



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.

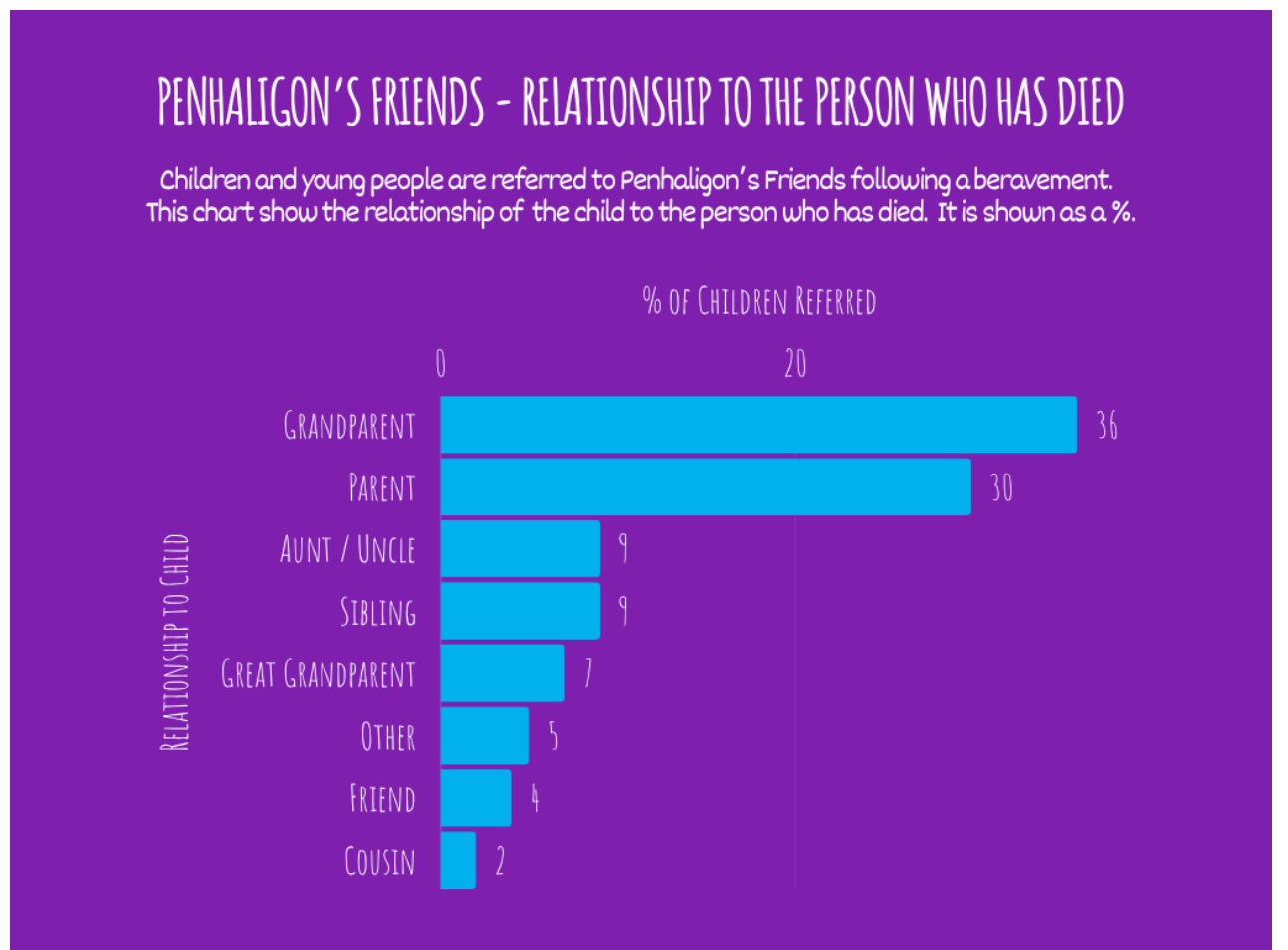


Chairman's Report

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



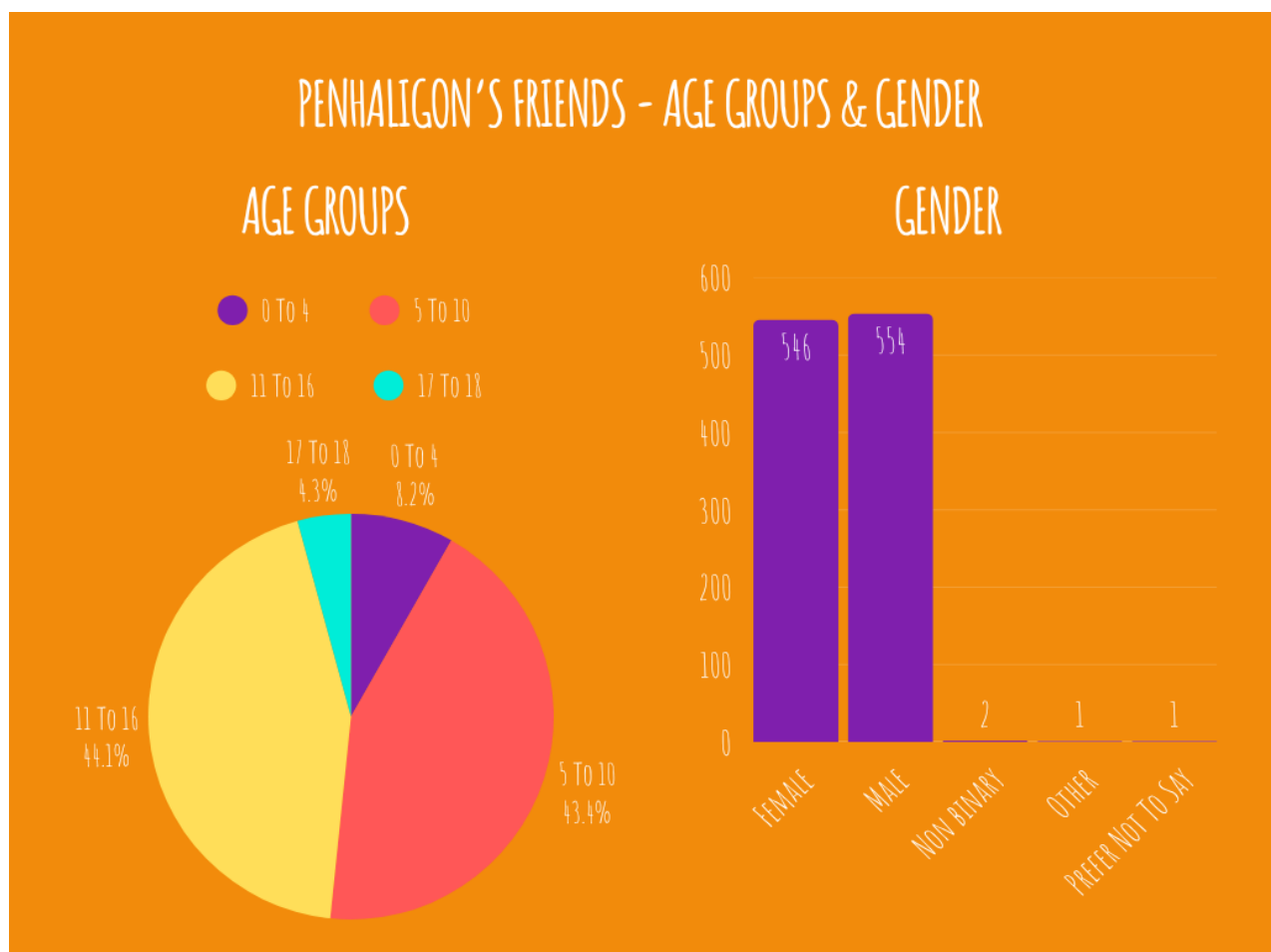
Dr Alison Stephens, Chair Penhaligon's Friends



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

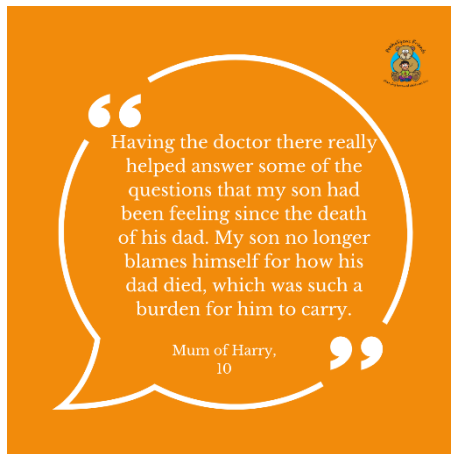
1 Memory Day took place in 2024/25.

