



Penhaligon's Friends

Annual Report
2016/2017

Contents

Page

3	Trustees Report
4	Charity Objectives and Structure
6	How Our Activities Deliver Public Benefit
8	Training
9	Chairman's Report
10	Manager's Report
12	Volunteer Co-ordinator's Report
15	Family Services Report
23	Figures and Statistics
23	Number of Referrals by Year Statistics
24	Summary of Outcomes
25	Number of Individual Support Sessions Received
26	Average YP-CORE Total Scores
27	Referrals by Relationship to the Deceased
27	Increases in Teens Group Statistics
28	Grief Matters for Children
29	Treasurer's Report
31	Independent Examiner's Report
39	Thanks to Supporters
43	Administrative Details

Trustees Report

The Trustees present their report and the financial statements for their year ended 31 March 2017.

CHAIR

Dr Jennifer Doble

TRUSTEES

The following were Trustees during the year:

Tarn Lamb – Vice Chair

Prue Willday – Secretary

Bill Phillips – Treasurer – appointed 28/06/17

Brenda Bailey

Diane Charles

Ian Frampton - appointed 28/06/17

Jordan Heather

Lady Frances Banham

Charity Objectives and Structure

Organisational Structure

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together approximately every two months and are responsible for all policy decisions and for the employment of the Charity's 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 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 the bereavement programme 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 visit families or to help on Memory days.

DBS for Trustees and Volunteers

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

How Our Activities Deliver Public Benefit

Many of our activities delivered throughout the year are of direct benefit to the public. Our charity supports bereaved children and young people 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. 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.
Carried out by Staff members and volunteers
- **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 about support on Memory Days. 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. Trained volunteers are on hand to talk to, provide a shoulder to cry on and to offer helpful advice. 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. Trained volunteers are on hand to talk to, provide a shoulder to cry on and to offer helpful advice. 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.

Training

Level 1 Childhood Loss & Grief – A 3 day Level 1 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 Level 2 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, Children's Fund, Health 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

I have been involved with Penhaligon's Friends as it's grown into an established force in the Cornish landscape, a port of call when the sad fact of death touches children and families lives. Now having completed my second year as Chair I reflect on the past year and feel incredibly proud of what has been and continues to be achieved by the Charity.

Despite a difficult environment where the staff and volunteers continue to be extremely busy but funding streams are more complex to access, the Cornish community has taken the Charity to its heart. Funds are raised by both local businesses, community groups and individuals, helping us ensure those who need us can access a service and raising awareness of our existence for those in need, it is heart-warming to see this energy.

I mention our volunteers, without them and their willingness to undertake our training and turn their hands to the many and varied tasks needed to ensure the service can reach all those requesting help we would not exist. It is with great pride that I see how far the relatively small amount of core funding goes. So I offer my thanks to the dedicated staff team and to all those volunteering with us.

I also thank my fellow Trustees, who use their skills to help steer the organisation safely to meet its charitable objectives. This year we say goodbye to two of our long serving Trustees who have reached the end of their term in office, hopefully they will keep a watchful eye out for us in the future; so goodbye Frances Banham and Prue Willday, we wish you well.

Jennifer Doble

Chairman

Manager's Report

I have been working with Penhaligon's Friends now for 11 years and have seen the charity develop into the professional, reputable, accessible, family friendly organisation it is today. The numbers of children supported grows each year and the service is reviewed and adapted regularly to respond to the needs. Our staff team and volunteers have worked together to maintain a high level of service to our children and families, schools and the wider community and also to deliver training across the county.

Staff

We have had some changes over the year, we were sorry to see our Family Services Coordinator move on in July 2016. Tracey had been with us for 3 years and left for personal reasons. We took on Jules Alexander for a temporary post to cover this change and also to allow Jo, our lovely admin assistant to go and have her beautiful baby boy, Charlie! Jo is due to return to the office soon and is grateful to Jules for keeping her seat warm!

Vanessa, our Teens leader also moved on and we were fortunate to appoint Jane Lamming into the post, she is working full time and supporting the Family Services team in addition to running our 4 teens groups.

Becky and Polly 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. The contribution that our volunteers deliver to the team is crucial, they really are amazing! Each hour they contribute is invaluable to us and the skills and experience they bring from their own backgrounds helps to make us a stronger 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. The feedback for all of our training remains excellent and the knowledge and learning is being used to support a wider group of bereaved children across the county.

Out and About

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

Grants

Funding for our charity is a little like a jigsaw! This year we are delighted to have been supported by BBC Children in Need, Cornwall Council, Cornwall Community Foundation, Esmee Fairbairn Foundation, Foot Anstey, Global Make Some Noise, NHS Kernow CCG, Ryklow Foundation, The Tanner Trust, and West Cornwall Youth Trust.

Fundraising

Grants only make up a part of our funding; much of our needed income comes from the generosity of our local community through events, donations and fundraising. We are so grateful for the continuing support that we get from both those that know us and from complete strangers! BBC Children in Need produced and promoted a very moving film of Tia, one of the young people supported through our charity. Following the showing of this on BBC Spotlight we received some very kind donations from people that were moved by her story and the journey that she had travelled which allowed her to speak out about her personal journey. We are very grateful to Tia for sharing her story and encouraging others to access support.

We were delighted to be supported throughout 2016 by Coodes Solicitors and Chacewater Bingo Group, and in 2017 we are being supported by Coastline Housing, Francis Clark, White Stuff at Padstow & Rock, St Ives Bay Hotel and Cornish Mutual.

We really do appreciate the offers and support we have had, from races, cycle rides, golf days, parachute jumps, quizzes, Christmas Concerts, fetes and fairs, firework displays, regular giving and all the corporate donations and partnerships. Every event and donation makes a huge difference to our charity.

We are very grateful to the family of Kimberley James for donating in her memory.

Please do have a look at the 'Thanks' page at the end of the report for all the names!

Julie Parker

Manager

Volunteer Co-ordinator's Report

My role as Volunteer Coordinator has continued to keep me busy over the last year! It is a varied and diverse 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 and so on. I hope to serve as a link between our charity and the local community, groups, individuals, volunteers and the businesses alike.

