



# Penhaligon's Friends



## Annual Report 2017/2018

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# Trustees Report

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The Trustees present their report and the financial statements for their year ended 31 March 2018.

## **CHAIR**

Dr Jennifer Doble

## **TRUSTEES**

The following were Trustees during the year:

Tarn Lamb – Vice Chair

Bill Phillips – Treasurer

Prue Willday – Retired 19/09/17

Diane Charles – Retired 19/09/17

Lady Frances Banham – Retired 19/09/17

Brenda Bailey

Ian Frampton

Jordan Heather

Clare Gallimore – Appointed 19/09/17

Kate Hamilton – Appointed 19/09/17

Nigel Hyde – Appointed 19/09/17

# Charity Objectives and Structure

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## **Organisational Structure**

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together approximately every two months and are responsible for all policy decisions and for the employment of the Charity's Manager; they take an active interest in the recruitment of other staff. Policies are reviewed regularly and, where necessary, are brought up-to-date when new legislation comes into being or in order to further the aims of the Charity. The charity is governed by its constitution dated 20 June 1995 and amended on 13 February 1996.

The day-to-day management of the Charity is delegated to the Manager.

## **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 and the wider community of Cornwall. In selecting new trustees, we seek to identify people who can bring their expertise, contacts and knowledge to the Board for the benefit of the aims of the Charity.

In addition to the trustees, representatives from other bodies having connections with child bereavement are invited to join the Board and attend meetings without voting rights as the need arises.

Following appointment, new trustees are introduced to their role and given copies of the 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.

## **Risk Management**

The trustees have examined the major strategic risks to which the charity is exposed and are satisfied that systems are in place to minimise or mitigate these. The trustees will continue to review potential risks on a regular basis and will take further action to minimise or mitigate these risks as required.

## **Our Objectives**

Our objectives are to provide support for bereaved children and their families in Cornwall and to provide training and education for other agencies working closely with these children to provide them with the tools they need to help them support children in the community. Each year our trustees review our objectives and activities to ensure they continue to reflect our aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.

### ***Vision***

Changing bereaved children's lives

### ***Mission***

To support family care-givers, staff in Schools and Social Care and the wider community, enabling them to provide a supportive and educational environment where grieving children can be understood and share their experiences as they move through their own healing process. To offer training in childhood loss and bereavement to all who wish to learn how best to support children at these difficult life changing times.

We will fulfil our mission by:

- Responding promptly to all requests for advice, information and support.
- Visiting families and children to explain about our bereavement support and offer them an opportunity to ask questions.
- Maintaining policies and standards of practice relating to our work with the children and the engagement of volunteers and employees.
- Offering training and support to all volunteers, care givers and professionals from other statutory and voluntary agencies.
- Monitoring and evaluating the service in order to shape service delivery and to provide evidence of monitoring to grant funders.
- Having due regard for the health, safety and wellbeing of children and volunteers.

### **Data Protection**

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept securely. This code of practice has been updated during this year to ensure we are up-to-date with current legislation, including registration with the appropriate authority.

### **Use of Volunteers**

Volunteers are an important resource in the work of the Charity. Volunteers are involved in the majority of our activities and we have over 80 people regularly giving their time to support our activity.

### **DBS for Trustees and Volunteers**

In recruiting trustees and volunteers Penhaligon's Friends ensures that it meets all the requirements of Cornwall's Safeguarding Board in relation to safe practice including appropriate use of the DBS.

## How Our Activities Deliver Public Benefit

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Many of our activities delivered throughout the year are of direct benefit to the public. Our charity supports bereaved children and young people up to the age of 18 years. We also help parents, carers and professionals to give effective support. The person who died may have been ill for a while or died unexpectedly. We use a variety of practical and creative tools to help children and families share their thoughts and feelings and give them the opportunity to meet others. We are aware of the impact that bereavement can have on the normal development of children and young people and aim to offer services to reduce this and increase resilience.

Our activities recognise how children experience grief. We therefore include time to have fun and 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:**

- **Telephone information and advice** on referral to the service, usually accompanied by leaflets, loan of books, resources etc.
- **Home visit** – A 'First Aid' visit if referred very close to the death to offer support and advice.
- **Family Visit** – To assess family's grief journey and family dynamics, explain our range of support. This helps determine the most suitable form of support for the family.
- **Memory Day** – Children, young people and their parents and carers attend a full day to remember the person who has died, to share feelings, to meet other children in similar situations, to reduce isolation and to improve communication within the family.
- **Teens Support Groups** - Giving teens a regular time and place to be able to meet up with others to take part in fun activities and have someone to talk to. Currently there are 4 groups each month, Newquay, Redruth, Penzance and St Austell.

- **Family Support Groups** – Giving parents a regular time and place to be able to come along and meet up, alongside activities for their children. Our groups are currently held each month in Redruth and Liskeard.
- **Individual Work** – A piece of work to explore more complex grief issues, this is carried out by trained volunteers typically within school environment following appropriate assessment of need.
- **School Support** – Support and advice for staff and students in schools and colleges following a death in their community.



## Training

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**Level 1 Childhood Loss & Grief** – A 3 day course in the theory of Childhood Loss & Grief.

- Suitable for all professionals who come into contact with bereaved children in the course of their work, volunteers and those wanting to gain understanding of how best to support bereaved children.

**Level 2 Childhood Loss & Grief** – A 4 day course in therapeutic skills and practical applications of theory.

- Building on the Part 1 course this enables participants to significantly enhance their knowledge, therapeutic skills and understanding in relation to their own work, or to become a volunteer with Penhaligon's Friends.

**One Day Workshops** – Bespoke training for groups to develop skills, confidence and increase resources when caring for bereaved children.

- Suitable for those who regularly come into contact with grieving children through their practice, i.e. Social Services, Health and Education workers, Counselling and Pastoral Services, Clergy, Funeral Directors.

**Volunteer Training Programme** – An initial 3 day course followed by specific modules for each aspect of our support. Volunteers can also access the above training as desired.

## Chairman's Report

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As you will see from the years reported activity the organisation has again exceeded the Trustees expectations. This is in terms of numbers of children and young people that have been supported, the energy of our volunteer workforce, and the County's generosity in raising funds. All this is against a background of a staff team who have continued to provide outstanding support at times of staff illness.

For all the above myself and my fellow Trustees can only offer our heartfelt thanks to 'One and All'.

We have this year said goodbye to a longstanding Trustee and original CRUSE representative Diane Charles. However, we have new members to the board who bring with them wide experiences of Safeguarding, Legal matters together with that of being a previous service user. Their skills and experience will enhance our boards' ability to ensure Penhaligon's Friends continues to offer outstanding support to children and young people in Cornwall who have experienced the death of one they love.

I look forward to another year of contributing to the emotional resilience of our young people and again offer my thanks to all who help make this happen.

Dr Jenny Doble

Chair Penhaligon's Friends

# Manager's Report

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Penhaligon's Friends has had another busy and successful year. The charity's ongoing success is, in principal, due to the staff team who skilfully and diligently coordinate and support our wider workforce - our amazing team of volunteers - to deliver our activity and support. This is reflected in the accounts with staff costs being the most significant expenditure. With 894 children referred to our service throughout the year it has most certainly been a challenge. This demonstrates the need for a service such as ours, and we remain the only charity in Cornwall dedicated to supporting bereaved children and their families.

We continue to network throughout Cornwall and beyond. We are a voluntary sector representative on the Child and Adolescent Mental Health Board and we are on the Area Committee for Cornwall Cruse. We also host Bereavement and Critical Incident (BCI) meetings in Cornwall keeping bereavement on the agenda for schools.

## **Grants and Donations**

We have been successful with our bidding again this year. We have been fortunate to receive grant funding and donations from Albert Van den Bergh Charitable Trust, BBC Children in Need, Coop Redruth, Cornwall Council, Cornwall Community Foundation, Foot Anstey, Global Make Some Noise, Masonic Charitable Foundation, NHS Kernow CCG, Tesco Redruth and West Cornwall Youth Trust.

The charity's income is achieved through a variety of sources - grants, donations, contracts, fundraising, corporate support, training and sales. This range of funding puts us in a strong position moving forward and we continue to look for new opportunities to secure our future.

## **Fundraising**

It's been a very active year again with lots of lovely people doing all sorts of fun things to support our charity! We are very grateful to those who have organised and supported all of the events, gatherings and occasions, not only does it help to raise funds but it raises our profile too, helping us to gain recognition as an established Cornish charity. The corporate and business sponsors make a huge difference to our charity too, this wider publicity also means that more people are aware of the support we are offering throughout Cornwall and know how to access it.

Please do have a look at the 'Thanks' pages at the end of the report to appreciate the considerable number of donors that have helped throughout the year, we are truly thankful to each and every one!

