



PENHALIGON'S FRIENDS

Reg. Charity No. 1053968

ANNUAL REPORT

2012-2013



The families enjoy food, games and socialising at their Mad Hatter's Tea Party



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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 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.

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
Diane Charles	
Lady Frances Banham MBE	
Mandy Owen	
Arthur Walsh	

Chairman's Report

Chairman's Report 2013

There is no doubt about it that the most important event of the last year has been the move into our new offices at Trecarrel, Drump Road, Redruth. As anyone who has ever moved house knows – moving is a stressful business, and so it proved for us. We must thank Fiona Pound for her help in finding our new premises. The long drawn out legal process caused difficulties with making plans for training volunteers, extra events for our families and so on. Our core business was kept going with Memory Days, teens and parents groups meeting as usual. Staff coped with frustrations over delays with telephone connections, postponements and so on with a smile. Our thanks must go to all of them, but especially Sadie, our admin assistant who kept everything going.

Our new home was almost completely open plan, so before moving in builders had to put in new walls to give us a meeting room, an activity room, a kitchen and a social gathering space which doubles as an "office" for volunteers helping with admin. Then a lovely surprise... The commercial branch of HSBC were have a complete refit and offered us a whole lot of furniture. They donated desks, chairs, filing cabinets and even settees and armchairs.



The result is a beautifully comfortable office and gathering space enjoyed by families. As I write the kitchen is still in boxes waiting to be fitted!

At our AGM last year it was acknowledge that, due to the efforts of our treasurer, Tarn Lamb, Trustees now have a much better understanding of our finances. For that reason it was suggested that we reduce the number of Board Meetings to bi-monthly meetings. We therefore have 4 quarterly meetings in the evening and two business plan meetings in the mornings. This helps to make our organisation of the Charity much more efficient.

The Trustees made a decision to employ a part time Teens Co-ordinator on a 1 year contract this year to relieve our Schools Co-ordinator whose work was increasing so much as schools were asking for more and more support. The Teens Co-ordinator would organise the various groups and do all the admin work associated with this aspect of the business. This proved to be a great help but a few months after she was employed she found herself a full time post and left us. With the move to Trecarrel and the upheaval that caused no decision has yet been made about whether we should try again.

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

I must thank the staff for their continuing hard work and dedication. Thanks also to my fellow Trustees who have made a continuing contribution to the governance of our Charity

And a vote of thanks goes to the many organisations, businesses and individuals who have supported Penhaligon's Friends this year. The list at the end of this Annual Report make awe inspiring reading.



Brenda Bailey



At Treffrye Road, Truro, Summer Fair we get ready for the crowds to arrive.

The teddy tombola stall is always popular with all ages

Manager's Report

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. Following some specific fundraising, including a donation from The Duke of Cornwall Benevolent Fund, we were able to appoint a part-time youth worker in December 2012; this post was created to meet the needs of our growing referrals and attendance at youth groups. Tori Cannell joined us and brought a new dynamic to the team, however the offer of a full time position with another Cornish Charity meant that her post was short but sweet! We wish her well and hope to secure funding to recruit again this year.

We also had a change of staff with a new Family Services Coordinator, Tracey Bennett joined us to replace Matt. She comes from a background in schools and has also been a volunteer with our charity for several years. Tracey has settled really well into her role and has become the first port of call, a friendly and comforting voice on the end of the phone for our families.

Becky Thomas, our Schools Support Co-ordinator has been tested this year, offering considerable support to schools in their time of need. Her dedication and sensitivity when dealing with sometimes tragic circumstances have really strengthened our relationship with schools and colleges.

Sadie Gumma has been with us for over 5 years now as our admin officer; she has been an integral part of all our roles and has also coordinated our office move.

Volunteers

This year 16 new volunteers have completed our initial 3 day course, and we have welcomed back 1 volunteer who has been out of county for several years.

We were delighted to hear in September 2012 that Doreen Hocking, a volunteer who has been with the charity since it's inception, was awarded WRVS Diamond Champion Award. Doreen gives an invaluable amount of time and effort to Penhaligon's Friends, her wealth of knowledge and skills is simply immeasurable. This special award was for the Queen's jubilee to celebrate local community volunteers who go the extra mile to make a real difference. 4,573 people were nominated representing 249 charities nationally. Of these only eighty people were chosen to become Diamond Champions. We are incredibly proud that Doreen won this prestigious award and that her talents have been formally recognised.

The support of our volunteers cannot be underestimated. We are always indebted for their loyalty, compassion and involvement.

Quote from Prue Farrington, who has been a volunteer with Penhaligon's Friends for 6 years;

"I have had a lovely year with Penhaligon's Friends with assessment visits, 1-1s and memory days. I was talking to Sue following a family visit yesterday and we agreed that it is a privilege to meet the young people & their families and to realise that sometimes even just a one off conversation is enough for them to move forward.

It is also lovely to work with old friends and see new volunteers coming through who have loads to offer & are gradually getting more involved.

I have also put my toe in the water with some fundraising. I know there are a lot of people who have energy and know exactly how to go about things but previously not me - I liked to stick in my comfort zone. It followed a conversation I had with Richard Holiday who is a very talented sculptor in Penryn. He decided to donate his lovely 'Fledgling' sculpture to us to raise money. I felt honour bound to help raffle it. Like ripples from a stone in a pond I have now been involved in more fundraising events and spoken to more people

I have discovered that I can enjoy it and I certainly recognise its importance in the work of Penhaligon's Friends. May be that's the key to good fundraising events - do something enjoyable with your friends (old & new). Conversations can lead on to events, which help to get Penhaligon's Friends better known, which leads to more people making use of our services when they need it and more people thinking of stepping forward as a volunteer.

I can't help but think that the talent in the office team and among the volunteers in all aspects is amazing. So I'm sure the future is bright."

Fundraising

Barclays Bank in Cornwall chose us as their charity for 2012, they did several activities, with the area manager even dressing up as an Easter Bunny, visiting the branches throughout the county and giving out lots of chocolate! They also sent 'Fudge', our bear, around the county using as many modes of transport as possible. The Barclays team raised an amazing £9264.76 for us.



St Agnes Rotary Club, together with Richard Lander School undertook to re-enact the historic walk of Richard Lander, the Cornish explorer. Their efforts raised £625 for our charity.

