appointment, new trustees are introduced to their role and given copies of the CIO Constitution and a guide to Penhaligon's Friends' policies and procedures adopted by the Board. A number of publications from the Charity Commission are also provided including the guidance on charities and public benefit. This ensures that new trustees are aware of the scope of their responsibilities under the Charities Act.

Risk Management

The trustees have examined the major strategic risks to which the charity is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take further action to minimise or mitigate these risks as required.

Our Objectives

Our objectives are to provide support for bereaved children and their families in Cornwall and to provide training and education for other agencies working closely with these children to provide them with the tools they need to help them support children in the community. Each year our trustees review our objectives and activities to ensure they continue to reflect our aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.



Vision

Changing bereaved children's lives.

Mission

To provide a supportive and educational environment where grieving children can share their experiences as they move through their healing process. To support family care givers, schools, professionals, and the wider community in responding to the needs of bereaved children and young people. To provide training in childhood loss and grief for family care givers, schools, professionals, and the wider community in Cornwall.

We will fulfil our mission by:

- Responding promptly to all requests for advice, information, and support.
- Visiting families and children to explain about our bereavement support and offer them an opportunity to ask questions.
- Maintaining policies and standards of practice, relating to our work with the children, and the engagement of volunteers and employees.
- Offering training and support to all volunteers, care givers and professionals from other statutory and voluntary agencies.
- Monitoring and evaluating the service in order to shape service delivery and to provide evidence of monitoring to grant funders.
- Having due regard for the health, safety and wellbeing of children and volunteers.

Data Protection

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept securely. This code of practice is reviewed regularly to ensure we are up to date with current legislation, including registration with the appropriate authority.

Use of Volunteers

Volunteers are an important resource in the work of the Charity. Volunteers are involved in the majority of our activities, and we have around 55 people regularly giving their time to support our activity.

DBS for Trustees and Volunteers

In recruiting trustees and volunteers, Penhaligon's Friends ensures that it meets all the requirements of Cornwall's Safeguarding Board in relation to safe practice, including appropriate use of the DBS.

How Our Activities Deliver Public Benefit

Many of our activities delivered throughout the year are of direct benefit to the public. Our charity supports bereaved children and young people up to the age of 18 years. We also help parents, carers, and professionals to give effective support, which includes thinking about support around terminal illness in the family. The person who died may have been ill for a while or died unexpectedly. We use a variety of practical and creative tools to help children and families share their thoughts and feelings and give them the opportunity to meet others. We are aware of the impact that bereavement can have on the normal development of children and young people and aim to offer services to reduce this and increase resilience.

Our activities recognise how children experience grief. We therefore include time to have fun and for creative activities, as well as time to focus and work through more painful issues. We support the whole family using a child-focused approach.

The amount of time spent with the children and their families is obviously much less than others who have day to day contact with them, such as schools, doctors, social workers and so on. For that reason, we also offer training to professionals having contact with young people so that they can understand better the concerns and needs of bereaved children and young people.

Our range of services includes:

- **Telephone Information and Advice** – This is given on referral to the service, usually accompanied by leaflets, loan of books, postal packs, resources etc. Ongoing support is available over the phone with welfare calls, and families are able to call back at any time.
- **Home visit** – A 'First Aid' visit if referred very close to the death to offer support and advice.
- **Family Visit** – To assess family's grief journey and family dynamics, explain our range of support. This helps determine the most suitable form of support for the family.
- **Memory Day** – Children, young people and their parents and carers attend a full day to remember the person who has died, to share feelings, to meet other children in similar situations, to reduce isolation and to improve communication within the family.
- **Teens Support Groups** - Giving teens a regular time and place to be able to meet up with others to take part in fun activities and have someone to talk to. Our monthly groups operate in Camborne and Bodmin, meeting face-to-face.



- **Family Support Groups** – Giving parents a regular time and place to be able to come along and meet up, alongside activities for their children. Our monthly group runs in Blackwater, and a further group in Liskeard is just about to start.
- **Social Activity Days** – Planned social days for teens and families to enable peer group support and access to varied opportunities such as water sports/ local attractions/ craft days.
- **Individual Work** – A piece of work to explore more complex grief issues, this is carried out by trained volunteers typically within school environment following appropriate assessment of need.
- **School Support** – Support and advice for staff and students in schools and colleges following a death in their community.

Training

Level 1 Childhood Loss & Grief – A 3-day course in the theory of Childhood Loss & Grief.

- Suitable for all professionals who come into contact with bereaved children in the course of their work, volunteers and those wanting to gain understanding of how best to support bereaved children.

Level 2 Childhood Loss & Grief – A 4-day course in therapeutic skills and practical applications of theory.

- Building on the Part 1 course this enables participants to significantly enhance their knowledge, therapeutic skills and understanding in relation to their own work, or to become a volunteer with Penhaligon's Friends.

One Day Workshops – Bespoke training for groups to develop skills, confidence and increase resources when caring for bereaved children.

- Suitable for those who regularly come into contact with grieving children through their practice, i.e. Social Services, Health and Education workers, Counselling and Pastoral Services, Clergy, Funeral Directors.

Volunteer Training Programme – Our free one-day 'Get Started' Volunteer Training is a great introduction, giving an overview of our charity with an insight into volunteering roles and options for getting involved whether it be to fundraise and support community events or to help with our Family Services work. Once completed, this one-day training then gives the option to continue to a free two-day 'Get Going' Training which enables volunteers to help with family support, such as helping with Memory Days, Family Groups and Teens Groups. Volunteers can also access the Level 1 & 2 Childhood Loss and Grief training (above) as desired.

Chairman's Report

Last year, our long-standing Chair of the Board, Dr Jenny Doble, retired from her position, after providing invaluable support to Julie and the team. We thank her for her considerable support and commitment to the charity over the years.

The past year has seen many changes for the Penhaligon's Friends Team. Since Covid-19, they have continued to work hard to meet increasing demand by way of returning to pre-Covid face to face activities. We fully acknowledge that in a small team, any staff losses are keenly felt, and we appreciate the manner in which the team continues to demonstrate resilience, creativity and innovative approaches in the face of such staff changes, recovery from the pandemic and a record number of referrals.

The team has juggled new working hours and seen changes to the team as staff have progressed to other roles within the charity, allowing for recruitment of a Receptionist/Administrator and an additional Family Services team member. Staff changes at the end of the year have resulted in a gap in Fundraising although we hope to fill this post in the near future. Throughout these challenges, Julie has guided the team to adapt to new ways of working in response to need as necessary. Polly has embraced the role of Family Services Lead and works closely with Julie to lead the team. Great efforts have been undertaken by the team, to welcome volunteers back into the workforce and engage in training and recruitment of new volunteers. It is recognised that the loss of volunteers since Covid poses something of an ongoing challenge, as we rely so heavily on this invaluable pool of dedicated workers to roll out our work.

Fundraising is an area of vulnerability within the charity, and Julie has worked tirelessly to secure grants to ensure longer-term and more substantial income. Donations are struggling by comparison with previous years, perhaps a legacy of Covid. Recruitment to fundraising is therefore a priority area of focus for the charity and Trustees, as the demand for bereavement support across the county is a pressing challenge. As a Board, we are keen to address the tension of ensuring our compassionate, skilled, and conscientious employees feel valued by way of competitive pay, within the constraints of our financial situation.

Over the past year we have welcomed two new trustees to the Board: David Perry and Anna Pemberton, bringing strengths in terms of business, networking, experience of family support work and safeguarding, respectively. Anna has returned to Penhaligon's Friends in a new capacity having previously been employed by the charity as Family Services Lead.

A Trustee business planning meeting in February considered and amended the salaries of the team, relative to similar posts regionally. It was acknowledged that the team has always worked incredibly hard, meeting increased need, year on year, with the additional and residual challenges of the Covid pandemic.

On behalf of the Board, I would like to thank each of our dedicated team members, and the team as a whole, who demonstrate their commitment to supporting children, their families, and schools at the most difficult times of their lives when dealing with the loss of family, friends, and significant



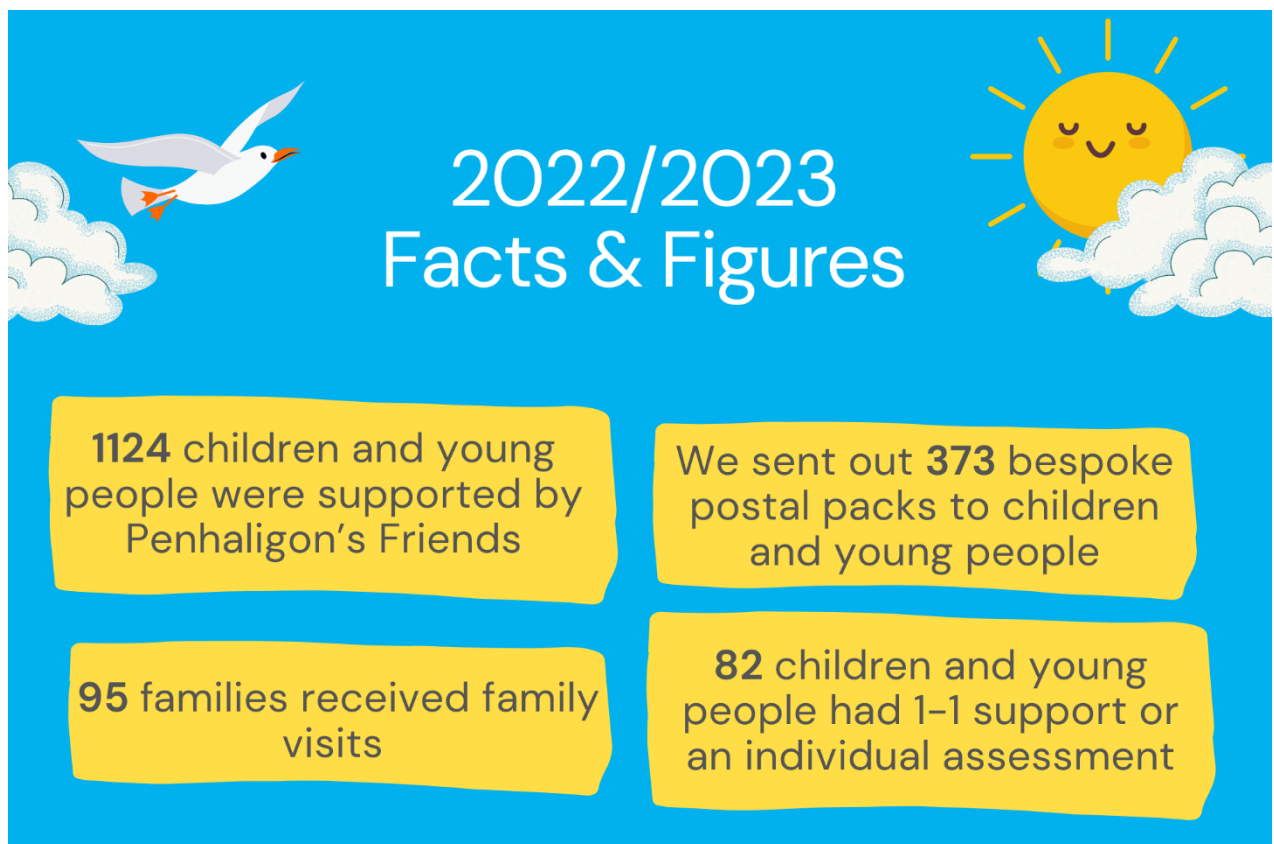
others. We value and respect the work undertaken and strive to support the team and the charity as best we can. We look forward to the forthcoming year as we aim to boost our financial income and increase staffing to ensure we have a full workforce and are prepared to meet the increasing demand for bereavement support across the county, and with a view to further enhancing provision. Feedback from schools and families continues to evidence the need for the work provided by Penhaligon's Friends, and the high quality of support provided.

Dr Alison Stephens, Chair Penhaligon's Friends



CEO Report

Penhaligon's Friends has been extremely busy this year with record numbers of referrals into our service, with 1124 children and young people accessing our support. With all of the team working from the office again it makes it easier to be able to respond and manage our caseload and activity, and there is definitely a strength in being under the same roof whilst we work together. Although it seems, officially, the pandemic is over, we recognise its lasting impact in the delayed grief we witness in some of the young people we work with, and the anxiety around engaging in group activities and support. Our support is needed now, more than ever, and our report demonstrates the varied and necessary services our charity provides for bereaved children and their families throughout Cornwall.



Staff

We welcomed Natalie Buckland to our staff team in June as an additional Family Services Support Worker. Natalie brings many years of experience from working in a pastoral role in schools and will be working with the team to manage our increasing referrals and the support provided. We also, on occasions, welcome Lola, Abi's new dog, as she spends time supporting our team (and eating tasty snacks)!

Our Volunteer & Fundraising Coordinator, Ali Vigo, left the charity in March to return to working in schools. We were very sad to see her go, but she is still a volunteer, which often happens as our staff leave for other roles. The value of our work never leaves and volunteering, when able, allows people to stay connected. We are currently considering how we can best support our activity



within the team and what our next recruitment opportunity will be, looking at the needs and gaps for the current service. Everyone that walks through our office leaves their own footprint that contributes to our overall strength and values.

I am so grateful for the dedication, knowledge, experience, and enthusiasm of all of our staff team. Our office really is an inspiring place to work, and I thank everyone for their creativity, patience, and adaptability as we continue to adjust our service to meet the needs of our families and funders. Our reputation is built on our team values.

Volunteers

It has been so lovely this year to see so many of our volunteers coming back to face-to-face support, in the office, at our groups and events, and in schools and communities. Whilst our numbers of volunteers have dropped as people move on or enjoy retirement, we still have a strong number of talented, experienced, and dedicated volunteers in our team. A special mention to Lin Marsh who retired in September. Lin had been involved on so many levels and we were very grateful for all that she contributed, and the many children and young people she supported during her time here would, I'm sure, wish her well. New volunteer training is high on our agenda moving forward as we look to increase our team in line with demand.

I must also thank our Trustees for all their time and support, through our Business Planning and our Board meetings they help to shape and govern our work in a meaningful way. I am very grateful for their ongoing support and trust. Every hour of volunteering matters to our charity, our success and achievement would not be possible without the generosity of our whole team.

Grants and Donations

Funding from BBC Children in Need, the NHS and the Benefact Group's Movement for Good programme have provided much needed core funding, with other grants coming in through Cornwall Community Foundation, Coop Local Community Fund, Carew Pole Charitable Trust and Postcode Local Trust. Many of these provide multi – year funding which provides us with longer term stability with planning and development.

BBC Children in Need selected one of our young people to take part in their 'Surprise Squad' on The One Show in November. Max and his family have benefitted from our support over a number of years following the sudden death of his Mum when he was just 3 years old. Max was chosen to take part



in the BBC National Appeal, along with 4 other young people and together they took part in challenges to help other Children in Need funded projects by volunteering and making a difference. We were all humbled by the compassion Max was able to show to others and are very proud of him!



There has been some fantastic local fundraising taking place to support our work, and we really value the support of businesses who choose to support our work by making us their charity for the year. The added benefit of raising our profile through their organisation and community helps us to reach more families in need of our services.

Our blend of grants, fundraising, training income, donations and corporate support does strengthen our position, but we will need to work hard this year to source additional funds to sustain our service in line with demand. Grants that were available during the pandemic to support organisations manage the complex and unprecedented need in our community are no longer available and the cost-of-living situation reduces many people's capacity to think outside of their own family's needs.

We move into next year with some secure funding for existing work and have been able to secure additional funds enabling us to plan activities for some new initiatives. We also have several grant decisions pending, training courses planned and events to attend. I hope that you

find our report and activity an interesting read and gain an overview of our exceptional service. We are looking forward to working with you all over the coming year to enable us to continue delivering our vital service within Cornwall.

Julie Parker, CEO



Family Services Report

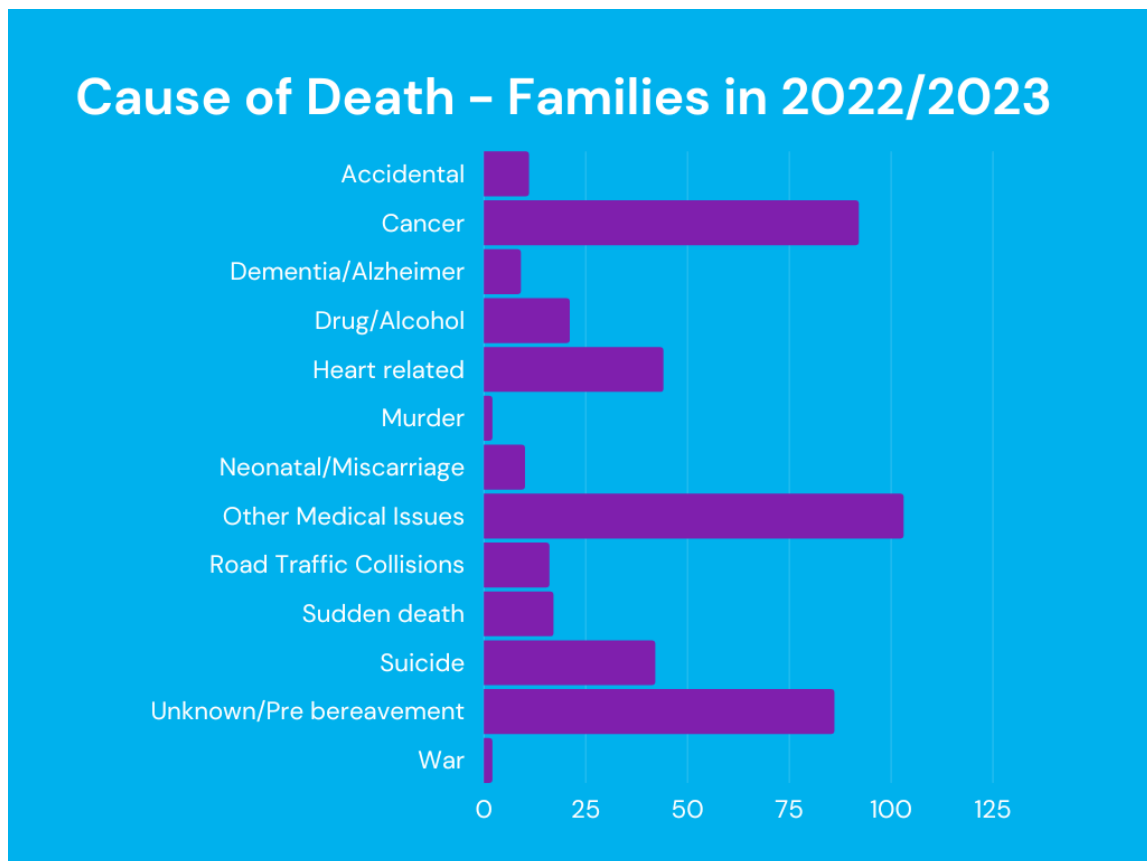
It has been a busy 12 months. As the numbers of children, young people, and families that we are supporting has continued to increase, we have also been able to continue to offer a flexible and responsive service to meet the individual needs of bereaved children and families providing a combination of in-person and at times virtual support depending on what is most accessible for them.

