

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 six weeks and are responsible for all policy decisions and for staff employment. These 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 day-to-day management of the Charity is delegated to the staff.

Recruitment and Appointment of Trustees

The existing Trustees are responsible for the recruitment of new Trustees but in so doing the Trustees seek the recommendations of staff and volunteers. 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 as representatives without voting rights.

Following appointment, new Trustees are introduced to their role and given copies of the trust deed 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.

Our Objectives

Our objectives are to provide support for bereaved children and their families and to provide training and education for other agencies working closely with these children in order to provide the tools they need to do their job. 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.

Our Mission Statement

Mission statement

To provide a supportive and educational environment where children grieving a death can share their experiences as they move through their own healing process. To support family care givers, schools, professionals and the wider community in responding to the needs of bereaved children.

Also to provide training in childhood loss and bereavement for family care givers, schools, professionals and the wider community.

Penhaligon's Friends Constitution 1996 and 2002

Data Protection

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept locked up. No personal data is stored on mobile devices such as lap tops, memory sticks, CD's etc.

Use of Volunteers

Volunteers are an invaluable resource in the work of the Charity. Volunteers are highly trained and are involved in many of our activities. We have over 30 people regularly giving their time to visit families or to help on bereavement days.

Trustees and Volunteers

All Trustees and volunteers are required to have an up-to-date CRB check, even those who do not have direct contact with children or records.

How Our Activities Deliver Public Benefit

By helping children, young people and families deal with their grief we help to prevent problems arising in the future such as those that have been identified by extensive international research which may cause the families difficulties and also avert work of the authorities that have to cope with these difficulties.

Statement of Trustees' responsibilities

The charity Trustees are responsible for preparing an annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the charity Trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources of the charity for that period. In preparing the financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis.
- The Trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with
 - the Charities Act 1993, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed.

They are also responsible for safeguarding the assets of the charity and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

Chairman's Report

Chairman's Report 2011

Having finished last year with a great flurry of appointments and changes in roles for the staff I was expecting to have a relatively quiet year of consolidation with no new initiatives. How wrong I was!

As Schools Co-ordinator Becky Thomas has had a lot of work to do to establish a new teens group. This has now been created and meets monthly in Roche. The original "Break it Down" group continues to thrive and has devised a number of initiatives to help fellow bereaved teenagers. They have created their own committee and are taking control of how this support group works. A new initiative this year has been to develop the training of volunteers to help out with the ever growing need for 1 – 1 support for those children in need of additional support. These volunteers have to be given the information they need to work with the children and Becky is instrumental in making sure this all goes smoothly. As Schools Co-ordinator it is Becky to whom schools turn when in need of help and advice. In recognition of the needs of schools trying to cope in cases of bereavement, Becky was commissioned during the year to create 4 secondary and 4 primary school resources boxes for the Targeted Mental Health in Schools programme (TAMHS) as a pilot with a view to in future providing for all schools in Cornwall.

Matt Bennett has grown into the Family Services role and has seen first hand just how much the Bereavement Days help children as they communicate with other children in similar circumstances. Matt goes out and about all over the County visiting families before the children attend a Bereavement Day if that is what they need, or to offer other support that Penhaligon's Friends provides. There is now a parents' support group. Although we were formed to give support to children (recognising that other agencies supported adults) we have traditionally not supported parents. However, we have come to realise that parents often need our help too. By helping them understand the needs of their children we are helping to continue the support to the children. Matt is a very busy young man! Matt was also seen in December as a very fat Santa Claus!

Georgina Hodgkins has done a mountain of work in updating and expanding our training programmes to make it relevant to a variety of types of volunteers and professionals. A 'new volunteer' training package has proved to be very helpful for those considering volunteering for us. We had hoped to see the professional training be well on the way to getting accreditation status by the end of the year, but there has been so much change to the rest of the training and there is so much needed to be done to get the accreditation that that has not proved to be possible. We hope to see advances in that project in the coming year. In addition to all the training Georgie has started the task of evaluating all the volunteers' skills and the ways in which they can support Penhaligon's Friends. Again, this is a mammoth task. To keep volunteers up-to-date with all that is happening Georgie has restarted the volunteers' newsletter and this now goes out to all of them much more frequently.

George Kearton joined us on a one year contract and has initiated a number of fundraising projects. The Xmas Fair might have been better supported and achieved a higher profit had it not been for the fact of the snow. A 'Last Night at the Proms' was held in April that was a great evening musically and that raised more funds for Penhaligon's Friends. Then a photo competition was launched with the winning photos being used for a Redruth calendar. This project is supported by Redruth Town Council and we are grateful for all the help they have given. Sales of the calendar will start at the Royal Cornwall Show. Another initiative with a long term outcome is the Penhaligon Day which is to take place on 10th June. During the year all schools in Cornwall have been contacted to ask them to take part in this huge fund raising day. Over 100 schools have agreed to take part.

Another vital member of staff is Sadie Gumma, our admin. officer. What would we do without her. Sadie ably supports all the team with a cheerful smile and a willing heart. With more members of staff it became obvious that a co-ordinated effort need to be put in place to keep all records up-to-date. Sadie works with the whole team to ensure this is done accurately and on time. Thank you so much for all you do, Sadie.

And then we come to Julie Parker. As Manager Julie's role has changed beyond all recognition. If a task has to be done and it doesn't fall into the remit of any other co-ordinator, then it's Julie who takes it on. If a colleague needs help to get their work finished on time, Julie is there. If Trustees or Volunteers needs help or support – Julie again! It is Julie who finds herself having to complete mountains of paperwork to service the grants we receive. It is Julie who goes out to meet officers of other agencies or to meetings about the needs of bereaved children. Julie still gets involved with visiting families, especially those who live in North Cornwall as that is her home area. On top of all this Julie ensures that the office runs smoothly and that staff and volunteers are happy in their work. I cannot praise Julie enough for her dedication to the Charity

As I reported last year we were invited to the Queen's Garden Party at Buckingham Palace in recognition of the fact that we won the Queen's Award for Voluntary service. Then on

22nd July we held our own tea party at the Penventon Hotel in Redruth at which Lady Mary Holborow, the Lord Lieutenant of Cornwall, presented us with a beautiful crystal to commemorate our award.

It is incidental yet fortuitous that in the year in which we received a crystal from HM the Queen we should be celebrating our crystal anniversary (15 years). This was celebrated in some style with a Ball at the Falmouth Hotel at which we were feted by many of our very generous supporters. Among these were tables from the NAFD; Perfect Choice and Sainsbury's of Falmouth to name but



The photo shows Dame Annette Penhaligon, our patron; with the certificate and Lady Mary Holborow presenting me with the crystal.

a few. It was a great evening of good food, good company and joyful dancing. This evening was admirably organised by one of our Trustees, Mary Gander, and we owe her a tremendous vote of thanks for all her hard work.

Gradually Penhaligon's Friends is becoming well known in the County of Cornwall for the work done to help bereaved children and their families.. This was enhanced by the feature locally on BBC's Children in Need night when one of our families was interviewed and told a heartrending story of their experiences.

I have been privileged during the year to give talks about Penhaligon's Friends to many organisations over the County. The furthest afield I have travelled was to London where I was the speaker at the annual dinner of the London Cornish Association in Blackheath. I thank them for their hospitality and generosity



We are grateful to Sainsbury's of Falmouth this year for choosing us as their 'Charity of the Year'. Each month Sainsbury's hold an awareness Day.. Once again this not only raises much needed funding but also raises our profile in the community. We are very grateful the store and the staff for their support. There are many others who quietly give their support. Sometimes donation just arrive unannounced at the office, sometimes we are asked to go to collect a cheque. On occasions Fudge goes along to lend his support and is always much appreciated by the children when he does so. On one occasion he seems to have borrowed the mayor's chain of office.

To add to our range of literature a book aimed at pre-bereavement and called 'A Step At a Time' was launched in the Royal Cornwall Hospital's Knowledge Spa. This publication was made possible by a grant from the estate of the late Evelyn May. It will be sent to all hospices and to relevant wards in Cornish hospitals.