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.

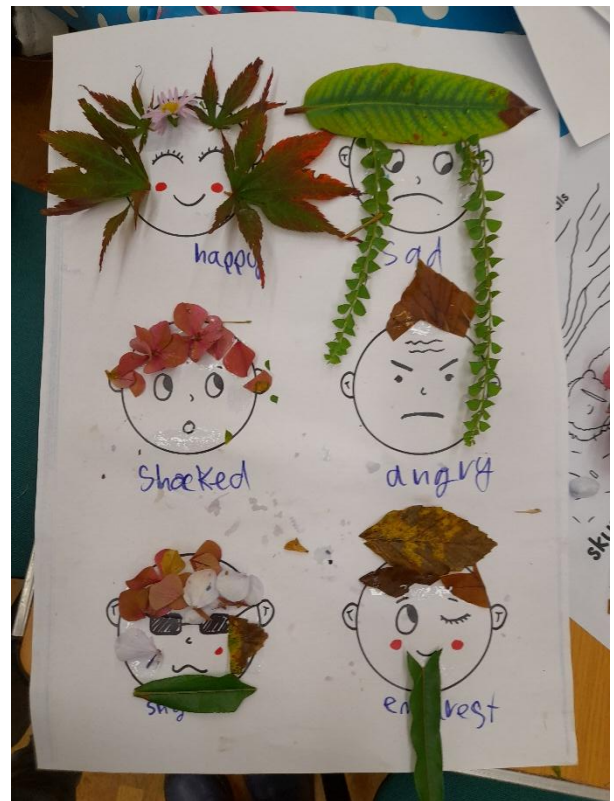
With the grant money we were also able to offer a Family Day that we called 'Sunlight Day' for families bereaved by suicide. The day took place in November 2024 at a tranquil venue in Truro, Epiphany House, and 5 families attended (16 people in total). It was an opportunity for families to come together 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.

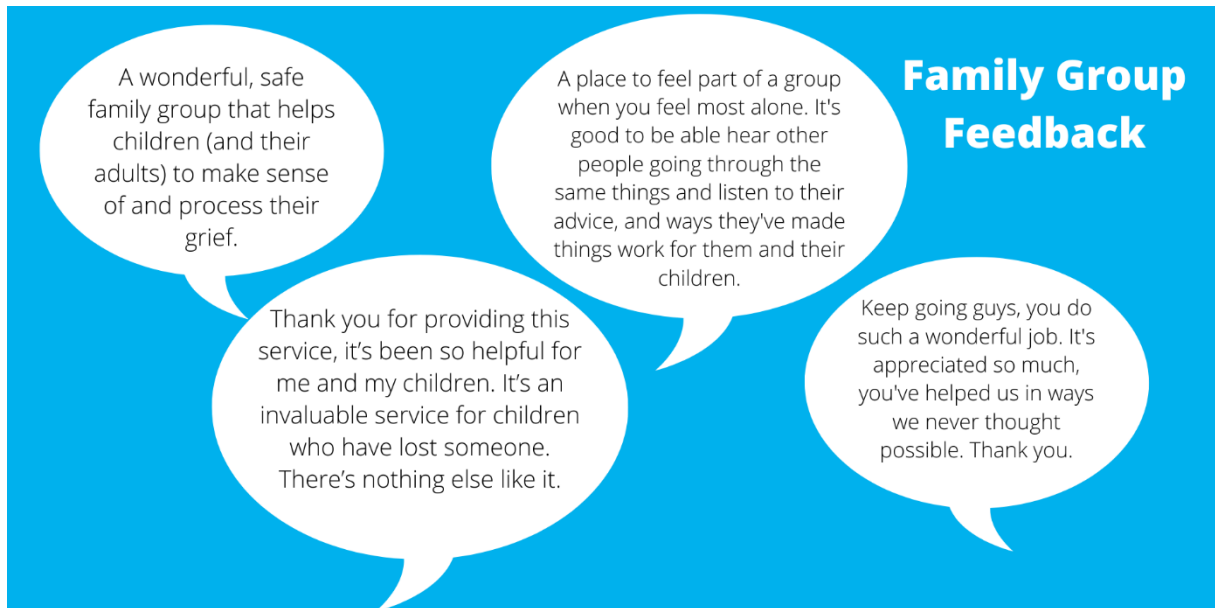
Family Group

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 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!