In May 2012 we held a sunny afternoon at Penberth, home of Lady Banham, selling cream teas and homemade cakes, with face painting, plant sales and a duck race raising £873.75

Katie Hicks, one of the mums we supported last year undertook to run the Edinburgh marathon and managed to raise a staggering £4199.22! A significant achievement both personally and for Katie herself!

On the 2nd June 2012 fifteen people tested their endurance by kayaking, running and cycling a total of 44 miles around Cornwall. Organised by Martyn Selley co-founder of Ella's Memory, the challenge raised money for three local causes – Ella's Memory, Penhaligon's Friends and The Cornwall Air Ambulance Trust. All together they raised over £4,000.

Pippa Englefield held a Jazz night raising £1050.

One of our families won a 'party' through Cornwall Today and decided to use it as a fundraiser for the 2 charities that had supported her through their loss. The party was hosted at St Ives rugby club and raised £950 for each charity.

The Crown in Penzance held a charity auction and donated £1085 to our charity!

Trevedra Farm in Sennen held a range of winter events at their campsite, including a Halloween party, Chinese night and craft fair. The total from all events was £1000!

Newlyn Gaiety girls chose us as their charity in 2012, ending the year with a sell out pantomime, raising an incredible £4000.

Bodmin Crematorium collected money for us at their Christmas Carol concert and together with a donation from a member of their team donated a total of £1296.76



Richard Holliday, local sculptor, donated this beautiful sculpture to us to raise funds. We held a grand draw and thanks in particular must go to Janet Judge, Prue Farrington and Tessa Garside for their efforts in selling tickets and attending galleries to show off 'Fledgling'.

The winning ticket was drawn at our Mad Hatters Tea party in March and Diane Warren was able to take 'Fledgling' home to live in her garden!

The sales for tickets raised over £1200 and Lizard Arts added a further £500.

Falmouth Golf Club Seniors team adopted us as their charity this season and their captain, Fred Goodman, worked hard at the Christmas dinner and then held a charity day inviting players from all over the county. Despite the awful weather on the day there was a really good turn out and Fred's team raised £1000 for us, with the club adding a further £100! The sun came out when Fudge and I went to collect the cheque!





Becky Thomas with Peter and his dad, Geoff, along with Fudge!

Peter Birkett was involved in a car crash in 2007, breaking both his legs. His mum and sister tragically lost their life. Penhaligon's Friends supported Peter through his losses. Peter is now a young adult, studying at Truro college and working at a local garage. He undertook to walk 30 miles in memory of his mum and sister to raise money for our charity. Together with his dad he battled through wind and rain to complete the walk. His efforts raised an amazing £1178.79

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

Manager

Family Services Report

Family Services

It has been another busy year for Penhaligon's Friends with increased referrals from many different sources. These referrals are made via phone, post and e-mails.

I will have been in post for just over twelve months and no-one could have prepared me for the amount of referrals received and the support we offer not just to our families but to schools and other agencies that work with them.

Personally, I want to take this opportunity to thank all the staff for their on-going support and constant answers to my constant questions. Also a huge Thank you to all our Volunteers and Trustees. We simply could not do any of this without them. I have learnt so much in such a short time and continue to learn from the knowledge and wealth of expertise that everyone brings to the table.

The Family Services team now have a regular caseload review every half term which enables us to communicate as a team about our families and how best to support them.

This year so far we have had 596 children referred this equates to 348 families, 34 of those families being Pre-Bereavement and they have engaged in a variety of support. Referrals have come from many sources school and self referrals being the highest.

Memory Day

We have been successfully running our Memory Days from Truro Prep School though having changes had from the infant building to the main Millennium building, hall and Elliot huts. This was a challenge and we did have to think outside the box but again Volunteers and staff just pull together and the days just seem to flow.

We would also like to mention especially Sue McIntosh from Truro Prep School for her support in organizing the use of their building and for her team that are there on the day to support us. We have just agreed the next 4 Memory days which will take us up to July 2014. So Many Thanks.

The days really do prove to be a very positive part of our families' Journey and over the Year 81 children attended with 61 parents/carers.

We are so lucky as Berryman's Bakery continues to support us by supplying their lovely pasties on our Days so once again many thanks.

Balloonatics have had some changes with Lionel and Sheila retiring and Sharon taking over. We again would like to wish Lionel and Sheila a very happy retirement and a huge thanks for supporting us over the years and a big Penhaligon's welcome to Sharon.

Quotes from Memory Days

"Really impressed by the organization, Catering and thought that had gone into the Day. Providing extra teddies for missing siblings was perfect and helped avoid stress when we got home so Thank you "

"We realised that it is going to take a long time to heal ourselves but that we are not the only ones in pain at this time and you are here to hold our hands"

"All your Volunteers were fantastic. Couldn't have had friendlier, understanding compassionate people to support us"

"So pleased the girls finally felt up to participating. It was an emotional day all round but the girls both came home and couldn't wait to share their memory boxes with me. Both now want to come to the teen's group" (and they did)

"The Day completely outstripped our expectations. Even though I had heard amazing things about Penhaligon's Friends, to experience your Memory Day was quite amazing"

Parents group

The Parents' Group is still popular and lots of new families have come through this year. Due to the varied ages we have split the children's group which benefits the children and enables us to support them more effectively. We supply a light supper for the children and lots of coffee, tea and cake for the adults.

We are now in our new premises and this seems to be working well. The local school has offered us the use of their field so hopefully weather permitting we will be able to make good use of some outside space.

We have also got our new Parents' leaflets that were designed by Jenny Nightingale (with lots of our input). They Are colourful and really do represent what our groups are about, so Thank you Jenny.

Again Many Thanks to the Volunteers for supporting these groups .

Family Fun Days

We have organized 2 family fun days over the last 12 months with a 3rd planned for the summer holidays.

Our first family day was our Christmas Grotto experience that was held in Redruth. Mince Pies, Cupcakes and hot chocolate was enjoyed by all and a trip to see Father Christmas in his workshop with his band of elves was the highlight of the evening.

Our 2nd day was our Mad Hatter's Tea Party in March which was a huge success. Again we were very well supported by Dobles Food who supplied the Scones and Jam, Rhodda's who supplied the cream and Crouches who supplied the beautiful daffodils that adorned the hall and was a lovely gift for our families to take home with them.

Thank you to Roy and Brenda who arranged the Hall for our use and made sure everything we needed was available and to all the very strangely dressed people that that made the day go with a bang.

We had Face Painting, a Bouncy Castle, Hat decorating amongst other things and of course a fab spread of yummy food for everyone to enjoy.

