



# PENHALIGON'S FRIENDS

Reg. Charity No. 1053968

## ANNUAL REPORT

2013-2014

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## 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 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. 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.

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 the 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.

### 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 Cornwall 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 in Cornwall.*

## 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.

## Use of Volunteers

Volunteers are an important resource in the work of the Charity. Volunteers are involved in many of our activities and we have over 40 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 enhanced CRB check, even those who do not have direct contact with children or records.

## 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 from 4yrs -18rs. We also help parents, carers and professionals to give effective support. The person who died may have been ill for a while or died unexpectedly. We use a variety of practical and creative tools to help children and families share their thoughts and feelings and give them the opportunity to meet others.

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

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

Our range of services includes:

- A Helpline- open from Monday to Friday between 9am and 5pm and calls are charged at the local rate.
- Family members or professionals call to discuss a huge range of concerns and questions.
- The Family Services Co-ordinator will help the person make sense of questions and concerns.
- Group work- with bereaved children and their families-
- Memory Days are held four times a year.
- Individual support- with bereaved children and their families- in school or at our centre.
- A library of resources - books, DVD's and other literature.
- A Handbook for Schools - annual training programme and support for schools following bereavement.

- Training- tailor-made for various professional and community groups.
- See individual reports for further details.

## Statement of Trustees' Responsibilities

The charity's 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.

## Trustees

The charity's trustees are:

Brenda Bailey MBE	Chairman
Prue Willday	Secretary
Tarn Lamb	Treasurer
Jenny Doble	Vice-Chairman

Lady Frances Banham MBE  
Diane Charles  
Emma Thomas

During the year:

Mary Gander was co-opted onto the board to advise on fund raising.

Janet Judge acted as a representative for families and Prue Farrington acted as a representative for volunteers.

## Chairman's Report

Where does the time go? Is it really time for me to write another piece for Penhaligon's Friends' Annual Report? Once more we have had a full and varied year with lots more volunteers, lots more bereaved families and lots more training as well as all the other activities. This keeps all of us, Trustees, staff and volunteers very busy!

During the afternoon before our last AGM we celebrated moving into our new "home" at Trecarrel in Redruth with a Grand Opening. We were delighted that all our patrons were able to attend together with many of those who had supported Penhaligon's Friends during the year. During the afternoon Mr Michael Galsworthy unveiled a commemorative plaque. Later our teens group launched the book that they had published for school teachers in conjunction with ITV Fixers called "Break It Down". The book is aimed at trying to explain just how teend feel and how they are affected by the bereavement they have experienced.



*Michael Galsworthy unveils a commemorative plaque*

We were only a few months into enjoying our new home when we had the offer of adding the remainder of the ground floor of the building for our use. This means added expense but will be better for us as we have found a few problems with noise when there is training going on, lack of privacy when we are busy. There needs to be alterations made to the layout which will include knocking a door through from the "old" into the "new" part. But it will give us a larger, more convenient training area as well as giving our co-ordinators an office each. When talking to families it is so important to be able to give them undivided attention and individual offices will help considerably. We give thanks to our landlord Mr. Roger Watson, for all his help with this process. We look forward to the work being completed.

To make the Board of Trustees more efficient 3 sub committees were set up that could meet during the daytime to discuss in more detail specific issues. The sub committees are "governance"; "monitoring and evaluation" and "fundraising & public relations". Their resultant conclusions and recommendations are then taken to the Board for ratification. The result is for more efficient meetings that are shorter – much appreciated by busy Trustees meeting at the end of a long day.

The Governance sub committee has concentrated on defining the duties of officers, ways to attract trustees and the wording of the constitution.

The Monitoring and Evaluation sub committee has been concentrating on re-evaluation the process and policies of 1 to 1 support; the quality of the service we offer and the recruitment and use of Volunteers.

The Fundraising & Public Relations sub committee has been looking at ideas for fund raising and in particular ways to recruit the sort of volunteers that like to do fund raising. To that end a recruitment and training drive is under way. In addition ways to promote Penhaligon's Friends have been considered.

All in all these sub committees are doing invaluable work for the charity

With the introduction of fewer Board meetings there were occasions when some trustees felt a bit out of the loop. Although all our Trustees do their best to attend every meeting there are times when someone has to give apologies. When that happens it could be 6 months between meetings. Now that we have the sub committee meetings as described above we believe there is a need for only one business planning meeting per year, so the Board has reverted to bi-monthly full Board meetings.

I should like to thank all those people who work for or support Penhaligon's Friends. In particular the staff who work incredibly hard. I won't go into details here but their reports make very interesting reading. Thanks also to the Trustees who have spent many hours discussing the future of Penhaligon's Friends. Thanks to the Volunteers for all their hard work, and welcome to the new volunteers that have been trained this year. The beauty of the initial training is that we not only get new Volunteers that work with the families we also find those who might want to help in other ways, we are just as grateful for their help.

In giving thanks I must say a great big thank you to all those who have given us grants or donations. Their generosity is what helps our Charity to continue the invaluable work we do in supporting bereaved children, young people and families.

We are grateful to our Patrons, Dame Annette Penhaligon; Michael Galsworthy, CVO, CBE, DL, Deputy Lord Lieutenant of Cornwall and Tim Smit, CBE of the Eden Project, St Austell, Cornwall for all their support.



Brenda Bailey

## Manager's Report

### Managers Report for the AGM 2014

Penhaligon's Friends has had another busy and successful year. The staff team and our volunteers have worked together to maintain a high level of service to our children and families and to deliver training across the county and beyond.

#### Staff

This year has seen a few changes on the staff team; we said good-bye to Sadie, our admin officer at the end of March. Sadie had been with us for over 6 years and was integral in everyone's roles. She has gone on to work for another lucky organisation and is still in touch with us here. We welcomed Jeanette Christie in her place.

We also appointed 2 new part time positions in September 2013; Chantal Worden-Evans is our new Volunteer Coordinator, funded through Esmee Fairbairn Foundation. Chantal is the first contact for potential volunteers and she will be recruiting new fundraising volunteers over the next 2 years. Vanessa is our new Youth Worker and is responsible for running our 4 monthly groups, she is part funded by Comic Relief. She will also be doing some targeted work with young people in Years 6-8, helping to build their confidence and encouraging them to access our teens group. This piece of work is funded by West Cornwall Youth Trust over the next two years.

Tracey Bennett, Becky Thomas and I remain in post as the 3 full time members; I have been with Penhaligon's Friends for 8 years now! The rest of our fantastic team is made up with our loyal and increasing volunteer base, including our Trustees. The support of our volunteers cannot be underestimated. We are always indebted for their loyalty, compassion and involvement.

#### Premises

We have settled well into our new office space at Trecarrel in Redruth, our landlord has been incredibly supportive and has made us feel at home! We have grown into it so well that we are extending into unused space at the front of the building over the next few months! This extra space will give us a larger training room, which also doubles up as an activity room for teens and parents group and can be used for volunteer training too. We will also be able to have a dedicated family room.

#### Visitors

Over the year we have been visited by George Eustace, Dan Rogerson, Sarah Newton and Andrew George, our local M.P's. They are now all very much more aware of the work we are doing throughout Cornwall.



*Andrew George MP with our team*

## Training

We have been out and about training again this year as well as continuing to run our in house Level 1 and 2 courses, and our Volunteer Training. Our volunteers have had access to training days relating to self harm, resilience and pre bereavement issues, along with our general training updates.

We have delivered some bespoke training this year on supporting bereaved children with complex needs. We also hosted a conference at Cornwall College in September 2013 with over 100 delegates attending. The conference was aimed at schools and colleges and addressed how to respond and support students following a traumatic death or suicide. David Trickey, Consultant Clinical Child Psychologist, was our main speaker, he has specialised in working with traumatised and traumatically bereaved children and adolescents. Our school's coordinator Becky also spoke at the conference and launched her resource book, she developed a fantastic and really practical book for school staff to use in the event of a traumatic bereavement or suicide within their community. Some schools have already been able to put this advice into practice.

## Grants

We have been successful with applications from Comic Relief, Lloyds TSB Foundation, Esmee Fairburn, Feast, Cornwall Council, Awards for All and West Cornwall Youth Trust this year. We are in our final year with Big Lottery and Children in Need now so funding applications are a priority this year.

Photos of the exhibition at 'Fannie & Fox' gallery, funded by Feast....



## Fundraising

We have been supported by some amazing people throughout the county of Cornwall over the year! Please see the 'Thanks' page at the end of the report. We really do appreciate the offers we have had, from ice cream and clotted cream to dances, cycle rides, fetes and fairs, and all the corporate partnerships. Every event and donation makes a huge difference to our charity.

We were out and about at Padstow Steam Rally in July as one of their chosen charities, we rambled with Penzance Rotary in September, we danced a fifties fandango in October at St Michael's Hotel with Mary Gander and sang carols in All Saints Church in Falmouth at Christmas!