The Family Services Team has seen several changes. We said our goodbyes to Anna Pemberton in May and welcomed Natalie Buckland shortly after in July. Natalie joined Polly Langford, Family Services Lead, Jo Coombes, Jo Spear and Abi Deakin, Family Services Support Workers, and our dedicated team of volunteers. The team have a diverse range of skills, knowledge and experience including counselling, nursing, teaching, and youth work in addition to specialist knowledge in bereavement and working with children and young people.

There has been a 10% increase in the numbers of referrals, including re-referrals, since last year. Most referrals have been families self-referring, followed by schools and other professionals. The common themes identified in last year's report have remained and we continue to see young people referred with indicators of traumatic or complicated grief.

1124 children and young people were supported by Penhaligon's Friends in 2022/23.

We worked with 104 children and young people bereaved by suicide.



Support offered by Penhaligon's Friends over the last 12 months:

- Telephone, virtual and in person support and advice to families and professionals.
- Postal packs for bereaved children and young people who have been referred and supported by Penhaligon's Friends.
- Family visits in the office, home, schools, or local family hubs with the option of virtually if needed.
- Teens group for secondary school aged young people, running monthly in Camborne at the Revive Café and in Bodmin at the Family Hub.
- Family group for primary aged children and their parent/carer. Running monthly at Blackwater Village Hall.
- Individual grief focussed support sessions for young people in person.
- Memory days.
- Support and advice to schools following a bereavement or critical incident, including in person support where appropriate.
- Training for a wide range of professionals supporting bereaved children and young people both online and in person.

Family Services Staff have continued to be available on the office phone number and via email Monday- Friday 9am - 5pm to answer any queries and provide families and professionals with general support and advice in a timely way.

What Services Penhaligon's Friends Offer and Why

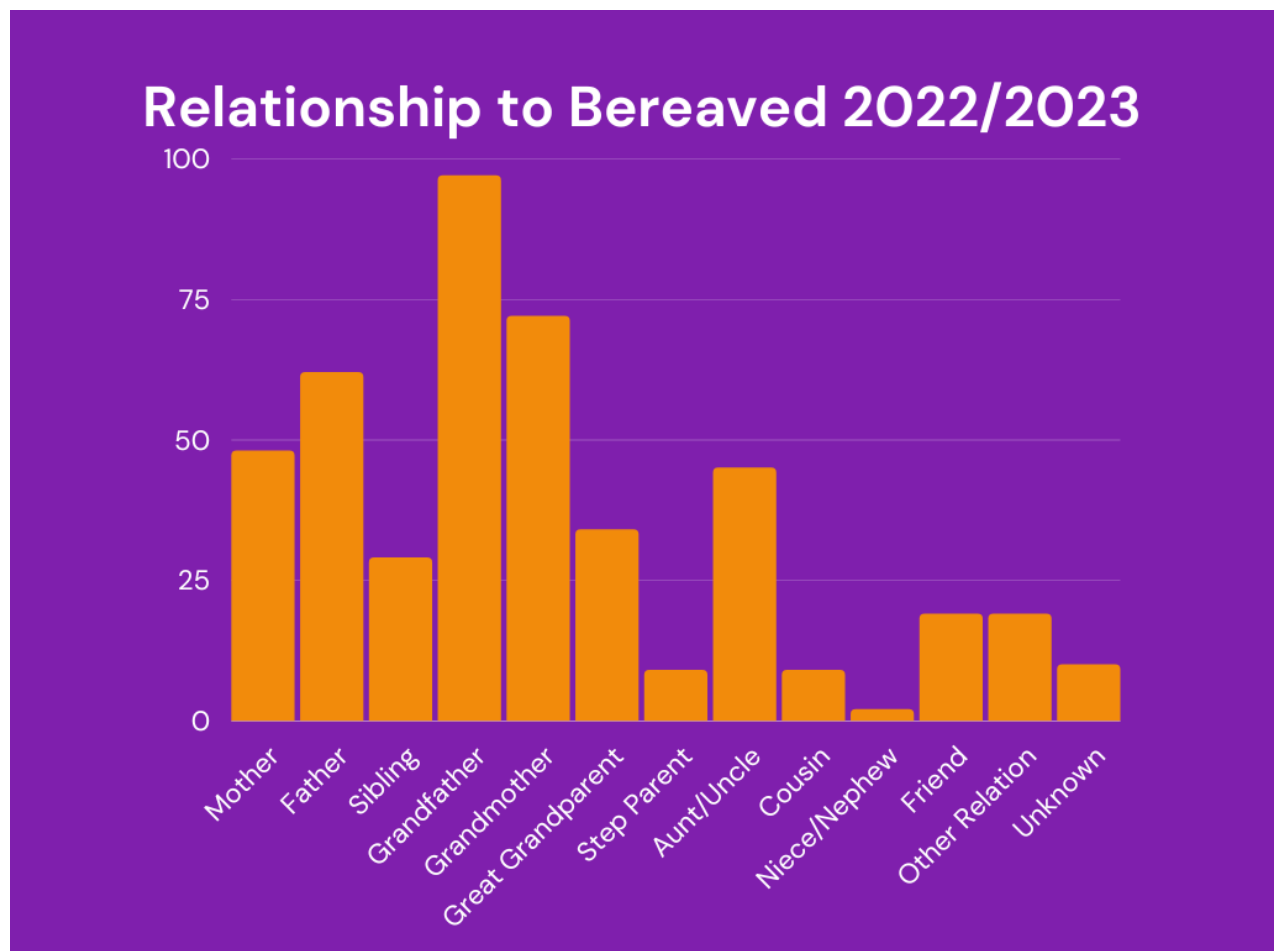
Families and professionals are encouraged to contact Penhaligon's Friends at any stage following a child or young person's bereavement if they would like some support or advice. It is never seen as too soon after a bereavement or too late. In these early days we provide practical and emotional support to the trusted adults (parent /carer or professional) in the children and young person's life. This might include information, support, and advice around how to break the news, communicating and talking to them about death and dying, how someone has died, how they can be involved in funerals and other rituals, understanding children's reactions and how to respond, how to support them to express their feelings and signposting the adults for services and support.

At Penhaligon's Friends we understand that every bereaved child, young person and family's experience and journey is unique. We aim to take time to really listen and notice what is going on for them so that we can work out together what might be helpful for each individual and family. This is informed by Penhaligon's Friends 25+ years' experience of supporting bereaved children

and families and what they have told us helps, as well as current practice research such as that summarised by David Trickey (Consultant Clinical Psychologist at the Anna Freud Centre and Co-director of the UK Trauma Council).

We can't and don't try to take away the pain of the loss, but we do aim to reduce and minimise the negative impact of bereavement and grief. We know this is essential, as in addition to the research on why some bereaved children and young people struggle to adjust to bereavement, there is also research and practice guidance which highlights their increased risk of suicide and vulnerability to other safeguarding issues and particularly for those bereaved by suicide. We are currently commissioned by the Cornwall CCG to deliver postvention support to children and young people bereaved by suicide.

Below is an explanation of what we provide and why, based on this information. First and foremost, we do this by supporting and strengthening the child or young person's existing support network. This is to enable their support network to give the children and young people age and developmentally appropriate information about what has happened, to begin to make sense of it, and ask questions. They will give children and young people permission to express their emotions, normalise different emotions and reactions and create opportunities to say goodbye whilst also developing a continuing bond. Where appropriate, families are offered regular welfare calls providing ongoing bereavement support and advice for as long as they feel is needed.



Support to Parents and Carers

725 families were supported by Penhaligon's Friends this year.

Support to parents and carers will always include initial email, text and / or telephone contact depending on their preference. Follow up contact may be brief, or it might continue over a number of years. Parents and carers also know that they have the option of contacting the service again in the future if needed up until their child is 18.

Support to Schools and Education Settings

Schools and Education settings regularly contact the Family Services Team for advice and guidance around supporting bereaved children and young people in their community. We are always happy to offer suggestions, share resources and also sign post to other services where appropriate. We also liaise with schools regarding individual children and young people with the consent of their parent / carer to support the understanding of the impact of bereavement and the support the children and young people receive.

"I really wanted to say a big thank you for your compassionate approach to a really hard situation. Coming in to support the school –It was hugely reassuring to have you in the academy and your guidance really helped us all cope. You were so considerate of so many different needs of pupils and staff."

12 Schools and Education settings were supported following a bereavement or critical incident. Staff and Students at 6 Schools were supported in person.

We continue to be contacted by schools and settings for support, advice and guidance following the death of a student, member of staff or parent which has impacted the wider community. We have worked closely with the setting's senior leadership and pastoral teams, the Local Authority School Effectiveness Service Manager and Education Psychology service to ensure a co-ordinated response to the school and community. Often, this is support provided over the telephone, however, we have provided in-person support to staff and students at 6 schools over the last year following the sudden death of students. This involved our presence in the school setting for a half or full day and on 2 occasions for multiple days.

Training for Education staff has included:

- 'Essentials' Training. At the start of the academic year, we started some regular online training aimed at educational staff and other professionals in Cornwall that are supporting bereaved children and also those who work with children. The sessions were funded by Kernow Clinical Commissioning Group and were aimed at those curious to learn some knowledge and skills on how best to support children who are grieving or anticipating a bereavement within their setting. These were 2-hour sessions and covered topics such as 'How Do Children and Young People Grieve, and What Can I do to Help?' To more focused

areas, such as 'Supporting a Child following a Sudden death/Suicide'. These sessions were well attended, and we received some positive feedback.

- Termly virtual support sessions have been provided by Polly Langford and Sally Penna-Bray, Senior Educational Psychologist, for those education staff who previously attended the school bereavement champion training in 2020, to support their work with bereaved children and young people.
- Bereavement training funded by and for Early Years settings 3 times a year co-delivered with Emily Wade (Senior SENCO for the Early Years Inclusion Service).

“
The training was really clear, thoughtful, well-paced and inclusive and will enable me to consider bereavement and loss in secondary aged young people in the work I do and have a deeper understanding.
 (School Staff Member)
 ”

Our annual 'Remember Me' training event for schools and settings dealing with childhood loss, bereavement and critical incidents was well attended in May 2022.

We continue to remain part of a countywide Bereavement & Critical Incident Core group, made up of representatives from the Schools Effectiveness Service, Education Psychology, Education Safeguarding, Children's Social Care, CAMHS, Early Help Hub, and other key services, meeting a minimum of termly. We have also supported the integration of this with the suicide surveillance group, focussing on suicide prevention and postvention.

We have continued to work alongside The Cove at Treliske, Shortlanesend Primary School and The Fruit Fly Collective (a national organization) to help develop cancer support boxes for children in school affected by cancer. These should be available for all schools in the Aspire Academy Trust in Cornwall to access from September 2023 and will contain resources for staff, children, and parents to use.

We also have a termly newsletter specifically for education settings providing up to date information and resources on support bereaved children and young people.

Family Visits

95 families received Family Visits in 2022/23.

We had a rapid rise in family visits from autumn 2022 – many of these have been undertaken in the office in Redruth as well as many taking place back in the family homes, as most of them had been prior to the pandemic. Family visits allow us to have the opportunity to touch base with all family members who have been impacted by the death, and to facilitate an environment where all family members have permission to talk about how things have been for them. It also gives a space to explore how they have been feeling, which can often be the first step to enabling



communication to start between family members again and open up conversations that help support each other with their grief.

Memory Days

2 Memory Days took place in 2022/23.

We had a well-attended Memory Day in July 2022, with 11 Families. The Memory Day in March 2023 had 5 families, and both received some positive feedback and felt like helpful days for both the adults and children who attended.

Families who attend often tell us that they are surprised at how much they felt able to share and that although it's an emotionally demanding day there is also a lot of fun and the opportunity to make connections with others.

Our Memory Days wouldn't be able to happen without our team of volunteers, both new and those who have been with Penhaligon's Friends for many years. We are also grateful for the continuing use of Truro Prep School who, at a reduced cost, allow us to use their wonderful buildings and beautiful grounds, which provide the space and a safe, calm environment which is crucial for the day.

The next Memory Day is booked for July 2023 and going forwards we plan to continue to arrange 3 per year in Spring, Summer, and Winter.

One to One Work

82 children and young people received individual support and/ or assessments in 2022/23.

As with other aspects of our support we have also seen an increase in need for one-to-one bereavement focussed support for young people, particularly since January 2022. This has usually been when their bereavement or grief has been traumatic, complicated, or delayed in some way and it is felt that they may benefit from some support outside of their usual support network.

An individual assessment would always be undertaken first to determine the need and appropriateness of one-to-one bereavement focussed support. Young people need to feel safe and supported to be able to benefit from these sessions and sometimes we may suggest that other supports are put in place first or alongside the bereavement support. For example, if there are significant needs around their mental health, safety, or their family's circumstances. We work closely with the parent / carer and professionals around the young person to ensure appropriate supports are identified. Where individual bereavement support sessions are agreed, the sessions are structured and bespoke to the individual needs of the young person, with the aim of helping them to process their grief and maintain a continuing bond with the person who has died. The sessions may include exploring difficult feelings associated with the bereavement, things they haven't fully understood or have questions about or are worrying them, creating opportunities to remember or say goodbye, building and strengthening healthy coping strategies and a sense of hope for the future.

Once individual sessions begin, the one-to-one trained volunteers engage in a minimum of monthly group supervision via Zoom or face to face to support the work.

Family Group

Our new Family Group format started in September 2022 at Blackwater Village Hall. Since then, we have offered monthly one and a half hour sessions on Tuesday afternoons. To increase accessibility, we have invited families to attend sessions as and when they are able to, although most families have chosen to attend consecutively. The group has been very well received and well attended, with an average of fifteen people (children and adults) attending each month.

Our sessions have given children an opportunity to engage with therapeutic, grief-focused activities while meeting and connecting with other bereaved children. Our monthly themes and activities have covered: family trees; emotional first aid; grief at special times of year; hope and the future; managing feelings; and special memories. Children have enjoyed creating their own emotional first aid kits out of air-dry clay, which include reminders of what helps them to manage their feelings of grief, therefore promoting feelings of empowerment and resilience. They have also created 'Looking Forward Binoculars' which involved building binoculars out of kitchen roll tubes and coloured paper and decorating it with things they're looking forward to. We discussed how important it is to still find joy and excitement in life, even when someone has died.



As the sessions have progressed, we have seen children and families building connections and relationships with one another. Some of the older children have swapped numbers and are connecting outside of group, and adults with younger children have been staying in touch and arranging play dates for the children and coffee dates for themselves. The adults have shared how



helpful it's been to hear other people's stories and to know their experiences of parenting through grief are similar to those of other families. Parents and carers have said the group has helped them to feel less alone and more confident with supporting their children with their grief.

We have also had fantastic volunteer support, with an average of four volunteers attending each month. This has been invaluable to the group and has allowed for more families to attend each session.

Our Blackwater Family group continues to thrive, and we are very happy to now be running a second group in Liskeard, therefore extending our offer of support to families further up the county.

“

W is happy here! It's good to hear different stories which still have common themes. I don't feel so alone anymore
(Parent)

”

“

Very useful to talk with others who are going through the same issues, you don't feel so alone. The kids have not stopped talking about it. Looking forward to the next meeting
(Parent)

”

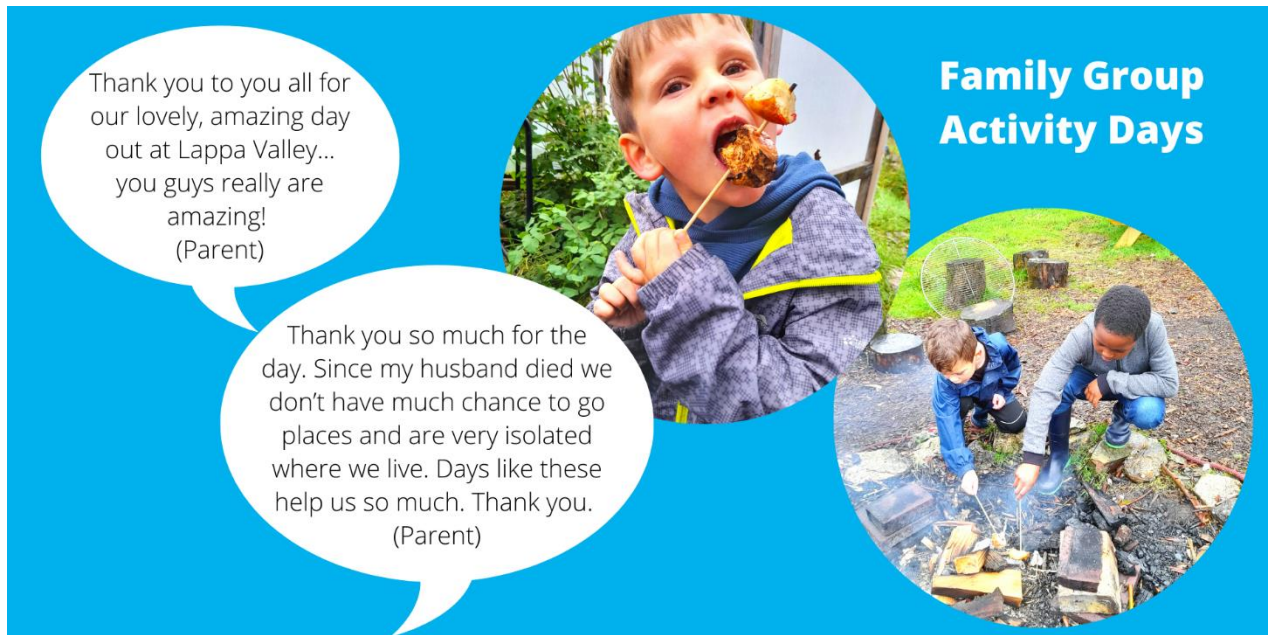
Family Fun Days

We have offered a number of successful Family Fun Days this year, including days out at Lappa Valley Steam Railway and The Screech Owl Sanctuary, as well as a Nature Day with Choose Nature CIC and a trip to see the Rogue Theatre's winter performance. We have been busy!

In the spring, eleven of our families came for a fun day out with us at Lappa Valley Steam Railway. Lappa Valley very kindly provided free entry to our families, which we were very grateful for. On the day, families were given a Penhaligon's tote bag filled with chocolate eggs and a lunch voucher from us. Families were invited to explore the park and gather together at lunch time. Some families decided to explore together, and many of them could be seen riding trains and playing crazy golf together.

Next, in the summer holidays, twelve families joined us for a visit to The Screech Owl Sanctuary where children and grown-ups could learn about wildlife and get close to some amazing animals. We arranged a special 'Meet the Wallabies' experience for the children. We had a great time learning about the wallabies, giving them a stroke, and feeding them some tasty snacks. Many families sheltered from the rain at lunchtime and had an indoor picnic together.