The weather was kind to us so we were able to go outside and have some games and the day ended with an Easter egg hunt and the drawing of the winning ticket for the Fledgling sculpture .

Volunteers

I would like to mention our Volunteers as without them none of this could happen. I am always humbled by the amount of time, care and support that they give. So to all of you a very Big Thank you.

Tracey Bennett

Family Services Co-ordinator

Schools Co-ordinator's Report

Support to Schools

This year has proven another busy and challenging year!

We have provided prompt support, often working with the Local Authority and other agencies, within 32 Cornish schools in response to a death within the school community. In some cases this has been when the death was anticipated and in many when a death has been sudden. In another 7 situations we have provided advice and guidance over the phone.

Other support we have provided within schools this year include the facilitation of 9 groups for bereaved students and the training of 70 peer mentoring students on supporting peers through times of bereavement. In a number of schools, through school assemblies and lessons we have been able to raise awareness of the impact of loss and bereavement and positive coping strategies.

We continue to provide advice, guidance, practical ideas and resources to school staff supporting individual bereaved children and families.

I regularly hear from school staff how anxious they feel about supporting a bereaved child and how much they worry about saying the wrong thing, either to the child or the parent/carer. With guidance, re-assurance and ideas it feels like more staff are feeling empowered to make contact with parents, carers and children and go on to become a great source of support for them at such a difficult time.

We know that if the people who are already a part of a child's daily life feel more confident to support them through times of bereavement that it is much more beneficial for the child.



Early Years Toolboxes

With funding from the Early Years Inclusion Service we were able to produce an addition to our Bereavement Toolboxes specifically tailored for supporting Pre-school children and children with additional educational needs around times of bereavement. They are packed with storybooks and resources, a guidance handbook for staff and useful contacts.

These toolboxes are located within the Locality Offices and available for Early Years Settings in the County to loan through their Senior Locality SENCO.

I am pleased to say that I have already seen these being used within a number of settings!

Complex Needs

As part of a piece of research carried out a few years ago by the Education Psychology Service it was identified that schools felt there was a gap in support and guidance for children with complex needs.

Together with representatives from the Educational Psychology Service we got in touch with those schools and settings in the county working with children who have more complex needs to find out what would be useful for them.

We identified the need for a resource which gave clear information and guidance to staff, a specific policy of bereavement and be able to use.



for schools to follow at times practical resources for staff to

We held a conference in March and invited representatives from the special schools, the hospices and mainstream schools with area resource bases to come along. This was a great opportunity to get people together and find out what was already in place and share ideas and resources. Curnow school came along to talk about the resources they have found useful and to share a policy they have put in place.

We also used this opportunity to launch a booklet we have produced giving advice and guidance on supporting children with complex needs.

Research Project

We have been very lucky to have had a research assistant working with the Educational Psychology Service, Charlotte Jackson, carry out a piece of research on behalf of both their service and ours to evaluate the support given to schools in 2011 to 2012 following a death within the school community.

12 Schools took part in the research and the results were very promising.

100% of the schools said that they felt confident contacting Penhaligon's Friends for support.

Comments made within the report relating to Penhaligon's Friends include:

- '...They are reliable, highly professional, always easily contactable - just incredible'
- '...it gave us confidence to deal with the situation after their visit'
- '...how brilliant they are, they really have been fantastic...'
- '...Think the work the charity does is absolutely amazing, it really is'

Extract from the report:

Table 10 - Services provided by PF and the level of satisfaction with those services (%)

Services provided		
	Received	Satisfied
Staff Support	100%	100%
Pupil Support	83.3%	100%
Phone Contact	91.6%	100%
Advice Given	100%	100%
Circle time/PSHE/Assemblies	58.3%	100%
Training Provided	66.6%	100%

One to One Support Work

The provision of one to one intervention with children and young people, who find it difficult to attend a group situation but need this level of support, has become an integral part of the service over the last couple of years.

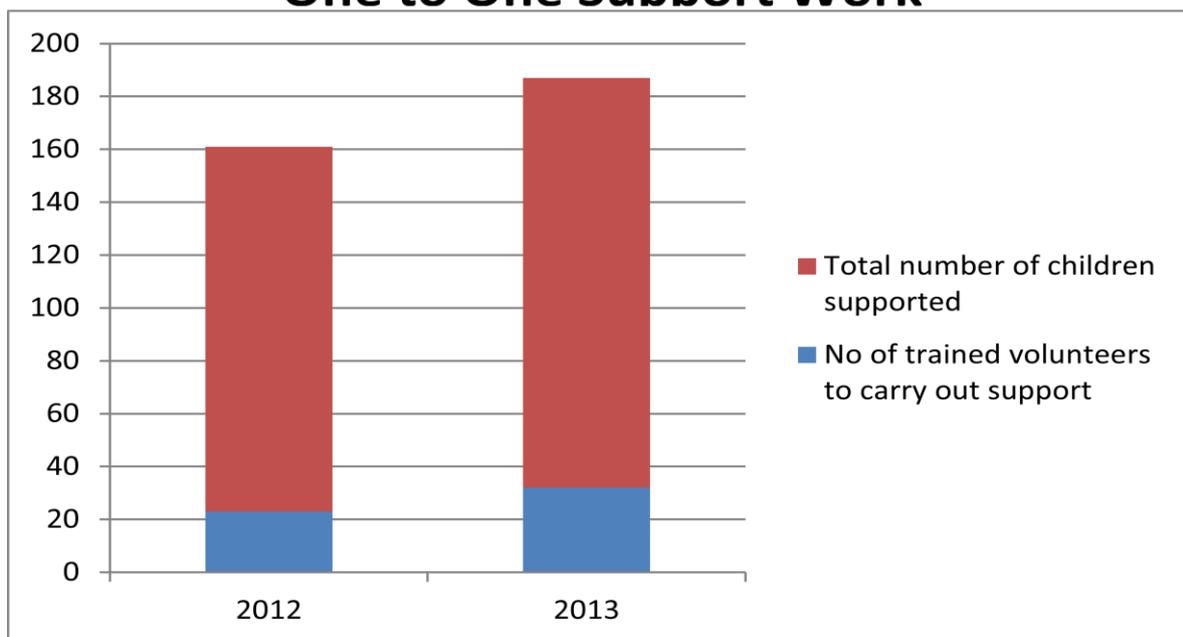
We now have 32 trained one to one support workers who have worked with 155 children in the last year. As ever, these volunteers work really hard and make a valuable difference to the lives of the children they work with.