One of the young people we have supported, Peter Birkett, was selected to take part in BBC Children in Need's Rickshaw Challenge! Along with his dad, Geoff and 4 other families they cycled 700 miles raising awareness of our charity and others funded by Children in Need. What an amazing achievement!!



*Pete and Geoff cycling on Day 2 of the Rickshaw Challenge  
with Matt Baker from The One Show*

We were delighted when a very large parcel arrived in the office before Christmas.....a very special delivery from Harrods! Harry, our new bear, was donated from the department store, our second mascot bear from them! He greets all our visitors now. He even had a wardrobe make over by Maggie and Mary!



*Harry, our new "Harrods" bear with his new Penhaligon's Friends outfit*



*Fudge enjoys his days out*

Fudge, our other bear had a great day out at The Eden Project in March, together with Cornwall Community Foundation and Local Giving they launched a campaign to raise the profile and funds of local charities. 10 charities were selected and represented on the day and Local Giving pledged to match fund subsequent donations up to a value of £2000. The scheme runs until June 2014.

St Enodoc Golf club ladies team chose us as their charity over the year, they started with an open afternoon, and finished with Captains Day, they raised an amazing £4402!

We had a dog show in North Cornwall in September hosted by Bill and Tamsin Sowerby raising £450, Newlyn Knitters raised £200, St Agnes Sports Club raised £500 from their Night at the Proms, Pin-Up Boutique in Penzance held a fashion show raising £750, The Lost Gardens of Heligan donated £692 from their Christmas period, and there were many more generous donations!

Teams of cyclists pedalled from John O Groats to Lands End, marathons were run, birthday parties celebrated, Steam Rallies rumbled and walkers rambled. What an amazing effort from all these people, it really does make a difference to us! Redruth Rotary, Cornish Mutual, St Keverne W.I. and Perranporth Ladies golf Club are supporting us in 2014, more news on those in next years report.

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  
Manager

## Family Services Report

### Family Services

As I started off last year, again I open my report by saying this year has been an equally busy year for Penhaligon's Friends.

Nearly two years in and I never take for granted the support we have from all our amazing Volunteers and, as cliché as it might sound, we really could not do it without each and every one of them so, thank you.

The Family services team work closely with one another enabling us to provide the best person centred approach we can, we have regular caseload reviews and team meetings so we can keep on top and hopefully ahead of our families' needs .

This year so far we have had 607 children referred, slightly up on last year and this doesn't take into consideration the emails and phone calls that we receive from our families/schools/other agencies that just might want some advice, literature or possibly signposting to other support that we deal with on a regular day to day basis.

### Memory Day

Again we have had the support from Truro Prep School over the last year in helping us run our Memory Days from their amazing school. We now have the added luxury of the beautiful conservatory that the parents are able to access in the main building which really is a bonus and a beautiful area to be in.

Sue McIntosh and her team are always there to support us, and on the day we are so lucky to have the very capable and friendly caretakers to help us set up and be on hand if we need them (they are worth their weight in pasties and chocolate!)

The days really do prove to be a very positive part of our families' journey and over the year 75 children attended with 61 parents/carers.

We have our July and October dates booked and are just waiting confirmation for our 2015 dates. Watch this space!

The day is always supported by Berryman's Bakery who continues to provide us with delicious pasties so once again many thanks.

Balloonatics have been amazing as many of you will know last year Sharon had just taken over the business from Lionel and Sheila all I can say is what a smooth transition it was. Sharon has been wonderful and also provided us with Balloons for training days as well, so many thanks to her for all her continued support.

We always send out evaluation forms after our day as it's good to get feedback so we can really see how the day's impact on our families. The adult/carers have a form regarding their



thoughts on the day and how they felt it was for there children and the children also get their own child friendly evaluation forms to fill in (there are generally tears in the office when we read these)

### Quotes from Memory Day

"It gave my child a chance to meet, play with and enjoy other children in a similar situation so they didn't feel alone.

"The day has brought us closer together as now we can share our memories"

I like Penhaligons Friends because they helped me out of my hole and to talk about my dad "

"It was the first day that I have not been responsible for the children/house/jobs etc. Sounds funny but I felt lighter for a while"

"Just a big thank you. Everyone was so kind and thoughtful and absolutely everything was taken care of we were looked after emotionally and nurtured throughout "

### Parents group

The Parents groups are really going from strength to strength and finally in January of this year we started our Liskeard group. The group is run at Liskeard Methodist Church on the second Wednesday of every month this proved very quickly to be a much needed group and since our first session we have had 13 children ranging from 3-12 attending with their Parents and carers. The Venue is ideal with us being able to use the café for the adults to have a quiet space to chat, have a coffee and, quite often, home made cake and the main hall where the children have plenty of space to join in with activities.

I would just like to say a huge thanks to everyone at Liskeard Methodist Church especially Helen Gardner who couldn't be more welcoming and Chris who has arranged all the bookings for us. We really are very lucky and the families tell us that they are so happy to finally have a group near them.

Our Redruth group meets on the 2nd Monday each month, and keeps growing. On most nights we have around 20 plus children again ageing from 3 - 14 and 12 adults. The adults have more or less grown out of our very small kitchen so are eagerly awaiting some bigger space over the next few months.

Again I would like to thank all the volunteers that regularly support the parent groups. You are all fantastic and I personally enjoy working alongside you and I know our families appreciate your warmth and support as much as I do.

### Family Fun Days

We have had some family fun days over the past 12 months our first being our summer trip which was to Trethorne Park. The weather was kind to us and we had a scorching day. All the families that attended brought a picnic and all the children had a pony ride there was lots of

chatting and laughter especially in the ball park and I think everyone went away tired but having had a fun time with new and old friends.

We again were invited to the Christmas Grotto that was held in Redruth, mince pies, cup cakes and hot chocolate were enjoyed before we made our way to see Father Christmas. The grotto was beautiful and it was nice to see some familiar elves and also the art work that our families had been involved with at the previous parent's night.

We also were lucky enough to join in with Pam Tongue who ran some workshops for our Parents group to get involved with for " A holding place" art exhibition. The workshops were a hive of activity with the parents/carers and children joining in and making the most amazing pots and felting which was exhibited at the Fannie & Fox Gallery.

Our Liskeard group was kindly invited to Kelly's Ice cream where they were given a guided tour of the factory and then provided with a super buffet lunch followed by copious amounts of ice creams to taste..... My favourite was the honeycomb but I think the candy floss, cherry pie, banoffee and mint choc chip all went down well. At the end of the day every family went home with several boxes of ice cream. We truly were spoilt and would like to say a very big thank you to Kelly's for looking after us so well.



## Volunteers

I just want to end as I started in saying a big thank you to all our volunteers, I continue to be humbled by the time care and support you give so freely.

Thank you

Tracey Bennett

Family Services Co-ordinator



## School Co-ordinator's Report

### Support to Schools

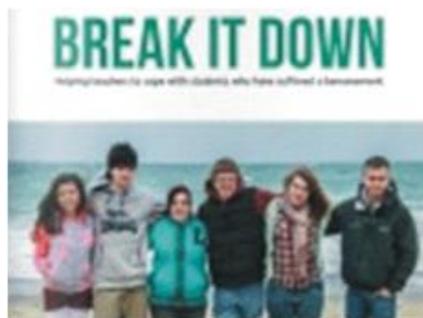
This year we have supported 34 schools in response to a death where the school community has been significantly impacted. In addition, we have been on the end of the phone to many more Cornish schools, offering guidance and support for situations they have faced involving the death of a someone close to a pupil.

In 12 schools we have provided group work to students affected by bereavement and have continued to support schools with assemblies and classroom activities, raising awareness of the impact loss and bereavement has and helping to find positive coping strategies for difficult emotions.

As part of a countywide Bereavement & Critical Incident Core group, made up of representatives from the Local Authority, CAMHS and The Hospital School we continue to meet termly to ensure schools are offered appropriate support and training with bereavement issues affecting their schools and settings.

In the past few years we have been involved in supporting a number of schools closely affected by a death through suicide, in many of these cases the death has been of a young person. The schools response to a suspected death by suicide needs careful consideration as often the death is more traumatic and also very difficult to explain and understand. In the past year we have worked closely with the BCI Core Group to produce specific guidance for schools on how to respond should they ever experience a death by suspected suicide. This guidance has been distributed to schools countywide.

In September we held a training event for school staff on the affect a death by suicide has on a school community. We were pleased to have the support of David Tricky, Consultant Clinical Child Psychologist and expert in traumatic bereavement with this. Our other speakers were Dr Sara Roberts, Lead for Cornwall's Suicide Prevention Strategy and Corrine Holroyd from Liskeard Secondary school who spoke about their first hand experience of a student suicide.



At our AGM last year we launched a publication for schools created by some of the young people we had supported 'Break It Down'. ITV Fixers supported this project and the young people involved worked really hard on it. We distributed the brochure to schools across the county and we received lots of great feedback!