**Staff**

We have had another year of change and progress and welcomed Sandy Richards to our Family Services team in August 2017. Sandy brings a wealth of experience with her having supported vulnerable families in her previous role. However, shortly after her appointment one of our existing team, Jane, suffered a serious fracture after falling from her horse! Jane was not able to return to her role and sadly left the charity in March 2018.

Becky and Polly have been integral in stabilising our family support throughout the year and continue to work incredibly hard to ensure that our families have access to timely and appropriate support, along with the wider team of staff and volunteers who have all gone above and beyond to deliver the vital work of our charity.

We have recruitment plans for this current year to move forward.

Our Admin Assistant, Jo, returned following her maternity leave and has settled back into her part time role here in the office, and we were very glad to welcome her back.

Once again we are overwhelmed by the support of our volunteer team. They have been willing to help in every aspect of our support and we are indebted to them for their time and enthusiasm! Each hour contributed is invaluable to us and the skills and experience they bring from their own backgrounds helps to make us a strong and professional organisation.

**Training**

Our training courses have been popular again this year and very ably delivered by Barby Hartley, one of our valued volunteers. Together with others she has delivered some excellent training to a variety of professionals in Cornwall. Most of our courses have been full and we have had to add extra dates. The feedback for all of our training remains excellent and the knowledge and learning is being utilised to support a wider group of bereaved children across the county.

**Achievements**

Max Morrison, aged 11, regularly attends our groups to remember his Mum who died when he was 3 years old. He was honoured to receive The Diana Award in July 2017.

We nominated Max for his contribution to the group and were delighted with his success! The Diana Award is the most prestigious accolade a young person aged 9-25 years can receive for their social action or humanitarian work.



Julie Parker  
Manager

## Volunteer Co-ordinator's Report

My role as Volunteer Coordinator has continued to be a diverse and varied role which includes working with local businesses and the local community across the county, coordinating fundraising events, talks and presentations, communication and liaising with the local press, radio and social media feeds, supporting/recruiting/retaining volunteers, coordinating training, managing DBS applications, managing the Do-It volunteer application site and so on. I hope to serve as a link between our charity and the local community, groups, individuals, volunteers and the businesses alike.

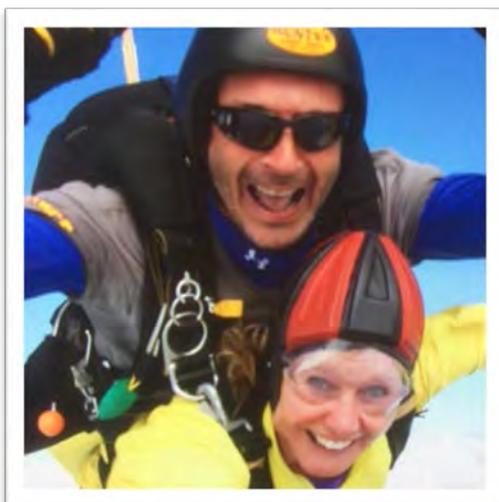
I have had the honour and privilege to have been a part of another wonderful year full of new events, challenges and auctions ranging from coastal challenges, a 200 mile run challenge in 10 days, Ten Tors, knitting goodies, quizzes, marathons, rugby matches, golf competitions, fish festivals, charity raffles and auctions! Thank you to everyone who has held an event for us and/or who plans to help raise funds for us. As always, it just isn't possible to mention every event we have been lucky to have been a part of but I thought I would mention just a few.



Sporting activities are always a positive and fun way to get the community together, some of these included: St. Agnes AFC Football Club held the first official match of its kind in Cornwall with a Charity Mixed Gender 11 aside Football Match which raised £350.

Niamh and Rebecca set themselves a personal challenge in memory of their dad/husband and did a daring challenge of

zooming down the zip wire at Adrenaline Quarry and then Rebecca did a Skydive too! They raised a whopping £2012.67.



Another two amazing ladies, Marion and Suzanne, decided to do a skydive for us in the summer and raised a fabulous £1239 for us – we are in awe of all their bravery and they were still smiling afterwards! Janet Cormack's award winning Four Berries preserve is now available to buy at Fortnum & Mason, with 50p from each jar sold being donated to Penhaligon's Friends. Perfect for your cream tea!

Pete and Geoff took part in The Three Peaks Challenge to mark the 10 year anniversary since their Mum/wife and sister/daughter died and raised a staggering £2338.46. The Truro Lions raised a massive £2000 from their Crystal Golf Event and the Camborne Redruth & District Lions Club with the Redruth Ladies Darts League held a darts marathon over 4 evenings raising a remarkable total of £1560. The Heavy Horse Society and their beautiful horses came together for a ride out and raised £600. The Combat Athletic Academy raised over £500 with their mixed martial arts sessions for children and young people. Wow, thank you everyone!



Music concerts and Festivals have also been popular ways of raising funds and having fun at the same time: The Star Inn Vogue held a festival of music and cider in our aid and collected an incredible £2000. The Alstock Festival in Bodmin raised a fabulous £1000 from their weekend of music and fun. A wonderful Christmas Concert was held by The Mousehole Male Voice Choir and Penzance Orpheus Ladies Choir and raised £450. Stithians ladies choir held a beautiful concert in our aid and collected £500 and Noteability Chorus supported us with their Grand concert and raised £400. Thanks also go to the Richmond Singers in Penzance who have supported us with their singing at events throughout the year.

Some events and celebrations throughout the year to mention were: Tideford Montessori Nursery was busy with auctions, raffles, fun days with bouncy castles and so on, to raise a massive £2250. The amazing Tremorvah Firework and Bonfire Committee who very kindly supported us again this year with their annual firework display which raised a fabulous £2156.55 for us at Penhaligon's Friends. Truro Round Table once again headed out with



their Santa's Sleigh in support of us at Christmas time collecting £1000 along the way and The Cornish Traction Preservation Club were busy fundraising for us and presented us with £1000 from their Steam Rally.

We feel privileged to have been asked to provide talks to local community groups like the Tangent Clubs, U3A, Inner Wheel, Rotary, Lions and various WI Institutes. The Mawnan Smith WI raised a fantastic £775 for us and the Stithians WI chose us as their charity of the year and raised a brilliant £450 for us. The 5<sup>th</sup> Redruth Beaver Colony supported us with their sponsored silence and the Red River Cub Scout Group busied themselves with their 'home help' scheme doing odd jobs for family and friends and together raising over £100 for us. We were lucky to have been selected by Waitrose in Truro to receive £412 from their Community Matters and Green token scheme. Praze Young Farmers collected an incredible £1900 for us over the course of the year. Cornwall Manufacturer Group raised a wonderful £1006 which was then kindly match funded by Barclays Bank. The Camelford Rotary Group chose to support us and presented a cheque for £500.

It just isn't possible to thank everyone here so apologies if you haven't been mentioned so far, but we hope that each and everyone who has supported us knows how grateful we are for your support, it really does mean everything to us. We feel very lucky and privileged to have the support of the local Cornish Community.



We have continued to build and strengthen existing connections and establish new partnerships and friendships in the local Cornish community. This year, we have formed new working partnerships with various local companies, schools and groups many of which are included in our thank you's at the end of the report. To name just a few, a big thank you to the following for choosing us as their charity: Masonic Charitable Foundation, Tesco's in Tolgus Redruth, Coastline

Housing, St. Ives Bay Hotel, White Stuff at Padstow & Rock, Coodes, Francis Clark, Cornish Mutual, Sainsbury's Penzance, Co-op Redruth. We are looking forward to developing partnerships and continuing bonds by working together with The King Harry Ferry, Camel Creek Adventure Park, Whitestuff in Padstow & Rock, The Co-Op in Redruth etc.

We always hope to capture more interest in our 'Friends' scheme appealing for regular monthly/bimonthly payments throughout the year. The fundraising pack, posters and leaflets are specifically designed and appeal for donations/text donations and for the local community to get involved with fundraising within their own communities and help to raise awareness and funds for our charity.

## Volunteers

There is a steady stream of enquiries regarding volunteering through own interest, community groups, colleges, Volunteer Cornwall and the 'Do It' website, social media, from local events and our own publicity. We currently have 85 active volunteers who regularly give their time to support our charity but we are always in need of more support to ensure we can reach the wider community and we especially hope to recruit more fundraising volunteers. This active volunteer list is updated and regularly reviewed. I aim to be readily contactable for all the volunteers in person, by email, social media and try and meet with the volunteers throughout the year whenever I can at events and meetings. I hold volunteer reviews annually and we hold a Christmas gathering each year. Our formalised agreement with Cornwall County Council who act as an Umbrella agency for our DBS applications online helps to simplify obtaining enhanced DBS disclosures for our volunteers. All volunteers are required to have a current enhanced DBS for the Child and Adult Workforce which needs to be updated every 3 years.