Thank you to you all for our lovely, amazing day out at Lappa Valley... you guys really are amazing!
(Parent)

Thank you so much for the day. Since my husband died we don't have much chance to go places and are very isolated where we live. Days like these help us so much. Thank you.
(Parent)

In the October half term, ten of our families adventured into the woods for a Nature Day with Choose Nature CIC. Children and adults alike got to build dens; make campfires to cook tasty treats; do nature-themed arts and crafts and plant bulbs for the following spring. The day was spent in a secure and private area of woodland, so children from different families went off on adventures together while adults sat on straw bales in the poly tunnel drinking cups of tea and chatting. It was great to see families really mixing and connecting with each other and having fun in an environment which invited them to be brave, curious and have fun.

Finally, in December six families braved the rainy Cornish weather to join us in experiencing the Rogue Theatre's 'Winter Wonderland' performance. We ventured through the woods in small groups, stopping along the way to watch fire performances, sing songs and listen to stories. When we arrived at the cosy tent, children gathered on the carpet in front of the stage and shared hot chocolates while watching the show.

Our Family Fun Days are an opportunity for families to meet, connect and have fun in a relaxed environment. Many of our families find these days really helpful as a first 'steppingstone' to accessing further support from us, such as Family Group or a Memory Day. The focus is not on bereavement or grief, but instead on having fun. It's an opportunity for kids to be kids and for families to be given permission to have a good time.

Teens Groups

We have been offering two rolling programmes in person, one at the Revive Café in Camborne and one in The Chestnut Hub in Bodmin. These are run by Jo Spear and volunteers. The group in Camborne runs on the second Monday of each month (6.30-8pm) and the fourth Monday of each month in Bodmin (6.30-8pm). On average we have 5-6 people attending each group per month. Both groups have enjoyed activities such as memory jars, mask making, all about me boards, memory puzzles and bracelets and self-care kits. We have been exploring memories, ways to cope



with different feelings, managing anxiety and stress, self-care, coping with change, ways of finding resilience in oneself and building resilience for the future.

What things at Teen's Group have you found most helpful?

- Talking to people that are going through the same thing
- Sitting down and just talking but also having set tasks. Freedom to just mix with others and do things that help me bond with others
- I found it helpful because I can express myself
- It has helped me regain my confidence with social interactions after closing people out following the death of my dad
- I found it helpful making things like the memory boxes, self-care plans, ways to cope, drawing and designing bags

Teens Activity Days

It has been a great year for Penhaligon's Friends teens activity days with a range of different events taking place and hopefully something for everyone. In April a group of 12 teens spent a fun packed day at BF Adventure which was a great way for the group to bond and get to know one another a little better. They braved the cold water and really challenged themselves in the quarry steering activity by jumping off the surrounding rocks in the quarry into the water. They each had a go flying down the zip line and worked as a team to navigate themselves around the low ropes course. Some of them even braved the water slide.

In May a group of 8 teens had a wonderful day out on the Falmouth Sail Training Ship 'Hardiesse'. We spent the day out at sea and the young people took turns working as a team to set the sail, steer the ship and climb the rigging! Despite the rain the young people got stuck in and had a fantastic experience together.



In August we took a group of 14 young people to Stithians Lake for a day of kayaking and windsurfing and team building activities. Some of the young people were initially nervous to start with but really excelled once they got on the water. Some great team building took place whilst the young people were creating their own rafts in groups. They had to work together to hold the barrels together and tie the knots. It was a great opportunity for the young people to connect with one another. The whole team had great fun seeing if their craft would make it over the water.



In October a small group of 4 teens took part in tackling the Via Ferrata high ropes course at BF Adventure. The group started off having a practice run in the Adventure Quarry and braved balancing across the high ropes bridge. They later went on to challenge themselves on the higher course where it was lovely to see them all encouraging each other along the way with some of the young people surprising themselves on how well they had climbed. A huge achievement for them all.

In December the teens groups decided together that they would like to go roller

skating for their Christmas Party. As it was a glow deluxe roller party, the group of 8 had lots of fun painting each other's faces with the UV paint provided and donned their UV accessories. The young people helped each other out on the rink for those that were not so confident and some great roller-skating skills were demonstrated by a few of the younger members. Great fun was had by all.

What advice would you give to others?

Talk. Don't bottle it up because it will turn into anger
(Young Person)

Looking to the future we have a workshop booked in May half term with Baker Tom's Bakery. When gaining feedback from the teen's groups, one of the activities they wanted to do was some cooking/baking. A group of 10 young people will try their hand at making Focaccia bread among other delights. Tom will be present to guide and teach them along the way.

We have booked a residential stay with the Children's Sailing Trust at Trevassack Lake in Helston in September. The young people will be staying over for two nights in the lodges and will be taking part in various activities such as sailing,



problem solving activities, SUP boarding, raft building and more. This will give the young people an amazing opportunity to try something new and challenging, to make connections with others and to build confidence and resilience for the future and most of all, to have some fun!

Training and links with other professionals

The Family Services Team work closely with a wide range of other professionals and agencies providing information and advice around the needs of bereaved children and young people and also referring on to other services as appropriate. We make sure we have current information regarding other organisations and services available to support children and families including those in the voluntary sector. For example, we regularly refer families to Early Help for additional support and share information regarding crisis services and Young People Cornwall's drop-in Support Hubs for children and young people struggling with their emotional wellbeing, whilst continuing to support them as well.

We continue to develop our strategic links and are trying to establish regular risk management meetings with CAMHS and other emotional wellbeing providers. We met with Young People Cornwall and the CAMHS access team manager to begin this and hope to establish stronger connections with Early Help family support services. These relationships will help facilitate smoother transitions between services and a shared understanding of the needs of bereaved families.

We have a close working relationship and meet bimonthly with Outlook Southwest Suicide Liaison Service for adults and Public Health ensuring a coordinated response to support for those bereaved by suicide.

We continue to form part of the following strategic groups:

- Cornwall's Multi-Agency Suicide Prevention
- Real time Suicide Surveillance Groups.
- the Bereavement and Critical Incident Core Group as detailed under support to schools.
- Schools and Communities Group

We attend monthly National Bereavement Alliance (NBA) network meetings, the Southwest Children's Bereavement Network, and Cornwall Bereavement Network to share practice and resources.

Training and webinars provided to other agencies and forums has included:

- Towards Zero Suicide
- GP Training.
- Child Nurse Training.
- School Nurse and Health Visitor Training
- Early Years Network Meeting

Family Services provide a rolling program of training for volunteers who support the family services work. This year training sessions have included: Safeguarding Level 2, Family Visits, Individual Assessments, Refresher Family Visit, Lead Assessor and One-to-One Training.

THANK YOU!

A huge thank you to our team of volunteers and staff who, with the help of all Penhaligon's Friends supporters and fundraisers, have supported 1124 bereaved children and young people over the last 12 months.

Our volunteers show amazing commitment, generosity and care which has enabled Penhaligon's to continue to offer the levels of support for bereaved children referred to our service.



Fundraising & Donations Report

This year has seen a gradual but very welcome return to fundraising and events following the lockdowns of the previous two years. Groups, clubs, and schools have been busy, and it's been great for the charity to once again give talks at groups and have a presence at fairs, assemblies, concerts, carnivals, auctions and other events across the county.

We were delighted to be chosen as Charity of the Year for many organisations, including **Lanner Football Club, King Harry Ferry, Grampound Carnival, Cornwall Masonic Bowling Association, Lappa Valley, and Coop Hener Rd, Newquay**. As well as donating £1,250, Lappa Valley very kindly hosted 36 people from our Family Group for a day out in April where they enjoyed train rides, pedalos, trampolines, soft play, and ice creams! Huge thanks to everyone at Lappa Valley for hosting this.



This year we've been supported by some incredibly sporty children and young people! 5-year-old **Leo Merrikin** completed a triathlon which consisted of a 50-metre swim followed by a 4-mile bike ride finishing with a 1-mile run. He raised an amazing £1,155 in memory of his sister, Iris. **William, James, and Eleanor Viqueira** walked up Rough Tor with their parents and raised a wonderful £754 in memory of their grandpa.



The brilliant **Samantha and Theresa** raised £481 running the Edinburgh Marathon. **Louise Little** ran an epic 100km in the South Coast Challenge raising £685. The inspiring **Helen Powell** raised £6,250 in her Channel Swim fundraising appeal. Huge thanks go to everyone who's set up event fundraising pages for us this year.



Various organisations have supported the charity in other ways this year, donating their time, vouchers, resources, and goodies to the charity. **Cornish Heating**

Company serviced the office boiler, while **Morrisons** donated to Penhaligon's Friends from their Christmas Toy Appeal. **Dignity Funerals, Redruth Rugby Club Slimming World** and **Carn Brea Leisure Centre** all donated Easter Eggs, which were very gratefully received by the children and young people who attend our regular groups. A local Volkswagen Club, **Dubs of Vanarchy**, donated £650 in Amazon vouchers along with selection boxes and craft materials. Sarah and Ronnie from **Kate's Fund** donated lots of resources for our grief postal packs, in memory of their daughter Kate. **Hayley Thomas**, a local Usborne Representative, ran a campaign which enabled her to donate 100 copies of 'Why do Things Die?' – a brilliant lift the flap book that explains bereavement to very young children, we send this book to lots of the families that we support.

We've been overwhelmed by the local businesses who have supported us this year. **Roddas** and **Lush** donated gifts for our amazing volunteers who have helped at Memory Days throughout the year. **Impact Fluid Solutions, Boutique Retreats, CVC Solicitors, Moose Toys** and **Seasalt** were among the many local business who all made donations during the year, these donations are vital to



allow us to keep providing support for children and young people across the county.



In December we ran our Annual Christmas Auction and were so lucky to receive some fabulous items from local businesses including hotel stays, restaurant vouchers, spa treatments, art, days out, luxury hampers, and much more! We were delighted that our Christmas Auction was once again a great success and raised an amazing £2916. This fantastic amount will fund one of our Family Groups for a whole year. Huge thanks to all of the local business who generously donated prizes, and to our amazing supporters for bidding on the auction. We couldn't do it without you.

We are always overwhelmed by the length and breadth of your support, particularly in such difficult times. From the knitters to the kid's football clubs, the churches to the craft groups, the schools to the singers, we thank you all from the bottom of our hearts.

We hope that everyone who has fundraised or donated knows how very grateful we are, it really does mean everything to us. You can find a full list of donors at the end of the report, I hope we haven't overlooked anyone. **Thank you.**



Jo Woollard, Business Administrator



Treasurer's Report

Whilst Penhaligon's Friends managed to weather the COVID years reasonably well, incurring only relatively small deficits - £4,202 in 2021/22 and £6,501 the previous year, the legacy of COVID and the recent cost-of-living crisis resulted in a deficit of £25,224 at the year-end.

Income fell from £240,547 in 2021/22 to £213,745 in the current year.

Grant income fell by £25,251 from £149,406 to £124,155 in the current year. This was largely due to specific government COVID support grants being phased out. Funding from BBC Children in Need, Movement for Good and the NHS continue to provide much needed core funding and the bulk of grant income with several smaller funding bodies providing the rest.

Donations too were down on the previous year, £79,881 compared with £84,781 in 2021/22, and remain substantially lower than pre-pandemic levels.

The charity ran a series of training courses during the year with income from courses totalling £8,325 being received compared to £6,028 in the previous year.

The inflationary pressures in the economy resulted in an increase in interest rates with interest of £1,075 being received compared with £191 the previous year.

Income sources remain a mix of donations, grants and earned income. General Fund balances now total £125,523 equating to approximately 27 weeks of operational costs, which is slightly lower than outlined in our Reserves Policy, which recommends an ideal range of 60 -70% of our annual costs. Whilst there is no cause for concern, the charity is looking to strengthen its fundraising as part of a staff restructuring to ensure that it can continue to meet its objectives.

The charity holds no significant fixed assets.

There were no Trade Debtors at the year-end.

I would like to thank all the many funders, volunteers, and contributors for the support you have given Penhaligon's Friends over the year. Your support really does make a difference to the number of families we are able to help and the quality of services we are able to provide.

I would also like to thank Darren Perry from Francis Clark LLP for providing the Independent Examination pro bono.

Bill Phillips, Treasurer

The Annual Report was approved by the Trustees of the charity on 18/07/2023 and signed on its behalf by:

Nigel Hyde (Vice Chair) _____ Bill Phillips (Treasurer) _____



Independent Examiner's Report to the Trustees

I report to the trustees on my examination of the accounts of Penhaligon's Friends (the CIO) for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of the CIO 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 CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of the independent examination.

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



Darren Perry BA (Hons) ACA DChA

Independent Examiner
Francis Clark LLP
Lowin House
Tregolls Road
TRURO
TR1 2NA

Date: 28/7/23

Financial Statements

Penhaligon's Friends
Registered Charity no. 1189323

Statement of Financial Activities
for the year ended 31 March 2023

				Period to 31 March 2022		
	General £	Restricted £	Total £	General £	Restricted £	Total £
Income and Endowments from:						
Donations & Fundraising	77,243	2,638	79,881	84,781	-	84,781
Grants	-	124,155	124,155	-	149,406	149,406
Training fees	8,325	-	8,325	6,028	-	6,028
Booklets etc	309	-	309	141	-	141
Bank interest	1,075	-	1,075	191	-	191
Total Incoming Resources	86,952	126,793	213,745	91,141	149,406	240,547
Expenditure on:						
Client/Members Direct Costs						
1 - to - 1	-	1,642	1,642	-	2,081	2,081
Family Days	-	567	567	-	1,615	1,615
Family Support	155	3,448	3,603	-	4,728	4,728
Memory Days	40	1,534	1,574	-	1,302	1,302
Family Group	25	696	722	-	116	116
Teens Group	42	2,156	2,198	-	1,295	1,295
Training Days	1,041	115	1,156	1,262	114	1,376
Volunteers Training	339	94	432	40	488	528
Library	209	954	1,164	147	2,148	2,295
Fundraising Costs	876	6	883	1,012	367	1,379
Governance Expenses	711	-	711	332	533	865
Cornwall Bereavement Network	126	-	126	-	2,877	2,877
Bank Charges	234	-	234	243	-	243
Insurance	1,927	-	1,927	1,793	-	1,793
Office Costs						
Cleaning	2,289	-	2,289	2,327	-	2,327
Computer software & support	1,221	1,197	2,418	2,688	6,632	9,320
Furniture & equipment	49	-	49	-	50	50
Heat, light & power	2,848	-	2,848	1,993	-	1,993
Printing & stationery	2,667	13	2,680	2,104	336	2,440
Postage	812	2,229	3,041	-	2,654	2,654
Telephone	-	3,205	3,205	-	2,944	2,944
Supplies	1,513	8	1,521	832	334	1,166
Rent, Rates & Property Maintenance	15,264	-	15,264	15,089	-	15,089
Staff Costs	80,456	108,929	189,385	64,878	118,790	183,668
Depreciation	-	-	-	1,007	-	1,007
Total Resources Expended	112,845	126,793	239,638	95,747	149,407	245,154
Gain on revaluation of investments	669	-	669	405	-	405
Net Income/expenditure	- 25,224	-	- 25,224	- 4,202	-	- 4,202
Transfer between funds	-	-	-	-	-	-
Net movement in funds	- 25,224	-	- 25,224	- 4,202	-	- 4,202
Opening Balance 1st April 2022	150,747	-	150,747	154,949	-	154,949
Closing Balance 31st March 2023	125,523	-	125,523	150,747	-	150,747

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

Penhaligon's Friends
Registered Charity No. 1189323

Balance Sheet
as at 31st March 2023

	General Fund £	Restricted Funds £	Total Funds £	Total Funds as at 31 March 2022 £
Fixed Assets				
Computers				
Cost -	-	-	-	-
Depreciation	-	-	-	-
Investments	5,495	-	5,495	5,678
Current Assets				
Cash at Bank & In Hand	123,424	47,610	171,034	207,665
Debtors	351		351	5,305
Prepayments	594		594	723
Stock	-	-	-	-
Total Current Assets	124,369	47,610	171,979	213,693
Less: Creditors	4,341	47,610	51,951	68,624
Net Current Assets	120,028	-	120,028	145,069
Total Assets	125,523	-	125,523	150,747
Represented by:				
General Funds	125,523	-	125,523	150,747
	<u>125,523</u>	<u>-</u>	<u>125,523</u>	<u>150,747</u>

The Financial Statements were approved by the Trustees of the charity on 18/07/2023 and signed on its behalf by:

Nigel Hyde (Vice Chair) _____ Bill Phillips (Treasurer) _____

Penhaligon's Friends
Registered Charity No. 1189323

Notes to the accounts
for the year ended 31st March 2023

Note 1 Accounting policies

- a** The financial statements have been prepared under the historical cost convention and are in accordance with applicable standards and comply with the requirements of the Charities: Statement of Recommended Practice (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Penhaligon's Friends meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material departures from FRS 102.

- b** Income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received. Income from government and other grants is recognised when the charity has entitlement to the funds and performance conditions are met, it is probable that income will be received and the amount can be measured reliably and is not deferred. Grant income received in advance for future periods is deferred until the criteria for income recognition is met.
- c** All resources expended are included in the Statement of Financial Activities gross of any income. The resources expended are recognised in the Accounts as soon as the obligation arises. Any amounts unpaid at the financial year-end are accrued for.
- d** Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably.
- e** Tangible assets are stated at cost and depreciated by annual instalments over their useful working lives as follows:-

Computers/printers	3 years
Furniture	3 years
Projector/display boards	3 years

Depreciation is levied for a full year in the year of acquisition but not made in the year of disposal.

- f** Restricted funds are created when grants/donations are made either for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the Statement of Financial Activities when incurred.



Note 2 Tangible assets

	Computers £	Furniture/ Equipment £	Projector £	Display Boards £	Totals £
Cost					
At 1st April 2022	1,007	-	-	-	1,007
Additions in year	-	-	-	-	-
Disposal in year	-	-	-	-	-
At 31st March 2023	<u>1,007</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,007</u>
Depreciation					
At 1st April 2022	1,007	-	-	-	1,007
for year	-	-	-	-	-
Disposal	-	-	-	-	-
At 31st March 2023	<u>1,007</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,007</u>
Net Book Value					
At 1st April 2022	-	-	-	-	-
At 31st March 2023	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

Note 3 Investments

	2022/23 £	2021/22 £
Valuation at 1st April 2022	5,678	6,529
Shares disposed of in the year	- 852	- 1,256
Realised & unrealised gain/(loss)	<u>669</u>	<u>405</u>
Valuation at 31st March 2023	<u>5,495</u>	<u>5,678</u>

Note 4 Gain on Share Revaluation

The valuation of the shares at 31 March 2023 was based on a post year end valuation at 5 April 2023 which is considered the best available estimate. An unrealised gain of £594 together with a realised gain on disposal of £75 was recognised in the Statement of Financial Activities.