This year has been another wonderful year full of new and exciting events, challenges, auctions, displays etc. It is impossible to mention all of the amazing events we have been privileged to have been a part of here but I thought I would mention a few. A wonderful team of friends, families and walkers raised £6620.46 in memory of their dear friend who passed away, they challenged themselves over 2 days walking across the Cornish countryside from Padstow to Fowey for Sarah's Memory Walk.



The amazing Tremorvah Firework and Bonfire very kindly supported us again this year with their annual firework display which saw thousands of people attend and a whopping £2028.25 was presented to us at Penhaligon's Friends. Christmas was a wonderful time of year, The St Merryn Fatstock Charity Auction Group raised a

staggering £1868.77 with their wonderful Christmas Auction and sale of goodies, Truro Round Table once again headed out with their



Santa's Sleigh in support of us. Another Christmas themed fundraiser collected a wonderful £2565.31 raised by Whistlefish through the sale of their beautiful Christmas cards. Truro Running club celebrated New Year by running up to Brown Willy and collected nearly £1000 for us and one of our wonderful volunteers, Kat Marsh, completed



marathons and runs throughout the year and raised a wonderful £506.00 for us throughout



her challenges – she even ran a 100k ultra marathon! The Rotary Club of Redruth raised £2500 with their Charity Golf Day at Tehidy Woods, Annie Lee undertook a personal challenge swimming the islands of the Isles of Scilly and raised a whopping £2410.20 for us. Jordana Thomas raised a wonderful £1453.00 through her own fundraising events. It 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 nominated charity: St. Ives Bay Hotel, Redruth Town Council, Coodes Solicitors, White Stuff at Padstow & Rock, Whistlefish Cards, Chacewater Bingo, The Padstow Steam Rally, WI Callington, Treloweth School, Trevoze Golf Club, Camborne Tangent Club, Roche Young Farmers Club.

We also had and have a multitude of events scheduled throughout the year ranging from marathons to ultra marathons, Musical concerts, Football matches, Memory Walks, Coastal challenges, Golf Competitions, island sea swims, fish festivals, charity gigs, raffles and auctions! Thank you to everyone who has held an event for us and/or who plans to help raise funds for us.

We are still hoping 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 to appeal for donations and 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, colleges, Volunteer Cornwall and the 'Do It' website, social media, from local events and our own publicity. We currently have 80 active volunteers who regularly give their time to support our charity. This list is updated and regularly reviewed. I aim to be readily contactable for all the volunteers in person, 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 has helped tremendously to simplify obtaining enhanced DBS disclosures for our volunteers. All volunteers are required to have a current enhanced DBS which for the Child and Adult Workforce 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 update 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 in awe of the wonderful support, time and energy that all 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

It has been another demanding year for our Family Services Team. Our fantastic team of staff and volunteers have helped us to support 785 children and young people across Cornwall this year.

Bereavement can be an overwhelming experience, particularly for children. We know that children can be very curious about death and can see it as frightening and overwhelming.

Much of our work at Penhaligon's Friends is around supporting parents, carers and other significant professionals in a child's life to help them answer difficult questions and give helpful explanations to their children about death. Common questions, such as 'why did they die?', 'What is a cremation?' or 'will someone else die now?' can be extremely difficult to answer when you don't want to make it feel any worse than it already does.

All bereaved children will benefit from information and knowing what support is there for them should they feel they need it and from a supportive response from those within their existing network. (FIGURE 4)

With some reassurance, gentle guidance and support, we hope to equip the adults supporting a bereaved child to feel better able to manage some of the difficult questions and big feelings children have when they have experienced a death.

As our service remains easy for families to access, we are able to be responsive to the needs families have as they continue to manage their grief over time. We understand that it is difficult to predict grief and the varying needs of children and their families. Over time a child's understanding develops and they learn about what they have lost in a different way.

Telephone support is a vital part of our work and over the past year our volunteers have helped our staff team make 3442 welfare calls to families. This helps us stay in regular contact with families and offer ongoing support for as long as they feel they need it.



Family Groups & Events

Our Family Groups remain a popular place for parents, carers and their children to come and meet others who may have similar experiences, to seek advice and a listening ear from our volunteers and staff when they feel they need it. We have seen 38 families attend the sessions regularly over the year.

These monthly group sessions are a great place for families who want to keep in regular face to face contact with us and meet other families who understand the complexities that they can be faced with following bereavement.



During the summer 12 of our families joined us for a great day out at Springfields Pony Centre.

Thanks to Martin and Jay Haywood we were able to take some of our families to Trethorne Leisure Park in April for the day. The children and their parents and carers enjoyed the boating lake, the outdoor and indoor play areas. The pony rides and dodgems were a great hit!



Some of our families braved the wet weather in Redruth to fly the flag in support of Penhaligon's Friends on St Piran's Day by joining the parade. Lots of fun was had by all- even though we had rain!



Memory Days

We continue to hold four Memory Days each year and 50 children have attended these this year together with their parents and carers. The day offers those 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. It is a day where children can spend time with other children who have also experienced bereavement.



Above: Some of our staff and volunteers at the end of a busy Memory Day.

Below Left: Memory Box, Below Right: Salt Jars where each colour represents a different memory or feeling



Teens Groups



Our Teenage Support Groups continue to go from strength to strength and to provide a valuable source of support for those from age 11 years and up.

96 young people have been attending the groups this year and throughout the year they have had lots of opportunities to come together and share their experiences and emotions, join in with activities and have fun!

Over the year they have been making use of the Roller Disco in Pool – they enjoyed it so much the first time that they wanted a Christmas event there too! 23 young people attended the Christmas Roller Disco.

'It's nice here, everyone has been through the same thing and I don't have to worry about upsetting others'

This year we made the decision to start a new group in Penzance and close our group in Launceston. We had seen an increase in numbers at the groups in the West and the numbers at our Launceston group decreased as group members moved on. The few from the Launceston group have teamed up with our St Austell group. We continue to run our monthly groups in St Austell, Redruth and Newquay, all of these groups are regularly well attended.