Throughout the year we have held various training programmes which have all been well attended. We held an Initial Volunteer Training programme, Family Visit Training session, teens training, phone support training, termly meetings and up sessions for volunteers to hear from guest speakers.

Our professional training programme continues to do well, having held 3 Level 1 training courses over the year and 1 Level 2 course. We have a good mix of work experience and backgrounds attending and the majority continue to volunteer with us, the others attend for their own professional development for school and health care settings. The One to One training which followed enabled new volunteers to start supporting with one to one work.

I really am always amazed by the wonderful support, time and energy that our volunteers give to our charity so generously and by the support of the local community, groups and businesses. Thank you!

Chantal Worden-Evans  
Volunteer Coordinator



## Family Services Report

Our Family Services Team and Volunteer Team have worked extremely hard this year. The staff here continue to give their all to supporting our families through what has been a demanding year. Our increase in referrals comes with an increase in other areas of the workload and our volunteers have really been integral to helping us manage the support we offered this year.

We have been using the skill set amongst our volunteer team to help with some of the administrative tasks involved with our caseload as well as the front line support work.

Our support is flexible enough to help support children and their families with the ups and downs that come with grief. The support we offer is through telephone support, family groups and events, teenage support groups and individual one to one support where needed.

*"talking to the people on the phone was supportive and positive and helped me to feel that they understand the problems and reassured me that I was trying to do things to support my child in the correct way, but also if I needed, or my child needed help at any time I could talk to them"*

**Our volunteers have supported in the office keeping up to date with families over the phone, together they made 3598 welfare calls to families this year. We aim to keep in contact with families for as long as they feel they would like us to.**

Through the support of our skilled team we have worked with an increasing number of families and helped parents, carers and professionals with how to support children's bereavement needs. It may be that we help them to understand and support their children with some of the common anxieties and reactions they may experience after bereavement. Some of the common concerns we support with regularly are sleep difficulties, angry behaviour and separation anxiety.

Families appear to be engaging well in our support and keeping our Family Services Co-ordinator on her toes ensuring families receive the best support possible for them.

*"you helped us and especially my son, through a truly dreadful time, you also showed interest in my other children and offered me support" Bereaved Mum*

## Family Groups & Events

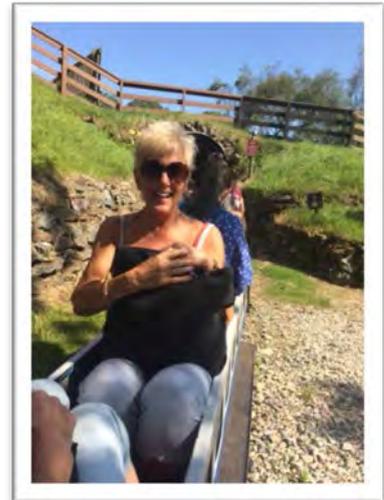
This year our Family Groups have grown from strength to strength. They are a place where parents, carers and their children can come and spend time with others who have some understanding of what they are managing.

It is nice to see the supportive relationships between families develop and the support our existing families give to new faces at the group. It allows families easy access to face to face contact with our team of staff and volunteers too.

The groups are held each month in two locations within the county, Redruth and Liskeard. Over the year we have seen families join us at the monthly sessions.

During the summer we were excited to take 16 families to Lappa Valley for a Family Fun Day. This event was enjoyed by all and our aim for the day was to allow families permission to relax, be looked after and enjoy some fun times together. Some families reported how this event had helped them to feel less isolated over the summer holidays.

### **A sunny day at Lappa Valley**



Huge thanks to Martin and Jay Haywood for supporting us to put on this event along with a second family event at The Eden Project for over 60 adults and children.



Fun was had by all with Santa and his elves, lots of the children and their adults braved the ice skating and really enjoyed it! A couple of families mentioned at the event how they wouldn't have been able to manage to attend on their own without the support of Penhaligon's Friends.

The age range of children at our family events can be anything from small babies right up to teenagers; this ensures that our team are kept busy looking after the varied needs. Our Family Services Support Worker, Polly, has worked incredibly hard at helping families build relationships with each other and get the most out of the group sessions. Polly has a great team of volunteers with her at each of the groups and we are very proud of how successful and well attended the sessions are. Polly and her team certainly create a supportive, nurturing and fun environment! There is always something fun involved in the sessions!

## Memory Days

One key purpose of our Memory Days is to provide a safe space for children and their families to meet others who have also experienced bereavement. 98 children came to the days over the year.

Our four special days each year, held at Truro Prep School, provide the families who attend an opportunity to make a memory box and join in with activities which allow them to tell their story and remember the person who has died.

We are lucky to be supported by a number of knowledgeable, child friendly, medical professionals on our Memory Days and the children are able to talk to them and ask questions about why people die and what certain illnesses are. We appreciate the time our Doctors give from their busy lives to support us.

Berrymans Bakery consistently make the day that much more special by donating plenty of their delicious pasties – this is a part of the day the families really look forward to!

Memory Days were the first intervention Penhaligon's Friends provided to families and they have been running each and every year with the most beautiful ending to each day involving helium balloons.

Historically, families have been invited to write a message on a label for the person they came to remember on the day, on the reverse of the label they would write a wish or a hope for the future, their messages were then tied to helium balloons and all the balloons would be released into the sky at the very end of the day.

Whilst this has been a symbolic way of saying goodbye at the end of our days, we recognise that there has been an environmental impact from doing this – even using biodegradable balloons and string was still not feeling ethical.

The time came this year for us to stop using helium balloons and move to an alternative ending and way of saying goodbye.

With much thought and deliberation and us pooling ideas from all our wider team of volunteers, we have found an ending we are happy with.

As an alternative, families write a message and place them on our special Penhaligon's Star Trees, they then take away special gem stones to represent the importance of memories and then go out to play in a shower of bubbles!



## Teens Groups

Our Teenage Support Groups have been busy this year and each of our four groups have been well attended. The groups are a mix in age range from age 11 up to 18 years. Our sessions provide them with an opportunity to meet with each other, support each other, explore difficulties within their grief and coping strategies. They have access to our volunteer team and always find a listening ear and a shoulder to cry on at the group when needed.

*' I felt really worried before about feelings. I go away feeling more positive. It is nice getting to know people'*



During the summer we had the pleasure of taking 18 young people to Manor House Activity Centre, St Issy, nr Wadebridge for 2 nights. This was generously funded through West Cornwall Youth Trust and also a local family who undertook a remembrance walk along the Saints Way to raise money for our charity. What a busy few days we had! It was non-stop for everyone and all the young people and volunteers got stuck in to the activities, supported each other and made some lasting friendships by the end of it.

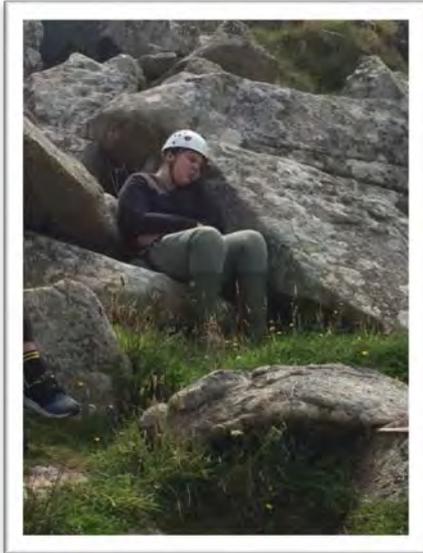
*'I feel more comfortable because others have suffered what I have suffered and I am not the only one in the world it's happened to. I feel I know people here now and can talk to people. I feel the volunteers understand too and it is kinda fun!'*



We spent two evenings on the beach, playing games and toasting marshmallows, one of the days was extremely challenging with cliff climbing down in the Penwith area and then a trip to Geevor Mine, the last day was a busy day surfing which was enjoyed by all despite us being a little unlucky with the rain!



Our volunteers were fantastic! We really appreciated them leaving their own busy lives and families to make this happen for our young people.



*"The support was good and I know that there are people in the same situation as me so that helped" Bereaved young person, age 13*

## One to One Support Work

This year we have supported 120 Children & Young People through individual sessions. We have a great team of specifically trained, dedicated volunteer support workers who help us reach each corner of the county.

There are times when some children and young people may be in need of this level of support, through structured sessions they are given the opportunity to talk about some of their more difficult worries, to tell their story and think about positive coping strategies to help them with the difficult emotions that come with grief.

*"every time I spoke to one of the team I felt they were hugely compassionate and had the time to just ask me how I was doing, that meant a lot to me, from my daughters perspective there's too many to list, but again she felt it gave her an opportunity to tell her story, without judgement 'outside' of the family home and see how that felt and this has helped her no end, but this was just one of so many things that helped my daughter that you did with her....all through the process Penhaligon's are amazing at staying in touch, so there are never any gaps in how you are feeling or where things are going or can go in the future. Thank you!"*

Bereaved Mum

## Outcomes & Evaluation

It has been an exciting year for us when it comes to evaluating and monitoring our work. We have been extremely fortunate to have Lianne Clarke (Lia), student at Exeter University, on our team at Penhaligon's friends this year, collating and analysing our outcomes measure data and user feedback.