Note 5 Liquidity

	2022/23 £	2021/22 £
Cash at bank-current account	35,502	24,905
Cash at bank-deposit account	30,326	78,306
Cash at building society	104,906	104,154
Cash in hand at office	300	300
	<u>171,034</u>	<u>207,665</u>

Note 6 **Restricted funds**

	B/forward £	Income £	Expenditure £	Balance £
BBC Children in Need Family Services Lead and volunteer mileage	-	33,345	33,345	-
Co-op Postal Packs	-	2,638	2,638	-
Cornwall Glass Fund Postal Packs and Resources	-	1,000	1,000	-
Ecclesiastical Developing community groups for young people	-	15,830	15,830	-
Moose Toys Memory Day	-	2,000	2,000	-
NHS Kernow Postvention and 1-to-1 support	-	68,000	68,000	-
Postcode Community Trust Memory Days	-	3,980	3,980	-
Totals	-	126,793	126,793	-



Note 7 Debtors and prepayments

	2022/23	2021/22
	£	£
Trade Debtors		
Training fees	-	295
Christmas Auction	-	5,010
Accrued Interest		
Interest	351	48
Prepayments		
Insurance	594	590
Fundraising		85
	<u>945</u>	<u>6,028</u>

Note 8 Creditors and deferred income

	2022/23	2021/22
	£	£
Trade Creditors	887	6,000
Accruals	792	830
Deferred income	47,610	58,810
Taxation and social security	2,661	2,984
	<u>51,951</u>	<u>68,624</u>

Note 9 Deferred Income

Deferred income comprises primarily grants and training fees received in advance for activities taking place in the next financial year.

	£
Balance as at 1 April 2022	58,810
Amount released to income earned from charitable activities	- 58,810
Amount deferred in year	47,610
Balance as at 31 March 2023	<u>47,610</u>

Note 10 Analysis of staff costs and trustee remuneration and expenses

	2022/23 £	2021/22 £
Salaries and wages	171,813	164,494
Social security costs	8,445	6,987
Pension contributions	4,467	5,059
	<u>184,725</u>	<u>176,540</u>
Staff travel and expenses	1,895	1,819
Staff supervision and training	2,765	5,309
	<u>189,385</u>	<u>183,668</u>

No employees had emoluments in excess of £60,000 (2021/22: £nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021/22: £nil).

Neither were they reimbursed expenses during the year (2021/22: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2021/22: £nil).

The average monthly headcount was 9 staff. (2021/22: 9).

The key management personnel are: Julie Parker (75%) and Polly Langford (50%) and the aggregate remuneration was £37,974 (2021/22: £40,953)

The remaining percentages of the key management personnel reflect their operational responsibilities.

Note 11 Analysis of Net Assets between Funds

	Unrestricted Funds		Restricted Funds	Total £	Period to 31 March 2022		
	£		£		Unrestricted Funds	Restricted Funds	Total
	£	£	£		£	£	£
Tangible Fixed Assets	-	-	-	-	-	-	-
Investments	5,495	-	-	5,495	5,678	-	5,678
Cash at Bank	128,424	42,610	-	171,034	149,255	58,410	207,665
Creditors	-	9,341	-	9,341	-	58,410	-
Debtors	945	-	-	945	6,028	-	6,028
	<u>125,523</u>	<u>-</u>	<u>-</u>	<u>125,523</u>	<u>150,747</u>	<u>-</u>	<u>150,747</u>



Thanks to Supporters

We really appreciate all of the donations we have received in the 2022/2023 year. It is impossible to thank everyone individually for their contributions, but without the help of our incredible supporters we would not be able to provide this valuable service.

Thank you.

Aaron Coward	Coop - Henvver Rd, Newquay
Abigail Frowde	Coop Camborne and Redruth
Adam Hughes	Cornish Coffee
Alan Mills	Cornish Cottage Holidays
Albert Van den Bergh Charitable Trust	Cornish Heating Company
Alison Shaw	Cornish Tea & Coffee
Atlantic Blankets	Cornwall Community Foundation Glass Fund
Amanda Hodge	Cornwall Mark Foundation
Amy Allen	Cornwall Masonic Bowling Association
Amy Danes	Country Chic
Andrea Woods	Cristian Camilo
Andrew Barnard	Crowlas Methodist Church
Ann Micklem	Cusgarne School
Anna Walker	CVC Solicitors
Anne Moore	Daniel Cole Print
Avril Banks	Daphne Routly
Baker Tom's	David Monk
Balcony Bar St Ives	David Monk
BBC Children in Need	Debbie Stokes
Becky Boardman	Debbie Wilshire
Benefact Group - Movement 4 Good	Di Dingle
Bethany Lyne	Di Lobb
Bill Phillips	Diane O'Brien
Bill Ward Photography	Dignity Funerals
Boutique Retreats	Doreen Hocking
Callington Toddle In	Dubs of Vanarchy Cornwall
Carew Pole Charitable Trust	Duloe C of E Primary School
Carharrack & St. Day Pensioner's Club	Ecclesiastical Insurance Group
Carlyon Bay Camping Park	Emma Grose
Carn Brea Leisure Centre	Enable Law
Caroline Williams	Falmouth Fire Station Social Club
Chacewater Garden Centre	Flambards
Charlene Sargent	Frogpool Methodist Church
Charmaine George	Gary Foster
Children's Hospital Pyjamas	Gary Taylor
Christine Gendall	Geoff Fleet
Christine Roberts	Gillian Emerson

Grampound Carnival	Leslie & Redruth Rugby Club Sliming World
Gulval Welcome Club	Life in the Long Grass
Gulval WI	Linda Hosie
Guy Mather	Lindsey Thomas
Halveor Court Art Group	Lisa Dann
Hayle and District Lions Club	Lisa Wright
Hayle Methodist Church	Livvy Cann
Hayley Thomas	Lord Savile
HBH Woolacotts	Louise Little
Headland Hotel	Louise Patchett
Heather Cooper-Waite	Lush Truro
Heather Curtis	LWC
Helen Martin	Lynher Dairies
Helen Powell	Maggie Harris
Impact Fluid Solutions	Marina Stevenson
Jacqueline South	Masonic Charitable Foundation
Jan Trathen	Megan Eastwood-Wright
Jay George	Melvyn Lewis
Jennifer Haywood	Minack
Jennifer Mills	Miss A Martell-Tonkin
Jill Savage	Miss P Winsper
Joe Cruxon	Moose Toys
Jon Tremaine	Morrisons
Josh's Chocolate	Mrs Gough
Judith Bower	Mrs Penhaligon
Julie Wilkinson	Mrs T Jones
Karen Brown	Mrs Tyack
Karen Copp	Nathan Outlaw
Karra Griffith	Nationwide Truro
Kate's Fund - Sarah and Ronnie	Neil McLaughlin
Kathryn Taberer	New Inn, Tresco
Kaye Frowde	NHS Kernow ICB
Keep it in Cornwall for Kids	Nikki Isaacs Phoenix Events
Kelly Cruse	Nina Wheeler
Keltek Brewery	Oli Eastwood-Wright
Kernow Youth League	Oxford University Harry Potter Society Ball
Kerra Griffith	Padstow Petrol Station
Kerri-Anne Maker	Par Churches Together
Kim Mughan	Pat Svensen
King Harry Ferry	Patricia Illston
Kit Morey	Pearl Ralph
Land and Water	Pendennis Charity Committee
Lanner Football Club	Penzance Lions Club
Lappa Valley	Perranarworthal WI
Leek Seed Methodist Chapel	Peter Scupholme
Leo Merrikin	Porthleven Ladies Circle
Lesley Boniface	Postcode Local Trust



Rebecca Hudson	Sue Cuff
Rebecca Jarvis	Suitcase Singers
Rebecca Pearce	Suzanne Dilly
Rebecca Sharp Phillips	SWComms
Rob Unett	Sylvia Mason
Roddas	Tamsyn Chapman
Ronald Crago	Tate
Rosemellin School	Thatch Cottage
Roses Farm	The Alverton
Rotary Club of Camelford	The Cellar Shop, Porthleven
Ruby Tuesday Books	The Cornish Company
S Gardner	The Gravel Road Trust
Sadie James	The Greenbank
Sally Potter	The Inner Wheel Club of Truro
Sam Nicholls	The Penventon Hotel
Samantha and Theresa	The Pirates of St Piran
Sarah Coleman	The Working Boat
Sarah Hall	Tiana, Holly & Rose
Sarah Heywood	TK Maxx and Homesense Foundation
Sarah Tsuruki	Tracey Proctor
Scence	Trebah Gardens
Scentered	Tristan Kimber
Scott Davis	Troll Trader
Seasalt	Trudy Jones
Sew-in Mullion	Truro Camera Club
Shaun Wakeham	Truro Jobcentre
Shirley Isaacs	Truro Lions Club
Sock Creatures	Truro School
Sophie Dennis	Via Ferrata
St Aubyn Estates	Victoria Inn, Four Lanes
St Eval	Wadebridge Rotary
St Ives Swim Club	Watergate Bay Hotel
St Levan Church	Wellers
St Martin's School	Will Collinge
St Paul's Church Chacewater	William, James, & Eleanor Viqueira
Stephanie Ellis	

Administrative Details

PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Alison Stephens (Chairman) William Phillips (Treasurer) Nigel Hyde Nicky Sutton Mike Bird Karen Reid David Perry Anna Pemberton
CHARITY CEO	Julie Parker
REGISTERED OFFICE	Trecarrel Drump Road Redruth TR15 1LU
CHARITY REGISTRATION NUMBER	1189323
BANKERS	Lloyds Boscawen Street Truro TR1 2QT
ACCOUNTANTS	Francis Clark LLP Lowin House Tregolls Road Truro TR1 2NA



Penhaligon's Friends

Trecarrel

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Redruth

TR15 1LU

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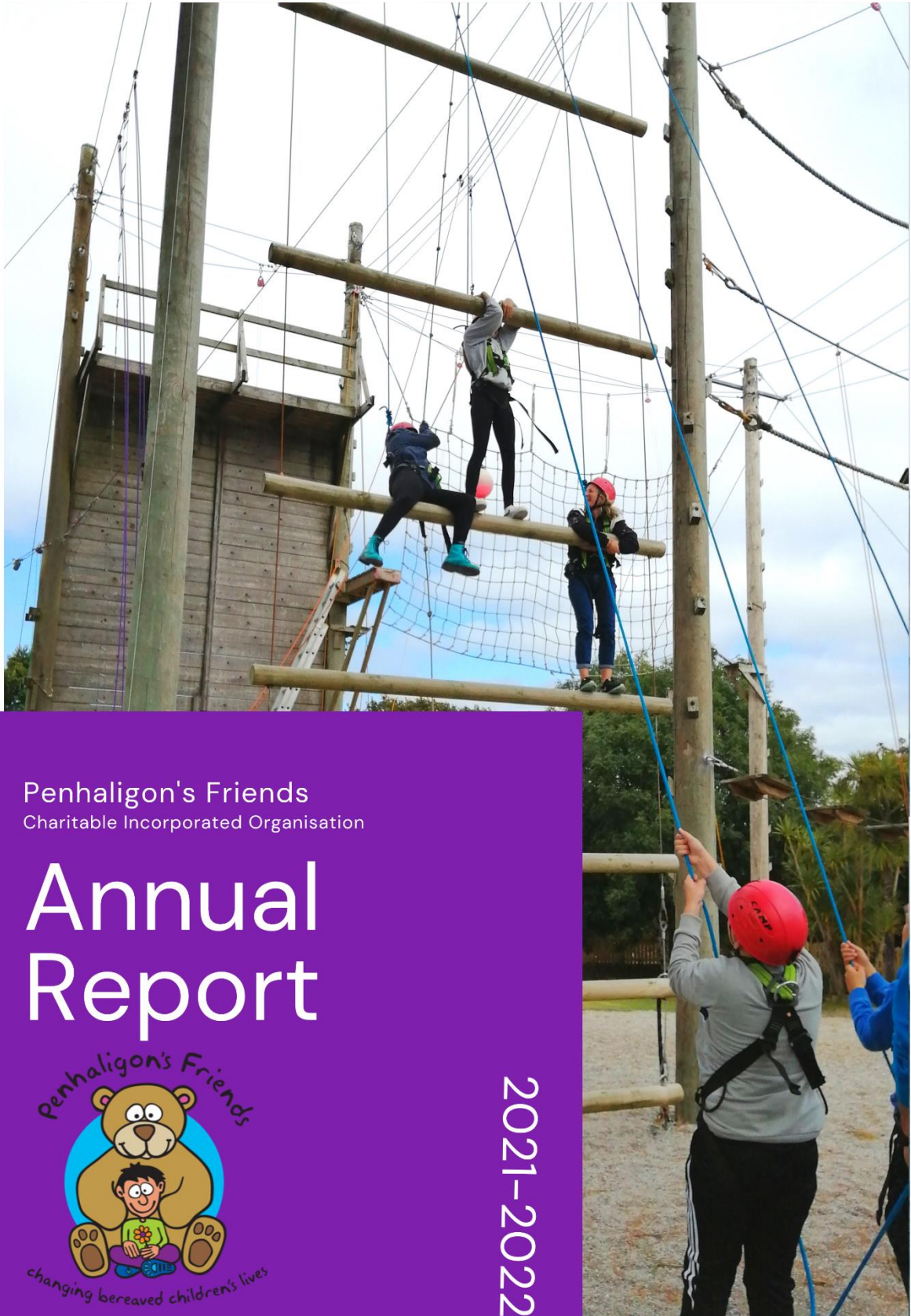
www.penhaligonsfriends.org.uk



PENHALIGON'S FRIENDS

England & Wales - Charity number 1189323

Accounts



Penhaligon's Friends
Charitable Incorporated Organisation

Annual Report



2021-2022



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Trustees Report

The Trustees present their report and the financial statements for the year ended 31 March 2022. The comparative figures represent the period from registration as a Charitable Incorporated Organisation (CIO) on 4 May 2020 to 31 March 2021, during which time the assets of the unincorporated charity were transferred to the CIO.

CHAIR

Dr Jennifer Doble

TRUSTEES

The following were Trustees during the year:

Dr Jennifer Doble

William Phillips – Treasurer

Nigel Hyde

Nicky Sutton

Mike Bird

Dr Alison Stephens

Karen Reid – co-opted 26th January 2022

Charity Objectives and Structure

Organisational Structure

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together approximately every two months and are responsible for all policy decisions and for the employment of the Charity's CEO; they take an active interest in the recruitment of other staff. Policies are reviewed regularly and, where necessary, are brought up to date when new legislation comes into being or in order to further the aims of the Charity. The charity is governed by its constitution dated 04/05/2020.

Recruitment and appointment of trustees

The existing trustees are responsible for the recruitment of new trustees but in so doing the trustees seek the recommendations of staff and volunteers and the wider community of Cornwall. In selecting new trustees, we seek to identify people who can bring their expertise, contacts and knowledge to the Board for the benefit of the aims of the Charity.

In addition to the trustees, representatives from other bodies having connections with child bereavement are invited to join the Board and attend meetings without voting rights as the need arises.

Following appointment, new trustees are introduced to their role and given copies of the CIO Constitution and a guide to Penhaligon's Friends' policies and procedures adopted by the Board. A number of publications from the Charity Commission are also provided including the guidance on charities and public benefit. This ensures that new trustees are aware of the scope of their responsibilities under the Charities Act.

Risk Management

The trustees have examined the major strategic risks to which the charity is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take further action to minimise or mitigate these risks as required.

Our Objectives

Our objectives are to provide support for bereaved children and their families in Cornwall and to provide training and education for other agencies working closely with these children to provide them with the tools they need to help them support children in the community. Each year our trustees review our objectives and activities to ensure they continue to reflect our aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.



Vision

Changing bereaved children's lives

Mission

To provide a supportive and educational environment where grieving children can share their experiences as they move through their healing process. To support family care givers, schools, professionals, and the wider community in responding to the needs of bereaved children and young people. To provide training in childhood loss and grief for family care givers, schools, professionals, and the wider community in Cornwall.

We will fulfil our mission by:

- Responding promptly to all requests for advice, information and support.
- Visiting families and children to explain about our bereavement support and offer them an opportunity to ask questions.
- Maintaining policies and standards of practice relating to our work with the children and the engagement of volunteers and employees.
- Offering training and support to all volunteers, care givers and professionals from other statutory and voluntary agencies.
- Monitoring and evaluating the service in order to shape service delivery and to provide evidence of monitoring to grant funders.
- Having due regard for the health, safety and wellbeing of children and volunteers.

Data Protection

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept securely. This code of practice is reviewed regularly to ensure we are up to date with current legislation, including registration with the appropriate authority.

Use of Volunteers

Volunteers are an important resource in the work of the Charity. Volunteers are involved in the majority of our activities, and we have around 65 people regularly giving their time to support our activity.

DBS for Trustees and Volunteers

In recruiting trustees and volunteers Penhaligon's Friends ensures that it meets all the requirements of Cornwall's Safeguarding Board in relation to safe practice including appropriate use of the DBS.

How Our Activities Deliver Public Benefit

Many of our activities delivered throughout the year are of direct benefit to the public. Our charity supports bereaved children and young people up to the age of 18 years. We also help parents, carers, and professionals to give effective support, which includes thinking about support around terminal illness in the family. The person who died may have been ill for a while or died unexpectedly. We use a variety of practical and creative tools to help children and families share their thoughts and feelings and give them the opportunity to meet others. We are aware of the impact that bereavement can have on the normal development of children and young people and aim to offer services to reduce this and increase resilience.

Our activities recognise how children experience grief. We therefore include time to have fun and for creative activities as well as time to focus and work through more painful issues. We support the whole family using a child-focused approach.

The amount of time spent with the children and their families is obviously much less than that with others who have day to day contact with them, such as schools, doctors, social workers and so on. For that reason, we also offer training to professionals having contact with young people so that they can understand better the concerns and needs of bereaved children and young people.

Our range of services includes:

- **Telephone information and advice** on referral to the service, usually accompanied by leaflets, loan of books, resources etc. Ongoing support is available over the phone with welfare calls, and families are able to call back at any time.
- **Home visit** – A 'First Aid' visit if referred very close to the death to offer support and advice.
- **Family Visit** – To assess family's grief journey and family dynamics, explain our range of support. This helps determine the most suitable form of support for the family.
- **Memory Day** – Children, young people and their parents and carers attend a full day to remember the person who has died, to share feelings, to meet other children in similar situations, to reduce isolation and to improve communication within the family.
- **Teens Support Groups** - Giving teens a regular time and place to be able to meet up with others to take part in fun activities and have someone to talk to. Our groups adapted during the pandemic, but we have been able to start our monthly groups again this year in Camborne and Bodmin, meeting face-to-face.



- **Family Support Groups** – Giving parents a regular time and place to be able to come along and meet up, alongside activities for their children. Our monthly groups adapted during the pandemic, but we are about to start a face-to-face group again near Redruth with further groups planned for the coming year.
- **Individual Work** – A piece of work to explore more complex grief issues, this is carried out by trained volunteers typically within school environment following appropriate assessment of need.
- **School Support** – Support and advice for staff and students in schools and colleges following a death in their community.