*'I was very interested to read your brochure.*

*What an amazing project! Those young people are inspirational, and I am sure others will feel the same, especially those of the same age. I was surprised to see one of the writers of the brochure was one of our students as I was unaware of her background, which I suppose is testament to her maturity.*

*Although they are targeted specifically at schools and teachers, I work as a volunteer mentor for 'Share' and the information would most definitely be useful to me and any other youth type worker. So to distribute the brochures outside of educational establishments might be a worthwhile idea.*

*Well done for all the work you do.*

*Yours,*

*Suzanne Lewis. Fowey Community College'*

*'Just wanted to say that I thought the booklet was a really fantastic resource, as it allows an insight into the minds of the young people themselves, and the suggestions they give for support are so simple and honest that it demystifies the issue, and subsequently the fear around dealing with it.'*

*Regards*

*Rodney Peasley  
Pastoral Manager  
Pool Academy*

The brochure and news footage are available to download from our website.

## Training

Following on from the Early Years Bereavement Toolboxes we put together last year, together with the Local Authority we have provided training in three locations across Cornwall for Early Years Setting Staff. These sessions proved very popular and the feedback we received from those who attended showed that they were feeling much more confident about talking to children, and their families, about bereavement issues affecting them.

'Remember Me', our annual schools training, supported by Children, Schools & Families, was well attended and the feedback showed us that all who attended reported feeling more confident to support students and their school setting following a bereavement. We have continued to provide schools with tailored training to meet their specific needs.

## One to One Support Work

This area of our work has continued to work well for us over the last year with 158 children receiving support from one of our many, specifically trained, volunteer support workers.

Our volunteers are extremely dedicated and committed to this part of our work and have helped us ensure we are continuing to provide a consistent and safe practice across a wide spread county.

Children and young people in need of this level of support are given the opportunity to talk about some of their more difficult feelings and worries, to tell their story and look at positive coping strategies.

Becky Thomas

School's Support Co-ordinator

## "Break It Down" Teens Group

### Break It down Teens Groups

We have had a very eventful year this year! We are now running four groups for young people, age 11 to 18 years, across Cornwall. We have our existing groups in Redruth and Launceston, our Roche group has moved into a new venue in St Austell, we have a new venue at 'The House' which is very modern and spacious – our young people love it!

We are also delighted to have a new group in Newquay, this group is already proving very popular; the space we are using at the Children's Centre has great facilities and even has a lovely sensory room we can access. Since March 2013 we have supported 80 young people at our group sessions.

The groups are established to offer the teenagers the opportunity to come to a safe place where they can meet, and share experiences, with other bereaved young people. At the groups they then can talk openly and honestly with each other and take comfort that they are not the only ones to be going through such difficult times. The groups are well supported by our trained Volunteers, they are all amazing and we wouldn't be able to provide this support without them!

We were successful in getting a bursary scheme from CYMAZ (Cornwall Youth Music Action Zone). CYMAZ have been providing music lessons to our young people in the form of singing and guitar lessons. We have already seen how beneficial it is for some of our young people to be able to express their feelings through this and hope that they develop some useful coping strategies involving music. As a part of the bursary CYMAZ are also mentoring some of our volunteers and the older teens, enabling them to gain new skills, raise their confidence and self esteem. We hope that this will also allow us to continue encouraging young people to engage through music after CYMAZ have finished their work with us.

This year we also have worked closely with Nature Workshops. Some of our young people, including some younger ones who are in the transition period to secondary school, went for Forest School Days at Cardinham Woods, Bodmin and Idless Woods, Truro. We had a great time building shelters, lighting fires, cooking and enjoying the outdoors. This was great for learning new skills, teambuilding and for sharing experiences. We have been very lucky to have had support from Pam Tongue at Fannie and Fox Gallery, who has come along to the days out and to some of our monthly sessions to run some activities, one of which involved making clay



pots and figures which were then left in the woods to go back to the Earth, this activity was very symbolic and thought provoking. Photos of these pots and images of our day were exhibited along with lots of the wonderful creations made by children from Penhaligon's Friends at Pam's Gallery in Penryn. The exhibition was named 'A Holding Place' which we felt was very fitting.

Vanessa Boase

Youth support worker.

## Volunteer Co-ordinator's Report

### Volunteer Co-ordinator

My role as 'Volunteer Co-ordinator' commenced on 2<sup>nd</sup> September 2013. My role covers a wide range of areas which includes: responding to volunteer enquiries, recruit and retain volunteers, deliver the Initial Volunteer Certificate training with Brenda Bailey, provide support, training options and information, create and distribute the quarterly newsletter and work with fundraising. I hope that despite my part time hours I am approachable, open and friendly for volunteers and that I am on hand to provide information, scheduled training, news on events, to answer any queries or just be a listening ear!

I have spent time on researching new ways to modernise and simplify obtaining DBS for our volunteers and we are in the process of formalising an agreement with Cornwall County Council who will act as an Umbrella agency to obtain DBS for our charity. This would help volunteers to gain their DBS without having to go to Volunteer Cornwall bureaus and they can apply for their DBS on line as the first stage of the application which I would then need to verify and complete as the second step. All volunteers are required to have a current enhanced DBS

which needs to be updated every 3 years. According to the DBS there is no formal policy regarding accepting other agencies/organisations' enhanced disclosures but suggests we could consider accepting other enhanced disclosures that are less than 3 years old. We have agreed to accept enhanced disclosures that are less than 12 months old.

I have looked in to various Safeguarding training with the objective of finding user friendly training for volunteers to access from their homes by using on-line e-learning methods.

I am currently part of a working party to create volunteer roles and functions in relation to the recruitment, engagement, organisation and retention of volunteers.

I have also furthered own professional development and undertaken units of the Edexcel 'Award in Volunteer Management' Training and 'Access for work'.

Another aspect of my role is in Fundraising and I am a part of the Fundraising Subcommittee. We have created and set up the 'Friends' scheme which is targeted at gaining regular financial support throughout the year but also to capture local support for fundraising specifically for our charity. We have created a new email address specifically for this scheme ([friends@penhaliogonsfriends.org.uk](mailto:friends@penhaliogonsfriends.org.uk)). We have designed a regular giving scheme, text service appeal, fundraising pack and tool kit and we are putting together a Fundraising Training programme which Mary Gander and Brenda Bailey will deliver. This has been included in the West Briton, Cornishman and Cornish Guardian publications. A 'Friends' newsletter will be distributed by email to all our supporters.

I help to keep our website and social media sites like Facebook up to date.

## Volunteers

There is a steady stream of enquiries regarding volunteers each week through own interest, Volunteer Cornwall and the 'Do It' website, from local event, our own publicity. More recently we have had an influx of interest regarding fundraising due to the advertising in the local papers, on Facebook and so on.

We currently have 75 active volunteers who are regularly giving their time to support our charity and 3 more are pending DBS and references. This list is updated and regularly reviewed, recently 6 were removed from the active list due to moving away, finding full time work etc. Also 3 volunteers are currently on sabbatical following having a baby and a further 3 have recently found employment but plan to continue supporting us.

I have an approximate outline of how our volunteers like to support us and in which area. Memory Days are widely supported throughout the year by the majority of our volunteers at different points throughout the year.

- We have 36 trained volunteers able to support with 1 to 1 work, 31 are currently active.
- 39 volunteers have completed Family Visit Training and around 6 of those are not currently active.
- 20 volunteers help with Teens groups across Cornwall: Newquay has 3 regular volunteers who help with the groups, Redruth has 10 volunteers with 7 regularly supporting, St. Austell has 4 helpers with 3 regularly offering their time, Launceston has 3 regular helpers.
- Approximately 10 volunteers help with parents groups in Redruth and Liskeard – 3 regularly give their time at the Liskeard Group and 6 at the Redruth group.

- We have 2 volunteers who help with telephone support but have approximately 6 trained and able to help in this area.

## Training Programme

### 1. Training Programme for Professional development

Level 1 – October 2013 had 12 enrolled, 6 wanted to support with one to one work and the other 6 initially for career development purposes.

January 2014 had 13 students enrolled of which 2 had recently completed the Initial Volunteer Course, 1 was an existing volunteer, 6 specifically wanted to volunteer with one to one work and one wanted to further their own work skills.

June 2014 – we currently have 6 enrolled on the course which is due to start shortly.

Level 2 – November 2013 had 9 students enrolled, 2 were existing volunteers wanting to develop their knowledge and work towards one to one support, 8 specifically wanted to volunteer with one to one support work and one was developing their own knowledge and skills for work.

May 2014 with 8 enrolled – 2 active volunteers, 4 wanting to support with one to one work and one for career development purposes.

### 2. Initial Volunteer Certificate

September 2013 – 8 new volunteers



February 2014 – 8 new volunteers

Many are now active have started volunteering with memory days, family visits, teens groups and parents groups and 4 have since continued to train with the Level 1 and Level 2 professional training courses.