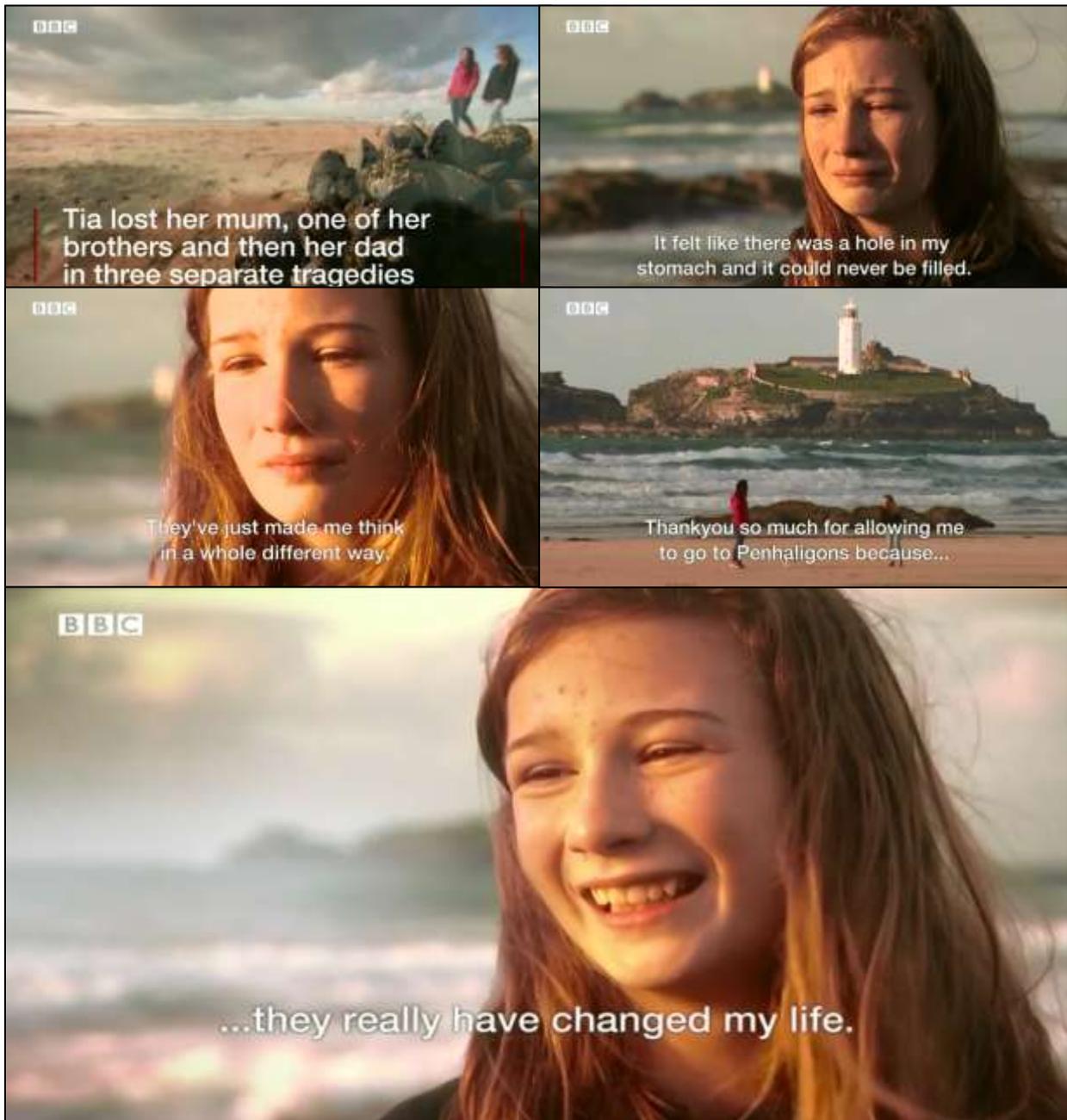
We have seen over a 45% increase in the number of young people accessing this type of support since 2010. (CHART 3)

'It helps with the people here having a laugh, taking your mind off things. I don't have to worry about shocking people when I say my mum has died'



Tia's Story

We have all been very moved by one young lady who is supported by Penhaligon's Friends. Tia has been supported on a One to One basis and she regularly attends one of our Teens Groups. Tia decided that she wanted to tell her story publicly for the 2016 BBC Children In Need Appeal. Penhaligon's Friends are proud to receive funding from BBC Children In Need and Tia wanted to tell them, and everyone donating, how significant our support has been for her.



One to One Support Work

We recognise that at times, some children may need a little additional support with their grief. (FIGURE 4) Our specialist trained volunteer support workers have worked with 143 children & young people through one to one support sessions this year.

'I found the sessions very helpful, the fact that I could talk and not be told how to fix it but listened to, it was extremely helpful'

'I'm still upset but I've managed to cope with my emotions'

'I feel I now have more confidence to speak to people about the way I feel'

Support to Schools

This year we have been into a number of schools and settings again, providing group support work to students and training sessions to staff.

In some circumstances we have been in to schools to support staff and students where there has been a death within the school community. A Headteacher of one Primary School we supported gave us this feedback;

'Penhaligon's Friends got back to me immediately with lots of helpful advice and useful resources. As the children asked to return to school the day after their mother died we needed to provide staff with support in what to say, how to act and what to tell the school community to enable the children to return immediately. This was done early the next day and really helped staff and the school community to be prepared. Penhaligon's Friends also introduced themselves to the adults involved, providing leaflets for them and the children which were really useful. Support was also put in for the children at a later date when it was deemed appropriate. PF met with the children at school together and individually to support them through the bereavement process. Support was also gained for the family by going to the monthly meetings as they met others who were in the same situation.'

We have provided training to the Early Years Service throughout the year and our annual Remember Me Training Day for Schools was a well attended success.

Outcomes & Evaluation

We have been continuing to grow in the area of evidencing our work and over the past couple of years we have put a few different evaluation tools on trial.

