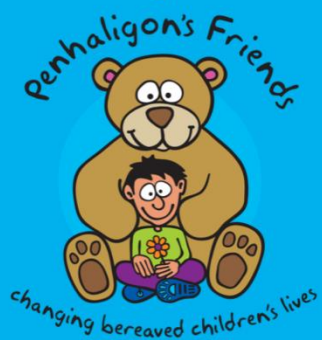


Penhaligon's Friends  
Charitable Incorporated Organisation

# Annual Report



2023-2024

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# Trustees Report

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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.

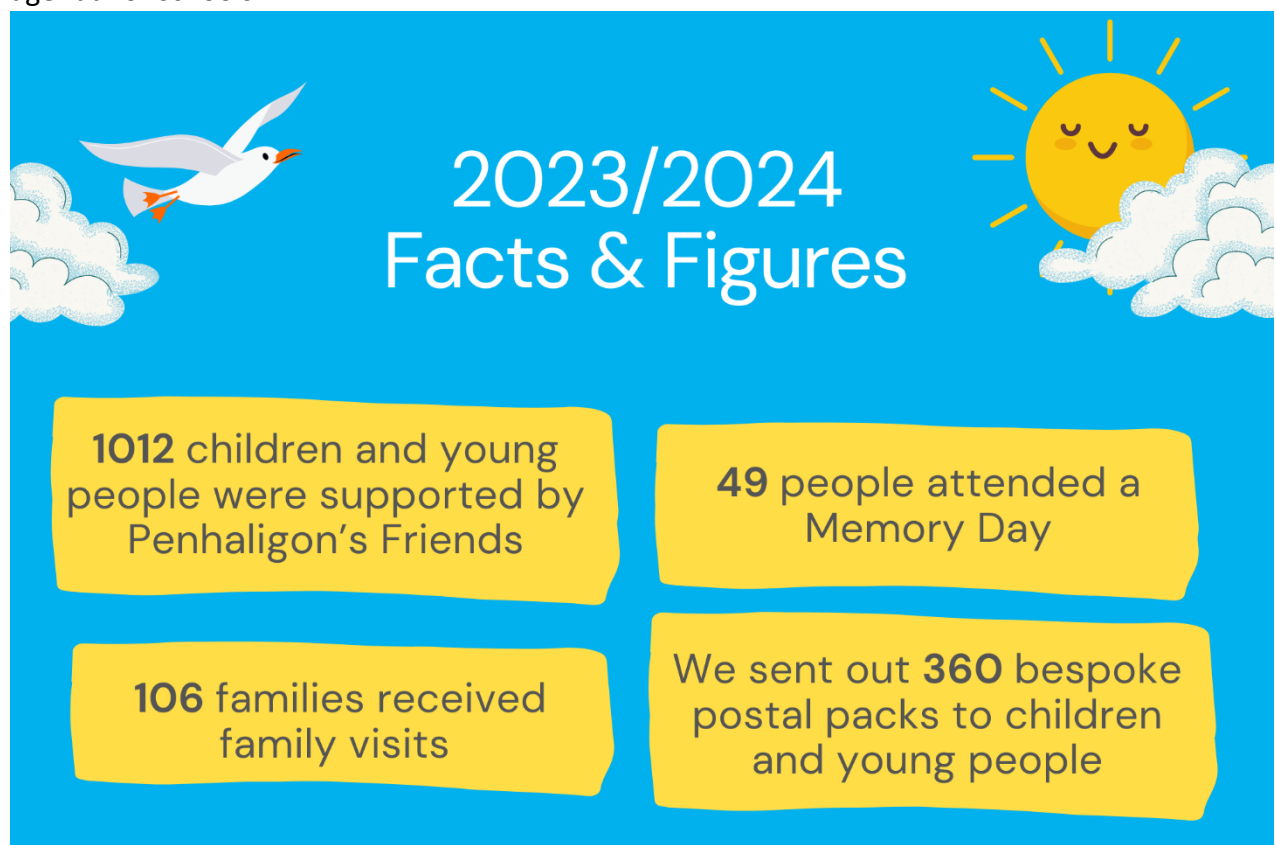
I must also express our sincere thanks to our supporters – those without whom we would not have the funds to be able to operate.