### 3. Module/Additional Training

In- house Penhaligon's Friends training offered:-

- Family Visit – October 2013 had 10 enrolled  
June 2014 – 11 currently enrolled and more interest pending.
- Working with Teens training – December 2013 had 10 enrolled.
- One to one training – December 2013 had 11 enrolled.
- One to one update training – 1<sup>st</sup> March 2014 had 15 enrolled, 12<sup>th</sup> March had 15 enrolled.

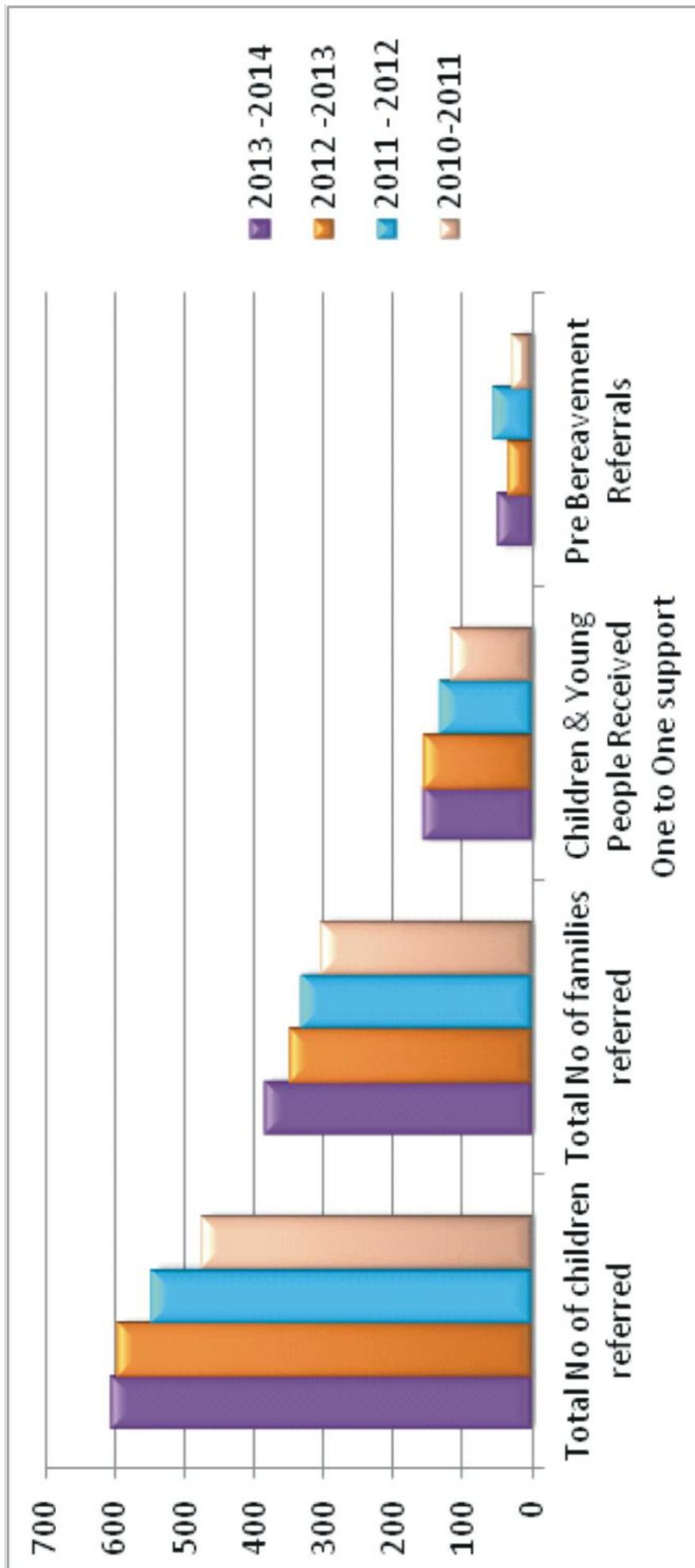
All in all it has been a wonderful start to working with Penhaligon's Friends and I am truly amazed by the wonderful support, time and energy that all our volunteers give to our charity so generously.

Thank you!