The Trustees who work in the background making sure the Charity is on a firm footing bring a wide area of expertise. The Trustees held an Away Day last year which was so helpful that they decided to hold another one this year to develop and update our Business Plan. The work of the Trustees is invaluable and we appreciate the time they give to the charity. In particular I must mention Brenda Albert who has been our secretary for many years. During the year Brenda decided she must give up due to ill health. We thank her for her support and commitment over the years and wish her all the best. We are grateful to Prue Willday for agreeing to take on the secretary's role.

Finally, I must thank all those who have given donation both large and small; and also all the volunteers without whom we could not possibly do so much good work.

Brenda Bailey
Chair of the Trustees

Manager's Report

This has been another year of growth for Penhaligon's Friends, staff and volunteers have worked extremely hard to ensure that our service delivery continues to meet the demand. We were able to recruit an additional member of staff in April 2010 as Schools Co-ordinator which has offered us a further dimension in our support. With a high percentage of referrals coming from schools, they now have a direct link and we can offer wider support to school communities. We are now a team of 4 full time and 2 part time staff, with a wealth of volunteers.

We have inducted 3 new members of staff into the charity over the last year, each bringing new skills, energy and ideas! Replacing half of the workforce could have been unsettling for the charity but the dedication and enthusiasm of all the team has enabled us to progress and maintain our outstanding reputation amongst both families and professionals.

The Queens Award

The presentation of our Queens Award for Voluntary Service was a highlight in our year. The Queen's Award for Voluntary Service is the highest award given to volunteer groups across the UK for outstanding work done in their local communities. It was an honour to attend the Garden Party at Buckingham Palace in June and then to hold our own tea party for all those significant people who have contributed to us receiving the award.

A Step at a Time

Whilst working with bereaved children we have come to recognise the importance of preparing children for an anticipated death. Support before a bereavement can have a significant impact on how young people cope with the inevitable death. With funding from The Evelyn May Charitable Trust we were able to produce a new booklet, A Step at a Time, aimed at supporting families coping with serious illness. This booklet was written by a small group of volunteers and myself and compliments our existing publications.



Volunteers

We have put a lot of thought and effort into developing our volunteer training programme this year making it easier for volunteers to come on board and get involved. The training ensures that people gain the appropriate skills whilst ensuring their own personal experiences are acknowledged and considered. We are already realising the impact of this as volunteers take on new roles and are more integral to the staff team, allowing us to expand our support with families.

The support of our volunteers cannot be underestimated. We are always indebted for their loyalty, compassion and involvement. Particular praise should be awarded to Doreen Hocking and Arthur Welsh whose skills and commitment are outstanding.

Out and About

Penhaligon's Friends has continued to work with Perfect Choice and NAFD (National Association of Funeral Directors), distributing our booklets across the UK. We have also worked with the Childhood Bereavement Network who are undertaking a research project to establish an outcome tool for organisations like ourselves to monitor the impact of the service.

Staff have attended national and local conferences and we have been a part of several focus groups in Cornwall, Coordinated Suicide Support and Children's Palliative Care Network, to name a few. Our profile continues to grow and I'm sure will progress further over the next year.

As always it remains a privilege to work with our children, young people and families, to be able to walk with them on their journey and offer comfort, guidance and understanding in their time of need.

Julie Parker

Children's Bereavement Services Manager

Family Services Report

It has been a busy year for Penhaligon's Friends with increased referrals from many different sources throughout the county. We have been giving constant telephone support to families and professionals needing support and advice, the Bereavement Days have continued to be extremely popular and I'm always taken aback by the positive affect it has on all who attend.

Referrals.

With the increase of referrals over the last few years it was seen that new staff were needed, I have been in post for just over twelve months and it has been a steep learning curve. I have been really touched by the support I have received from staff, volunteers and trustee's. With the creation of Schools Co-ordinator we have put new systems in place to help with managing the increased case-load. The Family Services Team now have a regular caseload review every half term, this allows us to communicate as a team about families and how best to support them. We have had 303 referrals this year and worked with 476 children.

With our increased profile and the launch of the Pre-Bereavement book, A Step At A Time, we have had 27 pre-bereavement referrals, with Julie Parker taking the lead on this.

Bereavement Days

There has been one major change to the days this year with a change of venue, we now hold the days at Truro Prep School, this is a great venue in a new building with a very relaxed feel. This has given us some new challenges to how the day is run but with

everyone's input we have overcome them to create the atmosphere the day deserves. Over the year 104 children attended with 62 parents/ carers. Again I would like to thank Berryman's Bakery for their lovely pasties and Balloonatics for their ongoing support. I would like to mention Emmanuel Church in Falmouth for all their support and use of their church over previous years.



Quotes from Bereavement Days.

"It helped a great deal, my child came home with a smile – not seen that for a while"

"Helped by knowing that I'm not the only one hurting"

"It was a lovely day. Informative and people were really friendly. Penhaligon's is a lovely organisation that really cares about people and supports"

"I really enjoyed the day meeting an old friend and meeting new ones"

Family Days.

We have organised 3 family days over the last 12 months, the first was a Teddy Bears Picnic at Chacewater Village Hall in June, a few families attended and had a good day, unfortunately the weather didn't want to help us out!! In August we invited families to Trethorne Leisure Park nr Launceston, which was a great day for everyone, all the children had a free pony ride and the indoor play area was "well used" mainly by the adults. And just before Christmas we were given tickets to The Eden Project for their "Time Of Gifts" where families could attend workshops in card and Christmas stocking making, and afterward a chance to look around the bio domes.

Parents Group.

The drop-in parents group has now been running for 12 months and has gone from strength to strength, we regularly have at least 4 families attending. It was realised that some of the parents found it hard to get childcare so we now use two rooms, one for the children to do fun and sometimes therapeutic work and the kitchen for the parents (they don't seem to want to move)!! In the next 12 months we hope to increase our numbers and possibly look at starting another group further up the county so families in north and east Cornwall will find it easier to access.

Volunteers.

I would just like to mention our volunteers without whom we would not be able to deliver the service we do, they are all incredibly dedicated and caring, I have been taken aback by their dedication and the amount of free time they give to Penhaligon's Friends, so to all of you a big thank you!!

Matt Bennett

Schools Co-ordinator's Report

School Support

This has been the first year we have been in a position to provide specific bereavement support to schools across Cornwall. During the year contact has been made with all the schools in Cornwall to inform them of the new role and the support available to their school.

The dedicated support has been in demand. Over the year we have supported a number of schools when a pupil has been terminally ill or they have experienced the death of a pupil or someone within their community. This support has been provided through advice and guidance over the telephone or within school, through assisting teaching staff with circle times and assemblies and by providing resources to support the work staff carry out with the children and young people they care for. We held meetings for parents at one particular school following the tragic and sudden death of a young pupil. There was a substantial amount of press coverage due to the cause of death and facilitating meetings for concerned, grieving parents proved useful and reassuring for both parents and school staff.

With funding from the Primary Care Trust we have put together Bereavement Toolboxes for schools. Initially these will be provided to the four secondary schools in the county involved with the TAMHS project and their feeder Primary schools.

Teenage Groups

In the last year we have seen 55 young people attend our Break it Down groups. In addition to our Redruth group we now have a second group meeting in Roche, nr St Austell which is well attended.

It has been a very busy year which saw 25 young people attend a residential weekend at the Vitalise Centre, Churchtown, Lanlivery, Bodmin. We were fortunate to receive funding from West Cornwall Youth Trust towards this venture and Vitalise generously supported the remaining to ensure we had a memorable weekend. It was full of outdoor activities, friendships, tears, laughter, fun and even some outstanding moves on the dance floor at the disco!(mostly by staff and volunteers!)

In the summer Kneehigh Theatre Company involved our young people in their project 'The Asylum'. We went along to watch a performance of 'The Red Shoes' where our teenagers were treated as VIP's; they met with the writer, the actors and even Lenny Henry!

The Redruth group have worked closely with two other theatre companies, Spirit level Theatre and Cube Theatre. FEAST provided funding towards a project



which has enabled our young people to produce a great resource for bereaved young people. We now have some very special 'Comfort Boxes' to give to our teenager; these small boxes contain words, poems and photographs which are very comforting and supportive. Cube Theatre have taken the work produced by our teenagers on tour with them to schools and other venues across Cornwall and beyond.