**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 Ollie and



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 30<sup>th</sup> anniversary year, and we would love to hear from you if you would like to be involved!

**Julie Parker, CEO**



## Family Services Report

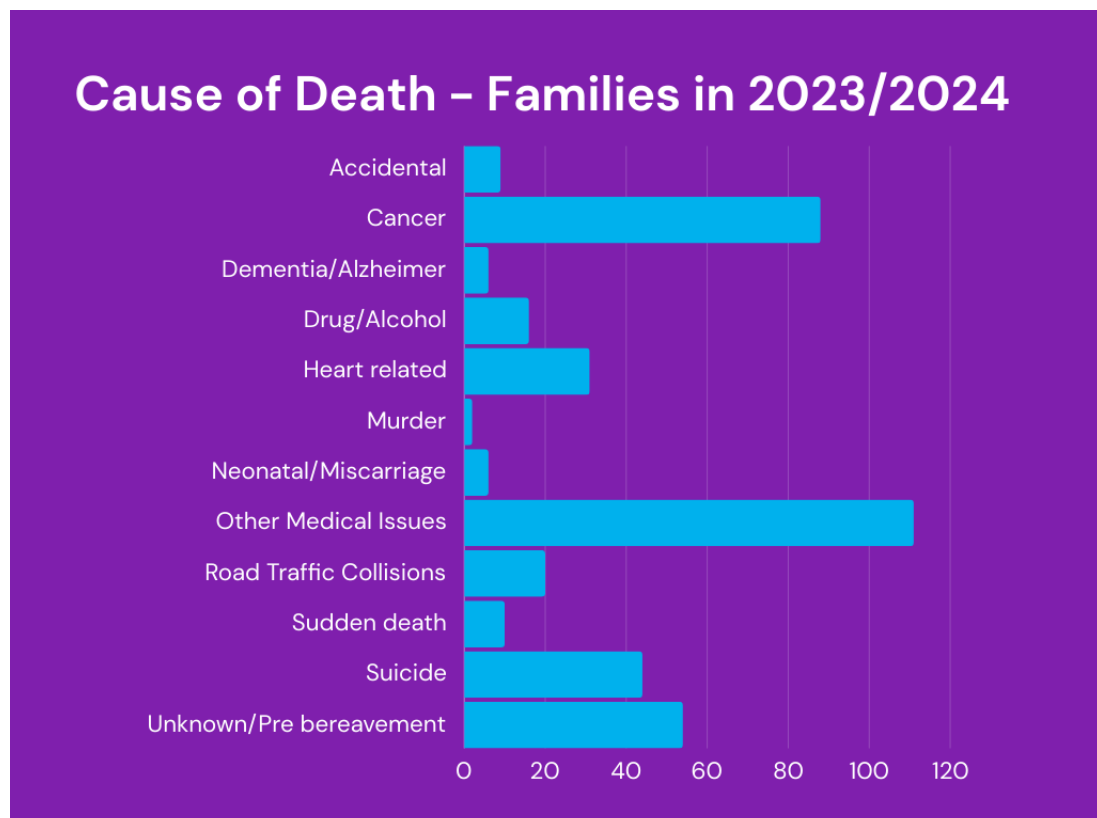
The Family Services Team have experienced another busy 12 months. We have received a steady number of referrals to support children, young people, and families and have been able to continue to offer a flexible and responsive service to meet the individual needs of bereaved children and families providing 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.**