Over this past year we have embedded the Child Outcome Rating Scales (CORS) and Group Outcome Rating Scales (GSORS) into our work with children and young people complimented by the use of IAPT goals based measures.

Our service users and our wider team had told us that these were the tools they found the most appropriate for the work we are doing.

Although grief is difficult to measure with any accuracy, we have found some common themes within our work. Lia has taken three areas of our project and analysed the data we have collated for them.

The three areas of our project Lia has been investigating and evaluating the clinical effectiveness of are our;

- **'Memory Day' family-focused bereavement intervention**
- **Peer-support bereavement group for adolescents**
- **Bereavement telephone helpline for caregivers**

We are delighted with the outcome of Lia's work and are excited to present a summary of her findings within this report!

Our Family Services Team are amazing and not a day goes by where they don't give their all to ensuring the families they are supporting get the best level of support for their needs. Our volunteer team are made up of the most skilled, professional and caring people who always go the extra mile for the charity and our families.

It is a privilege to continue being available for children, families and professionals in need of advice and support at times of bereavement. We look forward to another busy year ahead of us!

Becky Thomas, Family Services Manager

# Memory Day Family-focused Intervention



## Exploring the effectiveness of Penhaligon's Friends 'Memory Day' family-focused bereavement intervention

### Background

Founded in 1995, Penhaligon's Friends is a Cornish-based charity that aims to identify and address the needs of bereaved young people (up to age 18) and caregivers. The organisation offers families access to resources, assistance and support in the bereavement process.

The aim of the current investigation was to evaluate the clinical effectiveness of one of three bereavement interventions provided by the organisation, the family-focused "memory day" programme.

Routine Outcome Measure (ROM) data were collected from the organisation over a 10-month period to explore service participation experiences, changes in bereavement-related functioning and potential improvements to increase the effectiveness of the intervention and the methods used to measure it.

### Methods

#### Participants

60 young people and 42 caregivers were invited to attend memory day programmes across the months of April, July and November 2017.

#### Intervention

The family-focused "memory day" intervention is a full-day programme, in which both young person and caregiver attend.

The programme begins with introductions by the head staff and outlining the programme plan to all attendees. Caregivers and young people are separated to complete the day apart however, they complete many of the same activities. Young people are separated further into age groups to account for the variability in understanding death. 10 to 12 different creative and symbolic activities

are completed by young people and caregivers. Some of the most important activities include: the creation of story books, salt jars and memory boxes to express grief, find comfort in other attendees, and reflect on the recent loss.

Four memory days are held by Penhaligon's Friends annually, and welcome families to attend multiple times a year.

#### Procedure and Measures:

At pre-and post-intervention times, participants completed a locally-designed questionnaire (one for young people, one for caregivers), based on the ROM Experience of Service Questionnaire (ESQ).

**Young person questionnaire:** The ROM-based tool measured:

1. Positive remembrance of the deceased (10=great, 1=not good) at pre-and post-intervention.
2. Pre-intervention worries ("is there anything you are worried about?") and hopes ("is there anything you are looking forward to today?").
3. Post-intervention helpfulness ("tell us something you found helpful about coming to this memory day").

**Caregiver questionnaire:** Similar to the young person version, the ROM-based tool for caregivers measured:

1. Pre-intervention hopes ("tell us something you hope to get from today").
2. Post-intervention helpfulness ("tell us something you found helpful about coming to this memory day").

The study was approved and overseen by the University of Exeter Psychology Research Ethics Committee.

**Results**

**Young person questionnaire: Positive remembrance over time.** To explore the effect of participation in the family-focused intervention on young person positive remembrance of a loved one, a non-parametric Wilcoxon signed-rank test was conducted comparing the differences in pre-intervention to post-intervention scores. A statistically significant difference was found between positive remembrance of a loved one pre-intervention ( $M=5.98, SD=2.77$ ) and post-intervention ( $M=9.00, SD=1.50$ );  $z=5.28, p=.000$  (see figure 1).

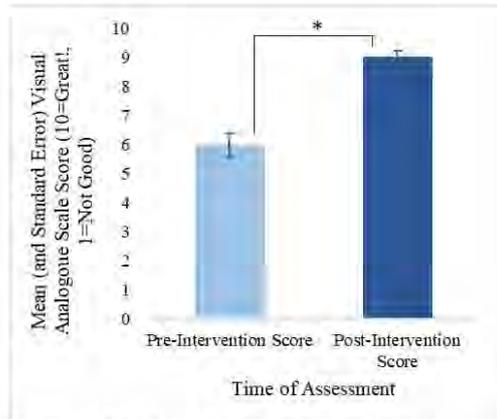


Figure 1. Mean (and standard error bars) “feelings associated with remembering a loved one” visual analogue scale scores pre-intervention and post-intervention, \* $p < 0.001$ .

**Young person questionnaire: Pre-intervention worries and hopes.** A total of 27 responses were collected from participants for the pre-intervention worries question. Using a frequency count, the highest qualitative response recorded was the making of “salt memory jars”, followed by “outdoor exercise” (see figure 2).

A total of seven responses were collected from participants for the pre-intervention hopes question. Using a frequency count, the highest qualitative response recorded was that of “leaving family” and “talking about a loved one” (see figure 3).

**Young person questionnaire: Post-intervention helpfulness.** A total of 39 responses were collected from participants for the post-intervention helpfulness question. A preliminary

thematic analysis was conducted to reveal three overarching themes in participant data:

1. *Community:* Meeting others and staff, sharing experiences, and making friends.
2. *Activity completion:* Completing creative and physical activities.
3. *Biological understanding:* Development of understanding about death through discussion with doctor.

**Caregiver questionnaire: Pre-intervention hopes.**

A total of 29 responses were collected from participants for the pre-intervention hopes question. A preliminary thematic analysis was conducted to reveal four overarching themes in participant data:

1. *Support and help their children:* Hopes of helping children and understanding them.
2. *Community:* Hopes of meeting others and staff, sharing experiences, and making friends.
3. *Help themselves:* Creating keepsakes, learning useful tools for grief, releasing emotions in a safe space.
4. *Remember a loved one:* Hopes of remembering their loved one in a constructive way, and to share happy memories.

**Caregiver questionnaire: Post-intervention helpfulness.**

A total of 39 responses were collected from participants for the post-intervention helpfulness question. A preliminary thematic analysis was conducted to reveal four overarching themes in participant data:

1. *Activity completion:* Completing creative activities was therapeutic and allowed for emotional expression.
2. *Community:* Share experiences, learn from others, support and understanding.
3. *Safe environment:* Non-judgment, non-pressurising environment allowed participants to feel welcome, support and cared for.
4. *Staff and structure:* Staff are an essential part, providing integral support and allowing individuals to build from staff experiences.

Figure 4 demonstrates the coherent links between pre-intervention hopes and post-intervention helpfulness themes of “community” and “activity completion” indicating that participant needs are

being met by intervention programme (see figure 4)



Figure 2. Frequency count for the pre-intervention question "is there anything you are concerned about?"



concerned about?"

Figure 3. Frequency count for the pre-intervention question "is there anything you are looking forward to today?"

**Discussion**

This investigation demonstrated that young person participation in the family-focused programme is associated with a statistically significant increase in positivity of remembrance, demonstrating an improvement in bereavement-related functioning. Moreover, young people and caregivers reported an overall positive experience of the programme and found aspects of the day such as "community"

and "activity completion" to be helpful, linking with hopes for the day at pre-intervention. This coherence implies that participant needs were met successfully. The family-focused memory day programme can therefore be considered an effective bereavement intervention for both young person and caregiver.

Findings of this investigation can be considered highly reliable as they use a measure based on a ROM with established psychometric properties, which provided practice-based feedback on the impact of the intervention at the point of implementation.

A potential limitation of the design was the use of a small localised sample which may restrict the generalisability of the findings. There was a low response and high exclusion rate for many of the young person qualitative responses, suggesting that qualitative questions may have been too challenging for younger participants. Future research and ROM implementation should aim to increase the suitability of qualitative questions to young people, potentially simplifying language or using an alternate response scale to suit cognitive ability.

It is hoped that this investigation will be the first of many investigations that continue to use ROMs to explore the effectiveness of bereavement interventions, and inform bereavement services in order to help young people in their time of need.