In our One to One Support Work we have historically used the 'YP CORE' and we are pleased to display within the 'Figures & Statistics' section of this report some of our data collated by Dr Sarah Perry, Chartered Clinical Psychologist. This data is encouraging and reinforces how significant our work is.

However, we know that grief is extremely difficult to measure as it never truly disappears altogether. It comes in waves and at times the bereaved can feel back at the beginning again. We have been looking at how we can best measure the impact grief is having on a child and what they would like to change alongside what it is they want from Penhaligon's Friends sessions.

We spent an 18 month period trialling some recognised outcome tools. Some of which were in the form of questionnaires. We had hoped to achieve some bereavement specific measures. Throughout this time our families told us that these particular tools were too overwhelming for them. Some of the families reported being unclear about how to answer some of the questions and felt that some were not relevant to our work with them. Consequently we found the response rates to some of the tools were low. We also wanted to take into consideration feedback from our Volunteer Support Workers and which tools felt more user friendly for them.

Moving forward we have selected the most relevant tools for us and those we feel fit with the variety of activities we offer. We have embedded the Child Outcome Rating Scales (CORS) and Group Outcome Rating Scales (GSORS) into our practice and our service users of all ages have reported that they feel easy to use. We are complimenting these with the IAPT goals based measures and other practical ways of gathering user feedback including video / audio recordings, photography, verbal communication and any other fun ways we can encourage children to tell us their thoughts!

Thanks.. from the Family Services Team!

We feel privileged to be a port of call for children, families and professionals who need some additional advice and support at times of bereavement. We hope to continue listening to our families and supporting them in ways that they feel meet their needs.

We feel very lucky to have such skilled, experienced and kind volunteers supporting our Family Services Team. Not only do they give so much of their time and energy to looking after our families, they are very good at looking after each other and the staff here too!

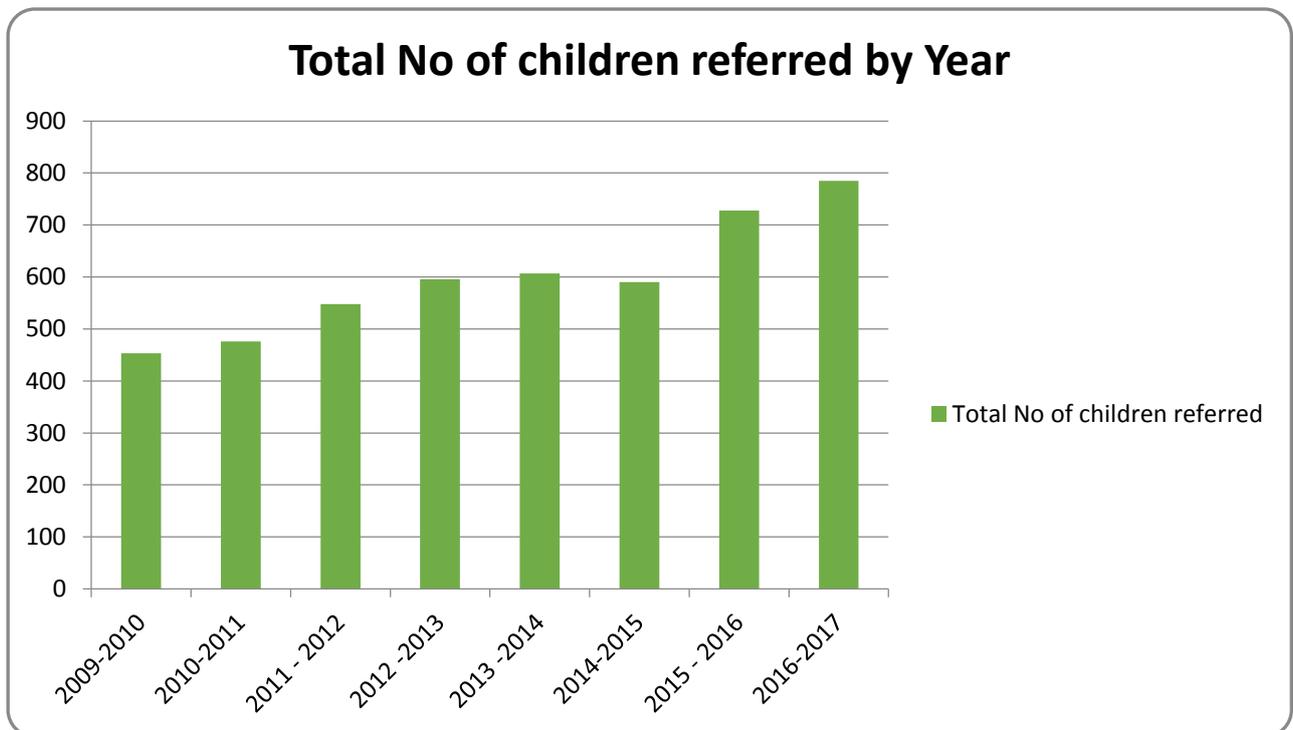
We look forward to our Penhaligon's team continuing to go from strength to strength over the coming year and we have many more exciting things ahead this year to look forward to!

Becky Thomas, Family Services Manager

Figures and Statistics

Overview	2016 - 2017	2015 - 2016	2014- 2015	2013 - 2014	2012 - 2013	2011 - 2012	2010- 2011	2009- 2010
Total No of children referred	785	728	590	607	596	548	476	453
Total No of families referred	488	485	367	386	348	333	303	278
Children & Young People Received One to One support	143	142	109	158	155	135	114	
Pre Bereavement Referrals	54	52	54	53	34	58	27	9
Post Bereavement Referrals	434	428	312	333	314			
Both Pre & Post	0	5	1	not recorded	not recorded	not recorded	not recorded	not recorded

CHART 1.



Penhaligon's Friends

Summary of Outcomes for Children and Young People who received individual therapeutic support from Penhaligon's Friends

This summary is based on 60 children who received individual therapeutic support from Penhaligon's Friends between December 2014 and January 2016.