We now have a committee of five young people who will represent the group at meetings and events and be a voice for all of our bereaved teenagers. They are currently looking into the possibility of mentoring other bereaved teenagers both within the group and in their schools.

In the coming year we hope to start a third group in Launceston to provide support to the young people in the North and East of Cornwall.

One to One Support Work

Our core support since the charity began in 1998 has been through family visits and special memory days, bringing bereaved children together to give them the opportunity to meet others of a similar age and to tell their story and remember the person who died.

The charity has grown significantly and the demand for support has been bigger than ever in the last few years.

For some children and young people it may be too difficult for them to attend a bereavement day or they may need the opportunity to talk about the death and their feelings in more detail before doing so in a group situation. We have found that some children who have attended a bereavement day have gone on to need some individual intervention afterwards, support to help them understand their feelings and to find appropriate ways of expressing them.

We provided specific one to one support work training for some of our existing volunteers in August 2010.

We have 13 volunteers working with children and young people on a one to one basis. Since the training began we have seen 114 children and young people. 8 of these have been referred on to other agencies for further support.

Becky Thomas

<u>Overview</u>	<u>2010-2011</u>	<u>2009-2010</u>
Total No of children referred	476	453
Total No of families referred	303	278
Children & Young People Received One to One support - Since August 2010	114	
Pre Bereavement Referrals	27	9

Training & Volunteers Report

It's been a year since I started working as the new Training and Volunteer Co-ordinator and my role has covered a wide range of activities including updating current courses and the development of new training workshops; recruiting, supporting and managing volunteers and the creation and support of a new IT infrastructure including our new website.

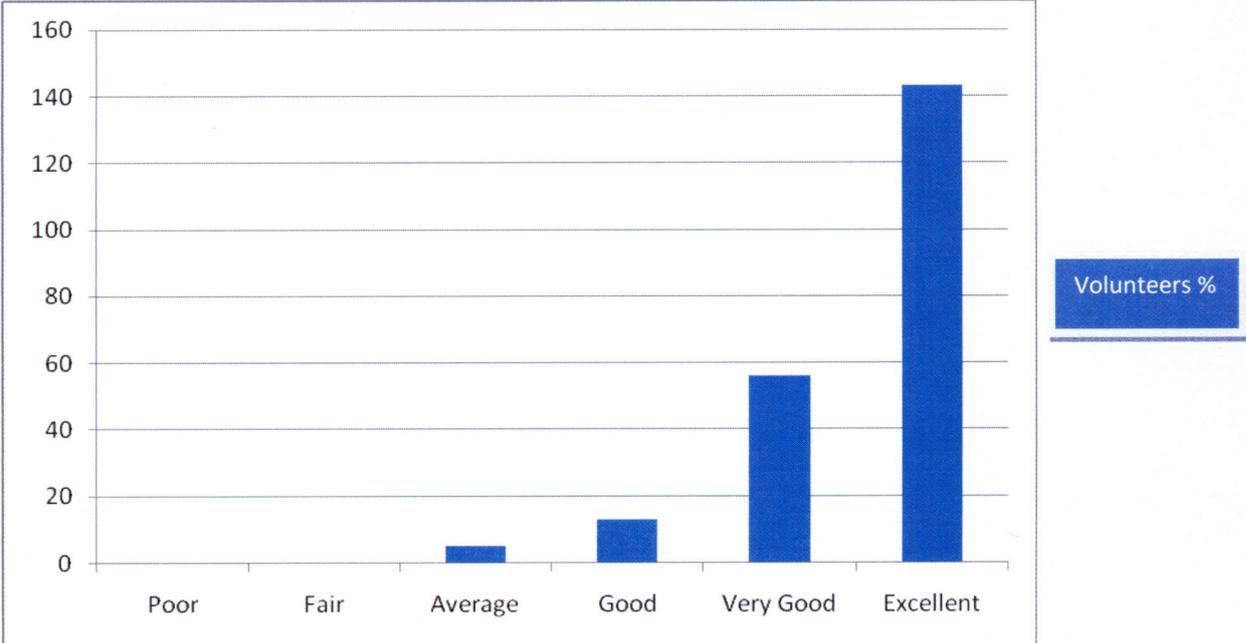
Training

The Penhaligon's Friends organisation runs a robust and flexible training programme which is delivered to a wide range of participants at our training centre here in Redruth and in a variety of venues countywide. We can offer a comprehensive set of training and consultancy packages to support all staff that come into contact with children, who will at some stage be affected by death or loss in one way or another. The aims are to inform and enhance the quality of life of bereaved children and their families and foster learning by providing services to the community

Our training sessions and workshops are underpinned by over fifteen years of experience of supporting bereaved children and their families and offer a broad range of advice, guidance and information to those involved in supporting children and young people. The training is fully interactive, using a variety of teaching methods and varying from a full course, a whole day to just a couple of hours and has been developed to ensure that it provides appropriate skills, strategies and support frameworks to all participants working with the bereaved. All training is delivered by staff and volunteers who are highly qualified in their practical work with bereaved children and who are experienced facilitators. Our aim is always to ensure that participants are offered a mixture of practical, theoretical and creative tools to use when working alongside children and families.

Feedback

Table 1 – Volunteers training Feedback 2010 - 2011



Comments have included:

'Friendly, relaxed and informal, yet interesting, informative and relevant'. "A busy day but good fun". "Very good training sessions, makes me wish to do further training". "Very detailed and interesting" "Fun, interesting, challenging, useful, informative and thought provoking... Wow"

Feedback has also highlighted the fact that staff and volunteers have gained confidence and the necessary tools in order to be able to better support our families and the work we do.

Clients include:

- Hospices
- Social services
- The Health service
- RCHT
- Teachers in primary and secondary education
- Voluntary organisations
- Youth workers
- Carers

Internal training projects

The vision for supporting bereaved children and young people remains focussed and there has been an increase in the range of services to support that vision. We now undertake grief facilitation work with children and young people on a one to one basis either at home, at school or at our training centre. This has necessitated the creation of a comprehensive training module lasting over 2 days. It has been made available to experienced volunteers who have also undertaken the professional development courses level 1 and 2. A number of new office systems and procedures needed to be designed and these were accompanied by a scheme of work, lesson plan, comprehensive teaching resources, a handbook and a volunteer 'toolbox'.

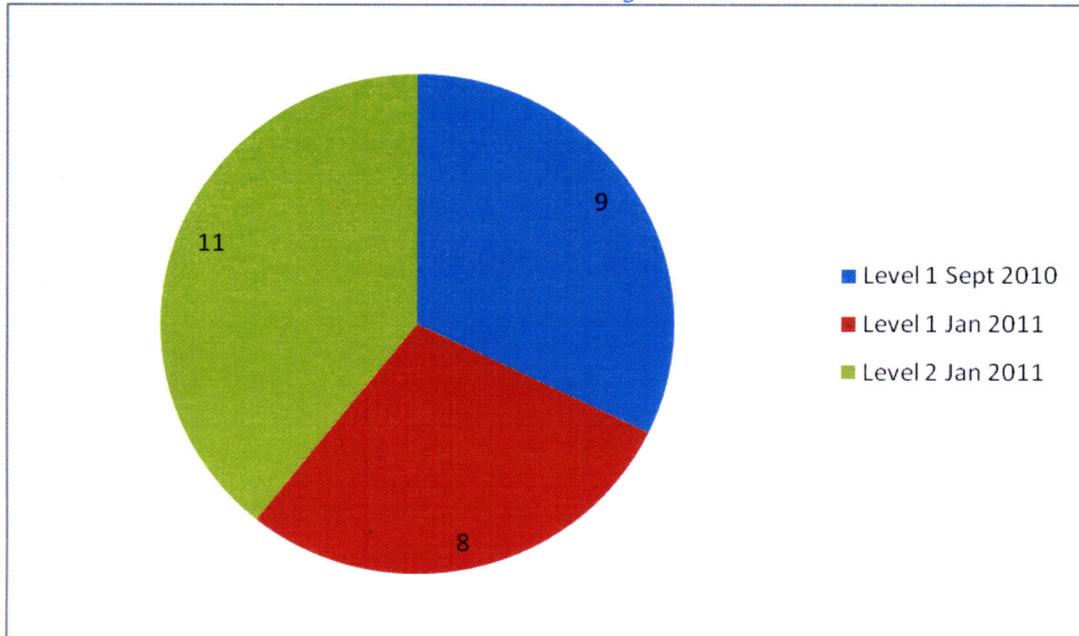
I am pleased to report that the comments received were overwhelmingly positive

**"One of the best sessions I have attended....",
"Very well organised",
"Brilliant course, well planned and I have taken a lot from it",
"Excellent day..."**

Level 1 and 2 Childhood Loss and Grief

The Professional training we offer continues to be popular. Its aims are to enable participants to gain confidence and understanding when supporting children, in relation to loss & grief and increase their awareness & confidence when communicating with grieving children & young people and their families.