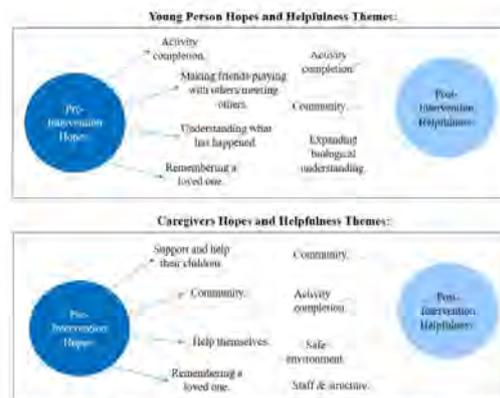


Figure 4. Links between pre-intervention hopes and post-intervention helpfulness themes.

Lianne Clarke  
University of Exeter

Dr. Ian Frampton  
Cornwall Children's Research Service  
July 2018

# Peer-support Bereavement Group



## Exploring the effectiveness of Penhaligon's Friends peer-support bereavement group for adolescents

### Background

Founded in 1995, Penhaligon's Friends is a Cornish-based charity that aims to identify and address the needs of bereaved young people (up to age 18) and caregivers throughout the county. The organisation offers families access to resources, assistance and support in the bereavement process. The aim of the current investigation was to evaluate the clinical effectiveness the adolescent peer-support group.

Routine Outcome Measure (ROM) data were collected from the organisation over a 10-month period to explore service participation experiences, changes in bereavement-related functioning, and potential improvement to increase the effectiveness of the intervention and the methods used to measure it.

### Method

#### Participants

There were a total of 193 attendants to monthly group meetings in four locations across Cornwall. Meetings occurred during the months of June, July, September and October 2017, and January 2018. Attendants consisted of 72 males and 121 females between the ages of 11 to 18, with the average age of 14.1 years ( $SD = 1.82$ ).

Individuals could attend multiple group sessions at a time, but in order to preserve anonymity only total attendance figures are reported.

#### Intervention

The adolescent peer support group meets each month at four locations across Cornwall. Sessions run for approximately two hours in the evening. New attendees to the group are introduced and buddied with an already existing member.

As each session starts, ground rules such as respect and confidentiality are highlighted.

Introductions are made, a warm-up game is conducted, and then staff explain the main activity of the session. The main activity will usually consist of a reflection on the bereavement, and a creative activity to add to the memory box they may have made in a previous memory day. The sessions are concluded by a brief group discussion of how the group feels, what was a success and what could be improved on for next time.

#### Procedure and Measures:

Ending each session, participants completed the ROM Group Session Rating Scale (GSRS) which measures group therapy alliance across four dimensions (relationship, goals and topics, approach and method, overall alliance). Of the total participant sample, 23 also completed a user satisfaction questionnaire between the months of June 2017 and January 2018.

The questionnaire consisted of three questions:

1. "How well do you feel you are coping with your grief/bereavement?" (0=not well at all, 10=very well).
2. "What is it about coming to Penhaligon's Friends teenage group that is important to you?"
3. "Is there anything you would like to be different?" (requiring short written answers).

The study was approved and overseen by the University of Exeter Psychology Research Ethics Committee

**Results**

**Group Session Rating Scale over time and location.** A total of 192 participant scores across the four GRSR dimensions were tallied to a sum out of 40. Median scores across each location at every month of participation ranged from a minimum of 29 to a maximum of 40 (see figure 1).

Locations scores were summed and averaged to also provide a total GRSR median score across months of participation as a whole. Scores ranged from 31.8 to 38.5 with the lowest scores occurring in June and July of 2017 (see figure 2).

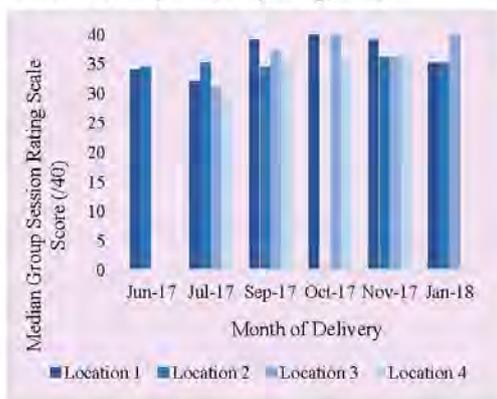


Figure 1. Median GRSR scores across four locations between June 2017 and January 2018.

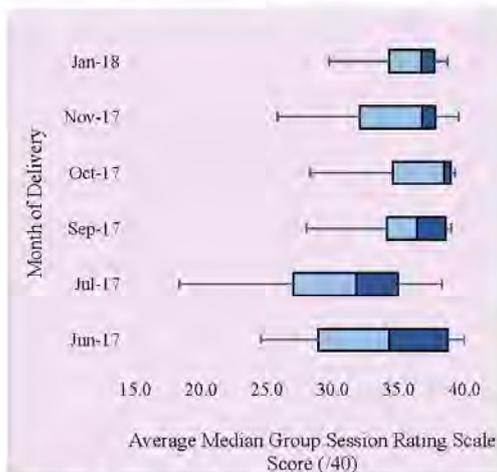


Figure 2. Box and whisker diagram of median GRSR scores for attendees of the peer-support group between the months of June 2017 and January 2018.

**User satisfaction questionnaire: Coping with bereavement.** To explore the effect of adolescent participation in the peer-support group on coping with bereavement, a parametric paired samples t-test was conducted comparing differences between pre-intervention and post-intervention scores. A statistically significant difference was found between coping with bereavement from pre-intervention ( $M=2.17, SD=1.77$ ) to post-intervention ( $M=6.59, SD=2.19$ );  $t=9.425, p=.000$  (see figure 3).

**User satisfaction questionnaire: Importance of the adolescent peer support group.** A total of 23 responses were collected from participants. Using a frequency count, the highest qualitative response recorded was “feeling understood by others in the group”, followed by “taking my mind off of everything”, “making friends”, and “not shocking/upsetting others with the news of bereavement” (see figure 4).

**User satisfaction questionnaire: Differences to the adolescent peer support group.** A total of 11 responses were collected from participants. Using a frequency count, the highest qualitative response recorded was “sessions to be held for longer and more frequently” followed by “smaller groups for discussion time” (see figure 5).

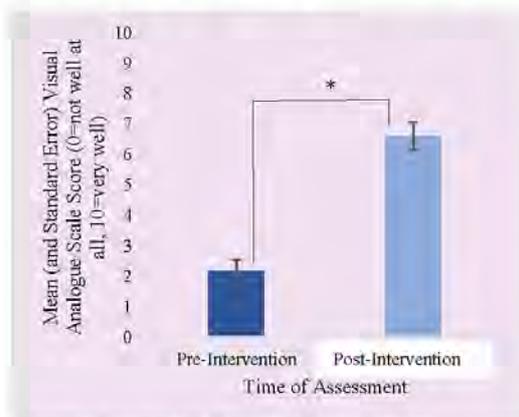


Figure 3. Mean (and standard error bars) “coping with bereavement” visual analogue scale scores pre-intervention and post-intervention. \* $p<0.001$ .

**Discussion**

This investigation demonstrated that adolescent participation in the peer-support group resulted in a consistently high group therapy alliance, indicating a positive adolescent experience of the peer-support group overall. The adolescent peer-support group can therefore be considered an effective bereavement intervention for young people.

Furthermore, the user satisfaction questionnaire has demonstrated that adolescent participation in the peer-support group is associated with a statistically significant increase in coping with bereavement, further demonstrating the effectiveness of the intervention as a whole. The user satisfaction questionnaire also gave an important insight into the opinions of adolescents around the importance of the group, and what they would like to see improved upon, which could be taken into consideration in designing future sessions.

Findings of this investigation can be considered highly reliable as the use of the GSRs tool with established psychometric properties, provided practice-based feedback on the impact of the intervention at the point of implementation.

A limitation of the design was the use of a small localised sample which may restrict the generalisability of the findings. It is noteworthy that GSRs scores in the earlier months of participation (June and July 2017) fell below the threshold for effective groups. Reduced scores during this time are potentially attributable to meetings coinciding with summer holidays. Introducing an additional measure to address reasons for adolescent scoring may help service providers to identify potential issues sooner and put into action improvements to continue effective intervention delivery.

It is hoped that this investigation will be the first of many investigations that continue to use ROMs to explore the effectiveness of bereavement interventions, and inform bereavement services in order to help young people in their time of need.

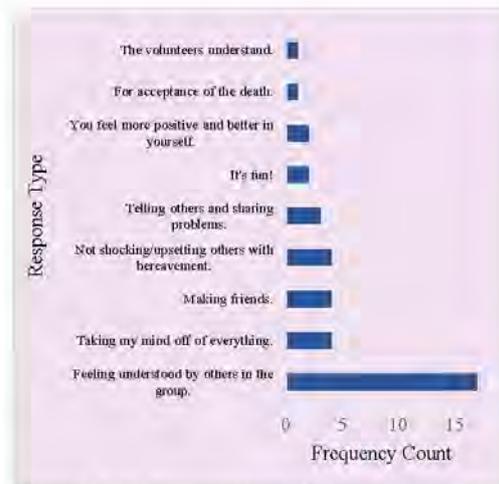


Figure 5. A frequency count for responses to the importance of the adolescent group.