Using a variety of therapeutic techniques the children are encouraged to tell their story, talk about their feelings and worries and find ways to cope in a more positive way.

The feedback from both the children and their parents and carers continues to be extremely positive.



One to One Support Work



“Break It Down” Teens Groups

'Break It Down' Teens Groups

Our teenage groups continue to run in 3 locations; Redruth, Roche and Launceston. We have seen 67 young people engage in the groups this year.

We are always hearing from young people about how difficult they find it to cope amongst their peers at school and how they find comfort from attending a group where they know others there have had similar experiences.

They use the time at the groups to share their experiences and feelings and to offer support to each other. They know that there is a friendly volunteer available to listen to them if they need that and they join in with a variety of activities and have some fun!



Kneehigh Theatre were brilliant to us again this year and enabled us all to enjoy the experience of their adaptation of 'Steptoe & Son' at The Asylum. They also came to work with our young people on puppetry skills, this was fascinating!



We were also taken sailing! Falmouth Sail Ship gave our young people two days of Sailing with them. This was such an amazing experience for many of the young people who attended as they reported that they would not normally have had this kind of opportunity. They got stuck in and learnt the ropes and even got to steer the ship!

West Cornwall Youth Trust and The Devon & Cornwall Police Community Cashback fund enabled 20 of our young people to attend residential in Okehampton at the end of October.



We had a fantastic time, it was cold and very wet and muddy but a lot of fun!

Over three days everyone took part in some team building activities and many activities which challenged them to do things they had not experienced before.

We had a night walk across Dartmoor on the first night. The young people took part in activities including archery lessons, climbing, a night walk across Dartmoor a Halloween Disco and they all took part in a very challenging and scary High ropes challenge in the tree tops!

Throughout their time together they had time to get to know each other and their experiences. This proved very beneficial and they appear to have made some strong connections with each other, many of them not having met prior to this break.

A number of the young people who attended this trip had experienced multiple significant deaths and found it valuable to make a connection with each other.

A couple of the young boys in particular had lost both parents through bereavement, each of them report feeling very isolated because of this and them subsequently living in foster care. Through the first activity we did on the break they got to know about each others' story and each immediately formed a connection with the other. This relationship grew over the three days and they have remained in contact following the trip.

The young people who attended all reported having had enjoyed themselves and the feedback we have received from parents and carers has been very positive. One mum reported that her daughter has always experienced difficulties forming relationships with her peers but on our trip away formed some close friendships with some of the other girls. As a result her self esteem had increased and the mum reported that she had become more talkative at home!

Another mum reported how good the trip had been for her daughter and was amazed to see photographic evidence of her achieving things she thought her daughter would never do due to her lack of confidence!

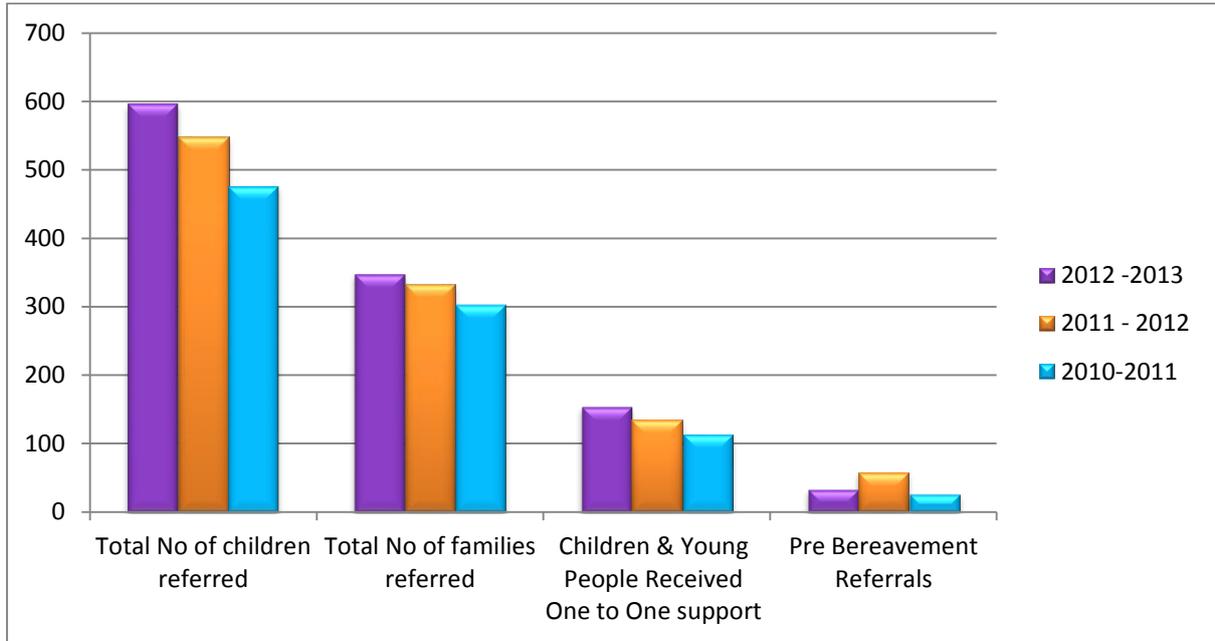
Our dedicated volunteers and the young people themselves make the groups such a success and so much fun!