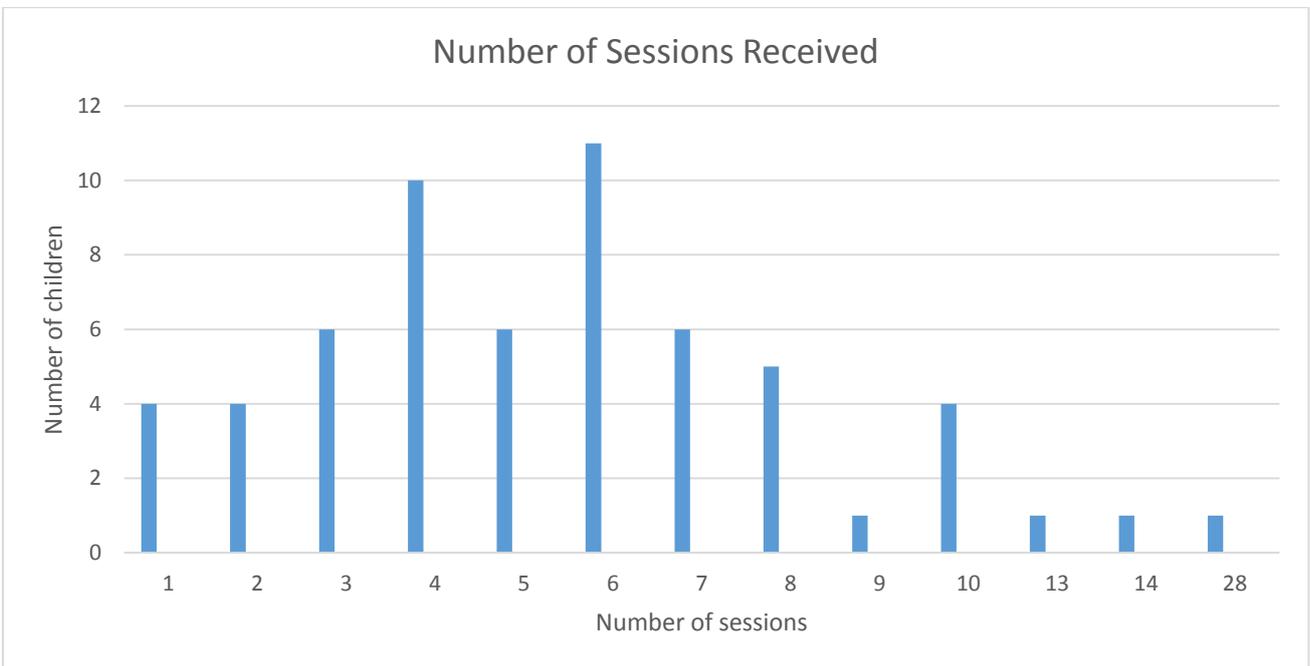
Table 1 presents information on the age and sex of these children and young people. Children between 6 and 17 years of age received support, with an average age of 12 years. Slightly more girls (n=36, 60%) than boys (n=24, 40%) received support. Just over two thirds of children (n=41, 68%) were between 12 and 17 years of age.

Table 1. Age and sex of children and young people in receipt of individual support

Age (years)	Male	Female	Total
6	1	0	1
7	1	0	1
8	1	2	3
9	1	3	4
10	2	4	6
11	1	3	4
12	3	5	8
13	6	4	10
14	5	7	12
15	1	4	5
16	2	3	5
17	0	1	1
Total	24	36	60

Figure 1 presents information on the number of sessions these children and young people received. Children and young people received between 1 and 28 sessions, with an average of 6 sessions in total. Boys and girls received a similar number of sessions (5 and 7 sessions respectively). The average number of sessions was same for children less than 12 and those aged 12 or more years (i.e. 6 sessions).

Figure 1. The number of sessions children and young people received

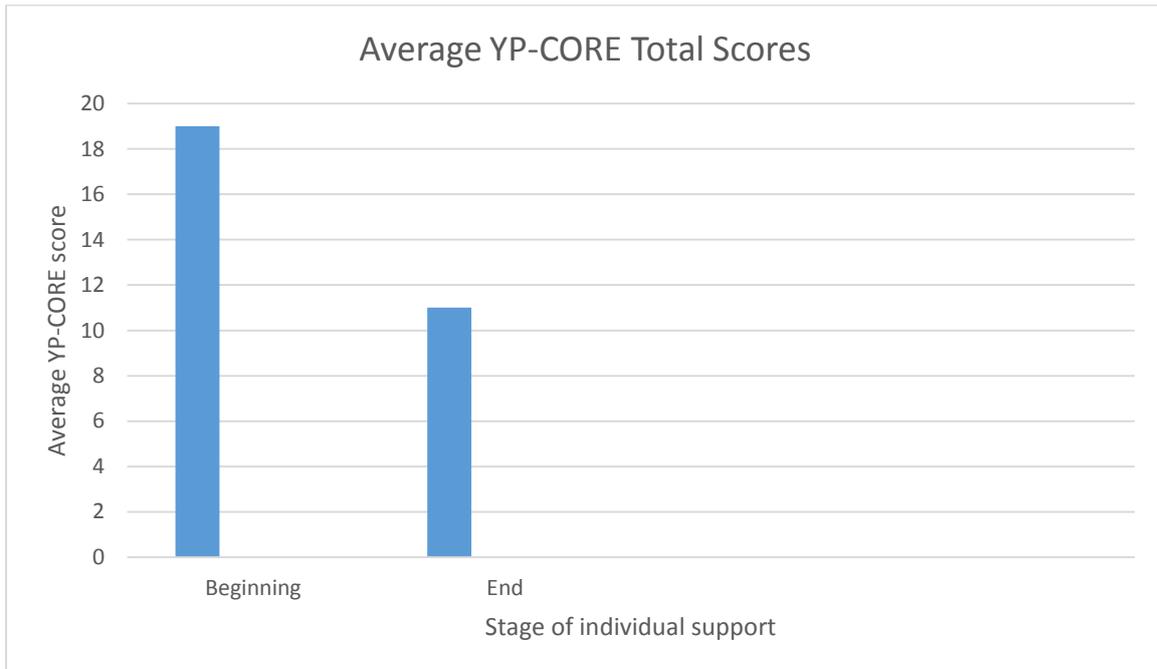


Children and young people were asked to complete the YP-CORE Outcome Measure at the beginning and end of individual therapeutic work. YP-CORE is a brief (10 items) and user-friendly self-report measure designed for use across a wide variety of service types for young people aged 11-16 years (secondary school age). The measure assesses clients' distress, subjective wellbeing, problems and symptoms, life/social functioning and risk to self. Each item is scored on a 5-point scale from 0 to 4 with a total score calculated by adding responses to all 10 items. Scores can range from 0 to 40, with higher scores representing more problems and/or distress.