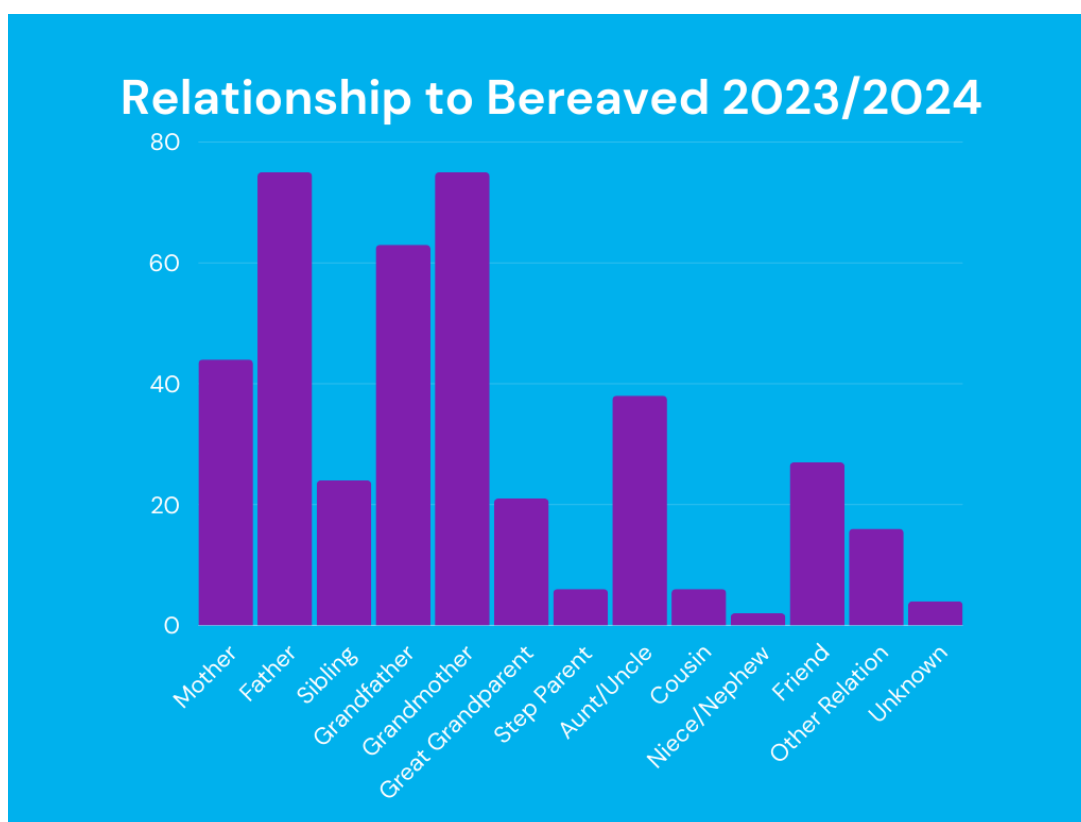
Postal packs include a selection of resources and information to support the young person in their grief such as: a young people's leaflet on grief, ways of remembering the person who has died, ideas for managing difficult feelings and some items to support emotional regulation and provide comfort. The 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.**

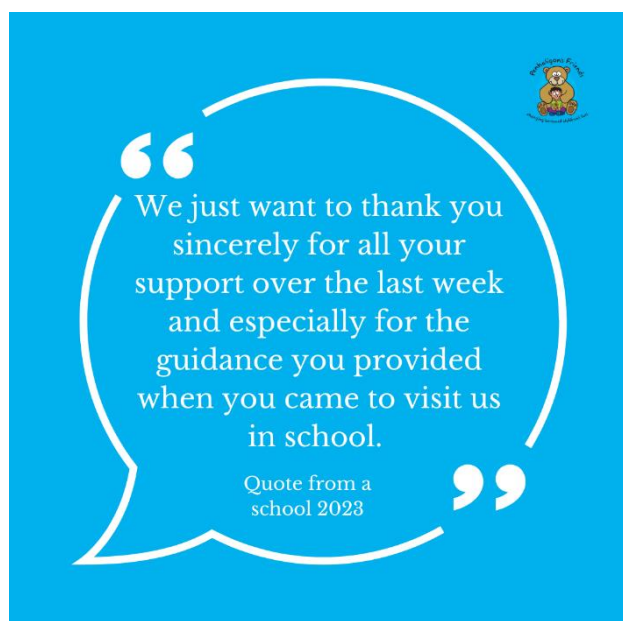
Support to parents and carers will always include initial email, text and / or telephone contact depending on their preference. Follow up contact may be brief, or it might continue over a number of years. Parents and carers also know that they have the option of contacting the service again in the future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