Training

Level 1 Childhood Loss & Grief – A 3-day course in the theory of Childhood Loss & Grief.

- Suitable for all professionals who come into contact with bereaved children in the course of their work, volunteers and those wanting to gain understanding of how best to support bereaved children.

Level 2 Childhood Loss & Grief – A 4-day course in therapeutic skills and practical applications of theory.

- Building on the Part 1 course this enables participants to significantly enhance their knowledge, therapeutic skills and understanding in relation to their own work, or to become a volunteer with Penhaligon's Friends.

One Day Workshops – Bespoke training for groups to develop skills, confidence and increase resources when caring for bereaved children.

- Suitable for those who regularly come into contact with grieving children through their practice, i.e. Social Services, Health and Education workers, Counselling and Pastoral Services, Clergy, Funeral Directors.

Volunteer Training Programme – Our free one-day 'Get Started' Volunteer Training is a great introduction, giving an overview of our charity with an insight into volunteering roles and options for getting involved whether it be to fundraise and support community events or to help with our Family Services work. Once completed, this one-day training then gives the option to continue to a free two-day 'Get Going' Training which enables volunteers to help with family support, such as helping with Memory Days, Family Groups and Teens Groups. Volunteers can also access the Level 1 & 2 Childhood Loss and Grief training (above) as desired.

Chairman's Report

I am pleased to present our Annual Report for 2021/22. On the following pages you will be able to appreciate the ongoing support and developing work that our team contribute to our community here in Cornwall.

The uncertainties of the pandemic permeated the year, despite this Julie and the team continued to provide needed and appreciated bereavement services to children, families and schools. As a consequence, there was further recognition of the fantastic support the team provided by a number of funders, including national recognition leading to additional funds, a real bonus in difficult times.

The uncertain times also led a number of people to reflect on the direction they wished to take. We are saying farewell to Chantal who has been with us as a Volunteer Co-ordinator for a number of years, Rebecca from our Family Services team, and also some of our amazing volunteers. We wish them well and thank everyone for the contribution they have made over the years.

I thank my fellow Trustees for the support they have given and welcome Dr Alison Stephens to the Board. Alison is a Clinical Psychologist by background with extensive experience with children and young people.

The charity would not be as strong as it is without the hard work of the employed team, and I look forward to the coming year to see what innovative ideas they develop to ensure bereavement support is available and accessible to those in need of it in Cornwall

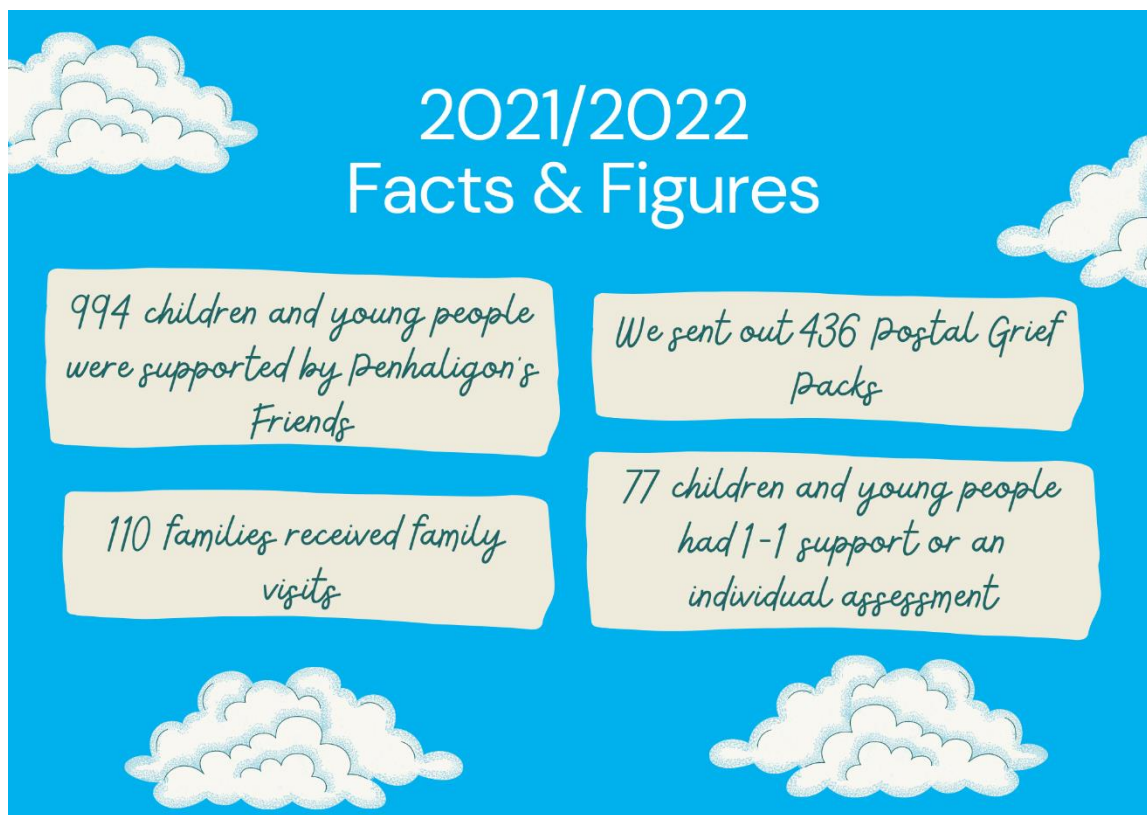
Dr Jenny Doble, Chair Penhaligon's Friends



CEO Report

We began this year following on from a period of lockdown again in schools. Our team have been working together from our office throughout the year which has been really important for us, the support we all get from each other is vital for our own wellbeing.

It has been another busy year and thanks to the income we have generated we have been able to keep developing and running our services in line with the complex and delayed need that has presented itself with some of the children we have been supporting. We have continued to be creative in our approach to enable us to meet the needs of children and families referred through this uncertain time.



Staff

We have seen changes in our team again this year and welcomed new staff – Abi Deakin and Jo Spear joined our Family Services Team after Becky Trenoweth moved on to her own private practice. Joining the team during this period has been a challenge, given the restrictions on our normal activities but we have managed inductions well and have a strong, and experienced staff team to take us into next year.

Sadly Chantal Worden-Evans, our Volunteer Coordinator, is moving away from the charity which has given the opportunity for an internal change, and Ali Vigo is stepping into her shoes. Chantal has supported our volunteers, new and existing, over the last 8 years and we will all miss her presence. Every change in staff is unsettling for us, the support and camaraderie within our team

is significant to us all and is an important dynamic in the office making Penhaligon's Friends such a positive place to work.

I rely on all of our team and am so grateful for all of their dedication and innovation throughout these uncertain times. The charity's reputation is down to each and every one of them, volunteers too, and I never take that for granted.

Volunteers

We have been really pleased to be able to welcome back many of our volunteers as we have widened our support services again. Our numbers of active volunteers have decreased as people have evaluated their capacity and personal preferences, but we still have a strong volunteer team. They have been able to engage in services appropriate to their availability and we are working with them to broaden our support again in the community.

Our Trustees have supported our work throughout the year and have remained available to me when I have needed them. I am very grateful for their trust and support allowing me to make timely decisions and adapt as necessary.

Our success and achievement are a credit to this wide team of experienced and generous people. I am so grateful for all of the support and kindness they offer to our charity and the children, young people and their families that benefit from engaging with us.

Grants and Donations

Our largest funders this year have been the NHS and BBC Children in Need, they both fund specific areas of support and provide a consistency that enables us to plan ahead. Funding of 2 years or more offers us stability and sustainability and is so important for our organisation.



We have also been able to access funding from Coop, Cornwall Council, Cornwall Community Foundation, Postcode Community Trust and GMSN (Global Make Some Noise).

We were very grateful to John and Jenny Casson, and The John Casson Foundation, for organising and hosting a very special event, 'An evening with Stanley Johnson' at The Idle Rocks in November. It was a unique evening, with some very generous auction items, enabling Penhaligon's Friends and other charities to benefit. This event raised £5790 for us alone! It was a significant achievement to bring this together given the impact of the pandemic and demonstrated the dedication of John and Jenny in enabling such a successful event.

The charity's income continues to be achieved through a variety of sources - grants, donations, contracts, fundraising, corporate support, training, and sales. This range of funding puts us in a strong position moving forward, and we continue to look for new opportunities to secure our future.

Julie Parker, CEO



Family Services Report

It has been a mixed 12 months. We started the year with a further lockdown and disappointment that we weren't able to go ahead with the memory day we had planned for July 2021. However, this quickly turned around and we are now busier and have a much richer offer of support than we have had for the last 2 years. The numbers of children, young people and families that we are supporting has increased significantly. We have been able to offer a flexible and responsive service to meet the individual needs of bereaved children and families providing a combination of in-person and virtual support depending on what is most accessible for them.

The Family Services Team has seen a number of changes which everyone has fully embraced. We said our goodbyes to Rebecca Trenoweth in September as she moved onto new opportunities and welcomed Jo Spear and Abi Deakin as Family Services Support Workers shortly after. They joined Jo Coombes, Polly Langford and Anna Pemberton and the dedicated team of volunteers. In January 2022, Polly stepped up to the position of Family Services Lead job sharing with Anna, both working 3 days a week. The team have a diverse range of skills, knowledge and experience including counselling, nursing, social work, teaching, and youth work in addition to specialist knowledge in bereavement and working with children and young people.

There has been a significant increase in the numbers of referrals, including re-referrals, since last year. Whilst we feel this is not necessarily directly related to the pandemic, it is possibly a reflection of people feeling more in need of some additional support and more able to access services. Families and professionals are certainly reporting the negative impact of the pandemic on children's experience of bereavement and grief. The common themes identified in last year's report during the pandemic have continued and more young people are being referred with indicators of traumatic or complicated grief. Anecdotal information would suggest that this is in part at least due to complications resulting from the pandemic, such as increased levels of anxiety generally for children and adults, limited opportunities to say goodbye to loved ones, limited access to the social support and increased sense of isolation, multiple losses, and transitions. Requests for family visits and one to one bereavement support have been steadily increasing since the start of the academic year.

994 children and young people were supported by Penhaligon's Friends in 2021/22.

We worked with 64 families bereaved by suicide.



Support offered by Penhaligon's Friends Family Services Team over the last 12 months:

- Telephone, virtual and in person support and advice to families and professionals.
- Postal packs for bereaved children and young people who have been referred and supported by Penhaligon's Friends.
- Family visits in the office, schools, or local family hubs with the option of virtually if needed.
- Teens group program for secondary school aged young people, which moved from virtual to in-person in September 2021.
- Family group for primary aged children and their parent/carer, which moved from virtual to in person in September 2021.
- Individual grief focussed support sessions for young people in person.
- Virtual coffee mornings for parents / carers until August 2021.
- Memory days.
- Support and advice to schools following a bereavement or critical incident, including in person support where appropriate.
- Training for a wide range of professionals supporting bereaved children and young people both online and in person.

Family Services Staff have continued to be available on the office number and via email Monday-Friday 9am - 5pm to answer any queries and provide families and professionals with general support and advice in a timely way.

“

Thank you, the support has been really good for the girls and they are both having support still in school for their bereavement and other issues. Thank you again.

(Parent)

”

“

Thank you. Your time, knowledge and kind words were much appreciated.

(Parent)

”



What Services Penhaligon's Friends Offer and Why

Families and professionals are encouraged to contact Penhaligon's Friends at any stage following a child or young person's bereavement if they would like some support or advice. It is never seen as too soon after a bereavement or too late. In these early days we provide practical and emotional support to the trusted adults (parent /carer or professional) in the children and young person's life. This might include information, support and advice around how to break the news, communicating and talking to them about death and dying, how someone has died, how they can be involved in funerals and other rituals, understanding children's reactions and how to respond, how to support them to express their feelings and information about services to support the adults.

At Penhaligon's Friends we understand that every bereaved child, young person and family's experience and journey is unique. We aim to take time to really listen and notice what is going on for them so that we can work out together what might be helpful for each individual and family. This is informed by Penhaligon's Friends 25+ years' experience of supporting bereaved children and families and what they have told us helps, as well as current practice research such as that summarised by David Trickey (Consultant Clinical Psychologist at the Anna Freud Centre and Co-director of the UK Trauma Council).

We can't and don't try to take away the pain of the loss, but we do aim to reduce and minimise the negative impact of bereavement and grief. We know this is essential, as in addition to the research on why some bereaved children and young people struggle to adjust to bereavement, there

“
Support was available to my son according to his needs. Very person focused. Respectful and helpful staff at all times.
(Parent)
 ”

is also research and practice guidance which highlights their increased risk of suicide and vulnerability to other safeguarding issues and particularly for those bereaved by suicide. We are currently commissioned by the Cornwall CCG to deliver postvention support to children and young people bereaved by suicide.

Below is an explanation of what we provide and why, based on this information. First and foremost, we do this by supporting and strengthening the child or young person's existing support network. This is to enable them to give their children and young people age and developmentally appropriate information about what has and is happening, to begin to make meaning of what has happened and ask questions; have permission to express emotions and to normalise different emotions and reactions and create opportunities to say goodbye whilst also developing a continuing bond. Where appropriate, families are offered regular welfare calls providing ongoing bereavement support and advice for as long as they feel is needed.

We provide opportunities for families to be supported together, to strengthen relationships and communication about what has and is happening following a bereavement. We do this through



family visits and family group sessions for primary school age children. Our memory days, family and teens groups are offered in recognition of the value for bereaved children, young people and parents / carers to have the opportunity to meet others who may have had similar experiences. For those children and young people who are having difficulties with their grieving process, or if it has been complicated or compromised in some way, we also offer one-to-one bereavement focussed support, usually for up to 6-8 sessions.

Finally, we work closely with a wide range of other professionals and organisations at an individual and strategic level to develop services that work collaboratively to understand and meet the needs of bereaved children and young people and those with complex needs.

Information and Resources

436 Postal packs were sent to children and young people.

Postal packs were developed in 2020 during the first lockdown and have continued to be sent out to bereaved children and young people referred to Penhaligon's Friends, where appropriate. They include a selection of resources and information to support the young person in their grief such as: a young people's leaflet on grief, ways of remembering the person who has died, ideas for managing difficult feelings and some items to support emotional regulation and provide comfort. The packs continue to be well received and are often talked about in follow up telephone calls or visits.



All families referred to Penhaligon's Friends are also sent a welcome pack with information regarding the charity, details about confidentiality and data protection as well as a booklet with details of a wide range of support services for children, young people and adults.

“
The children absolutely loved the worry dolls - they go to bed with them every night.
 (Parent)
 ”

During our contact with families, we often send out additional resources and information depending on the need identified. The team are always updating and developing a range of different handouts for parents / carers and young people and sourcing new books on bereavement for different ages and stages. A recent addition to the handouts is the guidance for parents / carers on creating a personalised 'calm box' with their children and young people which can be a helpful activity for children who may need a little extra help regulating emotions or relaxing before sleep.



We have also received donations of matching pairs of fabric hearts which have been extremely well received, particularly when children are experiencing separation anxiety.

“
Thank you so much for the fabric hearts. X keeps his with him and often checks that I've got mine. They're so lovely and are helping so much.
(Parent)”

“
The book you sent out has been unbelievably helpful. I know The Invisible String is a book for children, but it has massively helped me as well as my son.
(Parent)”

Support to Parents and Carers

681 families were supported by Penhaligon's Friends this year.

Support to parents and carers will always include initial email, text and / or telephone contact depending on their preference. Follow up contact may be brief, or it might continue over a number of years. Parents and carers also know that they have the option of contacting the service again in the future if needed up until their child is 18.

In addition to telephone support, family visits, family groups and memory days which all involve support to parents and carers we are looking at the potential to develop a parenting programme based on SPACE (supporting parents and children emotionally) training which 2 of the Family services staff trained in this year.

“
From first phone call I felt the staff members were very sympathetic and caring. I really needed advice about my son attending the funeral, we spoke it through together and it really helped with my decision, which I believe was the right choice in the end.
(Parent)”

Support to Schools and Education Settings

Schools and Education settings regularly contact the Family Services Team for advice and guidance around supporting bereaved children and young people in their community. We are always happy to offer suggestions, share resources and also sign post to other services where appropriate. We also liaise with schools regarding individual children and young people with the consent of their parent / carer to support the understanding of the impact of bereavement and the support the children and young people receive.

“

The difference your input has made is massive. We thought we had explained everything to the children and that they understood, but we were wrong. We will be forever grateful, thank you.

(Parent)

”

21 Schools and Education settings were supported following a bereavement or critical incident. Staff and Students at 6 Schools were supported in person.

We continue to be contacted by schools and settings for support, advice and guidance following the death of a student, member of staff or parent which has impacted the wider community. We have worked closely with the setting's senior leadership and pastoral teams, the Local Authority School Effectiveness Service Manager and Education Psychology service to ensure a co-ordinated response to the school and community. Often, this is support provided over the telephone, however, we have provided in-person support to staff and students at 6 schools over the last year following the sudden death of students. This involved our presence in the school setting for a half or full day and on 2 occasions for multiple days.

Training for Education staff has included:

- Further specialist training and ongoing support sessions have been provided for those education staff who previously attended the school bereavement champion training in 2020, to support their work with bereaved children and young people.
- Bereavement training funded by and for Early Years settings 3 times a year co-delivered with Emily Wade (Senior SenCo for the Early Years Inclusion Service).

- Bereavement and Critical Incident Training funded by and for the Schools Effectiveness and Education Psychology Teams co-delivered with Sally Penna-Bray (Senior Education Psychologist).



Our annual 'Remember Me' training event for schools and settings dealing with childhood loss, bereavement and critical incidents was postponed from 2021 and is now planned and fully booked for May 2022.

We have updated our guidance documents for schools and settings responding to bereavement by suspected suicide. Links to this and Penhaligon's Friends 'Remember Me' guidance are now part of schools annual safeguarding review documentation to support schools in developing bereavement and critical incident policies.

We continue to remain part of a countywide Bereavement & Critical Incident Core group, made up of representatives from the Schools Effectiveness Service, Education Psychology, Education Safeguarding, Children's Social Care, CAMHS, Early Help Hub, and other key services, meeting a minimum of termly. We have also supported the integration of this with the suicide surveillance group, focussing on suicide prevention and postvention.

We have been working alongside Macmillan and Shortlanesend Primary School to help develop Cancer Support Boxes for children in school affected by cancer. These should be available for all schools in the Aspire Academy Trust in Cornwall to access from September 2022 and will contain resources for staff, children, and parents to use.

We also have a termly newsletter specifically for education settings providing up to date information and resources on support bereaved children and young people.

Family Visits

110 families received Family Visits in 2021/22.



We began to see a rise in requests for family visits from about June 2021 and this has steadily continued to increase. There has been some wonderful use of different spaces and generosity in the community – family visits at schools, in gardens and community buildings.