In total, 44/60 (73%) children and young people were aged between 11 and 16 years and were eligible to complete the YP-CORE. Of these children and young people, 40 completed YP-CORE at the beginning of individual therapy and 36 at the end of individual therapy. Complete data sets (beginning and end YP-CORE Total Scores) are required to measure any change in wellbeing. There were complete datasets for 36/44 children and young people who received individual support, which is a very good response rate of 82%.

Figure 2 presents the average total scores on the YP-CORE for these children and young people at the beginning and end of individual support. Children's scores generally improved with an average score of 19 at the beginning of individual support and an average score of 11 at the end. This change in score was statistically significant ($t=7.6$, $SD=6.3$, $p<0.0001$).

Figure 2. Average YP-CORE Total Scores for children and young people in receipt of individual support (n=36)



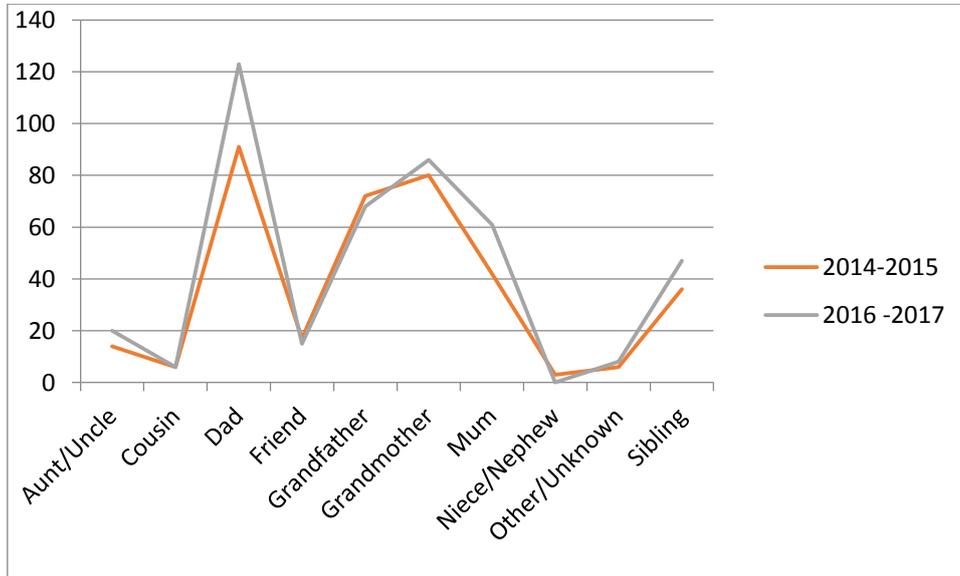
It can be concluded that individual therapeutic support benefitted children and young people, as indicated by changes in the YP-CORE Outcome Measure.

By

Dr Sarah Perry, Chartered Clinical Psychologist

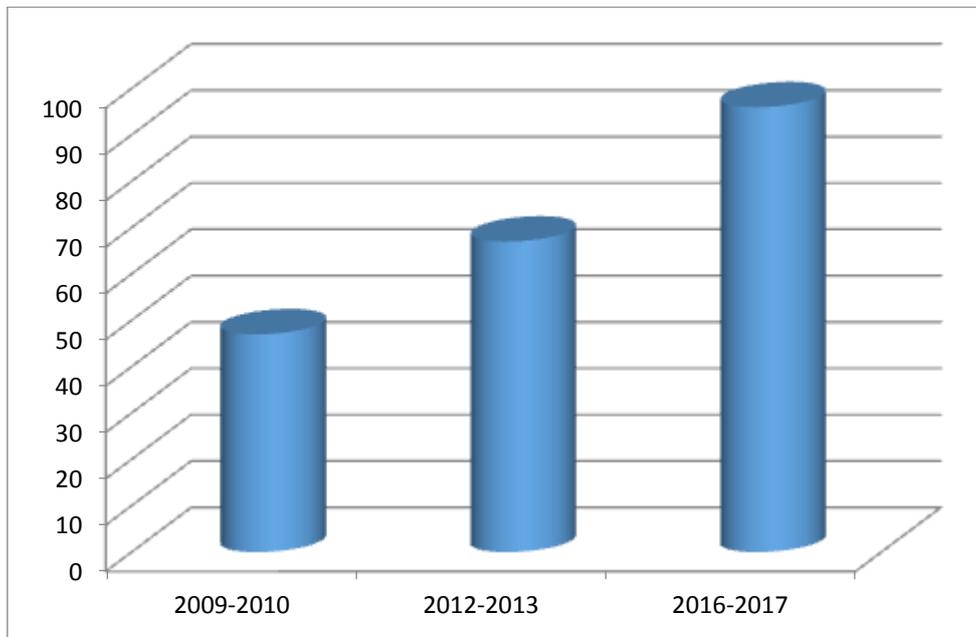


CHART 2.



Above: Referrals by relationship to the deceased

CHART 3.



Above: Increase in the number of young people accessing our Break It Down Teens Groups

FIGURE 4.