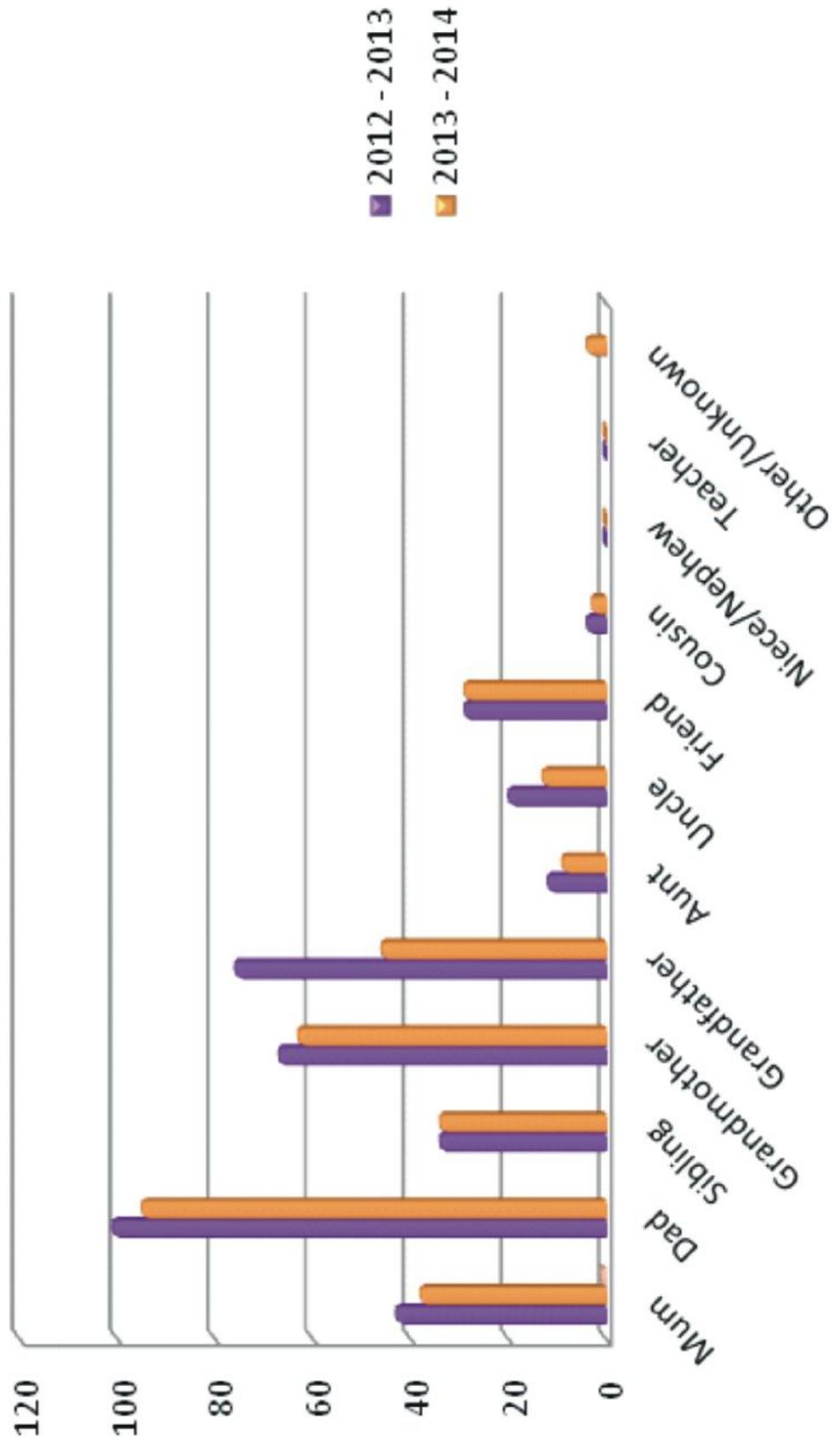
Chantal Worden Evans

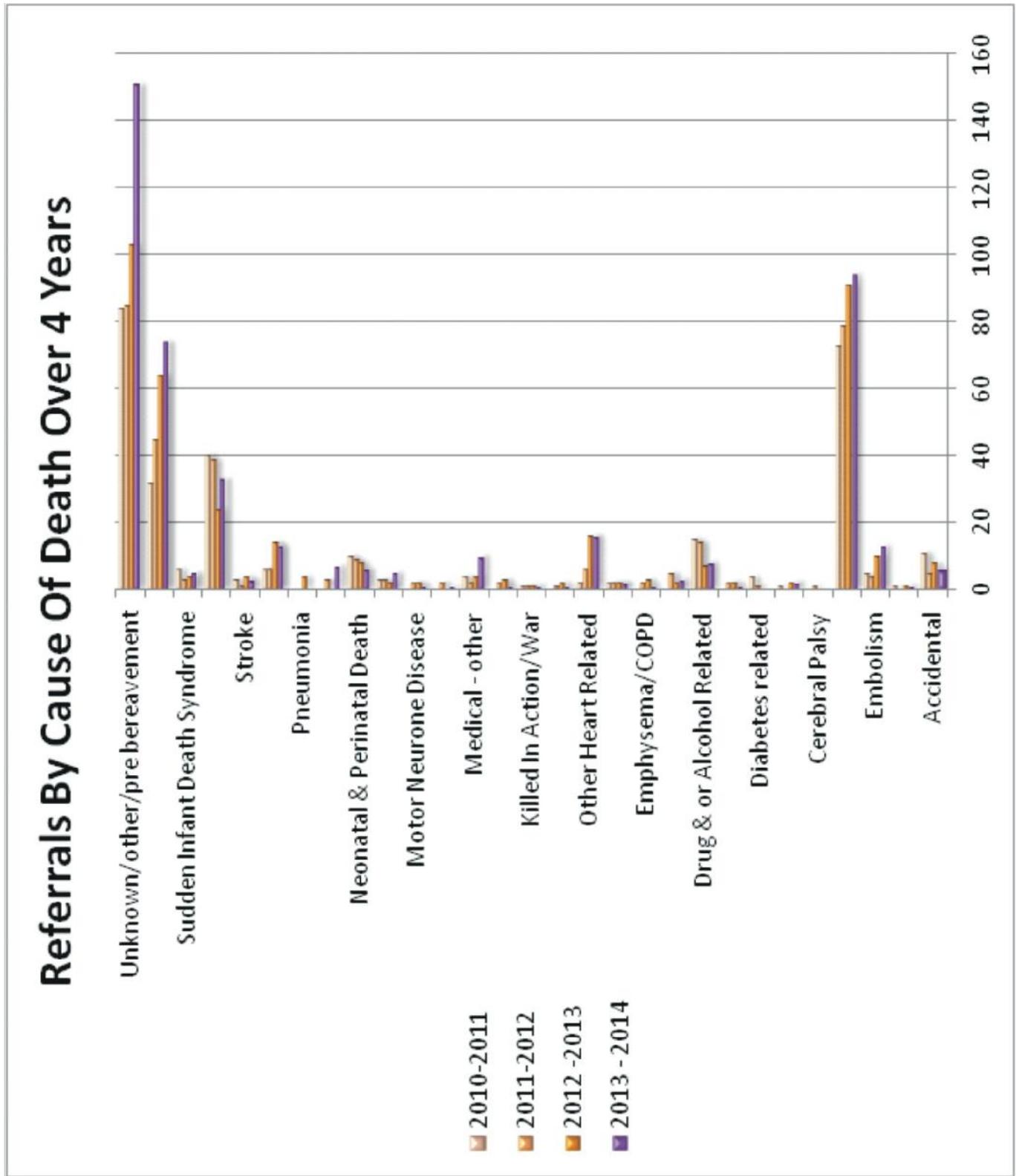
Volunteer Co-ordinator

*The following pages show charts of referrals and other data that you may find interesting.*