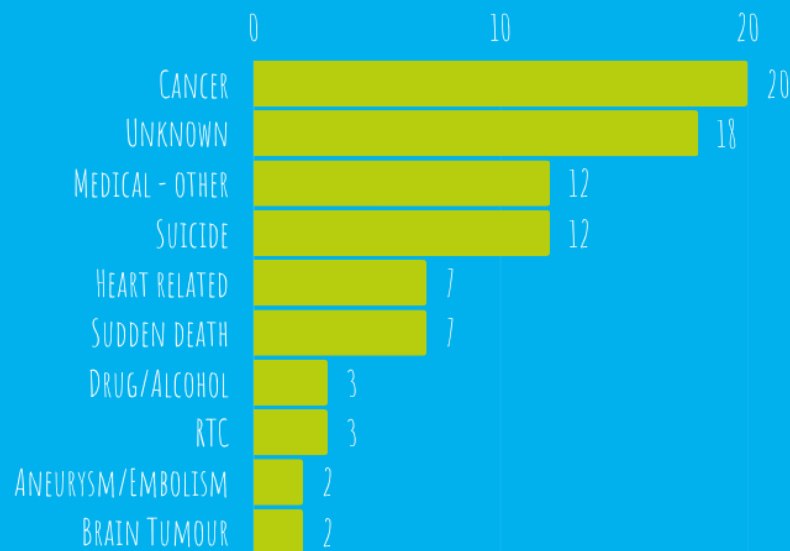


A huge thank you to our team of volunteers and staff who, with the help of all Penhaligon's Friends supporters and fundraisers, have supported 1104 bereaved children and young people over the last 12 months.

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.

PENHALIGON'S FRIENDS - CAUSE OF DEATH

Children and young people are referred to Penhaligon's Friends following a bereavement. This chart show the cause of death. It is shown as a %.



FAMILY SERVICES TEAM



Polly, Jo, C, Hilary, Hayley & Fiona

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 **Tresillian 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

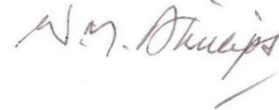
Treasurer, Penhaligon's Friends

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

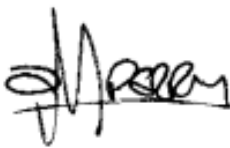
Francis Clark LLP

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

	General £	Restricted £	Total £	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>

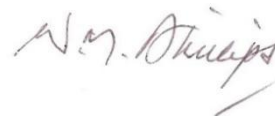
The Annual Report was approved by the Trustees of the charity on 20/5/2025 and signed on it's behalf by:

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	-	-
Depreciation		
At 1st April 2024	-	-
for year	-	-
Disposal	-	-
At 31st March 2025	-	-
Net Book Value		
At 1st April 2024	-	-
At 31st March 2025	-	-

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)	- 108	- 136
Valuation at 31st March 2024	2,685	5,359

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
	181,718	201,458

Note 6 Restricted funds

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

				Period to 31 March 2024		
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Funds	Funds		Funds	Funds	
	£	£		£	£	
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 Maby'n Inn
 St Mary's Theatre Club and The Scilly Sirens
 St Michael's Mount & St Aubyn Foundation

Stacey Clifford
Stanley Tucci
Stuart Croft
Stuart Jolley
Sue Furness
SWComms
Swim Buddies Carn Brea
Sylvia Mason
Tarquin's
Tate
Tesco Padstow
The Alverton
The Bluebelles
The Cornish Company
The Cornwall Hotel
The Greenbank

TK Maxx and Homesense Foundation
Todd Barrett
Tom Hubmann
Tregony Sports and Social Club
Tregony Teachers
Tresillian Singers
Truro Lions Club
Via Ferrata
Wadebridge Rotary
Ward Williams
West Cornwall School OGA
White Stuff
Wm G Weller & Son Ltd
Yealm Motors
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 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

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