Grief Matters for Children

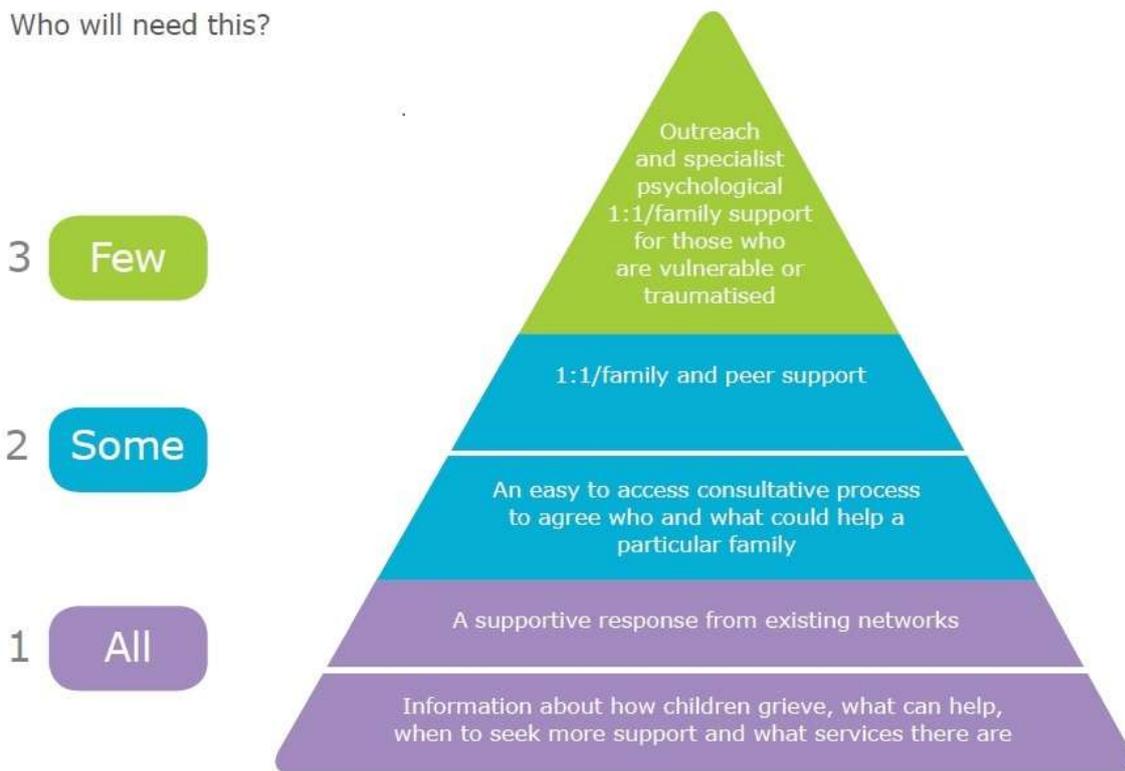


Childhood
Bereavement
Network



What good provision for bereaved children and young people and their parents and carers looks like

Who will need this?



Treasurer's Report

Penhaligon's Friends has had another good year financially. Despite setting a deficit budget at the start of the year Penhaligon's Friends managed to attract sufficient additional funding to end the year with a surplus of £11,623. This builds on previous surpluses to give a general reserve fund of £180,700. Income, at £192,051, was down about 6% on last year. This, to an extent, reflects the prevailing poor economic conditions and the impact of statutory funding cuts on much of the voluntary sector. Expenditure, at £180,428, was also down about 6% 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, however the on-going grant support for 11 plus was maintained in the year.

Training fees remain strong with £9,860 being received in the year. This activity helps the charity to achieve its objectives, raises its profile and contributes to unrestricted funds.

Expenditure savings are made up from small savings across operational activities and office costs. There has been a slight increase in staff costs. For the most part these posts are grant funded and do not incur a commitment beyond the lifetime of the grant funding. Fundraising costs have reduced and are anticipated to reduce further in future years as all bids are now being submitted without external support. The Teens Group continues to receive additional support from Global's Make Some Noise.

General fund balances now total £180,700 equating to 52 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 will enable the charity to fulfil that objective.

The charity holds no significant fixed assets.

Debtors remain insignificant and there are no concerns on bad debts.

The position for the year ahead is relatively secure. However the Trustees have agreed again 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 2016/17 were:

BBC Children In Need

Cornwall Council

Esmee Fairburn Foundation

Global's Make Some Noise

NHS Kernow

Ryklow Foundation

Tanner Trust

... 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 Coodes Solicitors for making us their charity of the year in 2016 and looking ahead to 2017 we are being supported by Francis Clark LLP, Coastline Housing and Cornish Mutual.

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 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 service we are able to provide.

Bill Phillips

Treasurer

Independent Examiner's Report

Penhaligon's Friends
For year end to 31 March 2017

Independent Examiner's Report to the Trustees of Penhaligon's Friends

I report on the accounts of the Trust for year ended 31 March 2017, which are set out on pages 32 to 38.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act)) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 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 Commission. 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 to accounts present a 'true and fair view' and the report is limited to those matters set out in the statement 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 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 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.



Darren Perry BA (Hons) ACA DChA
Independent Examiner
Francis Clark LLP
Lowin House
Tregolls Road
TRURO
TR1 2NA Date: 17/10/17