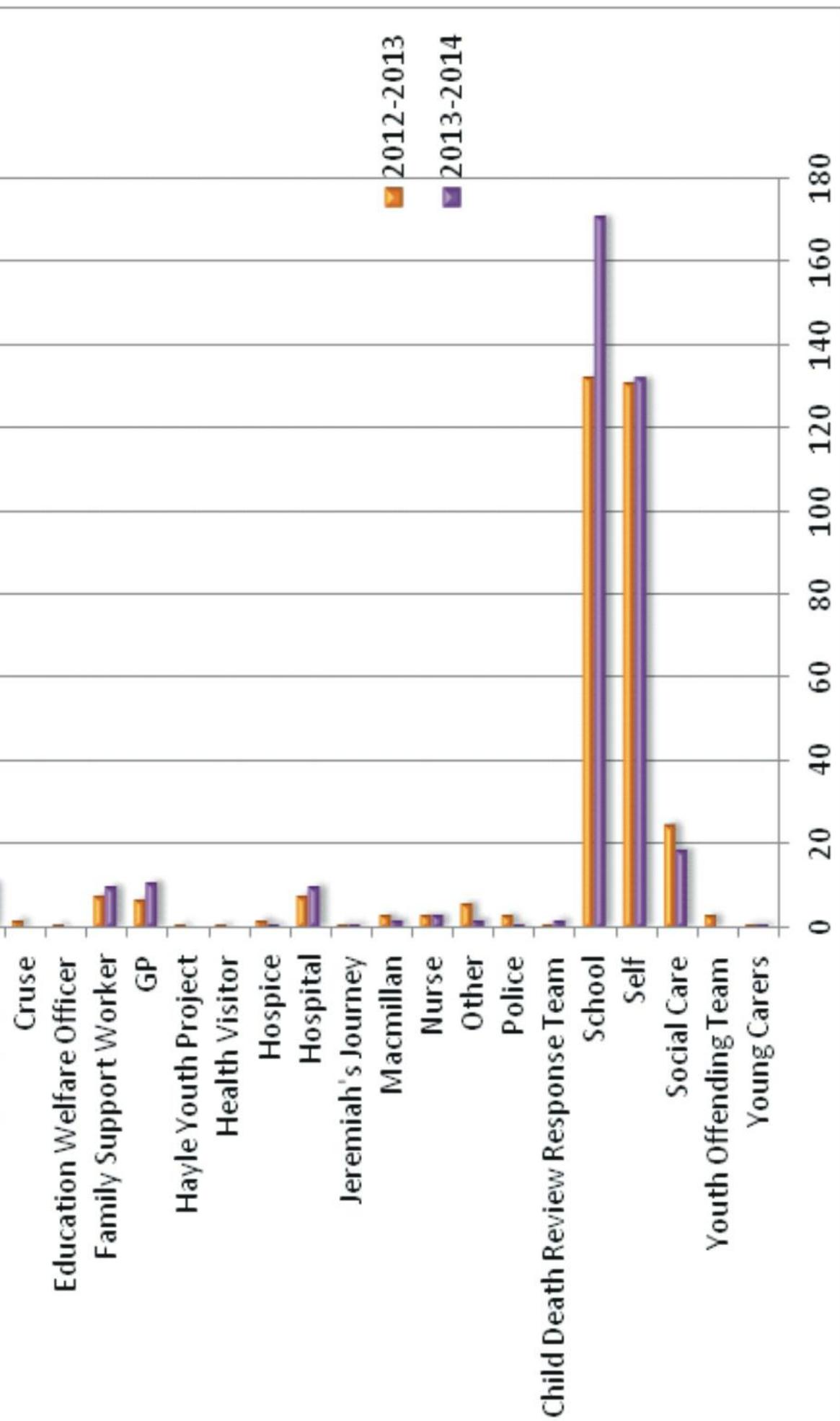


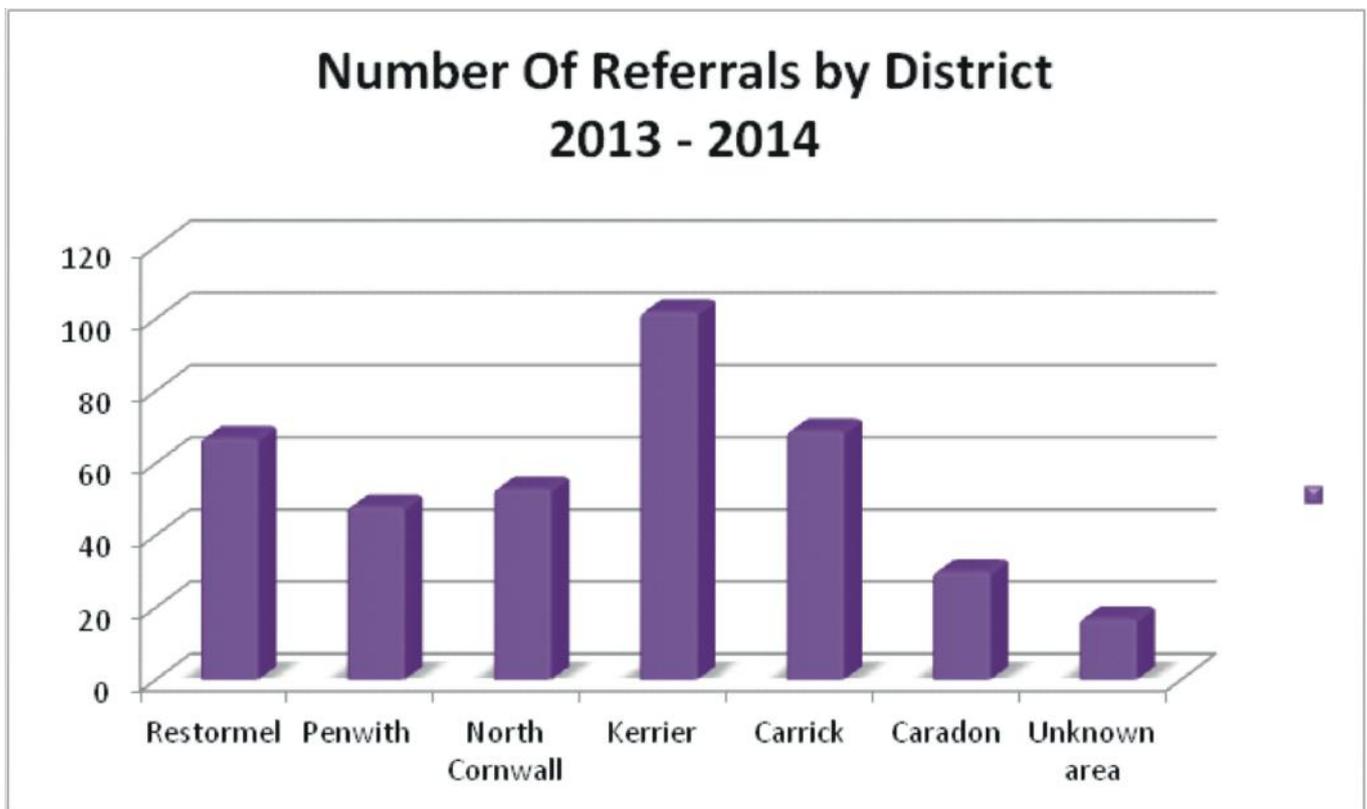
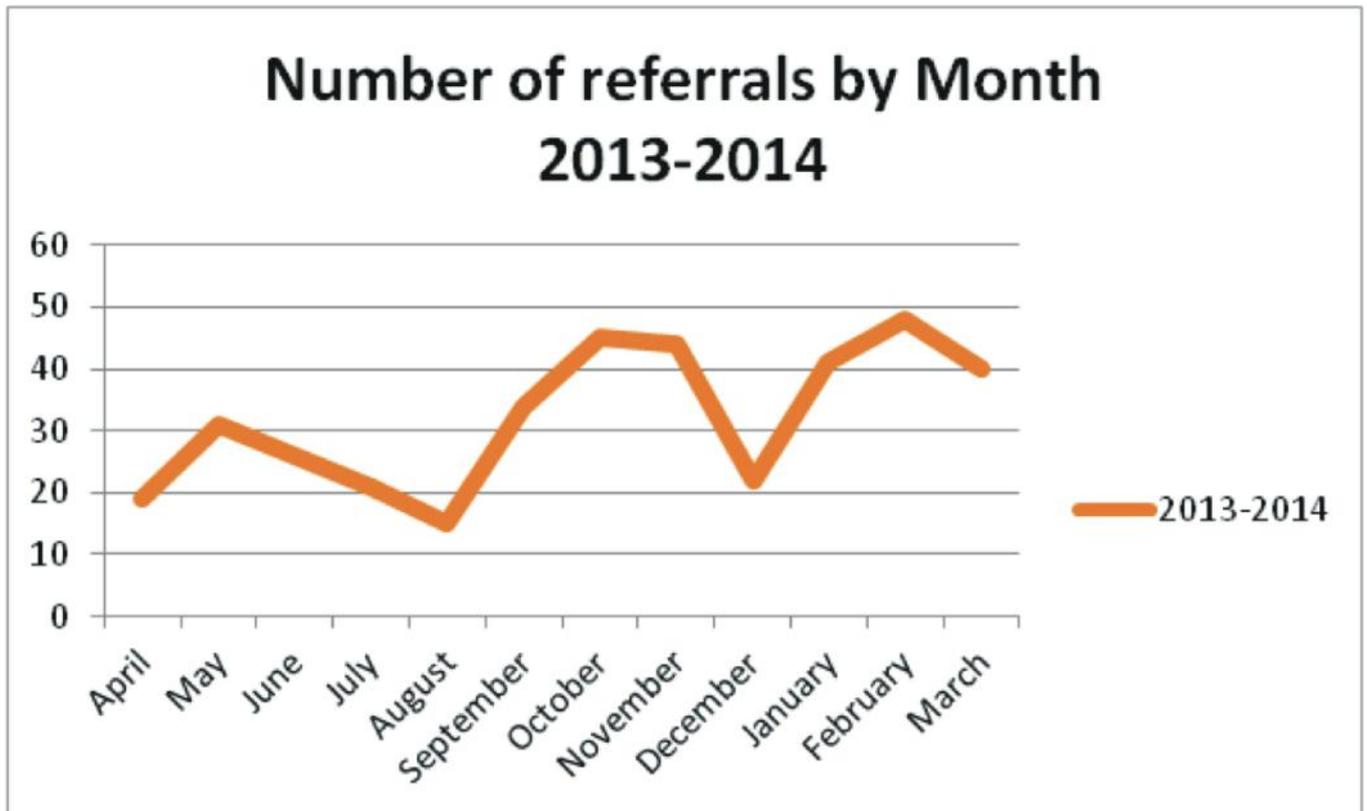
## Referrals By The Relationship Of The Child To The Deceased 2013-2014



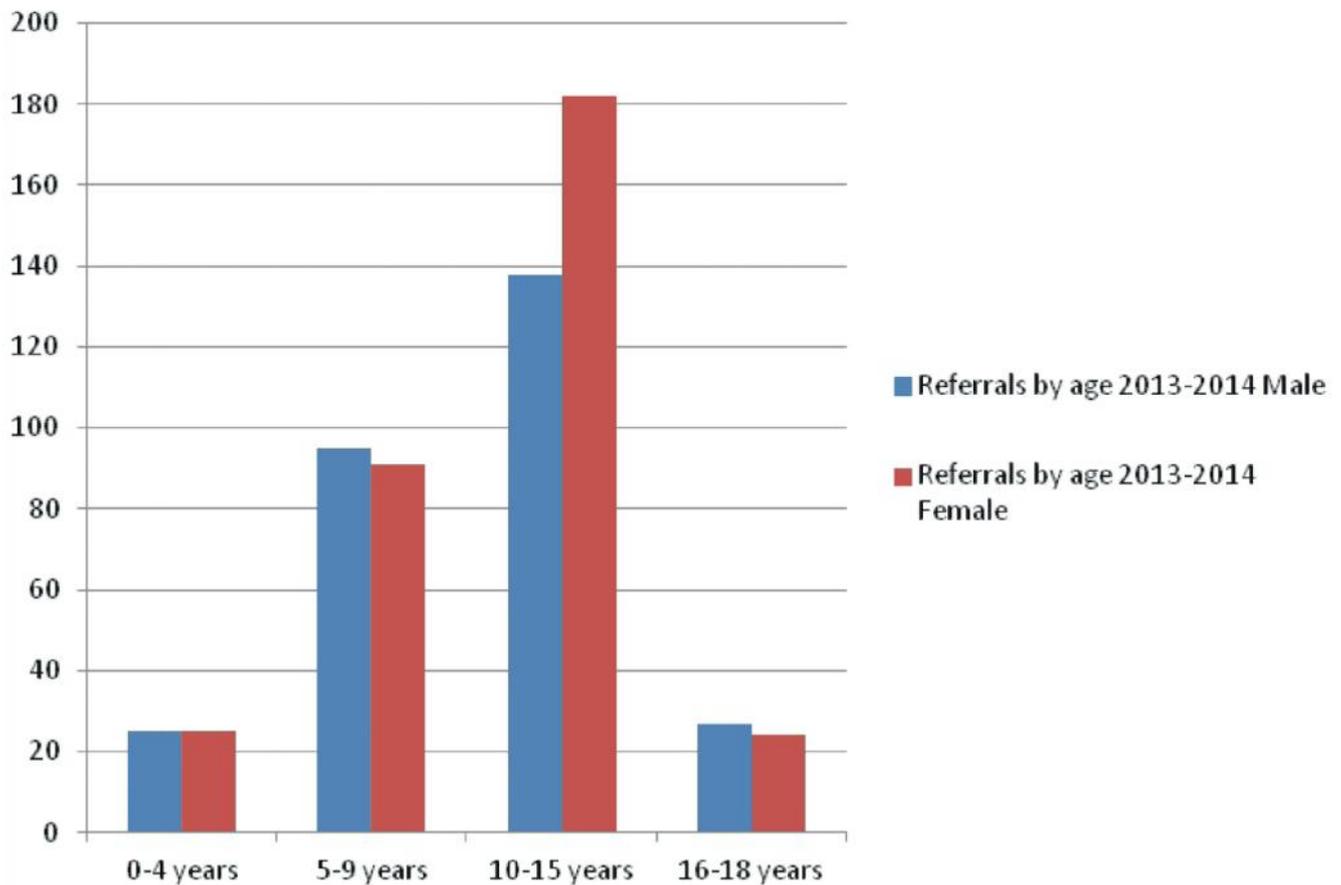
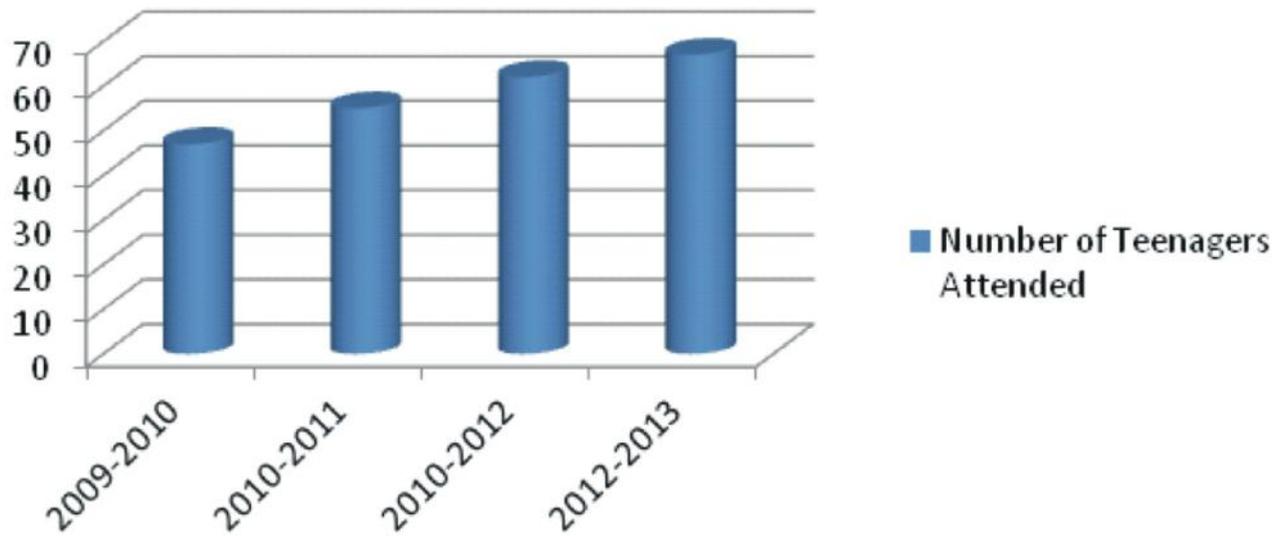