We couldn't meet this need without our committed team of experienced and skilled volunteers. Despite the pandemic we were able to retain the majority of volunteers, adapting our service and their level of involvement so that everyone felt as safe as possible. We were also very fortunate to have been able to recruit new volunteers during this time and have provided further family visit and refresher training to make sure everyone feels confident in their role. We also support our family visit trained volunteers with monthly supervision sessions where they can share practice experience, key themes and ideas for service development and training.



Memory Days

2 Memory Days took place in 2021/22.

We have now successfully held 2 memory days since the start the pandemic, after having to cancel the one planned for July 2021. We took steps to reduce the amount of physical contact on



the day by making up lunch bags and providing individually wrapped items. The days have also been smaller than they would have been pre-pandemic, however everyone that wanted to attend was able to. Our first memory day was held in November 2021 and the second in March 2022.

Families who attend often tell us that they are surprised at how much they felt able to share and that although it's an emotionally demanding day there is also a lot of fun and the opportunity to make connections with others.

Lots of lovely feedback was provided by the families who attended and some of the things that people told us they found helpful were:



Our Memory Days wouldn't be able to happen without our team of volunteers, both new and those who have been with Penhaligon's Friends for many years. We are also grateful for the continuing use of Truro Prep School who, at a reduced cost, allow us to use their wonderful buildings and beautiful grounds, which provide the space and a safe, calm environment which is crucial for the day. We have also had other local businesses supporting the day. We were very fortunate to be able to give families and helpers some beautiful daffodils as a small thanks for their part in the day which were kindly donated by Crouch's of Roscarnick Farm.

The next Memory Day is booked for July 2022 and going forwards we plan to arrange 3 per year in March, July and November.

One to One Work

77 children and young people received individual support and/ or assessments in 2021/22.

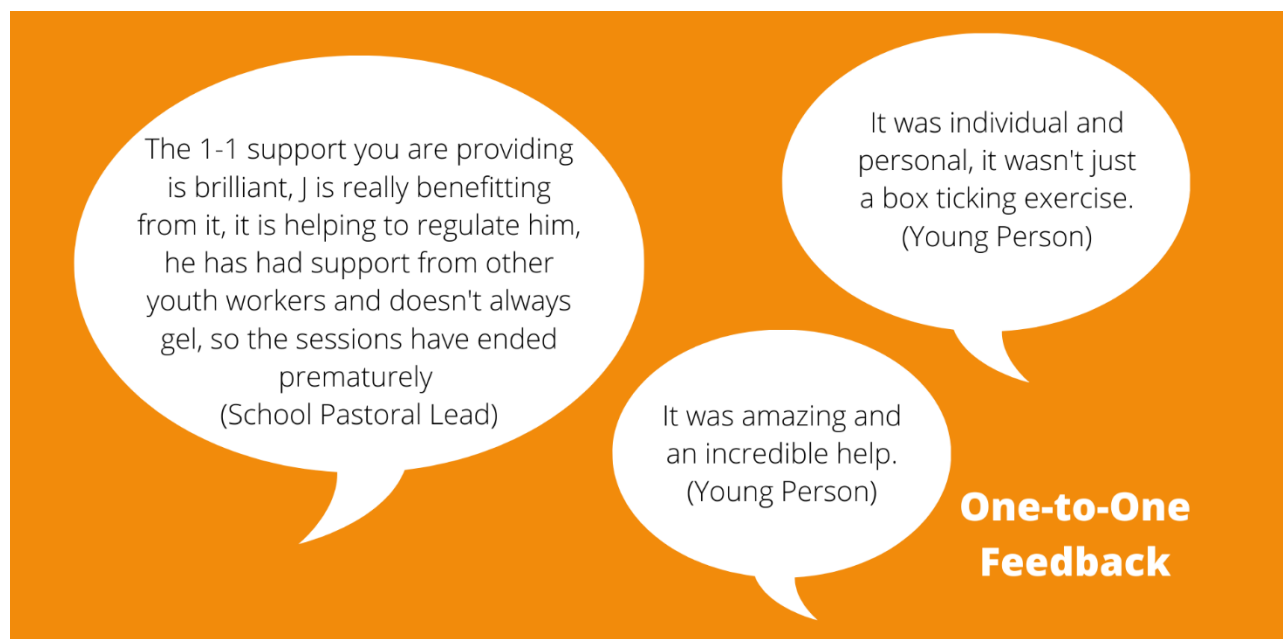
As with other aspects of our support we have also seen an increase in need for one-to-one bereavement focussed support for young people, particularly since January 2022. This has usually



been when their bereavement or grief has been traumatic, complicated, or delayed in some way and it is felt that they may benefit from some support outside of their usual support network.

An individual assessment would always be undertaken first to determine the need and appropriateness of one-to-one bereavement focussed support. Young people need to feel safe and supported to be able to benefit from these sessions and sometimes we may suggest that other supports are put in place first or alongside the bereavement support. For example, if there are significant needs around their mental health, safety or their family's circumstances. We work closely with the parent / carer and professionals around the young person to ensure appropriate supports are identified. Where individual bereavement support sessions are agreed, the sessions are structured and bespoke to the individual needs of the young person, with the aim of helping them to process their grief and maintain a continuing bond with the person who has died. The sessions may include exploring difficult feelings associated with the bereavement, things they haven't fully understood or have questions about or are worrying them, creating opportunities to remember or say goodbye, building and strengthening healthy coping strategies and a sense of hope for the future.

Once individual sessions begin, the one-to-one trained volunteers engage in a minimum of monthly group supervision via Zoom or face to face to support the work. We were extremely fortunate to have recruited and trained a new group of volunteers to begin one-to-one working in September which has helped us respond to the need.



Family Groups

3 (1 virtual and 2 in person) 5-week structured programmes were delivered.

The Family Group 5-week programme that was established in lockdown has continued to be delivered. Initially this continued online while restrictions remained and then moved to in person in September 2021, firstly at the Revive Café in Camborne and then at St Paul's Family Hub in Truro.

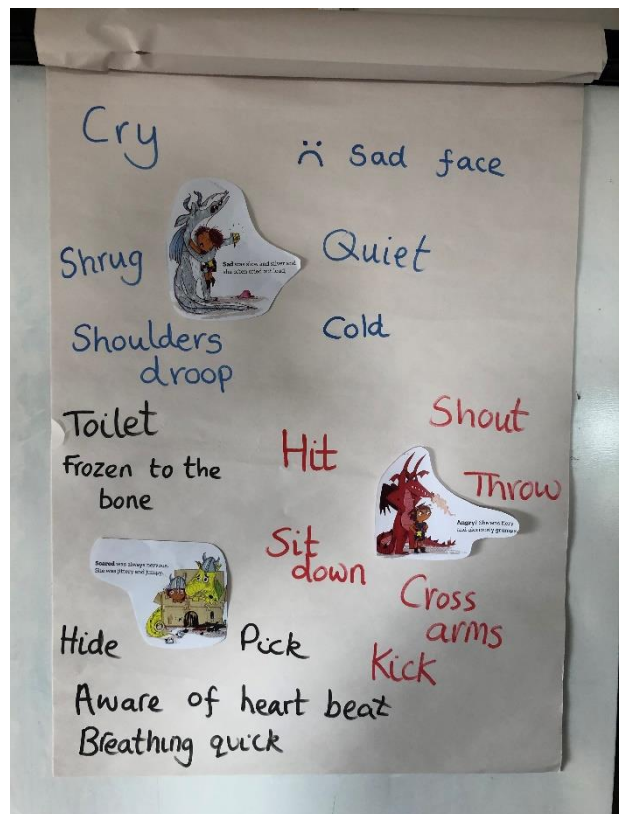


One of the activities families did together was 'Pieces of grief'. The activity involved breaking and rebuilding a clay pot to demonstrate that it is possible to rebuild some of the pieces of our life that feel broken after a bereavement, although it may look different to how it looked before.

We also recently discovered a book called 'Daisy's Dragons' and used it as an activity at Family Group to explore feelings with children. It's aimed at primary aged children and is a lovely way of helping children think about the different feelings they have and acknowledging that all feelings are normal and have a place.

“
The Family Groups in lockdown were emotionally hard but they worked, the children now understand and have ways in which they deal with both gran and gramps death.
 (Parent) ”

Whilst the families who attended the groups provided very positive feedback, we have decided to move to a new format for Family Groups going forward. We will have monthly drop-in sessions running initially around Truro and then adding a second location by September, possibly in Bodmin/Liskeard. We hope that these will be more accessible for families, as there will be less of a wait to access a group and no need to commit to a certain number of sessions. The sessions will continue to offer therapeutic bereavement focussed activities for children and parents / carers to do together and will also be an opportunity for children and parents / carers to meet others with similar experiences.



Teens Groups

3 (1 virtual and 2 in person) 5-week structured programmes were delivered.

As with the Family Group, we continued to offer the structured 5-week programme for teens virtually until end of the summer term 2021 and then in person at the Revive Café in Camborne. We then began another group in Truro in the new year which unfortunately had to be cancelled due to a lack of uptake. The Camborne group enjoyed playing feelings skittles, making salt jars and thinking about self-care among other activities.



Again, whilst the feedback was positive, the numbers attending were low so we will be moving back to a monthly Teens Groups starting with 2 different areas to offer more flexibility. Jo Coombes and Jo Spear will be working with volunteers to plan the monthly Teens Groups which started in May 2022 one at the Bodmin Family Hub and one at the Revive Café in Camborne. Usually, the groups in Camborne will run on the second Monday of each month (6.30-8pm) and the fourth Monday of each month in Bodmin (6.30-8pm).

Family Fun and Teens Activities

It has been a great year for Penhaligon's Friends family fun days and teens activity days with a range of different events taking place and hopefully something for everyone. These started in Summer 2021 when restrictions lifted as people were feeling more confident about being out in groups.

A small group of teens had a wonderful day at Porthpean activity centre. The day started with kayaking out to the rocks, where a seal made an appearance! Some young people jumped in to have a quick go at snorkelling before jumping into the sea off the rocks. They then headed back to shore and onto the mega sup board as they bravely toured the waves with a little bit of cheeky turbulence provided by the instructor. Then it was back to dry land for a well-deserved break for lunch with scrumptious cakes kindly provided by a parent to re-energise them ready for an



afternoon of high ropes and archery. We even had one young person hit a bullseye! Throughout the day they brilliantly supported one another and thoroughly enjoyed each other's company. Apart from a brother and sister, none of them had met before. A lovely fun packed day full of smiles and laughter!




I enjoyed challenging myself with the different activities and atmosphere.
(15 year old)

Porthpean Activity Day

There were 2 family fun days over the summer giving parents / carers and their children a chance to meet the other families from the virtual groups face to face, have a bit of fun and chance to connect. The first day was circus skills with Swamp Circus and the second day was at the Lost Gardens of Heligan.

The Circus Skills Day with Swamp Circus was a great success. Children and families had so much fun that they carried on playing together in the local park afterwards.



As mum it was so, so lovely to see both L and R joining in with the activities and having fun. Seeing their confidence grow throughout the day through taking part and talking to others. It's been an amazing day and we have had a wonderful time. Thank you so much.
(Parent)

Circus Skills Day

I thought today was so fun, I loved it. My favourite thing was drawing and spinning the plates. I feel happy.
(6 year old)



At the Lost Gardens of Heligan, 5 families came to enjoy a free day exploring the beautiful gardens and a chance to meet and connect with other bereaved families. The weather was kind to us and many of the families stayed until the end of the day when the gardens were closing!

Christmas fun activities involved families going to watch the Cinderella pantomime at Hall for Cornwall and Teens went bowling.

Over the Easter holidays we have a Family Fun Day planned at Lappa Valley and an action-packed activity day for teens planned on Tuesday 12th April at BF Adventure. We hope this will be a springboard for a new teens group moving forward and plan to incorporate some group work into the day and gain ideas from young people about what they would like from a group.

Training and links with other professionals

The Family Services Team work closely with a wide range of other professionals and agencies providing information and advice around the needs of bereaved children and young people and also referring on to other services as appropriate. We make sure we have current information regarding other organisations and services available to support children and families including those in the voluntary sector. For example, we regularly refer families to Early Help for additional support and share information regarding crisis services and Young People Cornwall's drop-in Support Hubs for children and young people struggling with their emotional wellbeing, whilst continuing to support them as well.

We continue to develop our strategic links and are trying to establish regular risk management meetings with CAMHS and other emotional wellbeing providers. We met with Young People Cornwall and the CAMHS access team manager to begin this and hope to establish stronger connections with Early Help family support services. These relationships will help facilitate smoother transitions between services and a shared understanding of the needs of bereaved families.

We have a close working relationship and meet bimonthly with Outlook Southwest Suicide Liaison Service for adults and Public Health ensuring a coordinated response to support for those bereaved by suicide.

We continue to form part of the following strategic groups:

- Cornwall's Multi-Agency Suicide Prevention
- Real time Suicide Surveillance Groups.
- The Affected Others Focus Group looking at the needs of those affected by drug related deaths was developed this year which we have attended.
- the Bereavement and Critical Incident Core Group as detailed under support to schools.
- Schools and Communities Group

We attend monthly National Bereavement Alliance (NBA) network meetings, the South West Children's Bereavement Network, and Cornwall Bereavement Network to share practice and resources.

Training and webinars provided to other agencies and forums has included:



- A Facebook webinar on grief and loss as part of the Cornwall Parent and Young People Wellbeing series, organised by Headstart.
- Towards Zero Suicide: hope through action (postvention as prevention).
- Contribution to safeguarding lessons learned workshop. Mental Health & Suicidal Ideation: when safeguarding must be more than just 'working together'.
- GP Training.
- Child Nurse Training.

Family Services provide a rolling program of training for volunteers who support the family services work. This year training sessions have included: safeguarding level 2, family visits, individual assessments, refresher family visit and lead assessor training, one-to-one training.

As a team we have also accessed a wide range of training to refresh and update our skills and knowledge. Staff training has included Level 7 Advanced Certificate in Working in Childhood Bereavement, Applied Suicide Intervention Skills Training (ASIST), other suicide prevention webinars, Postvention Assisting Those Bereaved by Suicide (PABBS – the only evidence based suicide bereavement postvention training internationally), Safeguarding Train the Trainer, Working Therapeutically with Bereaved Children and Young People UK Trauma Council, Traumatic Bereavement Training, Supporting Parents and Children Emotionally (SPACE).

THANK YOU!

A huge thank you to our team of volunteers and staff who, with the help of all Penhaligon's Friends supporters and fundraisers, have supported 994 bereaved children and young people over the last 12 months.

They have all shown amazing commitment, generosity and care which has enabled Penhaligon's Friends to meet the increasing needs of bereaved children and families over the last year.



Volunteer Co-ordinator's Report

It has been another very different year for us all at Penhaligon's Friends, but we are thankful to have such an amazing team and volunteer family that we have adapted and created new ways of working to ensure we could continue to provide our support throughout Cornwall.

Our volunteers are the very heart of our charity, and as part of my role I am privileged to support our lovely volunteers from the initial stages of enquiries through to their training and induction in to the Penhaligon's Friends family. I really hope I can make their journey with us warm and welcoming from the very start and hope they feel connected and valued with the time and support they offer. My role continues to be diverse from the very initial contact from new interest in volunteering, through to recruiting, scheduling and organising the volunteer training programme and so on. I also work closely with Cornwall Council to manage DBS applications. Another aspect of my role involves working closely with the local community, businesses, schools, groups etc. coordinating fundraising events, talks and presentations and updating our social media feeds and profile. I hope to serve as one of the links between our charity and the local community, groups, individuals, volunteers, and businesses alike.

As I write this report, I am preparing to say my farewells as the time has come for me to say goodbye to everyone at the Penhaligon's Friends family as I embark on pastures new.

Thinking about what working with our lovely volunteers has meant to me over the years makes me really smile! I have had so many special moments and treasured memories over the years and working with them has been such an honour and privilege.

Our volunteers give their time and experience, warmth, and emotion freely and wholeheartedly. Spending time with young people, supporting in schools, travelling to groups, giving up their Saturdays after a busy week, making a family visit after work, going to talk to a community group in an evening. Spending time folding and splitting tombola tickets, propping up rainbow bears, decorating event tables with logo bugs and leaflets, jute bags and pens, reaching out to the community at fairs and events. Being there, sitting with a family, listening without judgement, always on hand with the tissues, a warm, friendly smile, ready to roll up their sleeves and get creative with paints, clay, glue, soil, glitter, feathers, buttons.... on hand to make a glass of squash or cup of tea, knowing when to break out the chocolate! Always ready to try something new and take on new challenges...

So here is a big thank you to our wonderful volunteers for being so amazing in every single way, I will miss them all lots.

Volunteering

Throughout the year we continued to have enquiries regarding volunteering despite the restrictions everyone faced due to the pandemic. Many wanted to get in touch as result of their own personal experiences or perhaps from having heard about us through schools and colleges, via Volunteer Cornwall, social media feeds and from their involvement in community groups and so on. Despite the challenges that this year held, we still managed to hold some 'Get Started' initial



volunteer training virtually on zoom. This one-day introductory training is usually held in community centres in different locations across Cornwall but due to the restrictions face to face training had to be postponed and so we adapted the training to be held on Zoom in two parts over two different dates. All who attended enjoyed the training and some continued to do the next stage of training which is the two day 'Get Going' training to enable them to support with family services.

We currently have 65 active volunteers who are actively supporting our work, contributing throughout the year and regularly giving their time.

THANK YOU to all our wonderful volunteers for their continued support and for being a part of the Penhaligon's Friends family it really does make all the difference. We feel so proud of each and every one of our lovely volunteers and we are honoured and privileged to have their help and support. Thank you!

Community Events and Talks

This year has been interrupted once again by the ongoing restrictions and uncertainty around the pandemic. Many community events that were due to take place had to be postponed or cancelled but some still managed to carry on with great community spirit and ingenuity and we would love to send a big thank you to everyone who did manage to hold an event for us and to those who are planning one.

We were able to host our AGM at The Penventon Hotel and celebrated our belated 25th anniversary along with many volunteers and supporters past and present. It was very special to be able to come together again after cancelling last year's plans and we are very grateful to the hotel for supporting and hosting this event for our charity.



We held our own Christmas Auction online with lots of wonderful local businesses, artists and supporters having donated amazing items that we could auction online and together raised over £6000.

An event called 'Peaky Climbers' organised by Charmaine George raised an amazing £6605 – their group completed the 3 Peaks Challenge in memory of Ewan George. Jayne, Colin and Joanna finally managed to complete the cycle ride they started before the pandemic – they completed Lands' End to John O'Groats, making so many useful and supportive contacts along the way, raising £4734!

We were honoured to be supported by a local family who published a beautiful story book in memory of their daughter, Poppy Gamble (Roberts). Poppy wrote her book when she was 12 years old, A Magical Journey, and the family have raised £2000 for our charity.