Table 2 – Training Numbers



A new volunteer program

Volunteers provide a vital link between Penhaligon's Friends and the community both by working with and informing the community about the services we offer and by bringing valuable input to the training and volunteering programme planning process. For this process to be successful a volunteer programme has been created and is part of the partnership between our staff. Our vision and mission for the program is to involve everybody in developing new ideas, and defining policies and procedures to ensure a smooth system with clear organisation. Its aims are to engage volunteers, provide recognition and reward for the work they do and support learning opportunities.

Accreditation

Accreditation is regarded as one of the key benchmarks for measuring the quality of an organisation, along with the services it offers. It provides a formal process for the ongoing evaluation and improvement of our training programs and is a process by which the team, our students and volunteers can work together to advance the mission of Penhaligon's Friends. Preparing for accreditation will disclose our strengths and weaknesses and this process should result in better planning, implementation and further evaluation of our training programme.

I began research to identify the likely benefits to the accreditation of our training courses and now understand the accreditation procedures, validation process and how the credit based system works. An initial meeting with NOCN National Open College Network (Ascentis) took place to discuss feasibility for our organisation and contact will be made again to define our course requirements and the cost implications; the design process will start shortly afterwards.

New Information Systems – The Volunteers Database

As a volunteer coordinator I am responsible for managing all elements of volunteering within our organisation which necessitates assessing our needs and then meeting those needs through the recruitment, placement and retention of volunteers.

By setting up a database to manage our volunteer information we will ensure we are better able to screen volunteers, track hours, monitor and evaluate work undertaken and match volunteers roles based on their skills and availability for assignments. This should greatly improve volunteer relationships.

I have designed and built the database and we have taken this opportunity to update our records by undertaking a skills audit of staff and volunteers.

In conclusion

It has been an incredibly busy and successful year here at Penhaligon's Friends with increases in volunteer recruitment and retention and training modules delivered, which I have found to be both rewarding and engaging.

Georgina Hodgkins

Volunteers Rep. Report

This has been another busy year for the volunteers. Georgie has been able to discover the real skills of each volunteer and ensure they are working to their full potential within the charity. The introduction of 1to1 training provided the volunteers with an opportunity to gain even more skills which can be used by the charity to outreach even more.

1to1 work has been found to be beneficial to the young people at a time when they may not be ready to attend a bereavement day or go to the teenage group. Having a group of trained volunteers in addition to the great work that Arthur and Doreen do has meant bereaved children are being supported the length and breadth of the county; in their schools, colleges and homes.

In addition to this work, new volunteers are saying they're very much enjoying Bereavement days; although hard work they are very rewarding. Assessment visits continue... these being valuable not only in assessing a child's needs but showing the family the 'friendly face' of Penhaligon's Friends. Some volunteers have been trained to offer telephone support to families... the volunteers are finding this works well to ensure families aren't left alone again after that initial visit while they wait for a bereavement day to arrive, or a 1to1 volunteer worker to become free.

In February I carried out a 4 week audit of volunteers hours to give the trustees information about how busy they were, and the additional time they give free of charge to the charity, such as planning and paperwork. 14 volunteers responded to the enquiry of which 10 people were actively volunteering. During those four weeks, including travel time, planning, paperwork and work with children those 10 volunteers spent

318.5 hours volunteering for Penhaligon's Friends.

Quotes from our volunteers, written for the Annual report

"I personally found the 1to1 training very valuable and have done

some work in this area which I feel has been very beneficial to the children concerned. I think some pre-bereavement training and supporting families in this way is something to develop in the future. The feedback I have received from adults and children alike on bereavements days and 1to1 sessions have all been positive and I can honestly say the work we do 'does make a difference' to their lives. To support families in this way is a very humbling experience and being able to give them the tools to guide them through the grieving process is a privilege". Ang

"I have only done one to one work this year but have found it both rewarding and very worthwhile. I think there is real merit in helping teenagers in a one to one setting - they get some much needed individual time and space to process issues of all sorts, not just bereavement, and this is very very important for young people going through difficult times. I feel very strongly that we need to keep this work going and will try to ensure that I continue to make time to support Penhaligon's in this capacity. We do need to ensure that all volunteers in this role, work within their capabilities and ensure they are receiving regular supervision". Clare

"I have really enjoyed the assessment visits and bereavement days, and being given the opportunity to come into the office and make outgoing calls to follow up on the experiences of bereavement days, assessments etc. I feel that the skills that I have gained through PF training and my degree are now finally being put to good use. In a few weeks, I will be undergoing training for group/assessment leader and look forward to doing more volunteering for such a valued cause". Karen

"The staff in the office are so lovely and welcoming. I know that I can call them at any time asking for support or advice and they are all able to help; I'm never made to feel that I'm taking up their time or being intrusive. On several occasions I've had a 1to1 meeting booked at the Redruth offices and at the last minute it has been cancelled by the family. Often I've arrived at the office by the time the message has got through. I think there's room for improvement in impressing on families the importance of keeping the sessions, or letting the office know that they can't attend several hours ahead. There also needs to be recognition that our volunteering hours aren't just the time spent with children. The paperwork, planning and admin does take up a huge chunk of volunteering time as well". Tracey

There is always room for improvement and some volunteers have told me they're looking forward to increasing levels of training and leadership roles. Others say, while they haven't been able to volunteer for some time due to family commitments they hope they haven't been forgotten and trust, alongside new volunteers, their skills will be remembered and used. All volunteers now receive a monthly newsletter letting them know what is happening in the core office, useful diary dates, and short articles by fellow volunteers. Overall, as the volunteers' representative I am continually hearing very positive comments from the volunteers about the support they're given from the core team alongside training opportunities which can only reinvigorate their commitment and drive for the charity.

Naomi Kennedy

Families Rep. Report

When a family member dies it can feel like you have been thrown into a void, your world is in complete turmoil. You are in shock and need to deal with your own feelings, those of your family and children as well as carrying on with the practicalities of daily life. As a parent you are feeling your own grief, yet your first priority is how to help your child or children. You have no idea what or how or how much to tell them about what has happened, or how to deal with how they may be reacting.

Then someone contacts Penhaligon's Friends.

They send you a book, speak to your child's school, invite you to phone them, or offer to visit and your support begins. Whatever you have to say, they will listen, however long you want to cry they will let you and just pass you more tissues. Whatever support you or your children need, they will provide it, for you individually or as a family for as long as you need it, where ever you need it to take place. You know that once you are under Penhaligon's wing you can make contact even years later if a problem arises and support is still there for you.

As parents or carers we take our children and young people to Bereavement Days thinking the days are just for them, and then discover that as much care and planning has been put into how to help us, as for our children. My own son went into his Bereavement Day scared, subdued and clingy and came out animated and open and so buzzing from the activities that we had to sit in the car and share our experiences before we even drove home. It was like the lid had been lifted on a box that had been all but closed for over a year.

I don't know how you weave that magic but what you do, you do amazingly well!

As a child or young person when you come to activities with Penhaligon's Friends, you can talk, or play or eat biscuits and know you are in a safe place. You have an unspoken bond with the other children and young people, you may or may not know their story but you know that you share a common experience that most of your friends outside do not share, it is like another family to which you now belong. You can have fun and probably have no idea how you are being helped to deal with what has happened. You just know there are friendly, trusted, supportive people there for you, who care for you, that you can talk to and you can have fun!