Figure 6. frequency count for responses to improvements to be made to the adolescent group.

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Dr. Ian Frampton  
Cornwall Children's Research Service

July 2018

# Bereavement Telephone Helpline



## Exploring the effectiveness of Penhaligon's Friends bereavement telephone helpline for caregivers

### Background

Founded in 1995, Penhaligon's Friends is a Cornish-based charity that aims to identify and address the needs of bereaved young people (up to age 18) and caregivers. The organisation offers families access to resources, assistance and support in the bereavement process.

The aim of the current investigation was to evaluate the clinical effectiveness of bereavement interventions provided by the organisation via a caregiver telephone helpline.

Routine Outcome Measure (ROM) data were collected from the organisation over a 10-month period to explore service participation experiences, changes in bereavement-related functioning, and potential improvements to increase the effectiveness of the intervention and the methods used to measure it.

### Method

#### Participants

Data from 29 caregivers who were offered the use of the telephone helpline between the months of March 2017 and January 2018 were included in the evaluation.

#### Intervention

Penhaligon's Friends offers a telephone helpline to recently bereaved caregivers. Caregivers receive two confidential phone calls, at pre-service participation and post-service participation. During these calls, caregivers are able to highlight emotional or behavioural issues they perceive their young person to be struggling with during their grieving process.

The issues highlighted are discussed with staff to encourage caregiver-involvement in issue resolution during both service participation and in the home environment. These issues are revisited in the second confidential phone call after a period

of time participating in the services offered at Penhaligon's Friends.

#### Procedure and Measures

At pre-and post-service participation times, participants completed a Goal Based Outcomes (GBO) tool to measure the seriousness of up to three caregiver-defined issue (0=not serious/difficult, 10=serious/difficult), in turn measuring progress towards the goal of issue resolution over time. Type of issue is also noted.

The study was approved and overseen by the University of Exeter Psychology Research Ethics Committee.

### Results

**Goal Based Outcomes: Issue type.** A total of 52 issues were identified from caregivers, with an average of 1.79 issues per caregiver. Using a frequency count, the highest issue type identified was that of "sleeping difficulties" followed by "low mood" and "emotional outbursts" (see figure 1).

**Goal Based Outcomes: Seriousness of caregiver-defined issues over time.** To explore the effect of caregiver participation in the telephone helpline on seriousness of caregiver-defined issues, a non-parametric Wilcoxon signed-rank test was conducted comparing differences in pre-service participation scores to post-service participation scores. A statistically significant difference was found between seriousness of the caregiver-defined issues at pre-service participation ( $M=7.48$ ,  $SD=1.27$ ), and post-service participation ( $M=3.09$ ,  $SD=2.15$ );  $z=6.17$ ,  $p<0.001$  (figure 2).

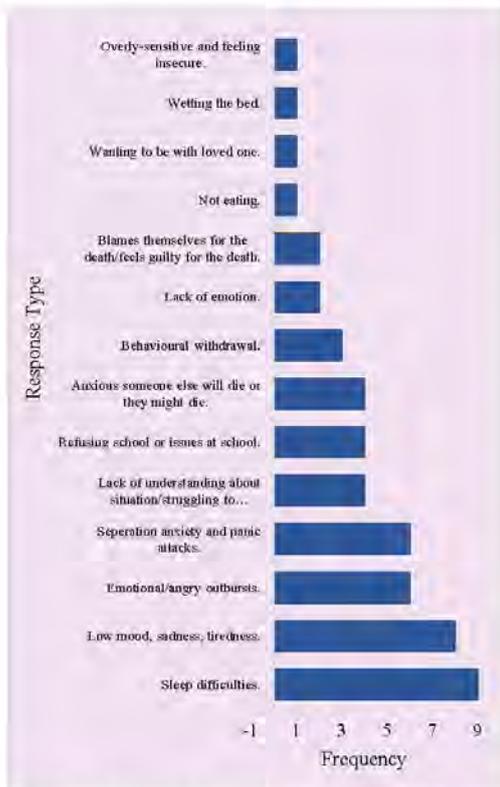


Figure 1. Frequency count for carer-identified types of young person bereavement-related issues

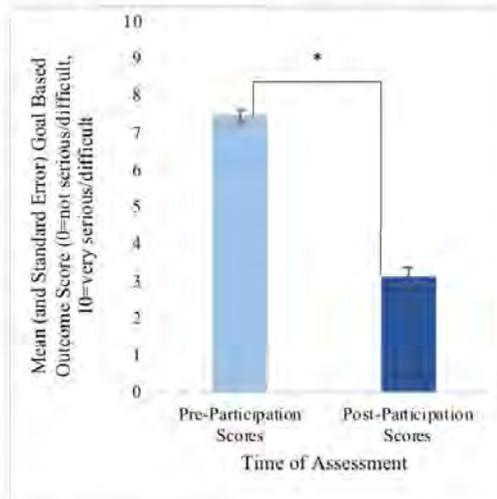


Figure 2. Mean (and standard error bars) "severity of issue" GBO scores at pre-service participation and post-service participation. \* statistically significant improvement,  $p < 0.001$

**Discussion**

This investigation demonstrated that caregiver participation in the telephone helpline was associated with a statistically significant decrease in caregiver-defined seriousness of issue scores. This indicates movement towards the goal of issue resolution, and therefore demonstrates an improvement in bereavement-related functioning. The caregiver telephone helpline can therefore be considered an effective bereavement intervention for both young person and caregiver.

Findings of this investigation can be considered reliable as the use of the GBO tool with established psychometric properties provided practice-based feedback on the impact of the intervention at the point of implementation.

A limitation of the design was the use of a small sample which may restrict the generalisability of the findings. Also, direct caregiver perception of issues may have been biased by their own bereavement and grief processes. Future use of a young person GBO measure may help to increase the accuracy of GBO scoring and further encourage young person-caregiver collaborative relationships.

This investigation highlights the importance of developing ROMs to better suit and consider the needs and opinions of young people in child bereavement services. It is hoped that this investigation will be the first of many investigations that continue to use ROMs to explore the effectiveness of bereavement interventions, and inform bereavement services in order to help young people in their time of need.

Lianne Clarke  
University of Exeter

Dr. Ian Frampton  
Cornwall Children's Research Service

July 2018

## Treasurer's Report

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Penhaligon's Friends started the financial year with insufficient income projected to finance the programme of work for the year. However with a general fund balance of £180,700, the trustees decided they could support the budgeted level of activity by drawing £34,030 from reserves whilst seeking new sources of income.

The Charity was so successful in its fundraising endeavours that it ended the year with a small surplus of £2,278. Donations & Fundraising at £97,882 was 28% (£21,198) more than last year and new grants totalling £69,434 were also received.

Income, at £205,932 was up about 7% on last year whilst Expenditure, at £203,654, was up about 13% on last year.

Income sources remain a healthy mix of donations, grants, contracts and earned income. There is now a balance with grants being matched pound for pound with donations and fundraising activity. Relationships with Cornwall Council remain strong despite financial pressures affecting the spot purchase contract. In addition to awarding a grant of £5,000 to support the 11+ programme, Cornwall Council confirmed, towards the year end, they would be paying £21,175 in respect of spot purchase undertaken during the year.

Training fees remain strong with £10,000 being received in the year. This activity helps the charity to achieve its objectives, raises its profile and contributes to unrestricted funds.

General fund balances now total £182,978 equating to approximately 47 weeks of operational costs. The reserves policy has been designed to enable the charity to continue meeting its objectives for a period of 12 months. The level of general funds should enable the charity to fulfil that objective.

The charity holds no significant fixed assets.

Although the Debtors were high at the year with £50,206 outstanding the majority (£39,175) was owed by two organisations (NHS and Cornwall Council) and were settled early in the new financial year. There are no concerns on bad debts.

The position for the year ahead is relatively secure. However the Trustees have again agreed to use reserves in setting the budget for the year in order to maintain the programmes of work.

Efforts will continue to be made to secure additional funding streams from existing and new sources. The longer term still remains insecure but the unrestricted reserves will be utilised to ease delivery pressures. Levels of reserves, success in fundraising and the amount of funding secured for the coming year means 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 2017/18 were:

BBC Children In Need

Cornwall Council

CCF

Global Make Some Noise

Masonic Charitable Foundation

NHS Kernow

Tesco

... and to Ivan Burnard and his colleagues from Francis Clark LLP for providing the Independent Examination pro bono.