# CAMHS/PMHW Referrers 2013-2014





## Number of Teenagers Attended 'BREAK IT DOWN'



## Treasurer's Report

Despite the prevailing poor economic conditions and the impact of statutory funding cuts on much of the voluntary sector Penhaligon's Friends financial position continues to strengthen, with a cash backed surplus in the year of £28,672. This builds on previous surpluses to give a general reserve fund of £98,598. Income totals £214,924, a 3% increase from last year but expenditure has increased too by 2%, to £186,252. There are no immediate causes for concern.

Income sources remain a healthy mix of donations, grants, contracts and earned income. The most significant income stream is from BIG Lottery and this funding source is secure for a further year. Other grants have decreased as some stopped and others started. There has been some success in formalising relationships with Cornwall Council with a new spot purchase contract secured during the year. Donations have increased slightly and fundraising has fallen by 15%, however the new fundraising group is confident in achieving its targets for the new year.

To the credit of both the staff and volunteers who deliver courses, training fees have increased again by 30% to £12,104. This activity helps the charity to achieve its objectives, raises profile and contributes to unrestricted funds.

Expenditure increases are predominantly due to raising up staff numbers after the previous year when they reduced. For the most part these posts are grant funded and do not incur a commitment beyond the lifetime of the grant funding. Fundraising costs have stabilised and are anticipated to reduce in future years when the lottery grant completes and as more bids are being submitted without external support. Some investment has been made into Youth Work on a part time basis with some of these costs covered from restricted grant streams. The Teens Group continues to receive additional support from Cornwall Council. Other increases in expenditure include training days but this is more than offset by additional income. Volunteers costs have increased as more are involved in the delivery of support services. The majority of costs for the office move were incorporated into the 2012/13 accounts.

Balances in the general fund are improved by £28,672 to a total of £98,598. This equates to 27 weeks of operational costs. As this is more than half a year consideration will now be made of a higher interest investment fund for some funds. The charity holds no significant fixed assets.

Debtors were slightly lower than last year and again significant sums have been received since year end. There are no concerns on bad debts. The overpayment recorded last year was recouped.

The position for the year ahead is relatively secure. Efforts must be made to continue to secure projected funding streams from existing and new sources. Efforts have been made to revitalise fundraising and donations as these provide valuable unrestricted streams. They also provide great publicity for the charity and foster a feel good sense of belonging. The longer term picture is less secure as the biggest funding stream is due to end in one year. However, the new spot purchase arrangement with Cornwall Council and efforts by the fundraising group, combined with the recent success on grant applications over the last two years mean that there is no significant or immediate reason to raise concern on the viability of the charity which continues to be a going concern.

The charity is grateful for the support that it receives from its many funders and supporters – of particular note in 2013/14 were:

BIG Lottery

Children In Need

Comic Relief

Cornwall Council

Esmee Fairburn Foundation

Tudor Trust

... and to Robert Cowie from Francis Clark LLP for providing the Independent Examination pro bono.

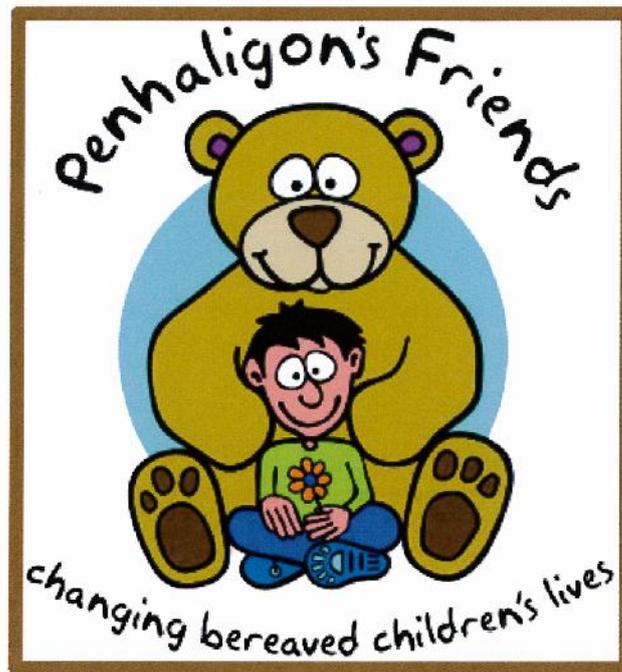
Thank you to them and to all of the other volunteers and contributors who sculpted, baked, walked, cycled, sung carols and made music, played monopoly, moved furniture, built kitchens, sold teddies, plastic ducks or plants, or shook collecting tins to support the running of Penhaligon's Friends. We hope that we can count on your continued support in the coming year. Your support really does make a difference to the number of families we are able to support and the quality of services we are able to provide.

TL 10/6/14



*Children in Need*

*November 2013*



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

**ANNUAL ACCOUNTS  
2013/2014**

Registered Charity No. 1053968

Trecarrel, Drump Road, Redruth, TR15 1LU

Telephone 01209 210624

[www.penhaligonsfriends.org.uk](http://www.penhaligonsfriends.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 2014, 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: 04 June 2014



R R Cowie  
Chartered Accountant

Penhaligon's Friends  
Registered Charity no. 1053968

Statement of financial activities  
for the year ended 31st March 2014

	General £	Restricted £	Total £	Year to 31/03/2013
<b>Incoming Resources</b>				
Donations	15,255		15,255	14,497
Grants		40,584	40,584	61,257
Cornwall Council	10,000		10,000	5,000
PCT			0	10,000
Big Lottery Fund		74,481	74,481	61,963
Big Lottery Fund - Awards For All		10,000	10,000	0
Bank Interest	2		2	1
Fund Raising	27,386		27,386	32,357
Training Fees Received	12,104		12,104	9,496
Booklets	968		968	357
Perfect choice	0		0	10,580
Cornwall Council - Spot Purchase	24,144		24,144	2,980
<b>Total Incoming Resources</b>	<b>89,859</b>	<b>125,065</b>	<b>214,924</b>	<b>208,488</b>
<b>Resources Expended</b>				
Salary & Nat Ins	26,532	78,661	105,193	97,702
Staff recruitment	0	480	480	721
Training - staff	0	415	415	270
Telephone	2,065	750	2,815	2,312
Supervision	545		545	740
Training Days	2,015	1,345	3,360	3,269
Bereavement/Memory Days	277	6,093	6,370	5,283
Teens group	1,037	13,000	14,037	12,299
Staff Travel	600	3,902	4,502	3,533
Volunteers' Costs	3,538	8,749	12,286	10,940
General Office Costs	1,652	5,000	6,652	6,154
Insurance	1,598	0	1,598	1,122
Computers & equipment costs	3,367	750	4,117	2,812
Funding Costs	9,261		9,261	8,409
Bank charges	408	0	408	338
Library	717		717	236
Rent, services & overheads	4,216	5,920	10,136	13,109
Office moving costs	1,078		1,078	6,868
Accountancy	1,500		1,500	1,500
Other Costs	924		924	1,871
Depreciation	37		37	310
Booklets	91	0	91	1,984
<b>Total Resources Expended</b>	<b>61,458</b>	<b>125,065</b>	<b>186,523</b>	<b>181,782</b>
<b>Net Incoming Resources</b>	<b>28,401</b>	<b>0</b>	<b>28,401</b>	<b>26,706</b>
<b>Transfer between funds</b>				
Opening Balance 1st April 2013	69,926	0	69,926	43,220
<b>Closing Balance 31st March 2014</b>	<b>98,327</b>	<b>0</b>	<b>98,327</b>	<b>69,926</b>