Becky Thomas

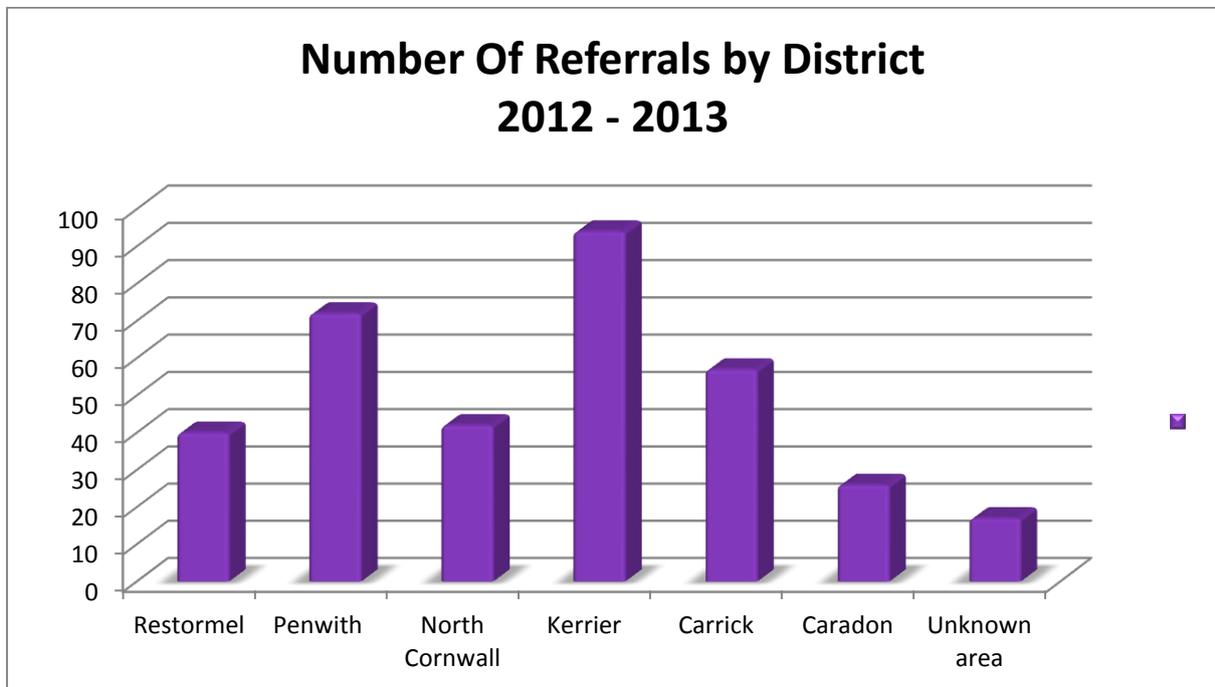
School's Support Co-ordinator

Some Statistics

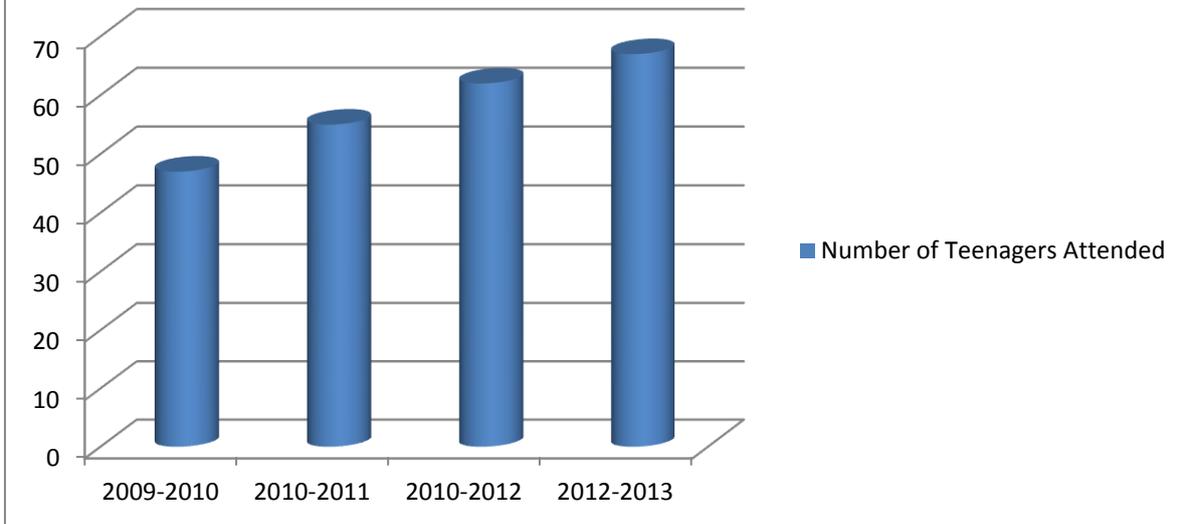
Overview of Penhaligon's Friends Referrals this year



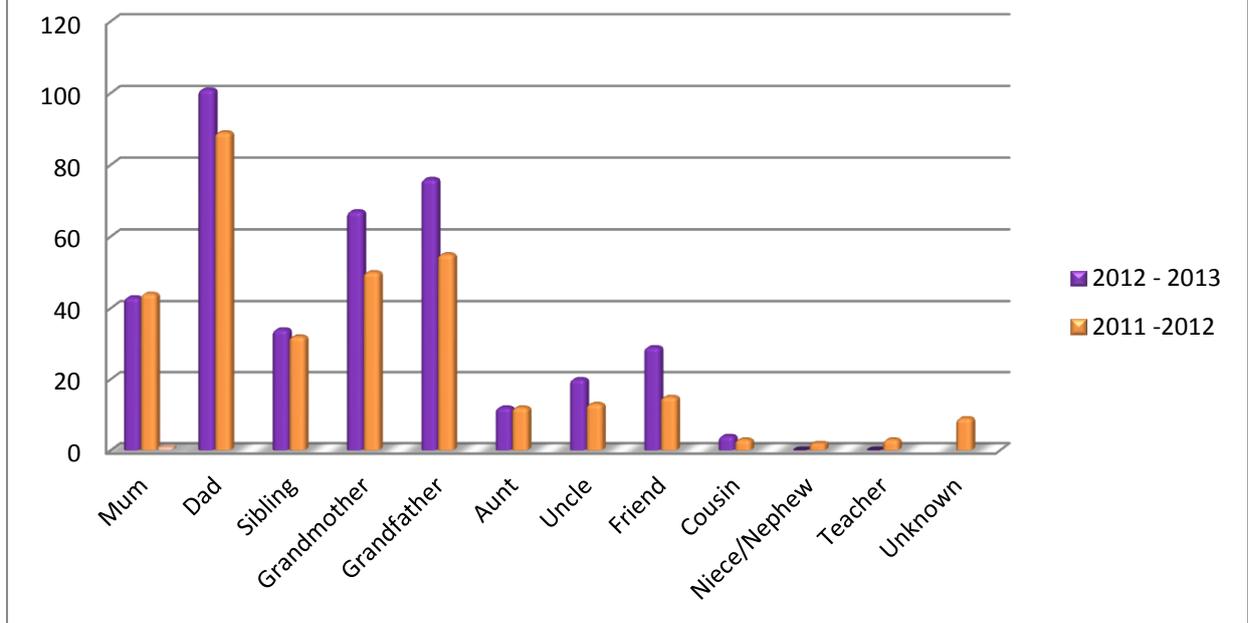
Number Of Referrals by District 2012 - 2013