It was lovely to see Christmas events return after the lockdowns, Newquay Thursday Club held their Carols by Candlelight raising a huge £3725! And a much-awaited event hosted by The John Casson Foundation at The Idle Rocks – ‘An Evening with Stanley Johnson’ went ahead in November and raised £5790 for us with several other children’s charities benefitting too. The very brave Paula Hurrell celebrated her 50th Birthday by doing a tandem skydive, raising £600 for our charity.

We hope that each and every one who has supported us knows how grateful we are for your support, it really does mean everything to us, we have tried to include everyone at the end of our report, but apologies if we have overlooked anyone. We feel very lucky and privileged to have the support of our local Cornish Community.



Chantal Worden-Evans, Volunteer Coordinator



Treasurer's Report

This is the first year following Penhaligon's Friends' change of charitable status, where the organisation moved from being an unincorporated charity (charity registration number: 1053968) to become a Charitable Incorporated Association (CIO) (charity registration number: 1189323), a more suitable governance structure for an organisation the size of Penhaligon's Friends. Therefore, in the short term, interested parties will have to view both registration numbers to view all the accounts of Penhaligon's Friends and to effect inter-year comparisons.

In writing this report, previous year comparisons are with the last year of the unincorporated charity.

Penhaligon's Friends has weathered the last few years well, incurring only relatively small deficits - £4,202 in 2021/22 and £6,501 the previous year, whilst being able to maintain services during this difficult period.

Over the last year we have seen a gradual return to normality in terms of how services are delivered and, in our ability, to generate income.

Overall, income increased from £217,741 in 2020/21 to £240,547 in the current year.

Grant income remained strong with the charity securing grant income of £149,406 compared to £145,575 in the previous year. Many of the grants received over the last two years were specific to support the charity during COVID which will not continue. However, the charity has been fortunate to receive a further 3-year BBC Children in Need grant and to secure 3-year teen project funding from Movement for Good. In addition, the charity has been allocated a further year of NHSE postvention funding.

Donations were up on the previous year, £84,781 compared with £70,180 in 2020/21 but remain lower than pre-pandemic levels.

The charity was able to restart its training programme during the year with income from courses totalling £6,028 being received compared to £1,617 in the previous year.

Despite inflationary pressures in the economy, interest rates continued to fall. Interest received fell from £298 in 2020/21 to £191 in 2021/22.

Income sources remain a mix of donations, grants and earned income. General Fund balances now total £150,747 equating to approximately 33 weeks of operational costs which is in line with our Reserves Policy which recommends an ideal range of 60 -70% of our annual costs. As a result of the broad mix of income sources the level of general funds should enable the charity to fulfil that objective.

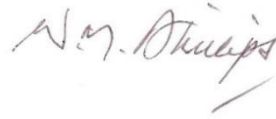
The charity holds no significant fixed assets.

Trade Debtors at the year-end totalled £5,305. There are no concerns on bad debts.



I would like to thank all the many funders, volunteers, and contributors for the support you have given Penhaligon's Friends over the year. Your support really does make a difference to the number of families we are able to help and the quality of services we are able to provide.

I would also like to thank Darren Perry from Francis Clark LLP for providing the Independent Examination pro bono.



Bill Phillips, Treasurer

The Annual Report was approved by the trustees of the charity on 13/9/2022 and signed on its behalf by:

Trustee 



Independent Examiner's Report to the Trustees

Penhaligon's Friends
For year ended 31 March 2022

Independent Examiner's Report to the Trustees of Penhaligon's Friends

I report to the trustees on my examination of the accounts of Penhaligon's Friends (the CIO) for the year ended 31 March 2022.

Responsibilities and basis of report

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

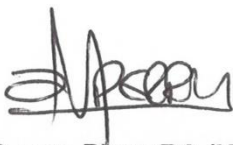
I report in respect of my examination of the CIO's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the CIO as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of the independent examination.

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



Darren Perry BA (Hons) ACA DChA
Independent Examiner
Francis Clark LLP
Lowin House
Tregolls Road
TRURO
TR1 2NA Date: 20/9/22

Financial Statements

Penhaligon's Friends
Registered Charity no. 1189323

Statement of Financial Activities
for the year ended 31 March 2022

				Period to 31 March 2021		
	General £	Restricted £	Total £	General £	Restricted £	Total £
Income and Endowments from:						
Transfer from Penhaligon's Friends unincorporated charity (registration number 1053968)				154,949		154,949
Donations & Fundraising	84,781	-	84,781			
Grants	-	149,406	149,406			
Training fees	6,028	-	6,028			
Booklets etc	141	-	141			
Bank interest	191	-	191			
Total Incoming Resources	91,141	149,406	240,547	-	-	-
Expenditure on:						
Client/Members Direct Costs						
1 - to - 1	-	2,081	2,081			
Family Days	-	1,615	1,615			
Family Support	-	4,728	4,728			
Memory Days	-	1,302	1,302			
Family Group	-	116	116			
Teens Group	-	1,295	1,295			
Training Days	1,262	114	1,376			
Volunteers Training	40	488	528			
Library	147	2,148	2,295			
Fundraising Costs	1,012	367	1,379			
Governance Expenses	332	533	865			
Cornwall Bereavement Network	-	2,877	2,877			
Bank Charges	243	-	243			
Insurance	1,793	-	1,793			
Office Costs						
Cleaning	2,327	-	2,327			
Computer software & support	2,688	6,632	9,320			
Furniture & equipment	-	50	50			
Heat, light & power	1,993	-	1,993			
Printing & stationery	2,104	336	2,440			
Postage	-	2,654	2,654			
Telephone	-	2,944	2,944			
Supplies	832	334	1,166			
Rent, Rates & Property Maintenance	15,089	-	15,089			
Staff Costs	64,878	118,790	183,668			
Depreciation	1,007	-	1,007			
Total Resources Expended	95,747	149,406	245,154	-	-	-
Gain on revaluation of investments	405	-	405			-
Net Income/expenditure	- 4,202	-	- 4,202	154,949	-	154,949
Transfer between funds	-	-	-	-	-	-
Net movement in funds	- 4,202	-	- 4,202	154,949	-	154,949
Opening Balance 1st April 2021	154,949	-	154,949	-	-	-
Closing Balance 31st March 2022	150,747	-	150,747	154,949	-	154,949

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

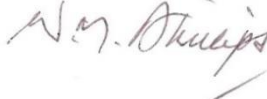
Penhaligon's Friends
Registered Charity No. 1189323

Balance Sheet
as at 31st March 2022

	General Fund £	Restricted Funds £	Total Funds £	Total Funds as at 31 March 2021 £
Fixed Assets				
Computers				
Cost -	1,007			
Depreciation	- 1,007	-	-	1,007
Investments	5,678	-	5,678	6,529
Current Assets				
Cash at Bank & In Hand	149,255	58,410	207,665	169,689
Debtors	5,305		5,305	887
Prepayments	723		723	668
Stock	-	-	-	-
Total Current Assets	155,283	58,410	213,693	171,244
Less: Creditors	10,214	58,410	68,624	23,831
Net Current Assets	145,069	-	145,069	147,413
Total Assets	150,747	-	150,747	154,949
Represented by:				
General Funds	150,747	-	150,747	154,949
	<u>150,747</u>	<u>-</u>	<u>150,747</u>	<u>154,949</u>

The Annual Report was approved by the trustees of the charity on 13/9/2022 and signed on its behalf by:

Chair 

Trustee 



Penhaligon's Friends
Registered Charity No. 1189323

Notes to the accounts
for the year ended 31st March 2022

Note 1 Accounting policies

- a** The financial statements have been prepared under the historical cost convention and are in accordance with applicable standards and comply with the requirements of the Charities: Statement of Recommended Practice (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Penhaligon's Friends meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

There are no material departures from FRS 102.

- b** Income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received. Income from government and other grants is recognised when the charity has entitlement to the funds and performance conditions are met, it is probable that income will be received and the amount can be measured reliably and is not deferred. Grant income received in advance for future periods is deferred until the criteria for income recognition is met.
- c** All resources expended are included in the Statement of Financial Activities gross of any income. The resources expended are recognised in the Accounts as soon as the obligation arises. Any amounts unpaid at the financial year-end are accrued for.
- d** Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably.
- e** Tangible assets are stated at cost and depreciated by annual instalments over their useful working lives as follows:-

Computers/printers	3 years
Furniture	3 years
Projector/display boards	3 years

Depreciation is levied for a full year in the year of acquisition but not made in the year of disposal.

- f** Restricted funds are created when grants/donations are made either for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the Statement of Financial Activities when incurred.



Note 2 Tangible assets

	Computers £	Furniture/ Equipment £	Projector £	Display Boards £	Totals £
Cost					
At 1st April 2021	1,007	-	-	-	1,007
Additions in year	-	-	-	-	-
Disposal in year	-	-	-	-	-
At 31st March 2022	<u>1,007</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,007</u>
Depreciation					
At 1st April 2021	-	-	-	-	-
for year	1,007	-	-	-	1,007
Disposal	-	-	-	-	-
At 31st March 2022	<u>1,007</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,007</u>
Net Book Value					
At 1st April 2021	1,007	-	-	-	1,007
At 31st March 2022	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

Note 3 Investments

	2021/22 £	2020/21 £
Valuation at 1st April 2021	6,529	
Transfer in from unincorporated charity (note 4)		6,529
Shares disposed of in the year	- 1,256	
Realised & unrealised gain/(loss)	<u>405</u>	
Valuation at 31st March 2022	<u>5,678</u>	<u>6,529</u>

Note 4 Gain on Share Revaluation

The assets of the unincorporated Penhaligon's Friends charity (registration number 1053968) were transferred to the CIO on 31 March 2021.

The valuation of the shares at 31 March 2022 was based on a post year end valuation at 5 April 2022 which is considered the best available estimate. An unrealised gain of £405 was recognised in the Statement of Financial Activities.

Note 5 Liquidity

	2021/22 £	2020/21 £
Cash at bank-current account	24,905	62,124
Cash at bank-deposit account	78,306	3,305
Cash at building society	104,154	103,960
Cash in hand at office	<u>300</u>	<u>300</u>
	<u>207,665</u>	<u>169,689</u>

Note 6 Restricted funds	B/forward £	Income £	Expenditure £	Balance £
Arnold Clark Grief Postal Packs	-	1,000	1,000	-
BBC Children in Need Family Services Lead and volunteer mileage	-	32,645	32,645	-
Bernard Sunley Foundation Memory Days	-	2,000	2,000	-
CCF Headstart Teens activity day	-	1,587	1,587	-
CCF Home working	-	500	500	-
COMF Family Services salary and family days	-	19,900	19,900	-
Ecclesiastical Developing community groups for young people	-	2,500	2,500	-
KCCG 1-1 Support	-	10,000	10,000	-
Lottery 25 25th Anniversary AGM	-	900	900	-
NHSE Support for children impacted through suicide	-	44,000	44,000	-
NHS Kernow Postvention support	-	12,000	12,000	-
Persimmon Grief Postal Packs	-	1,000	1,000	-
Postcode Community Trust Memory Days	-	7,960	7,960	-
Public Health/SPIF Family social days and Dads Packs	-	1,914	1,914	-
Smartline Cornwall Bereavement Network website	-	2,250	2,250	-
Together Fund Grief Postal Packs	-	1,000	1,000	-
Trewithen Fund 1-1 Support	-	3,000	3,000	-
Youth Investment Fund Resources for teens support, 1-1 and IT equipment	-	5,250	5,250	-
Totals	-	<u>149,406</u>	<u>149,406</u>	-

Note 7 Debtors and prepayments

	2021/22	2020/21
	£	£
Trade Debtors		
Training fees	295	835
Christmas Auction	5,010	
Accrued Interest		
Interest	48	52
Prepayments		
Insurance	590	583
Fundraising	85	85
	<u>6,028</u>	<u>1,555</u>

Note 8 Creditors and deferred income

	2021/22	2020/21
	£	£
Trade Creditors	6,000	1,143
Accruals	830	14
Deferred income	58,810	19,579
Taxation and social security	2,984	3,095
	<u>68,624</u>	<u>23,831</u>

Note 9 Deferred Income

Deferred income comprises primarily grants and training fees received in advance for activities taking place in the next financial year.

	£
Balance as at 1 April 2021	19,579
Amount released to income earned from charitable activities	- 19,579
Amount deferred in year	58,810
Balance as at 31 March 2022	<u>58,810</u>

Note 10 Analysis of staff costs and trustee remuneration and expenses

	2021/22 £	2020/21 £
Salaries and wages	159,494	-
Social security costs	11,987	-
Pension contributions	5,059	-
	<u>176,540</u>	<u>-</u>
Staff travel and expenses	1,819	-
Staff supervision and training	5,309	-
	<u>183,668</u>	<u>-</u>

No employees had emoluments in excess of £60,000 (2020/21: £nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2020/21: £nil).

Neither were they reimbursed expenses during the year (2020/21: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2020/21: £nil).

The average monthly headcount was 9 staff. (2020/21: 0).

The key management personnel are: Julie Parker (75%) and Anna Pemberton (50%) and the aggregate remuneration was £40,953 (2020/21: £0)

The remaining percentages of the key management personnel reflect their operational responsibilities.

Note 11 Analysis of Net Assets between Funds

	Unrestricted Funds		Restricted Funds	Total	Period to 31 March 2021			
	£				£	£	£	£
	£	£			£	£	£	
Tangible Fixed Assets	-	-	-	-	1,007	-	1,007	
Investments	5,678	-	5,678	5,678	6,529	-	6,529	
Cash at Bank	149,255	58,410	207,665	207,665	150,845	18,844	169,689	
Creditors	-	10,214	58,410	68,624	4,987	18,844	23,831	
Debtors	6,028	-	6,028	6,028	1,555	-	1,555	
	<u>150,747</u>	<u>-</u>	<u>150,747</u>	<u>150,747</u>	<u>154,949</u>	<u>-</u>	<u>154,949</u>	

Thanks to Supporters

We really appreciate all of the donations we have received in the 2021/2022 year. It is impossible to thank everyone individually for their contributions, but without the help of our incredible supporters we would not be able to provide this valuable service.

Thank you.

A Madin	Cream Cornwall
A Peart	Custom Developments
Aaron Coward	CVC Solicitors
Adam Annowi Photography	D & F MacDonald
Adana Price	D Richardson
Albert Van den Bergh Charitable Trust	Daniel Cole
Alice Allsworth	Daniel Janjatovic
Alice Helene Pascal	Daniel Wick
Alicia Wiley	Daphne Routly
Alison Berry-Martland	Dave King
All the P's	David Ashton
Atlantic Blankets	David Evison
Angela Mason	David Hargreaves
Annette School of Dancing	Debra Wiley
Anthony Rowe	Di Masters
Arnold Clark Community Fund	Durgan Regatta
Baker Tom's	Elaine Hodge
BBC Children in Need	Elizabeth Coon
Bill Phillips	Estelle Turner
Bridget and Bill Roberts	Fay Tremayne
Budock Vean Golf Club	Flambards
C A Wills	Four Lanes WI
C Piecmota	Francis Clark LLP
Caroline Trigg	Gillian Emerson
Charities Trust Movement for Good	Global Make Some Noise (GMSN)
Charles Morwood	Hal Jenkinson
Charlotte Williams	Hattie Butt
Children's Hospital Pyjama's	Headland Hotel
Chris and Chris Morton	Helen Bartell
Churches Together Cornerstone	Helen Keogh
Colin & Margaret Rowe	Helen Powell
Co-op Community Fund	Hitchens Family
Cornish Tea & Coffee	Holly Smith
Cornishware	Howden's Redruth
Cornwall Community Foundation	I Walker
Cornwall Council	Inner Wheel Club of Helston Lizard
Cornwall Masonic Charitable Foundation	Inner Wheel Club of Truro

J R Thomas	Molly Pittham
Jane Winterburn	Mr & Mrs Proud
Jayne, Colin & Joanna	Mrs B Grant
Jeanette Pooley	Mrs E M Biden
Jennifer Knight	Mrs E Turner
Jeremy Martin	Mrs Gendall
Jess Lawrie & Emma	Mrs Hogg
Jo Downs	Mrs J Risdale
Joanna Goddard-Watts	Mrs K Iles
John Bellamy Foster	Mrs R Senter
John Casson Foundation	Mrs V Mayor
Jon Tremaine	Mylor & Flushing WI
Josh's Chocolate	N Bradley
Joy & Co	Nanpean Methodist Church
Judith Greenslade	Nathan Outlaw
Julie Bowyer	Natural Store Falmouth
Julie MacDonald	Neighbourly
Kerrie Mogridge	Newquay Thursday Club
KICK	NHS England
Land and Water	NHS Kernow
Launceston YFC	NV Hair
Laura Budd and Lisa	Parbola Holiday Park
Lauren James	Paula Hurrell
Leanne Reynolds	Peak Climbers
Liam Matthewman	Pentire
Lin Marsh	Penzance Sailing Club
Livingstone St. Ives & Emily Powell	Persimmon Homes Cornwall
Lord Savile	Philip Rowe
Lost Brewing Café	Polruan Baby and Toddler Group
Lottery 25	Pool Academy
Louise Worgan	Pool Pensioner's Club
Loveny Male Voice Choir	Postcode Community Trust
Lucie Lewis	Primrose Herd
Lynher Dairies	Redruth Inner Wheel
M Beevers	Redruth Parish Midweek Club
M Johnson	Redruth Rotary Club
M Vigo	Ro Hair
Madron WI	Robin Woods
Malletts Home Hardware	Rosemary Norman
Mark Clements	Ross Hyde
Martha and Alfie Jones	Ruth McFarland
Mary and Martha	S Geal
Masonic Charitable Foundation	Sally Potter
Michael Fox	Samantha Broscob
Michelle Foote Pottery	Samantha Scott
Michelle Quince	Scence
Millennium Lodge of Cornwall	Scent Store, Truro

Scott Davis
Sew-In Mullion
Sharon Muffett
Shelley Allbright
Sheri Iredale
Sian Hewett
Simon Powell
Smile Together Dental
Sophie Johnson
Spar Falmouth
St Aubyn Estates
St Austell Brewery
St Ervan Coffee Morning Group
St Eval
St Justin
St Meriadoc Infant Academy
St Rumons Church Ruan Laniorne
St Stephen's Church Treleigh
Stories & Ink
Sue Gillbard
Susan McLoughlin
Suzy Dilly
SWComms
Sylvia Mason
Tamsin Sowerby
Tarquin's
Tate St Ives
Teresa Stevens
The Alverton
The Cellar Shop
The Cornish Company
The Minack
The Old Plough, Shortlanesend
The Penventon Park Hotel
The Suitcase Singers
The Valley, Cornwall Cottage Holidays
Themis Wealth Management
Tiffany Honeychurch
Tina Rowe
TK Maxx and Homesense Foundation
Tony Penhalagan
Tracey Courage
Tregothan
Tremore
Truro Lions
Truro School
Truro Spires Trefoil Guild
Upton Cross Academy
Val Jeans-Jakobsson
Via Ferrata
Vicki Bluett
Victoria Richards
Wadebridge Rotary
Watson Evans Associates
Wellers
Wendron CC/FC
White Stuff
Will Collinge
William Ovenden
Windmill Hill Academy

Administrative Details

PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Jennifer Doble (Chairman) William Phillips (Treasurer) Nigel Hyde Nicky Sutton Mike Bird Dr Alison Stephens Karen Reid
CHARITY CEO	Julie Parker
REGISTERED OFFICE	Trecarrel Drump Road Redruth TR15 1LU
CHARITY REGISTRATION NUMBER	1189323
BANKERS	Lloyds Boscawen Street Truro TR1 2QT
ACCOUNTANTS	Francis Clark LLP Lowin House Tregolls Road Truro TR1 2NA



Penhaligon's Friends

Trecarrel

Drump Road

Redruth

TR15 1LU

01209 210624/215889

enquiries@penhaligonsfriends.org.uk

www.penhaligonsfriends.org.uk



PENHALIGON'S FRIENDS

England & Wales - Charity number 1189323

Accounts



Penhaligon's Friends

CIO Annual Report



2020-2021



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Trustees Report

The Trustees present their report and the financial statements for the period from registration as a CIO on 4 May 2020 to 31 March 2021.