**Penhaligon's Friends**  
Registered Charity No. 1053968

**Balance Sheet**  
as at 31st March 2014

	General Fund £	Restricted Funds £	Total Funds £	Total funds as at 31/03/13
<b>Fixed Assets</b>				
Office Equipment/Furniture				
Cost -	16,346			
Depreciation	- 16,346	0	0	37
<b>Current Assets</b>				
Cash at Bank & In Hand	111,260	-15,000	96,260	65,079
Debtors	9,102	15,000	24,102	25,605
Prepayments	289	0	289	292
Stock	0	0	0	0
Less: Creditors	-22,324	-	-22,324	-21,087
<b>Net Current Assets</b>	98,327	0	98,327	69,889
<b>Total Assets</b>	<u>98,327</u>	<u>0</u>	<u>98,327</u>	<u>69,926</u>
<b>Represented by:</b>				
General Funds	98,327		98,327	69,926
Grants not released		-	0	0
	<u>98,327</u>	<u>0</u>	<u>98,327</u>	<u>69,926</u>

**Signed:**

Chairperson

**Signed:**

Trustee

Penhaligon's Friends  
Registered Charity No. 1053968

Pre Audit

Notes to the accounts  
for the year ended 31st March 2014

**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/pinters	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 2013	7,245	8,391	264	446	16,346
Additions in year					0
Disposal in year					
Cost at 31st March 2014	7,245	8,391	264	446	16,346
Depreciation charge- for year	-34	-2			-36
Disposal					
b/forward 1st April 2013	-7,211	-8,389	-264	-446	-16,310
Accumulated depreciation at 31st March 2014	-7,245	-8,391	-264	-446	-16,346
Net book value at 31st March 2014	0	0	0	0	0
Net book value at 31st March 2013	34	2	0	0	36

Note 3 Liquidity

At 31st March 2014 this consisted of:

	£
Cash at bank-current account	96,060
Cash in hand at office	200
	<u>96,260</u>

Note 4 Restricted funds

	B/forward £	Income £	Expenditure £	Balance £
<b>Big Lottery</b> Staff,travel and office costs	0	74,481	74,481	0
<b>Tudor Trust</b> Staff costs	0	15,000	15,000	0
<b>Awards For All</b> Staff costs and activity spend	0	10,000	10,000	0
<b>Children In Need</b> Staff costs	0	11,363	11,363	0
<b>Esmee Fairburn</b> Staff costs and activity spend	0	6,740	6,740	0
<b>Duchy</b>	0	-4	-4	0
<b>Devon &amp; Cornwall Police</b>	0	0	0	0
<b>Comic Relief</b> Staff costs and activity spend	0	7,485	7,485	0
<b>Totals</b>	<u>0</u>	<u>125,065</u>	<u>125,065</u>	<u>- 0</u>

Note 5 Debtors and prepayments

		£	
Tudor Trust	Tudor Trust	15,000	Received 2 April 2014
Cornwall Council	Spot purchase	8,000	
Sales Ledger	Inv 13	150	Received 8 May 2014
Sales Ledger	Inv 14	50	
Sales Ledger	Inv 16	100	
Sales Ledger	Inv 17	150	
Sales Ledger	Inv 19	350	
Sales Ledger	Inv 20	150	
Sales Ledger	Inv 25	42	
Sales Ledger	Inv 23	110	
Insurance	Ansvar	269	
		<u>24,391</u>	

Note 6 Creditors and deferred income

		£
Staff mileage	Becky Thomas	22
Teens group	Volunteer Cornwall	347
Teens group	Nature Workshops	5000
Cleaning	Cory Environmental	13
Volunteer mileage	Carol Thompson	41
Volunteer mileage	Doreen Hocking	91
Volunteer mileage	Fiona Cock	12
Volunteer mileage	Gillian Dyer	37
Volunteer mileage	Jo Poole	14
Volunteer mileage	June Lawrenson-Reid	45
Volunteer mileage	Sandra Capelin	32
Heat & light	nPower	173
Heat & light	nPower	200
Photocopying	Ricoh	285
Bereavement Days	Becky Thomas	37
Bank charges	Lloyds TSB	29
Recruitment	Local World	189.6
Other	Mary Gander	32
Accountancy	CN4C	1,500
Esmee Fairburn		6,740
Comic Relief		7,485
		<hr/>
		22,324
		<hr/>

Thanks

We greatly appreciate all the help we have received from our supporters in the year 2013 - 2014 including:

Acorn Theatre	Crouches Daffodil Farm
Adam Witty-Merrin	Cube Theatre
Age UK – Transport team	CYMAZ
All Saints Church Falmouth	Dandia Charitable Trust
Anne Embury	Doble Foods
Annie B	Doreen Hocking
Archers Arms	Dr Phillips
ASDA Bodmin & Falmouth	Duchy Health Charity
Awards for All	Emma Hill
BBC Children in Need	Engine Inn
Balloonatics	Falmouth Golf Club
Barclay's Cornwall	Falmouth Mothers Club
Barripper Church	Falmouth Sail Training Ship Carolyn Wilkins
Becky James	Family of D Hawke-Treener
Ben Casey	Family of Mark Rowberry
Ben Crowe	Family of Sara Taylor
Benjamin Franklin	Family of Vicky Payne
Berryman's Bakery	Fannie & Fox Gallery
Big Lottery	Fiona and Steve Pound – Pound & Co
Bill and Tamsin Sowerby	Fire Safety Solutions
Blackwater Pine	Frances Banham
Bodmin Crematorium	Francis Clark Chartered Accountants
Brenda and Roy Bailey	Glen Graham
Camborne School	Harrods
Card Factory – Redruth	Janet Judge
CD Kids	Jenny Nightingale
Charity Flowers	John McMeekon
Chris Gendall	Keep Fit Cornwall
Churches Together Cornerstone	Kelly Martin
Claire Scott	Kelly's of Cornwall
Comic Relief	Kenwyn with St Allen Parish Church
Cornish Mutual	Kneehigh Theatre
Corrine Holroyd	Liskeard and Looe Ladies Circle
Cornwall Community Foundation	Liskeard Methodist Church
Cornwall County Council	Local Giving
Crash Boc & Classic Car Club	

Ludgvan School  
Lyn Ashcroft  
Matt Cherry  
Marilyn Richards  
Marsh Christian Trust  
Mary Gander  
Mazars Charitable Trust  
Morval Vintage & Steam Exhibition  
Mr Hichens  
Mrs Davies  
Mr and Mrs Dodd  
Mr and Mrs Hood  
Mrs Jarman  
Mr and Mrs A Moore  
Mr Ollerenshaw  
Mr and Mrs Turner  
Mr and Mrs Woodhouse  
Nat West Bank  
Newlyn Knitters  
Nigel James  
Padstow Steam Rally  
Pam Tongue  
Parc Eglos Primary School  
Pelynt Parish Council  
Penryn College  
Penzance Rotary Club  
Peter and Geoff Birkett  
Perranporth Golf Club  
Pin Up Boutique  
Pool Academy  
Pool Methodist  
Porthleven School  
Prue Farrington  
R Booths  
Rachel Perris  
Richard Lander School  
Ritchie Charity Trust  
Robert Cowie  
Rodda's  
Roger Watson  
Redruth Rotary Club  
Sara Roberts  
Scorrier Chapel Trust  
Share Mentoring  
Shaunna Harrison  
Sennen Swim  
Simon Barton  
St Agnes Rotary  
St Agnes Sports Club  
St Austell Mothers Club  
St Austell Rotary  
St Day Methodist Church  
St Keverne W.I.  
St Enodoc Golf Club  
Steve and Olwyn Strutt  
Steve Jackson  
Steve Michell  
Sue Giles and family  
Sue Lewington  
Tessa Dunne  
The Hocking Family  
The Lost Gardens of Heligan  
The Tudor Trust  
Torpoint School  
Transport team at Volunteer Cornwall  
Treffry Residents  
Troon Horse Show Society  
Truro College  
Truro Methodist Church  
Truro Prep School  
Truro School  
Truro Quakers  
Victoria Thompson  
Wadebridge Quakers  
Wadebridge School  
Warrens Bakery  
Watson Marlow Pumps  
Wendron C of E School  
West Cornwall Youth Trust  
Williams Travel  
Wm G Weller & Sons  
Young People Cornwall