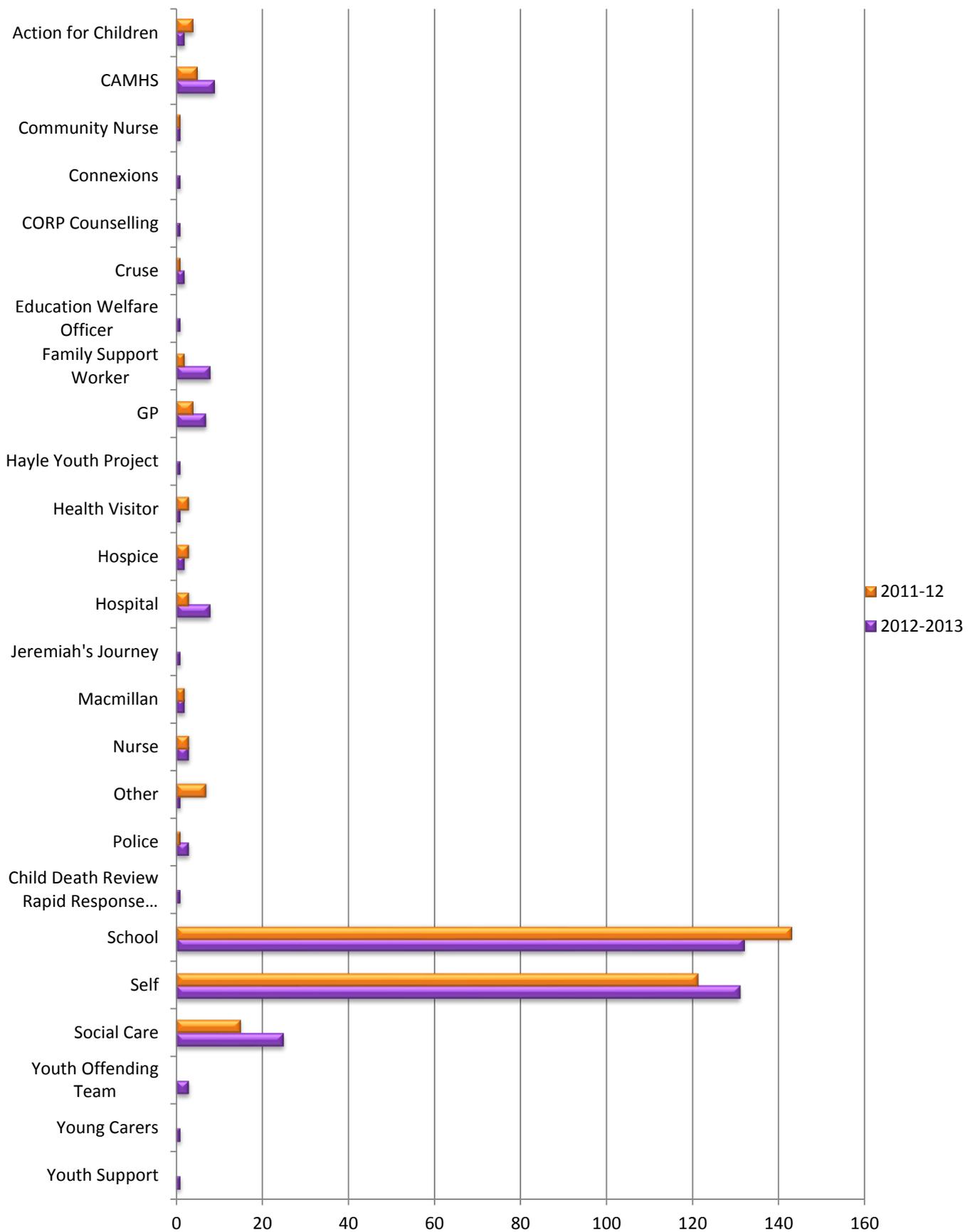
Number of Teenagers Attended 'BREAK IT DOWN'



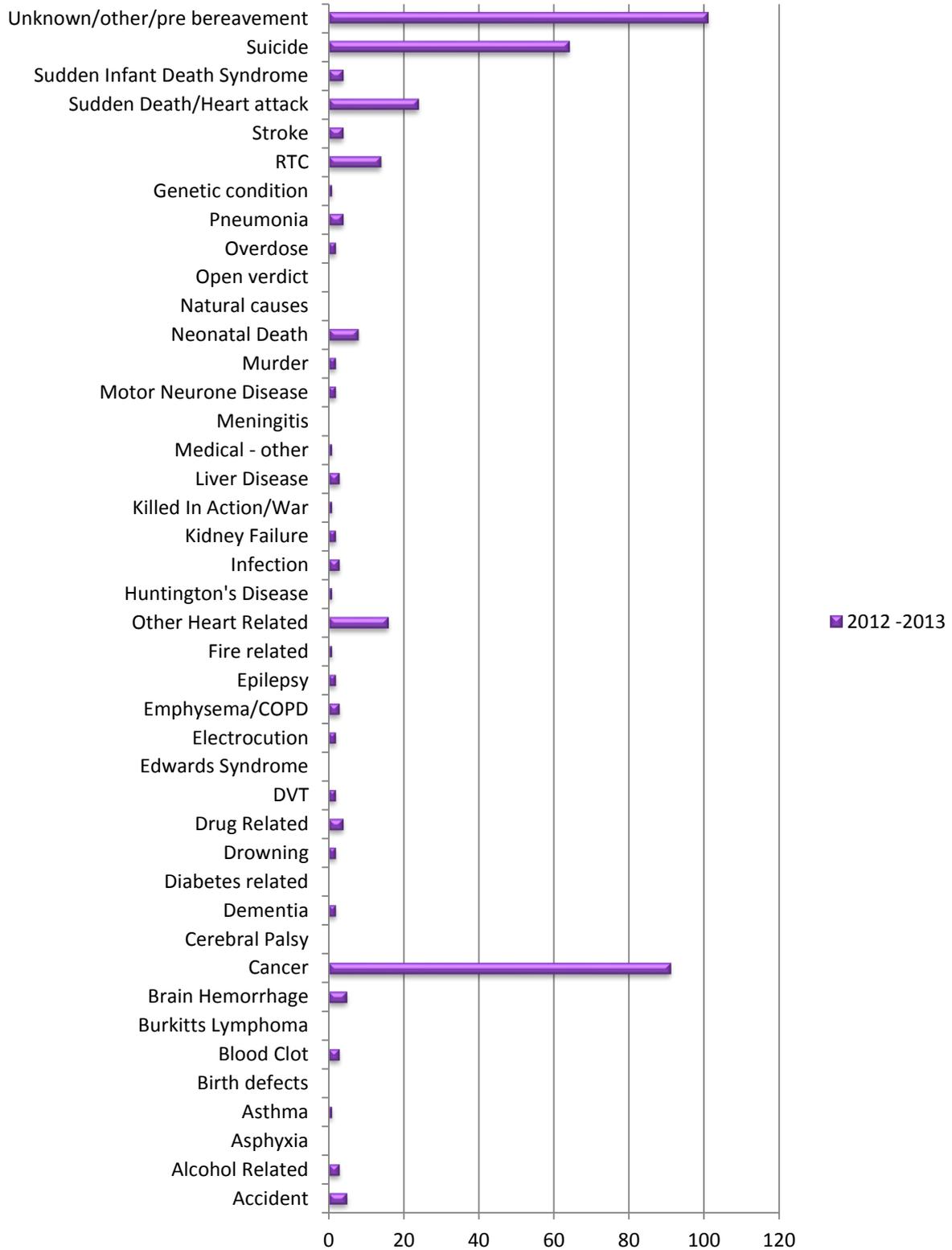
Referrals By The Relationship Of The Child To The Deceased 2012-2013