CHAIR

Dr Jennifer Doble

TRUSTEES

The following were Trustees during the year:

Dr Jennifer Doble

William Phillips – Treasurer

Ian Frampton – retired 15th September 2020

Clare Gallimore – retired 15th September 2020

Tarn Lamb – retired 15th September 2020

Nigel Hyde

Nicky Sutton

Mike Bird

Rosemary Jane Black – retired 17th November 2020

Dr Alison Stephens – appointed 19th January 2021

Charity Objectives and Structure

Organisational Structure

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together approximately every two months and are responsible for all policy decisions and for the employment of the Charity's CEO; they take an active interest in the recruitment of other staff. Policies are reviewed regularly and, where necessary, are brought up to date when new legislation comes into being or in order to further the aims of the Charity. The charity is governed by its CIO governing document, and was registered on 4 May 2020.

The day-to-day management of the Charity is delegated to the CEO.

Recruitment and appointment of trustees

The existing trustees are responsible for the recruitment of new trustees but in so doing the trustees seek the recommendations of staff and volunteers and the wider community of Cornwall. In selecting new trustees, we seek to identify people who can bring their expertise, contacts and knowledge to the Board for the benefit of the aims of the Charity.

In addition to the trustees, representatives from other bodies having connections with child bereavement are invited to join the Board and attend meetings without voting rights as the need arises.

Following appointment, new trustees are introduced to their role and given copies of the CIO Constitution and a guide to Penhaligon's Friends', including policies and procedures adopted by the Board. A number of publications from the Charity Commission are also provided including the guidance on charities and public benefit. This ensures that new trustees are aware of the scope of their responsibilities under the Charities Act.

Risk Management

The trustees have examined the major strategic risks to which the charity is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take further action to minimise or mitigate these risks as required.

Our Objectives

Our objectives are to provide support for bereaved children and their families in Cornwall and to provide training and education for other agencies working closely with these children to provide them with the tools they need to help them support children in the community. Each year our trustees review our objectives and activities to ensure they continue to reflect our aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.



Vision

Changing bereaved children's lives

Mission

To support family care-givers, staff in Schools and Social Care and the wider community, enabling them to provide a supportive and educational environment where grieving children can be understood and share their experiences as they move through their own healing process. To offer training in childhood loss and bereavement to all who wish to learn how best to support children at these difficult life changing times.

We will fulfil our mission by:

- Responding promptly to all requests for advice, information and support.
- Visiting families and children to explain about our bereavement support and offer them an opportunity to ask questions.
- Maintaining policies and standards of practice relating to our work with the children and the engagement of volunteers and employees.
- Offering training and support to all volunteers, care givers and professionals from other statutory and voluntary agencies.
- Monitoring and evaluating the service in order to shape service delivery and to provide evidence of monitoring to grant funders.
- Having due regard for the health, safety and wellbeing of children and volunteers.

Data Protection

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept securely. This code of practice has been updated during this year to ensure we are up to date with current legislation, including registration with the appropriate authority.

Use of Volunteers

Volunteers are an important resource in the work of the Charity. Volunteers are involved in the majority of our activities and we have over 80 people regularly giving their time to support our activity.

DBS for Trustees and Volunteers

In recruiting trustees and volunteers Penhaligon's Friends ensures that it meets all the requirements of Cornwall's Safeguarding Board in relation to safe practice including appropriate use of the DBS.

How Our Activities Deliver Public Benefit

Our activities in this charity will begin after the current year end, as the activities were transferred in from the unincorporated charity on 31/3/21.

Many of our activities are of direct benefit to the public. Our charity supports bereaved children and young people up to the age of 18 years. We also help parents, carers, and professionals to give effective support. The person who died may have been ill for a while or died unexpectedly. We use a variety of practical and creative tools to help children and families share their thoughts and feelings and give them the opportunity to meet others. We are aware of the impact that bereavement can have on the normal development of children and young people and aim to offer services to reduce this and increase resilience.

Our activities recognise how children experience grief. We therefore include time to have fun and for creative activities as well as time to focus and work through more painful issues. We support the whole family using a child-focused approach.

The amount of time spent with the children and their families is obviously much less than that with others who have day to day contact with them, such as schools, doctors, social workers and so on. For that reason, we also offer training to professionals having contact with young people so that they can understand better the concerns and needs of bereaved children and young people.

Our range of services includes:

- **Telephone information and advice** on referral to the service, usually accompanied by leaflets, loan of books, resources etc.
- **Home visit** – A 'First Aid' visit if referred very close to the death to offer support and advice.
- **Family Visit** – To assess family's grief journey and family dynamics, explain our range of support. This helps determine the most suitable form of support for the family.
- **Memory Day** – Children, young people and their parents and carers attend a full day to remember the person who has died, to share feelings, to meet other children in similar situations, to reduce isolation and to improve communication within the family.
- **Teens Support Groups** - Giving teens a regular time and place to be able to meet up with others to take part in fun activities and have someone to talk to. Currently there are 4 groups each month, Newquay, Redruth, Penzance and St Austell.

- **Family Support Groups** – Giving parents a regular time and place to be able to come along and meet up, alongside activities for their children. Our groups are currently held each month in Redruth and Liskeard.
- **Individual Work** – A piece of work to explore more complex grief issues, this is carried out by trained volunteers typically within school environment following appropriate assessment of need.
- **School Support** – Support and advice for staff and students in schools and colleges following a death in their community.

Training

Level 1 Childhood Loss & Grief – A 3-day course in the theory of Childhood Loss & Grief.

- Suitable for all professionals who come into contact with bereaved children in the course of their work, volunteers and those wanting to gain understanding of how best to support bereaved children.

Level 2 Childhood Loss & Grief – A 4-day course in therapeutic skills and practical applications of theory.

- Building on the Part 1 course this enables participants to significantly enhance their knowledge, therapeutic skills and understanding in relation to their own work, or to become a volunteer with Penhaligon's Friends.

One Day Workshops – Bespoke training for groups to develop skills, confidence and increase resources when caring for bereaved children.

- Suitable for those who regularly come into contact with grieving children through their practice, i.e. Social Services, Health and Education workers, Counselling and Pastoral Services, Clergy, Funeral Directors.

Volunteer Training Programme – Our free one-day 'Get Started' Volunteer Training is a great introduction, giving an overview of our charity with an insight into volunteering roles and options for getting involved whether it be to fundraise and support community events or to help with our Family Services work. Once completed, this one-day training then gives the option to continue to a free two-day 'Get Going' Training which enables volunteers to help with family support, such as helping with Memory Days, Family Groups and Teens Groups. Volunteers can also access the above training as desired.

Chairman's Report

This period saw us transferring from a Registered Charity (1053968) to a Charitable Incorporated Organisation, CIO (1189323) in line with our business planning and discussions at Board level over the last few years.

Whilst the legal framework was put in place, and registered during this financial period, the charity continued to operate under its original identity until 31st March 2021 when the final transfer was undertaken to coincide with our financial period end.

The core values, mission and services of Penhaligon's Friends remain the same and will continue to do so moving forward.

Dr Jenny Doble, Chair Penhaligon's Friends

Treasurer's Report

During the financial year 2019/20 Penhaligon's Friends undertook an investigation of charity governance structures to determine a more suitable one for an organisation the size of Penhaligon's Friends. As a result of this exercise it was decided to move from being an unincorporated charity (charity registration number: 1053968) to become a Charitable Incorporated Association (CIO).

The name of the new organisation remains the same as does its aims and objectives. It was established on 4th May 2020 (charity registration number: 1189323) and at the end of the financial year on the 31 March 2021 the accounts of the unincorporated charity were closed, and its net worth of £154,949 transferred to the newly established CIO.

In the short term, interested parties will have to view both registration numbers to see all the accounts of Penhaligon's Friends and to effect inter-year comparisons.

The outlook for the period ahead continues to be uncertain. However, as restrictions ease efforts will be made to secure additional funding streams from existing and new sources. Where necessary unrestricted reserves will be utilised to ease delivery pressures as was the case last financial year. Of the sum transferred across £147,413 in free, unrestricted reserves and is available to support the work of the CIO going forward.

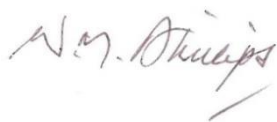
Penhaligon's Friends' Reserves Policy has been designed to enable the Trust to continue meeting its objectives for a period of 12 months if other funding sources dry up. As a result of the broad mix of income sources the level of general funds should enable the charity to fulfil that objective.

Levels of reserves, success in fundraising and the amount of funding secured for the coming year means there is no significant or immediate reason to raise concern on the viability of the charity which continues to be a going concern.

Bill Phillips, Treasurer

The Annual report was approved by the trustees of the charity on 21/9/21 and signed on its behalf by:

Trustee



Independent Examiner's Report to the Trustees

Independent Examiner's Report to the Trustees of Penhaligon's Friends

I report to the trustees on my examination of the accounts of Penhaligon's Friends (the charity) for the period ended 31 March 2021.

Responsibilities and basis of report

As the charity trustees of the charity 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 all 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 in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the charity as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of the independent examination.

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



Darren Perry BA (Hons) ACA DChA

Independent Examiner

Francis Clark LLP

Lowin House

Tregolls Road

TRURO

TR1 2NA Date: 20/9/21

Financial Statements

Penhaligon's Friends
Registered Charity no. 1189323

Statement of Financial Activities
for the period ended 31 March 2021

	General £	Restricted £	Total £
Income and Endowments from:			
Transfer from Penhaligon's Friends unincorporated charity (registration number 1053968)	154,949	-	154,949
Total Incoming Resources	154,949	-	154,949
Expenditure on:			
Client/Members Direct Costs			
1 - to - 1	-	-	-
Family Days	-	-	-
Family Support	-	-	-
Memory Days	-	-	-
Family Group	-	-	-
PAWS	-	-	-
Teens Group	-	-	-
Training Days	-	-	-
Volunteers Training	-	-	-
Library	-	-	-
Fundraising Costs	-	-	-
Governance Expenses	-	-	-
Accountancy Support	-	-	-
Bank Charges	-	-	-
Insurance	-	-	-
Office Costs	-	-	-
Cleaning	-	-	-
Computer software & support	-	-	-
Furniture & equipment	-	-	-
Heat, light & power	-	-	-
Printing & stationery	-	-	-
Postage	-	-	-
Telephone	-	-	-
Supplies	-	-	-
Rent, Rates & Property Maintenance	-	-	-
Staff Costs	-	-	-
Depreciation	-	-	-
Total Resources Expended	-	-	-
Gain on revaluation of investments	-	-	-
Net Income/expenditure	154,949	-	154,949
Transfer between funds	-	-	-
Net movement in funds	154,949	-	154,949
Opening Balance on formation	-	-	-
Closing Balance 31st March 2021	154,949	-	154,949

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

Penhaligon's Friends
Registered Charity No. 1189323

Balance Sheet
as at 31st March 2021

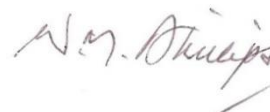
		General Fund £	Restricted Funds £	Total Funds £
Fixed Assets				
Computers				
Cost	1,007			
Depreciation	<u>-</u>	<u>1,007</u>	<u>-</u>	<u>1,007</u>
Investments		6,529	-	6,529
Current Assets				
Cash at Bank & In Hand		150,845	18,844	169,689
Debtors		887	-	887
Prepayments		668	-	668
Stock		<u>-</u>	<u>-</u>	<u>-</u>
Total Current Assets		<u>152,400</u>	<u>18,844</u>	<u>171,244</u>
Less: Creditors		<u>4,987</u>	<u>18,844</u>	<u>23,831</u>
Net Current Assets		147,413	-	147,413
Total Assets		<u><u>154,949</u></u>	<u><u>-</u></u>	<u><u>154,949</u></u>
Represented by:				
General Funds		154,949	-	154,949
		<u><u>154,949</u></u>	<u><u>-</u></u>	<u><u>154,949</u></u>

The Annual report was approved by the trustees of the charity on 21/9/21 and signed on its behalf by:

Chairperson



Trustee




Penhaligon's Friends
Registered Charity No. 1189323

Notes to the accounts
for the period ended 31st March 2021

Note 1 Accounting policies

- a** The financial statements have been prepared under the historical cost convention and are in accordance with applicable standards and comply with the requirements of the Statement of Recommended Practice (FRS 102) and the Financial Reporting Standard 102 Section 1A and the Charities Act 2011.

The charity's financial statements have been prepared in accordance with FRS 102 - the Financial Reporting Standard applicable in the UK and Republic of Ireland and represent the period from formation of the CIO on 4 May 2020 to 31 March 2021.

There are no material departures from FRS 102.

- b** All income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received.
- c** All resources expended are included in the Statement of Financial Activities gross of any income. The resources expended are recognised in the Accounts as soon as the obligation arises. Any amounts unpaid at the financial year-end are accrued for.
- d** Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably.
- e** Tangible assets are stated at cost and depreciated by annual instalments over their useful working lives as follows:-

Computers/printers	3 years
Furniture	3 years
Projector/display boards	3 years

Depreciation is levied for a full year in the year of acquisition but not made in the year of disposal.

- f** Restricted funds are created when grants/donations are made either for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the Statement of Financial Activities when incurred.



Note 2 **Tangible assets**

	Computers £	Furniture/ Equipment £	Projector £	Display Boards £	Totals £
Cost					
On formation	0	0	0	0	0
Transfer in from unincorporated charity *	0	0	0	0	0
	1,007	0	0	0	1,007
At 31st March 2021	<u>1,007</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1,007</u>
Depreciation					
On formation	0	0	0	0	0
Charge for year	0	0	0	0	0
Disposal	0	0	0	0	0
At 31st March 2021	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Net Book Value					
On formation	0	0	0	0	0
At 31st March 2021	<u>1,007</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1,007</u>

* The assets of the unincorporated Penhaligon's Friends charity (registration number 1053968) were transferred to the CIO on 31 March 2021 at net book value. No depreciation was charged in the year.

Note 3 **Investments**

	2020/21 £
On formation	-
Transfer in from unincorporated charity (note 4)	6,529
Shares disposed of in the year	-
Unrealised gain/(loss)	-
Valuation at 31st March 2021	<u>6,529</u>

Note 4 **Investments**

The assets of the unincorporated Penhaligon's Friends charity (registration number 1053968) were transferred to the CIO on 31 March 2021 at estimated market value, based on a post year end valuation at 5 April 2021.

Note 5 **Liquidity**

	2020/21 £
Cash at bank-current account	62,124
Cash at bank-deposit account	3,305
Cash at building society	103,960
Cash in hand at office	300
	<u>169,689</u>

Note 6 **Restricted funds**

	B/forward	Income	Expenditure	Balance
	£	£	£	£
Access to Work	0	0	0	0
Office furniture				
BBC Children in Need	0	0	0	0
Family Services Co-ordinator				
BBC CIN Booster	0	0	0	0
Postal packs				
Big Lottery - Covid 19	0	0	0	0
Family webinars				
CCF	0	0	0	0
Home working				
Community Chest	0	0	0	0
Local Support Groups				
Cornwall Council	0	0	0	0
Support for young people 11+				
Global Make Some Noise	0	0	0	0
Dragonfly support groups				
Joanies	0	0	0	0
Teens groups				
KCCG	0	0	0	0
1-1 Support				
Moose Toys	0	0	0	0
Family support				
NHS Kernow	0	0	0	0
Postvention support				
Postcode Community Trust	0	0	0	0
Family Groups				
Public Health/SPIF	0	0	0	0
Dads packs				
Tesco Bags of Help	0	0	0	0
Family support				
Trewithen Fund	0	0	0	0
1-1 Support				
Totals	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>



Note 7 **Debtors and prepayments**

	2020/21
	£
Trade Debtors	
Training fees	835
Accrued Interest	
Interest	52
Prepayments	
Insurance	583
Fundraising	85
	1,555
	1,555

Note 8 **Creditors and deferred income**

	2020/21
	£
Trade Creditors	1,143
Accruals	14
Deferred income	19,579
Taxation and social security	3,095
	23,831
	23,831

Note 9 **Deferred Income**

Deferred income comprises primarily grants and training fees received in advance for activities taking place in the next financial year.

	£
On formation	-
Transfer of deferred income from the unincorporated Penhaligon's Friends charity (registration number 1053968) on 31 March 2021.	19,579
Balance as at 31 March 2021	19,579



Note 10 Analysis of staff costs and trustee remuneration and expenses

	2020/21 £
Salaries and wages	-
Social security costs	-
Pension contributions	-
	<u>-</u>
Staff travel and expenses	-
Staff supervision and training	-
	<u>-</u>
	<u>-</u>

No employees had emoluments in excess of £60,000

The charity trustees were not paid or received any other benefits from employment with the charity in the period.

Neither were they reimbursed expenses during the period.

No charity trustee received payment for professional or other services supplied to the charity

The average monthly headcount was 0 staff.

Note 11 Analysis of Net Assets between Funds

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible Fixed Assets	1,007	-	1,007
Investments	6,529	-	6,529
Cash at Bank	150,845	18,844	169,689
Creditors	- 4,987	- 18,844	- 23,831
Debtors	1,555	-	1,555
	<u>154,949</u>	<u>-</u>	<u>154,949</u>

Note 12 Transfer from Penhaligon's Friends

On 31 March 2021 all the activities and assets of the unincorporated Penhaligons Friends charity (registration number 1053968) were transferred to Penhaligon's Friends (registration number 1189323), a charitable incorporated organisation. The charitable incorporated organisation will be carrying out all the future activity.



Administrative Details

PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Jennifer Doble (Chairman) William Phillips (Treasurer) Nigel Hyde Nicky Sutton Mike Bird Dr Alison Stephens
CHARITY CEO	Julie Parker
REGISTERED OFFICE	Trecarrel Drump Road Redruth TR15 1LU
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