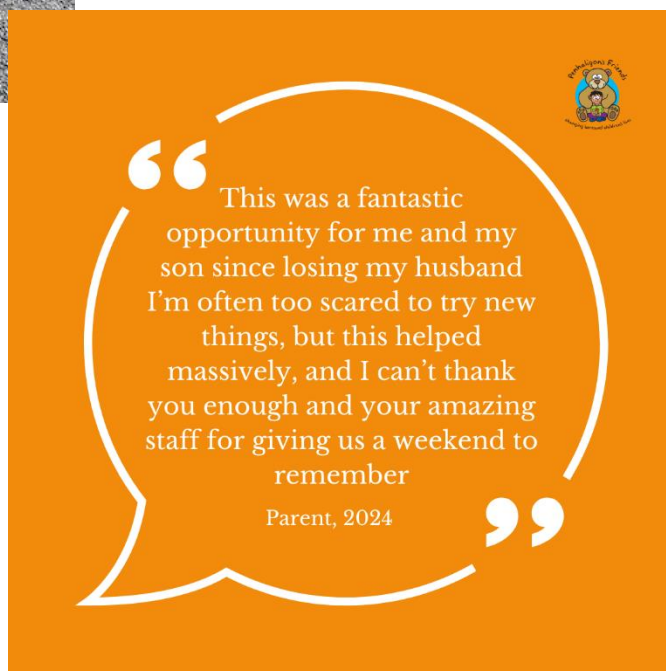
### Family Residential

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.



## 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.penhaligonsfriends.org.uk](http://www.penhaligonsfriends.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.

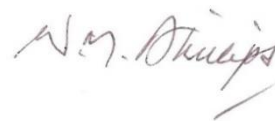
**Bill Phillips, Treasurer**

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: 16<sup>th</sup> July 2024

# Financial Statements

Penhaligon's Friends  
Registered Charity no. 1189323

Statement of Financial Activities  
for the year ended 31 March 2024

	General £	Restricted £	Total £	Period to 31 March 2023		
	£	£	£	General £	Restricted £	Total £
<b>Income and Endowments from:</b>						
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
<b>Total Incoming Resources</b>	<b>124,919</b>	<b>150,394</b>	<b>275,313</b>	<b>86,952</b>	<b>126,793</b>	<b>213,745</b>
<b>Expenditure on:</b>						
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	-	-	-
<b>Total Resources Expended</b>	<b>104,434</b>	<b>150,394</b>	<b>254,828</b>	<b>112,845</b>	<b>126,793</b>	<b>239,638</b>
Gain/(Loss) on revaluation of investments	- 136	-	- 136	669	-	669
<b>Net Income/expenditure</b>	<b>20,349 -</b>	<b>0</b>	<b>20,349</b>	<b>- 25,224 -</b>	<b>-</b>	<b>- 25,224</b>
<b>Transfer between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>	<b>20,349 -</b>	<b>0</b>	<b>20,349</b>	<b>- 25,224 -</b>	<b>-</b>	<b>- 25,224</b>
Opening Balance 1st April 2023	125,523	-	125,523	150,747	-	150,747
<b>Closing Balance 31st March 2024</b>	<b>145,872 -</b>	<b>0</b>	<b>145,872</b>	<b>125,523</b>	<b>-</b>	<b>125,523</b>

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

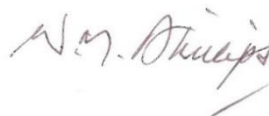
	General Fund £	Restricted Funds £	Total Funds £	Total Funds as at 31 March 2023 £
<b>Fixed Assets</b>				
Computers				
Cost -	-			
Depreciation	-	-	-	-
Investments	5,359	-	5,359	5,495
<b>Current Assets</b>				
Cash at Bank & In Hand	149,045	52,413	201,458	171,034
Debtors	1,209		1,209	351
Prepayments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