We'd also particularly like to thank Francis Clark, Coastline Housing, Sainsburys (Penzance), Co-op (Redruth) and Cornish Mutual for making us their charity of the year in 2017 and looking ahead to 2018 we are being supported by King Harry Ferry, Camel Creek Adventure Park, Carlyon Bay Golf Club and White Stuff (Padstow & Rock).

Thank you to them and to all of the other volunteers and contributors who sky dived ..... baked, walked, cycled, ran, sang carols and made music, moved furniture, painted, sold teddies, pub quizzed 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.

Bill Phillips

Treasurer

# Independent Examiner's Report to the Trustees

I report to the trustees on my examination of the accounts of Penhaligon's Friends (the Trust) for the year ended 31 March 2018.

## Responsibilities and basis of report

As the charity trustees of the Trust you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

## Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records.
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of the independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



**Darren Perry BA (Hons) ACA DChA**

**Independent Examiner**

**Francis Clark LLP**

**Lowin House**

**Tregollis Road**

**TRURO**

**TR1 2NA**     **Date:** 17/8/18.....

# Financial Statements

Penhaligon's Friends  
Registered Charity no. 1053968

Statement of Financial Activities  
for the year ended 31 March 2018

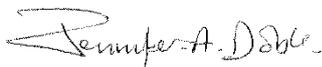
	Year to 31 March 2018			Year to 31 March 2017		
	General £	Restricted £	Total £	General £	Restricted £	Total £
<b>Income and Endowments from:</b>						
Donations & Fundraising	94,345	3,537	97,882	76,684	-	76,684
Grants	-	74,934	74,934	-	85,245	85,245
Training fees	10,000	-	10,000	9,860	-	9,860
Booklets etc	1,241	-	1,241	1,153	-	1,153
CC Spot Purchase	21,175	-	21,175	18,483	-	18,483
Bank interest	700	-	700	626	-	626
<b>Total Incoming Resources</b>	<b>127,461</b>	<b>78,471</b>	<b>205,932</b>	<b>106,806</b>	<b>85,245</b>	<b>192,051</b>
<b>Expenditure on:</b>						
Client/Members Direct Costs						
1 - to - 1	-	6,600	6,600	-	5,334	5,334
Family Days	-	2,421	2,421	-	303	303
Family Support	3,294	-	3,294	-	2,839	2,839
Memory Days	1,197	3,000	4,197	-	4,325	4,325
Parents Group	-	993	993	-	978	978
Teens Group	1,854	8,303	10,157	-	6,106	6,106
Training Days	3,220	-	3,220	2,251	31	2,282
Volunteers Training	601	-	601	713	179	892
Library	1,101	998	2,099	815	949	1,764
Fundraising Costs	6,221	-	6,221	2,266	348	2,614
AGM/Meetings	506	-	506	136	-	136
Accountancy Support	-	-	-	648	-	648
Bank Charges	443	-	443	468	-	468
Insurance	1,855	-	1,855	1,280	-	1,280
Office Costs						
Cleaning	1,608	-	1,608	1,263	-	1,263
Computer software & support	1,616	-	1,616	1,368	-	1,368
Furniture & equipment	375	459	834	510	-	510
Heat, light & power	1,309	-	1,309	1,612	-	1,612
Printing & stationery	3,279	-	3,279	3,439	30	3,469
Postage	2,137	316	2,453	955	677	1,632
Telephone	2,986	693	3,679	2,442	1,000	3,442
Supplies	427	231	658	851	72	923
Rent, Rates & Property Maintenance	13,636	922	14,558	13,135	-	13,135
Staff Costs	77,518	53,535	131,053	60,371	62,074	122,445
Depreciation	-	-	-	460	-	460
Bad Debts Expense	-	-	-	200	-	200
<b>Total Resources Expended</b>	<b>125,183</b>	<b>78,471</b>	<b>203,654</b>	<b>95,183</b>	<b>85,245</b>	<b>180,428</b>
<b>Net Income/expenditure</b>	<b>2,278</b>	<b>0</b>	<b>2,279</b>	<b>11,623</b>	<b>- 0</b>	<b>11,623</b>
<b>Transfer between funds</b>	<b>-</b>	<b>0</b>	<b>-</b>			<b>-</b>
<b>Net movement in funds</b>	<b>2,278</b>	<b>0</b>	<b>2,279</b>	<b>11,623</b>	<b>- 0</b>	<b>11,623</b>
Opening Balance 1st April 2017	180,700	0	180,700	169,077	-	169,077
<b>Closing Balance 31st March 2018</b>	<b>182,978</b>	<b>0</b>	<b>182,979</b>	<b>180,700</b>	<b>- 0</b>	<b>180,700</b>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

Penhaligon's Friends  
Registered Charity No. 1053968

Balance Sheet  
as at 31st March 2018

	General Fund	Restricted Funds	Total Funds	Total funds as at 31 March 2017
	£	£	£	
<b>Fixed Assets</b>				
Office Equipment/Furniture				
Cost -	1,380			
Depreciation	- 1,380			
<b>Current Assets</b>				
Cash at Bank & In Hand	140,842	23,335	164,177	184,954
Debtors	50,206		50,206	14,778
Prepayments	440	-	440	450
Stock	-	-	-	-
<b>Total Current Assets</b>	<u>191,488</u>	<u>23,335</u>	<u>214,823</u>	<u>200,182</u>
Less: Creditors	<u>8,510</u>	<u>23,335</u>	<u>31,845</u>	<u>19,482</u>
<b>Net Current Assets</b>	182,978	-	182,978	180,700
<b>Total Assets</b>	<u>182,978</u>	<u>-</u>	<u>182,978</u>	<u>180,700</u>
<b>Represented by:</b>				
General Funds	182,978	-	182,978	180,700
	<u>182,978</u>	<u>-</u>	<u>182,978</u>	<u>180,700</u>

Signed: 

Chairperson Jennifer A Doble

Signed: 

Trustee Tarn Lamb

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

**Notes to the accounts**  
**for the year ended 31st March 2018**

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**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 (FRS 102) and the Financial Reporting Standard 102 Section 1A and the Charities Act 2011.

The company's financial statements have been prepared in accordance with FRS 102 - the Financial Reporting Standard applicable in the UK and Republic of Ireland.

There are no material departures from FRS 102.

- b** All income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received.
- c** All resources expended are included in the Statement of Financial Activities gross of any income. The resources expended are recognised in the Accounts as soon as the obligation arises. Any amounts unpaid at the financial year-end are accrued for.
- d** Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that settlement is required and the amount of the obligation can be measured reliably.
- e** Tangible assets are stated at cost and depreciated by annual instalments over their useful working lives as follows:-

Computers/printers	3 years
Furniture	3 years
Projector/display boards	3 years

Depreciation is levied for a full year in the year of acquisition but not made in the year of disposal.

- f** Restricted funds are created when grants/donations are made either for a particular area or purpose, the use of which is restricted to that area or purpose. Expenditure is charged to the Statement of Financial Activities when incurred.

Note 2 **Tangible assets**

	Computers £	Furniture/ Equipment £	Projector £	Display Boards £	Totals £
<b>Cost</b>					
At 1st April 2017	1,380	0	0	0	1,380
Additions in year	0	0	0	0	0
Disposal in year	0	0	0	0	0
At 31st March 2018	<u>1,380</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1,380</u>
<b>Depreciation</b>					
At 1st April 2017	-1,380	0	0	0	-1,380
for year	0	0	0	0	0
Disposal	0	0	0	0	0
At 31st March 2018	<u>-1,380</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>-1,380</u>
<b>Net Book Value</b>					
At 1st April 2017	0	0	0	0	0
At 31st March 2018	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

Note 3 **Liquidity**

	2017/18 £	2016/17 £
Cash at bank-current account	4,541	20,885
Cash at bank-deposit account	58,229	113,182
Cash at building society	101,207	50,687
Cash at paypal	-	-
Cash in hand at office	200	200
	<u>164,177</u>	<u>184,954</u>

Note 4 **Restricted funds**

	B/forward £	Income £	Expenditure £	Balance £
<b>BBC Children in Need</b> Family Services Co-ordinator	0	32,184	32,184	0
<b>Cornwall Council</b> Support for young people 11+	0	5,000	5,000	0
<b>CCF</b> Family Groups	0	3,000	3,000	0
<b>Global's Make Some Noise</b> Teens group costs and salary for worker	0	19,250	19,250	0
<b>Martin Haywood</b> Family Fun Days	0	1,037	1,037	0
<b>NHS Kernow</b> 1-1 support	0	10,000	10,000	0
<b>Tesco</b> Library & Office Refurbishment	0	2,500	2,500	0
<b>Tesco Bags of Help</b> Memory Days	0	3,000	3,000	0
<b>West Cornwall Youth Trust</b> Teens Residential	0	2,500	2,500	0
<b>Totals</b>	<u>0</u>	<u>78,471</u>	<u>78,471</u>	<u>0</u>

 Note 5 **Debtors and prepayments**

	2017/18 £	2016/17 £
Trade Debtors		
Training fees	350	2,050
Booklets	430	
Grants	28,000	
CC Spot Purchase	21,175	12,608
Accrued Interest		
Interest	252	120
Prepayments		
Insurance	368	328
Training Costs		50
Fundraising	72	72
	<u>50,647</u>	<u>15,228</u>

Note 6 **Creditors and deferred income**

	2017/18	2016/17
	£	£
Trade Creditors	4,588	3,636
Accruals	495	104
Deferred income	23,635	13,861
Taxation and social security	3,127	1,881
	<u>31,845</u>	<u>19,482</u>

Note 7 **Deferred Income**

Deferred income comprises primarily grants and training fees received in advance for activities taking place in the next financial year.