Referrers 2012-2013



Referrals by Cause of Death 2012 - 2013



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 remains relatively healthy with a cash backed surplus in the year of £26,706. This builds on previous surpluses to give a general reserve fund of £69,926. Income totals £208,488, a 7% drop from last year but expenditure has decreased by 8%, despite the office move, to £181,782. 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 two years. Other grants have decreased slightly as some stopped and others started. There has been some success in formalising relationships with Cornwall Council and there is continued support from CIOS Primary Care Trust. Donations have fallen by 38% and despite being the nominated charity for all branches of Barclays in Cornwall for the year, fundraising has fallen by 15%. The long term support received from Perfect Choice ended, as planned, during the year and discussions have taken place on how to move the relationship into a new phase. To the credit of both the staff and volunteers who deliver courses, training fees have increased by 250% to £9,497. This activity helps the charity to achieve its objectives, raises profile and contributes to unrestricted funds.

Expenditure savings are predominantly due to decreases in staffing and fundraising costs. Fundraising costs have decreased as there is no longer a paid fundraiser and some of the grants that the freelancer secured have come to an end. More bids are being submitted without external support. Salary savings have been made due to the decision not to replace the training officer when this funding stream ended. Some investment has been made into Youth Work on a part time basis with some of these costs covered from restricted grant streams. This then saw an increase in the cost of the Teens Group and in particular for a residential that had restricted grant funding support. The Teens Group has also received additional support from Cornwall Council. Other increases in expenditure include training days but this is more than offset by additional income. Volunteer costs have increased as more are involved in the delivery of support services. Considerable effort has been made to reduce general office costs with a 30% saving. All costs for the office relocation have been included in these accounts. These totalled £6,868 including legal fees, removals and fit out of the new premises.

Balances in the general fund are improved by £26,706 to a total of £69,926. This equates to 18 weeks of operational costs. The charity holds no significant fixed assets.

Debtors were higher than last year £25,605 compared to £7,890, however, £20,000 of this has been received since year end. One significant creditor is for £5,000 which is believed to be an overpayment and will need to be returned. Historically stock of various fundraising items has been recorded as an asset. This view has

been revised as the value is not material and may not be realised to the value as stated. Income will be released as sales are made.

Training has been provided to the team on utilising the accounts package. The priorities for the coming year will be debtor and creditor control, salary posting and management of restricted funds throughout the year.

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 should be 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 two years. However, efforts made on planning income generation have been fruitful for the last two years so 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 2012/13 were:

Barclays Bank Branches in Cornwall and IOS
BIG Lottery
Children In Need
Cornwall Council
Cornwall & Isles of Scilly Primary Care Trust
Devon & Cornwall Police
Duchy Health Charity
Mercers Charitable Trust
Perfect Choice
Tudor Trust
West Cornwall Youth 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 17/6/13



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

**ANNUAL ACCOUNTS
2012/2013**

Registered Charity No. 1053968

Trecarrel, Drump Road, Redruth, TR15 1LU

Telephone 01209 210624

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 2013, 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: 19 June 2013



R R Cowie
Chartered Accountant

Penhaligon's Friends
Registered Charity no. 1053968

Statement of financial activities
for the year ended 31st March 2013

	General	Restricted	Total	Year to
	£	£	£	31/03/2012
Incoming Resources				
Donations	14,497		14,497	23,540
Grants		61,257	61,257	72,305
Cornwall Council	5,000		5,000	0
PCT	10,000		10,000	0
Big Lottery Fund		61,963	61,963	61,895
Bank Interest	2		2	2
Fund Raising	32,357		32,357	37,200
Training Fees Received	9,497		9,497	3,790
Booklets	357		357	731
Perfect choice	10,580		10,580	25,000
West Cornwall Youth Trust		2,980	2,980	0
Total Incoming Resources	82,288	126,200	208,488	224,463
Resources Expended				
Salary & Nat Ins	7,882	89,820	97,702	120,581
Staff recruitment	721		721	0
Training - staff	0	270	270	460
Telephone	1,562	750	2,312	1,488
Supervision	740		740	799
Training Days	3,269	0	3,269	544
Bereavement/Memory Days	0	5,283	5,283	4,449
Teens group	5,986	6,314	12,300	4,955
Staff Travel	2,783	750	3,533	5,693
Volunteers' Costs	5,331	5,609	10,940	6,172
General Office Costs	1,605	4,549	6,154	8,814
Insurance	622	500	1,122	1,004
Computer & equipment costs	2,812	0	2,812	5,095
Funding Costs	8,409		8,409	21,742
Bank charges	338	0	338	409
Library	236		236	349
Rent, services & overheads	189	12,920	13,109	14,599
Office moving costs	6,868		6,868	0
Accountancy	1,500		1,500	0
Other Costs	1,871		1,871	578
Depreciation	310		310	313
Booklets	1,549	435	1,984	1,344
Total Resources Expended	54,582	127,200	181,782	199,388
Net Incoming Resources	27,706	-1,000	26,706	25,075
Transfer between funds				
Opening Balance 1st April 2012	42,220	1,000	43,220	18,145
Closing Balance 31st March 2013	69,926	0	69,926	43,220