The new families Group that meets on the first Thursday of the month is a brilliant opportunity for parents to bring their children to play and do activities and for the parents to chat over a cup of tea (and biscuits of course). Sometimes there are tears, which is fine, but there is also the mutual support of realising that someone else's child still wants to creep into their parents' bed at night, still worries about getting sick like Dad did and share the practical difficulties of becoming a single parent, a situation which none of us chose.

It is a credit to the training, commitment and professionalism of all Penhaligon's staff and volunteers that as a recipient of support we are unaware of who is staff and who a volunteer. All we know is that everyone is there to listen and help and care and we are all eternally grateful for that support through some of the most difficult times for us and our children.

Janet Judge

Money Matters Fundraising & Community Activity

An undoubted highlight of the year has been the decision of Sainsbury's at Penryn to adopt us as their "Charity of the Year". They gave wonderful support to The Crystal Ball, enabled us to mount monthly collections in their foyer and several members of their staff have also carried out fundraising activities for us. We are most grateful to them for their generosity.

There have been several new events during the year under review:

Christmas Fair – our first-ever Christmas Fair was held at Redruth British Legion Club on November 29th. The day turned out to be the snowiest of the winter up to that time but despite this many volunteers, members of the public and supporters turned out and braved the elements to spend money on our various stalls. Just over £1,000 was raised and special thanks are due to all the Penhaligon's Friends staff, Trustees and volunteers who helped with organization, donated goods for sale and staffed the stalls on the day.

Photographic Competition –this was launched in January to obtain local photographs for the 2012 Redruth and District Calendar which we are publishing and which will be on sale from June of 2011 onwards. The competition was very well supported by The West Briton, leading to us receiving prominent press coverage practically every week in January, February and March. Nearly 40 entries were received (mainly from members of the general public) and these were displayed in the Cornwall Centre in Redruth at the end of March. Visitors to the Cornwall Centre picked out one entry as "The People's Choice" and this picture (of Carn Brea by John Broughton) joined 11 other photos, chosen by an impartial judging panel, to appear in the calendar. Generous financial support was given to this project by Redruth Town Council and Carn Brea Parish Council. Copies of the calendar are now on sale from the Penhaligon's office and will shortly be placed with various shops and other outlets in Redruth. We hope that sales will make a profit of over £5,000 for us as well as publicizing and promoting Redruth, a town which has always been generous in its support of our work.

Last Night of The Proms – held at Truro Methodist Church on April 9th this event brought together over 100 talented musicians from all across Cornwall. Cornwall Junior Choir, Marazion Apollo Male Voice Choir, The Imerys Singers from St Austell and Heyl Town Band all gave of their best and their performances were enthusiastically received by the (regrettably small) audience. They were joined by JW3 – a talented vocal trio from Somerset who not only made a 200 mile plus round trip to be part of the concert but who also donated 500 copies of their latest CD "Angel in Neoprene" to raise funds for our work. We are extremely grateful to all our performers and also to Truro Methodist Church for their support in the organisation and planning of the event.



Sainsbury's staff joined us at the presentation of a crystal for the Queen's Award for Volunteers

2010 also saw us approach a number of national Charitable Trusts with whom we had not been in touch before. Between August of 2010 and March of 2011 these approaches brought in just under £20,000; mainly for the running costs of our Teens Groups but also (from the Evelyn May Trust) a donation which enabled us to write and publish "A Step at a Time" which is our new booklet covering pre-bereavement issues. We still have other Trusts to approach and will, of course, be keeping in touch with those Trusts who have already helped in the hope of securing ongoing and regular support from them.

We have been present at many local community events including The Lord Mayor of Truro's Charity Day and The Rotary Club of Hayle's Classic Car Show.

We have also re-established contact with Rotary Clubs and Round Table groups throughout Cornwall. Many of these have supported us in the past but we had not been in regular contact with them since their last help. Just under £1,500 has been received from this campaign so far. Additionally, at least one club will be considering us for support in June/July of 2011 and the St Agnes Rotary Club is organising a sponsored walk on our behalf from Truro to London in September of 2011.

We have put considerable energy into the design, planning and recruiting of schools across the county to take part in "Penhaligon Day". The date chosen was Friday 10th June (the Friday after what would have been David Penhaligon's birthday) and by the end of April over 100 schools and colleges had indicated that they would organize a fundraising event for us in school on or around that date. In addition, a further 7 schools had indicated that they would fundraise for us at some future date in 2011/2012. Preliminary indications are that over 18,000 pupils, staff members and parents will be involved. Some of the 2011 events stretch into July but we hope to have some idea of the total raised by Penhaligon Day (possibly the largest-ever single fundraising day for a Cornish Children's Charity) by the time of the AGM at the end of June.

We are also currently in the process of trying to establish local fundraising support groups in both Truro and Bodmin. If successful these groups will be the start of a county-wide network of people fundraising for us, organizing local events and acting as our ambassadors in their communities. This sort of progress and activity is essential if we are to continue to provide our service and expand and improve it.

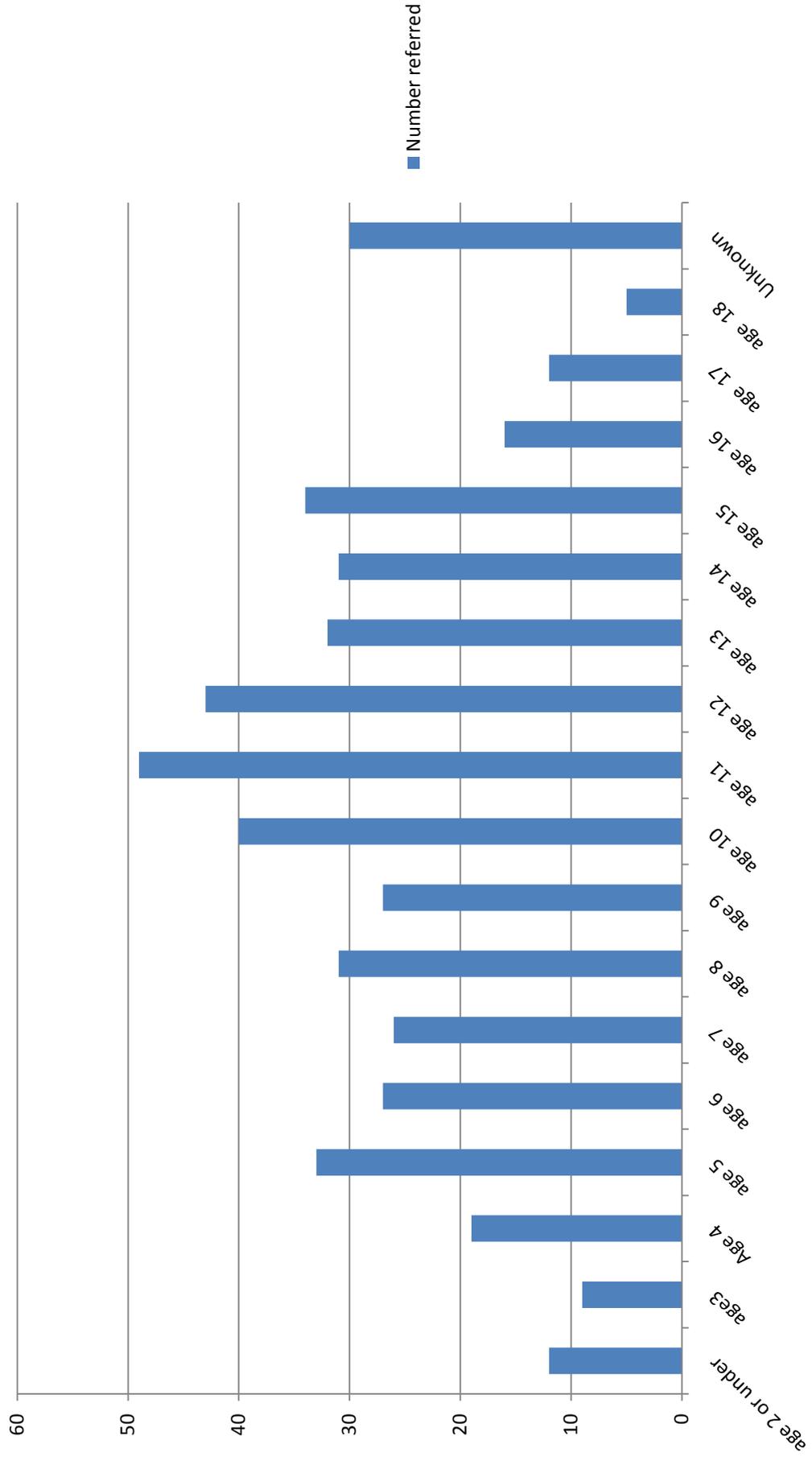
During 2010 we have continued to enjoy Grant Aid from The National Lottery, Esmee Fairburn, The Henry Smith Charity, Tudor Trust, Perfect Choice, NAFD, Children in Need and Lloyds TSB but we must always remain aware that this funding is finite; the day will come when it ends and, by that stage, we must ensure that new funding sources are in place to enable our valuable work to continue.