	£
Balance as at 1 April 2017	13,861
Amount released to income earned from charitable activities	- 13,861
Amount deferred in year	23,635
Balance as at 31 March 2018	<u>23,635</u>

Note 8 **Analysis of staff costs and trustee remuneration and expenses**

	2017/18	2016/17
	£	£
Salaries and wages	118,106	109,906
Social security costs	8,894	8,136
	<u>127,000</u>	<u>118,042</u>
Staff travel and expenses	2,895	3,489
Staff supervision and training	1,158	914
	<u>131,053</u>	<u>122,445</u>

No employees had emoluments in excess of £60,000 (2016/17: £nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2016/17: £nil)

neither were they reimbursed expenses during the year (2016/17: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2016/17: £nil).

The average monthly headcount was 7 staff. (2016/17: 7)

The key management personnel is Julie Parker

The aggregate remuneration was £36,997 (2016/17: £36,259)

Note 9 **Analysis of Net Assets between Funds**

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
Tangible Fixed Assets	-	-	-
Cash at Bank	140,842	23,335	164,177
Creditors	- 8,510	- 23,335	- 31,845
Debtors	50,646	-	50,646
	<u>182,978</u>	<u>-</u>	<u>182,978</u>

## Thanks to Supporters

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We really appreciate all of the donations we have received from our supporters in the 2017/2018 year. Thank you.

5th Redruth Beaver Colony	Chapel Street Methodist Church (Stephen Lawry & Kevin Wild)
Al Stock Festival	Coastline Housing
Alan and Madeleine Bailey	Coldstreamer Inn Gulval
Albaston WI	Coodes Solicitors
Albert Van Den Bergh Charitable Trust	Coop Funeralcare
Amanda Knight	Coop Trewirgie
Andrew and Mary Flint	Cornish Heavy Horse Society
Anita Atkinson	Cornish Mutual
Anne Moore	Cornish Traction Preservation Club
Barclays Bank	Cornwall Community Foundation
Berrimans Bakery	Cornwall Manufacturers Group
Bodmin College	D B Law
Breathe Health and Fitness	Debbie and Jorji Hooper
Brenda Bailey	Di Dingle
Bryne Black Belt Academy	Diane O'Brien
C. P Coombe Funeral Services	Dingles Fairground
Cafe CHAOS	Doreen Bolton
Callington Community College (Nancy, Charlotte & Acacia)	Drift Methodist Church
Callington Methodist Church	Elizabeth Hall
Camborne Redruth District Lions Club	Emma Bolgur
Camelford Rotary Club	Enable Law
Carharrack Social Club	Falmouth Wheelers
Carn Brea Court	Fi Read
Carol Swain	Foot Anstey
Carpet Bowls Club	Francis Clark LLP
	Furse Sanders

Gillian Emerson	Mark Tucker Combat Athletics Academy
Global Make Some Noise	Mark Williams
Gorran School	Martin and Jay Haywood
Great Western Railway Staff Association	Matthew Mowlam
Groundwork UK	Mawnan Church PCC
Halzephron Inn (Michael Tott)	Mawnan WI
Hayle Lions Club	Melvyn Lewis
Hayle U3A	Michael Fox
Heart Radio	Mike & Sue Bearcroft
Helston Bridge Club	Morab Road Surgery, Penzance
Ian & Jenny Doble	Mount Edgcumbe Lodge No 1544
Inner Wheel Club of Penzance	Mousehole Male Voice Choir
Jan Trathen	Mr & Mrs Curnow
Janet Cormack	Mr & Mrs Mason
Janet Judge	Mr & Mrs Smedley
Janet Lewis	Mr & Mrs Vine
Jenny Pearce	Mr Alan Martin
Jermyn Family	Mr and Mrs Govier
Jill and Frank Trew	Mr and Mrs Hewitt
Katie Cook	Mr and Mrs Menear
Kelly's of Cornwall	Mr Brian Rosevear
Kim Kennedy	Mr Cutting
Kirsten Kimber	Mr Paul Kitchener
Lanner Care and Share	Mr W Thomas and Mrs J Jones
Lelant Heritage Centre	Mrs A Sheppard
Linda Curnow and St Just Football Club	Mrs Archbold
Lions Club of Truro	Mrs Chris Jones
Looe Community Academy	Mrs Chudleigh
Lorna McClelland	Mrs F K C Edwards
Lush Truro	Mrs Gloria Uren
Marion Lamshead and Suzanne Brown	Mrs J Hamill

Mrs P Andrew	Richard Caddy
Mrs Pat Rogerson	Richard Carter
Mrs Philippa Pritchard	Richmond Singers
Mullion School	Riverside United Church
NHS IT Services	Rob and Wendy
NHS Retirement Fellowship	Robert Banks
Night Services Team, Falmouth University	Roger Watson
Noteability Chorus	Rotary Club of Helston
Number 8 Hairdressing	Rotary Club of Helston-Lizard
Paul Grose	Rotary Club of Redruth
Paula Hocking	Rotary Club of Penzance
PB Adventures Ltd-Paddlefest	Rotary Group of Cober Valley
Penzance Orpheus Ladies Choir	Ruth Beresford
Penzance WI	S W Comms
Penzance Women's Fellowship group	Sainsburys Penzance
Perranzabuloe Inner Wheel	Sam Williams
Pete and Geoff Birkett	Samantha Black
Philip Sayers	Sandra Fisher
Pirate FM	Scott Davis
Plymouth Ski Centre	Seasalt
Praze Young Farmers Club	Sian Timms
Probus Comrades Club	Sophie Godfrey
Radiology Department RCH Treliske	St Agnes AFC
Rainbow Coffee House, Hayle Methodist Church	St Agnes Art Group
Rebecca and Niamh Sharp-Phillips	St Day and Carharrack Community School
Red River Cub Pack	St Day Line Dancers
Redruth Charity Trust	St Goran Rowing Club
Redruth Ladies Darts League	St Ives Bay Hotel
Redruth Tangent Club	St Just Community Bingo
Revd Canon Nigel Hartley	St Just Methodist Church
	St Justin

St Mary's Primary School, Falmouth	The Red Lion
St. Enoder P.C.C.	The Rosevear Family
Stephens Scown	The Star Inn Vogue
Stithians Ladies Choir	The Telegraph Museum
Stithians Methodist Church Luncheon Club	Tideford Montessori Nursery
Stithians Show	Tim and Sue Luxton
Stithians WI	Traction Preservation Society
Susan Evans	Treleigh Church
Tamar Trotters	Tremorvah Bonfire Committee
Tesco Redruth	Trevaskis Farm
The Alverton	Trewirgie Junior School (Letitia Naylor)
The British Rail Staff Club	Truro City Council
The Collins Arms	Truro Prep School
The Cornish Heavy Horse Society	Truro Round Table
The Countryman	Vicki Bluett
The Engine Inn	Victoria Reid
The Falcon Inn, St Mawgan	Waitrose
The Glass Tree	Watson Marlow
The Greenbank Hotel	Wellers
The Inner Wheel Club of Wadebridge	Wesley Rock Short Mat Bowling Club
The Lost Gardens of Heligan	West Cornwall Youth Trust
The Methodist Church Coads Green Chapel	White Stuff Padstow and Rock
The Natural Store	Yvonne Watson
The Pirates of St Piran	

## Administrative Details

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PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Jennifer Doble (Chairman) William Phillips (Treasurer) Tarn Lamb Brenda Bailey MBE Ian Frampton DClIn Psych; PHD Jordan Heather Kate Hamilton Nigel Hyde Clare Gallimore
CHARITY MANAGER	Julie Parker
REGISTERED OFFICE	Trecarrel Drump Road Redruth TR15 1LU
CHARITY REGISTRATION NUMBER	1053968
BANKERS	Lloyds Boscawen Street Truro TR1 2QT
ACCOUNTANTS	Francis Clark LLP Lowin House Tregolls Road Truro TR1 2NA







Penhaligon's Friends

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Redruth

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[www.penthaligonsfriends.org.uk](http://www.penthaligonsfriends.org.uk)

Registered Charity No. 1053968