Penhaligon's Friends
Registered Charity No. 1053968

Balance Sheet
as at 31st March 2013

	General Fund £	Restricted Funds £	Total Funds £	Total funds as at 31/03/11
Fixed Assets				
Office Equipment/Furniture				
Cost -	16,347			
Depreciation	- 16,309		37	347
Current Assets				
Cash at Bank & In Hand	80,684	-15,605	65,079	40,038
Debtors	10,000	15,605	25,605	7,890
Prepayments	292	0	292	2,126
Stock	0	0	0	2,969
Less. Creditors	-21,087		-21,087	-10,150
Net Current Assets	69,889	0	69,889	42,873
Total Assets	<u>69,926</u>	<u>0</u>	<u>69,926</u>	<u>43,220</u>
Represented by:				
General Funds	69,926		69,926	42,220
Grants not released			0	1,000
	<u>69,926</u>	<u>0</u>	<u>69,926</u>	<u>43,220</u>

Signed: 
 Chairperson
BRENDA BAILEY

Signed: 
 Trustee
T. LAMB

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 2012	7,245	8,391	264	446	16,346
Additions in year					0
Disposal in year					
Cost at 31st March 2013	7,245	8,391	264	446	16,346
Depreciation charge- for year	-310				-310
Disposal					
b/forward 1st April 2012	-6,901	-8,389	-264	-446	-16,000
Accumulated depreciation at 31st March 2013	-7,211	-8,389	-264	-446	-16,310
Net book value at 31st March 2013	34	2	0	0	36
Net book value at 31st March 2012	344	2	0	0	346

Note 3 **Liquidity**

At 31st March 2013 this consisted of

	£
Cash at bank-current account	64,879
Cash in hand at office	200
	<u>65,079</u>

Note 4 **Restricted funds**

	B/forward £	Income £	Expenditure £	Balance £
Big Lottery Staff travel and office costs	0	61,963	61,963	0
Cornwall Council Staff costs/overheads	0	20,000	20,000	0
Cornwall Council Toolboxes	0	1,600	1,600	0
West Cornwall Youth Trust Staff costs	0	2,980	2,980	0
Children In Need Staff costs	0	13,548	13,548	0
Tudor Trust Staff costs	0	15,000	15,000	0
Duchy Staff costs	0	9,609	9,609	0
Devon & Cornwall Police	1,000	0	1,000	0
Mercers Trustee Staff costs	0	1,500	1,500	0
Totals	<u>1,000</u>	<u>126,200</u>	<u>127,200</u>	<u>-</u>

Note 5 **Debtors and prepayments**

		£
PCT	PCT	10,000
Cornwall Council	Cornwall Council	10,000
Duchy Health Charity	Duchy Health Charity	5,605
Insurance	Ansvar	292
Booklets	Jenny Nightingale	-
		<u>25,897</u>

Our Supporters 2012 - 2013

£££'s for People
1st Battalion Coldstream Guards
Asda, Penryn
Asda, St Austell
BBC Children in Need
Balloonatics
Barclay's Bank Cornwall
Barripper Ladies Club
Berryman's Bakery
Big Lottery
Boathouse Inn
Brenda and Roy Bailey
Camborne School
Card Factory – Redruth
Cash Convertors
Cash Generators
Charity Flowers
Children In Need
Christopher Miners
Colin Matthews Funeral Directors
Copes Garden House Group
Cornwall Ladies Luncheon Club
Crown Inn
Cube Theatre
D Murphy
Dandia Charitable Trust
Denholm Wilhelmsen Limited
Don't Stop Believing C Augusta
Duchy Health Charity
Duke of Cornwall Benevolent Fund
Fabulous Kids
Falmouth Golf Club
Falmouth Ladies Luncheon Club
Falmouth Mothers Club
Falmouth Sail Training Ship
Carolyn Wilkins
Falmouth Wives Club
Fiona and Steve Pound – Pound & Co
Fizz Festival – Claire Lowry
Grampound with Creed Primary School
Hayle Methodist Church
Hayle Salvation Army
Heamoor School
Hugh Davies
J Oram
Janet Jude
Jenny Nightingale
Katie Hicks
Kernow Analytical Limited
Kneehigh
Lizard Art
Looe Town Council
Luxulyan School
M K Ginder and Sons
Madron WI
Mark Dorell
Millbrook Voluntary Primary School
Mr and Mrs Butler
Mr and Mrs Dodd
Mr and Mrs Hood
Mr and Mrs Mason
Mrs Edwards
Mrs G Rosewarne
Nanpean Methodist Church
Neville Funeral Directors
Newlyn Church Group
Newlyn Gaiety Girls
Newlyn Trinity Wives Group

Nic Andrews
Padstow Steam Rally
Parc Eglos Primary School
Paston Surgery
Pat Adams
Pelynt Parish Council
Penberth Garden Party
Pencalenick School
Penoweth Primary School
Penpol School
Pippa Englefield Jazz Night
Polwhele School
Pool Academy
R Booths
Rachel Hollow
Rathbone Trust Company
Redruth Methodist Church
Redruth School
Richard Holliday
Roger Watson
Rosudgeon Cricket Club
Roy Davey
Saint Pol de Leon Church
Share Mentoring
Sharon Gulley
Sheila Charlton
Splash Project
St Agnes Rotary
St Agnes Sports Club
St Allen Parish Council
St Andrews Church
St Dominic School
St Ives School
St Ives Rugby Club
St John's Catholic School
St John's Roman Catholic School
St Just Primary School
St Mary's Catholic Primary School
St Mary's C of E School, Penzance
St Pinnock WI

St Uny Lelant Church
Steve and Olwyn Strutt
Steve Michell
Swift Research
Tessa Garside
The Hocking Family
The J & D Hambro Charitable Trust
The Joll Family
The Ladlow Family
The Wilby Family
The Woodard Family
The Tudor Trust
Tin Man Challenge – Martyn Selley
Treffry Road Fete Group
Trelawney Male Voice Choir
Trevedra Farm Café & Camping and Caravaning
Trevenson Monday Club
Truro and Roseland School Learning Community
Truro College
Truro Methodist Church
Truro Rotary
Twelveheads Methodist Church
Watson Marlow Pumps
Weeth Primary School
West Cornwall Heath Trust
West Cornwall Youth Trust
YMCA Cornwall