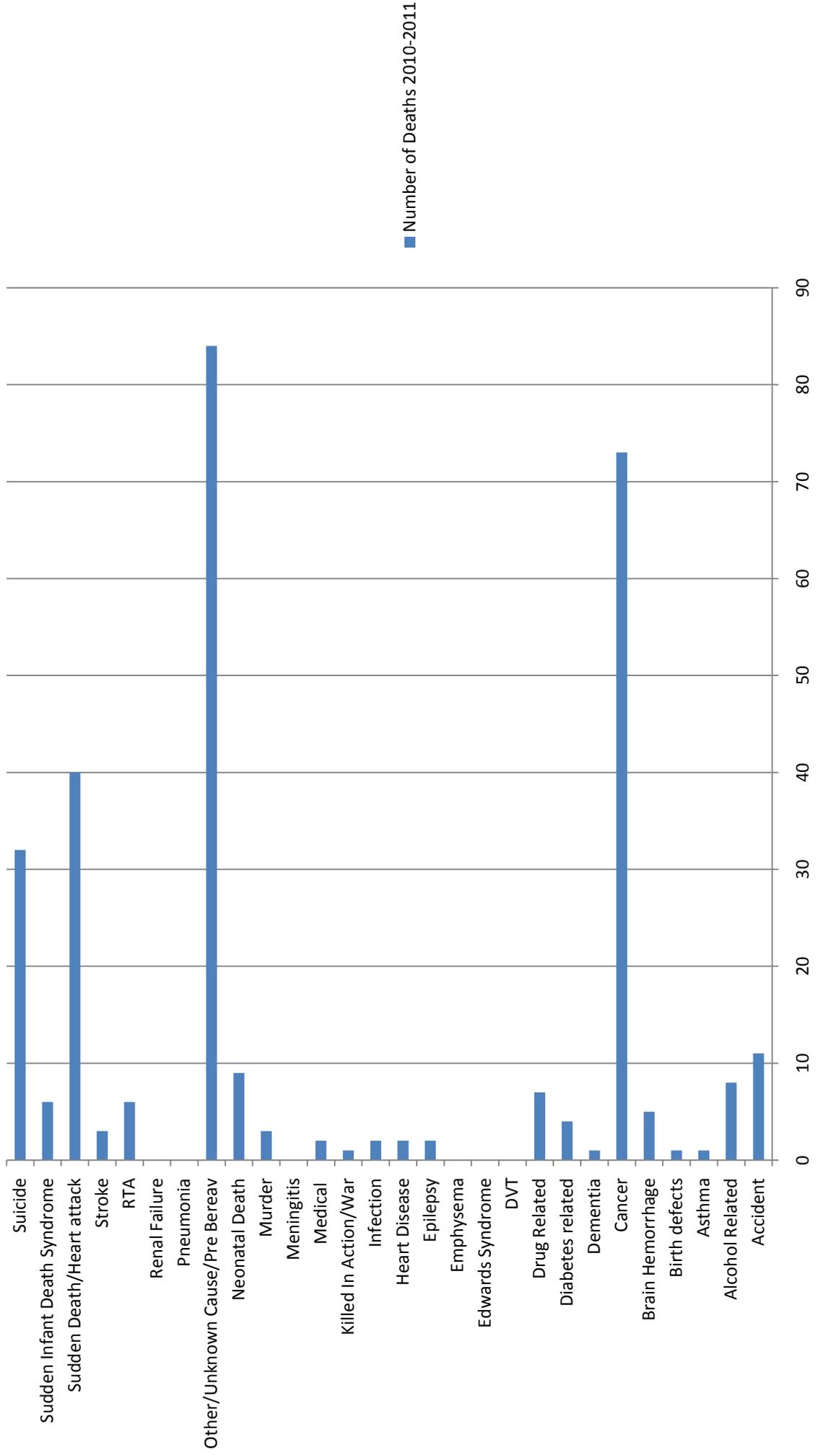
Fudge has a lesson in cycling from one of our supporters

The Trustees, staff and, above all, the families and children we work with are extremely grateful to EVERYONE whose support has enabled our work to continue throughout the year !

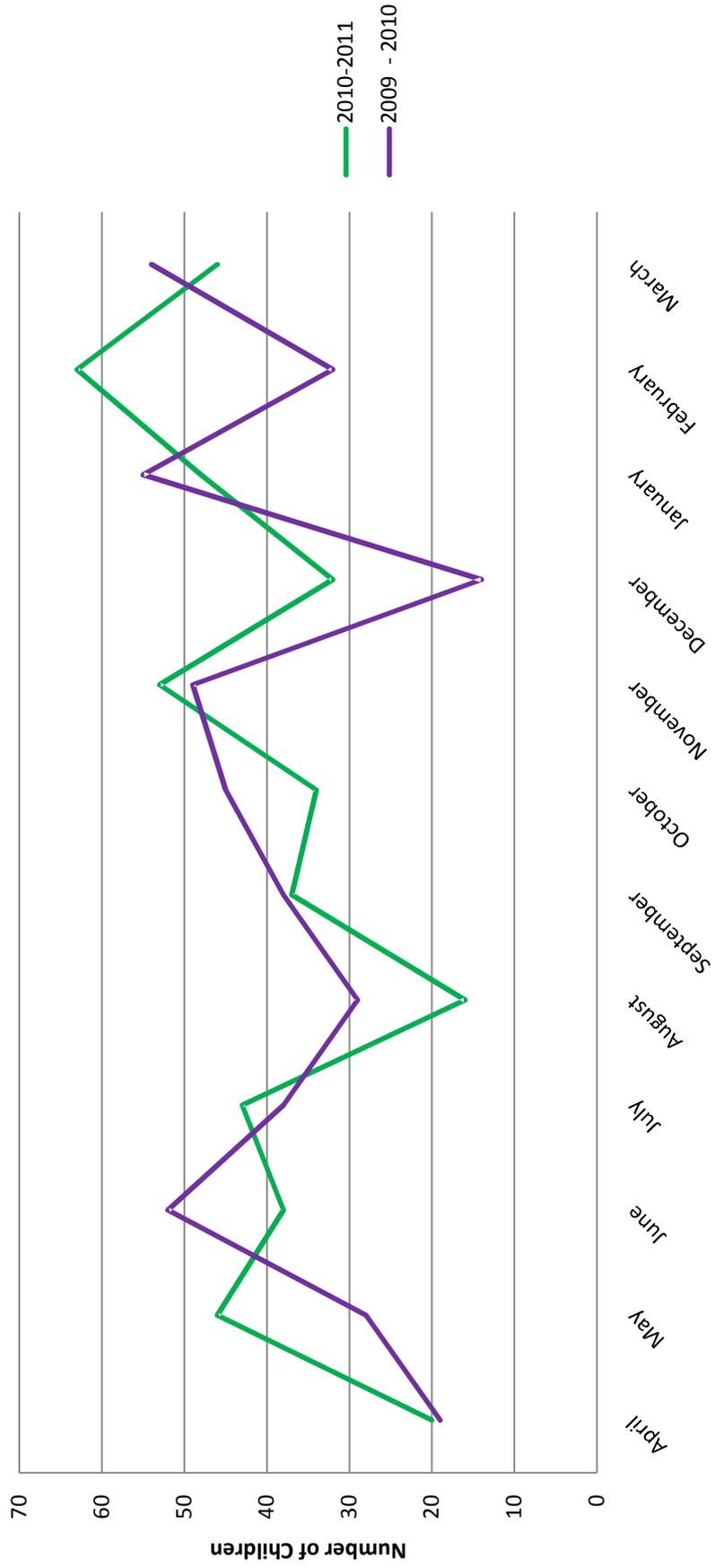
Number of Children Referred by Age 2010 -2011