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
	£	£
<b>Cost</b>		
At 1st April 2023	1,007	1,007
Additions in year	-	-
Disposal in year	1,007	1,007
At 31st March 2024	-	-
<b>Depreciation</b>		
At 1st April 2023	1,007	1,007
for year	-	-
Disposal	1,007	1,007
At 31st March 2024	-	-
<b>Net Book Value</b>		
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 £
<b>Awards for All</b>	-	7,350	7,350	-
Volunteer Recruitment and Training				
<b>BBC Children in Need</b>	-	33,240	33,240	-
Family Services Lead and volunteer mileage				
<b>Bolingey Barbarians</b>	-	1,500	1,500	-
Library				
<b>CCF 1-to-1</b>	-	2,130	2,130	-
1-to-1 Support				
<b>CCF Lithium</b>	-	930	930	-
Blackwater Family Group				
<b>CCF ICB</b>	-	8,220	8,220	-
Liskeard Family Group				
<b>Co-op</b>	-	2,323	2,323	-
Postal Packs				
<b>Ecclesiastical</b>	-	16,670	16,670	-
Developing community groups for young people				
<b>Masonic Charitable Foundation</b>	-	5,000	5,000	-
Core Costs				
<b>Miller Associates</b>	-	1,000	1,000	-
Postal Packs				
<b>NHS Kernow</b>	-	64,000	64,000	-
Postvention and 1-to-1 support				
<b>Postcode Community Trust</b>	-	7,025	7,025	-
Teens Group				
<b>Trusthouse Charitable Foundation</b>	-	1,006	1,006	-
Family Services Staff Costs				
<b>Totals</b>	-	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	5,359	5,495	-	5,495
Cash at Bank	149,045	52,413	201,458	201,458	128,424	42,610	171,034
Creditors	- 10,095	- 52,413	- 62,508	- 62,508	- 9,341	- 42,610	- 51,951
Debtors	1,563	-	1,563	1,563	945	-	945
	<u>145,872</u>	<u>-</u>	<u>145,872</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  
 Alfie Wright  
 Alice and Sid  
 Alverton Primary School  
 Amazon Charitable Giving Fund  
 Amazon Depot Portreath  
 Anne Dube  
 Anne Moore  
 Aventur Teylu  
 Baker Tom's  
 Balcony Bar St Ives  
 Benefact Group  
 Bill Phillips  
 Blackwater School  
 Bolingey Barbarians  
 Boutique Retreats  
 Brad Osman  
 Breage Social Club  
 Bristow Helicopters Ltd  
 Callington Toddle In  
 Camborne Tangent Club  
 CAMEO Club  
 Carn Brea Leisure Centre  
 Carnkie Methodist Church  
 Chacewater Garden Centre  
 Chapel St Methodist Church  
 Checkmyfile  
 Chelsea Adcock  
 Coodes  
 Cornish Barbarians Gig Club  
 Cornish Coffee  
 Cornwall Federation of Young Farmers Clubs  
 Cornwall Trefoil Guild  
 CVC Solicitors  
 Dancing Flea Orchestra  
 David Perry  
 Deborah Hillier

Doreen Hocking  
 Elaine Hodge  
 Emma and Sean  
 Esme Marshall Thomas  
 Falmouth Working Boats  
 Fiona Llewellyn  
 Flambards  
 Flushing Village Stores  
 Frazer Cochrane  
 Game On Cornwall  
 Gillian Emerson  
 Godolphin WI  
 Grace Hollier  
 Hayle & District Lions Club  
 Hayle Academy  
 Hayle Chamber of Commerce  
 Headland Hotel  
 Helen Powell  
 Ian Mactaggart Trust  
 Ievers Shier  
 Illogan School PTFA  
 Inner Wheel Club of Bude  
 Inner Wheel District 129  
 Inner Wheel of Truro  
 InTune Choir  
 Jacqui Piper  
 James Jacoby  
 James Miller & Associates  
 Jo Cooper  
 Jo Downs  
 John and Elaine Grofik  
 Jon Tremaine  
 Josh's Chocolate  
 Keep it in Cornwall for Kids  
 Kernow Learning MAT  
 Land and Water  
 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	Tresparrret 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



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