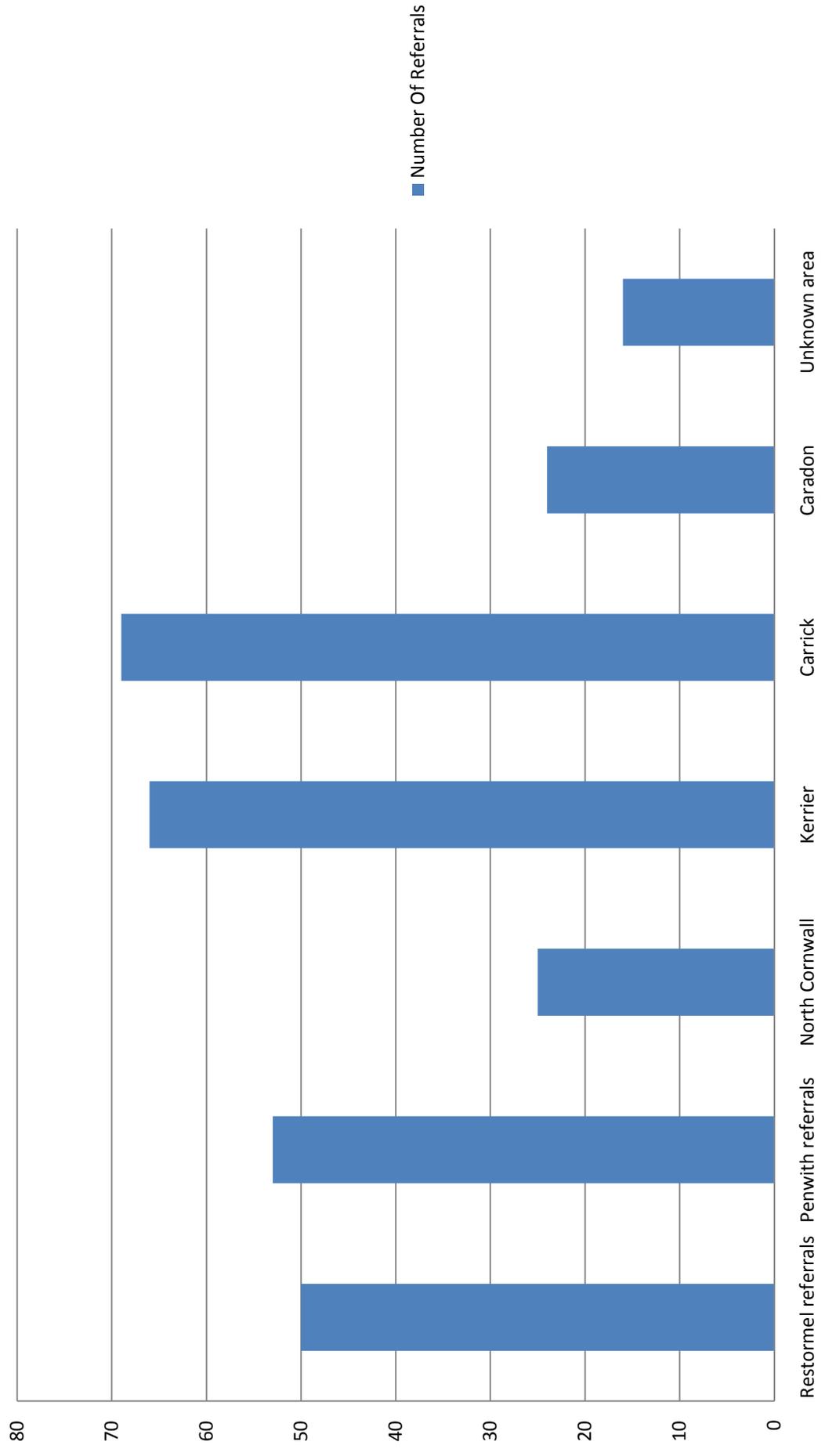
Referrals by Cause of Death 2010-2011



Number of Children Referred April 2010 to March 2011



Number Of Referrals by District 2010-2011



Thanks

The current economic climate is incredibly difficult for all charities and voluntary organisations. More than ever before it is obvious that, in order to survive, let alone thrive, they must not only **depend** on public goodwill and support but also do everything in their power to actively **encourage** it.

As in previous years, we have had wonderful support from a wide range of companies, churches and other community organisations from all across Cornwall. We are grateful to all of the following and apologise in advance to anyone we have inadvertently left out:

- ❖ 1st Mawnan Brownies, Falmouth
- ❖ Balloonatics
- ❖ Barlow Robbins
- ❖ Audrey Berriman
- ❖ Berrymans Bakers, Redruth
- ❖ Camborne Wesley Methodist Church
- ❖ Chantal Bell and Nancealverne School
- ❖ Chris Smale
- ❖ Churches Together Cornerstone
- ❖ Cornish Cruising
- ❖ Dave Buzza
- ❖ Devoran Pilot Gig Club
- ❖ Falmouth Marine Band
- ❖ Falmouth Shipyard
- ❖ Fiona Thomas
- ❖ Four Seasons Farm Shop, Chacewater
- ❖ Fourburrow Hunt Branch of the Pony Club
- ❖ Fred Whittall and Portscatho Annual Concert
- ❖ Garnet Hocking
- ❖ Hawkins Arms Quiz Night
- ❖ Hayle Methodist Church – Rainbow Coffeeshouse
- ❖ HSBC, Truro
- ❖ Illogan WI
- ❖ Janet Judge
- ❖ Linda Smith
- ❖ London Cornish Association
- ❖ Marks and Spencer, Hayle
- ❖ Maternity Unit
- ❖ Misty Mountain Line Dancers
- ❖ Mrs Wilcocks
- ❖ New Methodist Church, Albiston and Tamar Valley WI
- ❖ Padstow Vintage Rally and Country Fair
- ❖ Parish Church of St Uny, Lelant
- ❖ Pelynt Parish Church
- ❖ Pendennis Shipyard, Falmouth
- ❖ Penpoll Methodist Church
- ❖ Pool Business and Enterprise College
- ❖ Pound & Co.
- ❖ Praa Sands Golf Club Ladies Section
- ❖ Redruth School
- ❖ Redruth Rugby Club
- ❖ R. G. Bailey
- ❖ Smith and Reed Recruitment, Truro
- ❖ Specsavers, Redruth
- ❖ Steve Daddow and Barclays Bank
- ❖ Tony Follett and Dave Moran
- ❖ Tyco Healthcare, Redruth
- ❖ Wesley Rock Methodist Church, Heamoor

Many individual supporters of Penhaligon's Friends have also raised money for us; they have climbed mountains, swum, run or walked miles and miles, organized home events and helped in many different ways: our sincere thanks to all !

Treasurer's Report

The undoubted success that the work Penhaligon's undertakes across the County comes, at a price. The Revenue cost for the year was £211,116. This coupled with valued Volunteer input is indicative of the extent of our service. Incoming resources from both the private and public sectors came to £213,431 which just offset the costs, yielding a modest surplus of £2,315. The General Reserve now stands at £18,145 representing 8.6% of annual turnover.

As I have indicated in previous years we need to aim for a minimum of 25% in reserve which even then would represent only three months running costs.

The Trustees feel that there needs to be a Contingency Fund in addition to the General Reserve in order for the financial standing of Penhaligon's to be further strengthened. It is decided therefore to set aside some monies donated for general use to this fund.

During the year several fund raising initiatives were undertaken with varying success and a certain foundation established for future income generation. This momentum started needs to be taken forward in a vigorous and imaginative way and approaches to private Trusts continued. Fund raising is no easy task and has become highly competitive with so many 'good causes' around but it is something that we have to be successful at.

The financial forecast for the coming fiscal year is similar to that of this, a modest surplus, if planned income is forthcoming.

I cannot end this report without acknowledging the generous contributions from both the private and public sectors and the input of the volunteers which carries significant monetary value.

Thank you one and all for your support.

John Yeo



**BEREAVEMENT SUPPORT
FOR CHILDREN, YOUNG PEOPLE
AND THEIR FAMILIES**

**ANNUAL ACCOUNTS
2010/2011**

**and
Independent Examiner's Report**

Registered Charity No. 1053968

The Chambers, Penryn Street, Redruth, Cornwall, TR15 2SP

Tel: 01209 215889

www.penthaligonsfriends.org.uk

Penhaligon's Friends

Independent examiner's report to the Trustees

I report on the accounts of the trust for the year ended 31 March 2011, which are set out on the following five pages.

Respective responsibilities of trustees and examiner

As the charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 43(2) of the Charities Act 1993 (the Act) does not apply. It is my responsibility to:

- examine the accounts (under section 43(3)(a) of the 1993 Act);
- to follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 43 (7)(b) of the 1993 Act); and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the Accounts presented with those records. It also includes consideration of any unusual items or disclosures in the Accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 41 of the Act; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act.

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Lowin House
Tregolls Road
Truro
TR1 2NA

Date: 08 June 2011



R R Cowie
Chartered Accountant

Penhaligon's Friends
Registered Charity no. 1053968

Statement of financial activities
for the year ended 31st March 2011

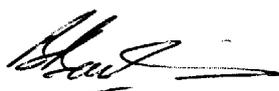
	General	Restricted	Total	Year to
	£	£	£	31/03/2010
Incoming Resources				
Donations	28,057	1,100	29,157	11,116
Grants		95,112	95,112	78,742
Big Lottery Fund		34,393	34,393	324
Bank Interest	1		1	13
Fund Raising	23,111		23,111	20,133
Members' Subscriptions				100
Training Fees Received	4,482		4,482	9,735
Booklets	789		789	727
Perfect choice		25,000	25,000	12,500
UCP		1,386	1,386	4,614
Total Incoming Resources	56,440	156,991	213,431	138,004
Resources Expended				
Salary & Nat Ins	11,495	125,485	136,980	98,152
Staff recruitment	1,281		1,281	1,630
Training - staff	1,399		1,399	891
Telephone	1,169		1,169	1,182
Supervision	995		995	1,642
Training Days	1,047		1,047	3,309
Bereavement/Memory Days		4,674	4,674	3,859
Teens group	1,628	4,650	6,278	5,527
Staff Travel	3,684	2,000	5,684	3,696
Volunteers' Costs	4,005	2,250	6,255	5,288
General Office Costs	5,443	2,384	7,827	4,500
Insurance	1,034		1,034	940
Office Furniture/Equipment	1,210		1,210	1,357
Funding Costs	15,118		15,118	5,522
Bank charges	647		647	640
Library	246		246	139
Rent/overheads		16,048	16,048	13,796
Leaflets/folders/logo				731
Other Costs	441		441	646
Depreciation	383		383	519
Booklets	-1,100	3,500	2,400	921
Total Resources Expended	50,125	160,991	211,116	154,887
Net Incoming Resources	6,315	-4,000	2,315	-16,883
Transfer between funds				
Opening Balance 1st April 2010	1,830	14,000	15,830	32,713
Closing Balance 31st March 2011	8,145	10,000	18,145	15,830

Penhaligon's Friends
Registered Charity No. 1053968

Balance Sheet
as at 31st March 2011

	General Fund £	Restricted Funds £	Total Funds £	Total funds as at 31/03/10
Fixed Assets				
Office Equipment/Furniture				
Cost -	16,346			
Depreciation	<u>- 15,687</u>		<u>660</u>	1,042
Current Assets				
Cash at Bank & In Hand	11,386		11,386	3,243
Debtors	3,314	10,420	13,734	19,968
Prepayment-(Insurance)	266		266	235
Stock(s)	2,969		2,969	4,300
Less: Creditors	<u>-10,449</u>	<u>- 420</u>	<u>-10,869</u>	<u>-12,958</u>
Net Current Assets	7,486	10,000	17,486	14,788
Total Assets	<u>8,145</u>	<u>10,000</u>	<u>18,146</u>	<u>15,830</u>
Represented by:				
General Funds	8,145		8,145	1,830
Grants not released		10,000	10,000	14,000
	<u>8,145</u>	<u>10,000</u>	<u>18,145</u>	<u>15,830</u>

Signed:



Chairperson

Signed:



Trustee

Penhaligon's Friends
Registered Charity No. 1053968

Notes to the accounts
for the year ended 31st March 2011

Note 1 Accounting policies

- a The financial statements have been prepared under the historical cost convention and are in accordance with applicable standards and comply with the requirements of the Statement of Recommended Practice, Accounting by Charities.
- b All income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received.
- c 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.
- d Restricted funds are created when grants/donations are made either for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the Statement of Financial Activities when incurred.

Note 2 Tangible assets

	Computers £	Furniture/ Equipment £	Projector £	Display Boards £	Totals £
Cost at 1st April 2010	7,245	8,391	264	446	16,346
Additions in year					0
Disposal in year					
Cost at 31st March 2011	7,245	8,391	264	446	16,346
Depreciation charge- for year	-293	-90			-383
Disposal					
b/forward 1st April 2010	-6,295	-8,299	-264	-446	-15,304
Accumulated depreciation at 31st March 2010	-6,588	-8,389	-264	-446	-15,687
Net book value at 31st March 2011	657	2	0	0	659
Net book value at 31st March 2010	1	2	0	0	3

Penhaligon's Friends Annual Report and Accounts 2010 - 2011

Note 3 Liquidity

At 31st March 2011 this consisted of:

	£
Cash at bank-current account	11,186
Cash in hand at office	200
	<u>11,386</u>

Note 4 Restricted funds

	B/forward £	Income £	Expenditure £	Balance £
Big Lottery Staff, travel and office costs		34,393	34,393	nil
West Cornwall Youth (Teens)		1,800	1,800	nil
Cornwall County Council/ Partnership trust Staff costs/overheads	14,000	9,849	23,849	nil
Children in Need Staff costs		14,553	14,553	nil
Henry Smith Charity Staff costs		20,000	10,000	10,000
Evelyan May Trust Booklets		3,500	3,500	nil
Tudor Trust Staff costs		20,000	20,000	nil
Co-operative Bank Volunteers mileage		1,000	1,000	nil
LloydsTSB Foundation Staff costs-administration		9,500	9,500	nil
Esme Fairbairn Foundation Staff costs		11,000	11,000	nil
Unlocking Cornish Potential Staff costs		1,386	1,386	nil
Perfect Choice Staff costs		25,000	25,000	nil
PCT -schools Boxes		5,010	5,010	nil
Totals	<u>14,000</u>	<u>156,991</u>	<u>160,991</u>	<u>10,000</u>

Note 5 Pre-payment/Debtors

	£
Insavar: Insurance	266
Gift Aid Tax relief	928
Perfect choice	10,420
Booklet copyright	1,880
Cruse	322
Talk Talk	184
	<u>14,000</u>

Penhaligon's Friends Annual Report and Accounts 2010 - 2011

Note 6	Creditors	£
	Redruth Town Council	3,092
	Consortium	218
	A Welsh	161
	D Hocking	470
	G Kearton	355
	Cornwall Comm' Volunteers	95
	R Booth	235
	Volunteer Cornwall	12
	Tacade	35
	Imagin	64
	Penwith Vol' Bureau	10
	RCH Trust	111
	Viking Direct	209
	Inland revenue	3,402
	J Nightingale	2,400
		<hr/>
		10,869
		<hr/> <hr/>