Penhaligon's Friends
Registered Charity no. 1053968

**Statement of Financial Activities
for the year ended 31 March 2017**

	General		Restricted	Total	Year to 31 March 2016		
	£	£			£	£	£
Income and Endowments from:							
Donations & Fundraising	76,684	-		76,684	78,382	1,100	79,482
Grants	-	85,245		85,245	250	84,102	84,352
Training fees	9,860			9,860	10,054		10,054
Booklets etc	1,153			1,153	970		970
CC Spot Purchase	18,483			18,483	28,271		28,271
Bank interest	626			626	308		308
Total Incoming Resources	106,806	85,245		192,051	118,236	85,202	203,438
Expenditure on:							
Client/Members Direct Costs							
1 - to - 1	-	5,334		5,334	67	4,056	4,123
Family Days	-	303		303		169	169
Family Support	-	2,839		2,839	19	3,439	3,458
Memory Days	-	4,325		4,325	2,073	1,566	3,639
Parents Group	-	978		978	50	834	884
Teens Group	-	6,106		6,106		5,339	5,339
Training Days	2,251	31		2,282	2,805	385	3,190
Transition Day	-	-		-		879	879
Volunteers Training	713	179		892	105	2,825	2,930
Library	815	949		1,764	1,023		1,023
Fundraising Costs	2,266	348		2,614	6,759	1,985	8,744
AGM/Meetings	136	-		136	777	500	1,277
Accountancy Support	648	-		648	2,850		2,850
Bank Charges	468	-		468	498		498
Insurance	1,280	-		1,280	1,421		1,421
Office Costs							
Cleaning	1,263	-		1,263	1,401		1,401
Computer software	1,368	-		1,368	1,108		1,108
Furniture & equipment	510	-		510	278		278
Heat, light & power	1,612	-		1,612	1,407		1,407
Printing & stationery	3,439	30		3,469	3,814		3,814
Postage	955	677		1,632	2,124	512	2,636
Telephone	2,442	1,000		3,442	2,173	1,452	3,625
Supplies	851	72		923	428		428
Rent & Property Maintenance	13,135	-		13,135	11,226	3,000	14,226
Staff Costs	60,371	62,074		122,445	59,126	58,261	117,387
Depreciation	460	-		460	460		460
Bad Debts Expense	200			200			
Total Resources Expended	95,183	85,245		180,428	101,992	85,202	187,194
Net Income/expenditure	11,623	0		11,623	16,244	-	16,244
Transfer between funds	-	0		-			-
Net movement in funds	11,623	0		11,623	16,244	-	16,244
Opening Balance 1st April 2016	169,077	0		169,077	152,833	-	152,833
Closing Balance 31st March 2017	180,700	0		180,700	169,077	-	169,077

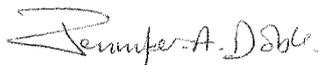
The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derives from continuing activities.

Penhaligon's Friends
Registered Charity No. 1053968

Balance Sheet
as at 31st March 2017

	General Fund £	Restricted Funds £	Total Funds £	Total funds as at 31 March 2016
Fixed Assets				
Office Equipment/Furniture				
Cost - 1,380				
Depreciation - 1,380	<u>-</u>	<u>-</u>	<u>-</u>	460
Current Assets				
Cash at Bank & In Hand	173,943	11,011	184,954	184,953
Debtors	14,778		14,778	6,470
Prepayments	450	-	450	340
Stock	-	-	-	-
Total Current Assets	<u>189,171</u>	<u>11,011</u>	<u>200,182</u>	191,763
Less: Creditors	<u>- 8,471</u>	<u>- 11,011</u>	<u>- 19,482</u>	23,146
Net Current Assets	180,700	-	180,700	168,617
Total Assets	<u>180,700</u>	<u>-</u>	<u>180,700</u>	169,007
Represented by:				
General Funds	180,700		180,700	169,077
Grants not released			-	-
	<u>180,700</u>	<u>-</u>	<u>180,700</u>	169,077

Signed:



Chairperson

J. Doble

Signed:



Trustee

T. Lamb

Penhaligon's Friends
Registered Charity No. 1053968

Notes to the accounts
for the year ended 31st March 2017

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. The company has transferred from the previously extant UKGAAP to FRS 102 as at 1 April 2015. There is no material impact on the reported financial position and financial performance and hence no restatement of the comparatives.

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 £
Cost at 1st April 2016	1,380	0	0	0	1,380
Additions in year					0
Disposal in year					
Cost at 31st March 2017	1,380	0	0	0	1,380
Depreciation charge- for year	-460				-460
Disposal					
b/forward 1st April 2016	-920	0	0	0	-920
Accumulated depreciation at 31st March 2017	-1,380	0	0	0	-1,380
Net book value at 31st March 2017	0	0	0	0	0
Net book value at 31st March 2016	460	0	0	0	460

Note 3 **Liquidity**

	2016/17	2015/16
	£	£
Cash at bank-current account	20,885	16,592
Cash at bank-deposit account	113,182	118,123
Cash at building society	50,687	50,000
Cash at paypal	-	38
Cash in hand at office	200	200
	<u>184,954</u>	<u>184,953</u>

Note 4 **Restricted funds**

	B/forward	Income	Expenditure	Balance
	£	£	£	£
BBC Children in Need	0	31,480	31,480	0
Family Services activities				
Cornwall Council	0	10,000	10,000	0
Support for young people 11+				
Esmee Fairburn	0	2,500	2,500	0
Volunteer Coordinator and fundraising				
Global's Make Some Noise	0	19,250	19,250	0
Teens group costs and salary for worker				
NHS Kernow	0	12,375	12,375	0
1-1 support				
Ryklow	0	6,640	6,640	0
Memory Days				
Tanner Trust	0	3,000	3,000	0
Parents group and volunteer mileage				
Totals	<u>0</u>	<u>85,245</u>	<u>85,245</u>	<u>0</u>

Note 5 **Debtors and prepayments**

	2016/17	2015/16
	£	£
Trade Debtors		
Training fees	2,050	1,000
Booklets		-
Grants		-
CC Spot Purchase	12,608	5,231
Accrued Interest		
Interest	120	239
Prepayments		
Insurance	328	290
Training Costs	50	50
Fundraising	72	-
	<u>15,228</u>	<u>6,810</u>
	<u><u>15,228</u></u>	<u><u>6,810</u></u>

Note 6 **Creditors and deferred income**

	2016/17	2015/16
	£	£
Trade Creditors	3,636	6,274
Accruals	104	1,606
Deferred income	13,861	13,372
Taxation and social security	1,881	1,894
	<u>19,482</u>	<u>23,146</u>
	<u><u>19,482</u></u>	<u><u>23,146</u></u>

Note 7 **Deferred Income**

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

	£
Balance as at 1 April 2016	13,372
Amount released to income earned from charitable activities	- 13,372
Amount deferred in year	13,861
Balance as at 31 March 2017	<u>13,861</u>
	<u><u>13,861</u></u>

Note 8 Analysis of staff costs and trustee remuneration and expenses

	2016/17	2015/16
	£	£
Salaries and wages	109,906	105,388
Social security costs	8,136	7,630
	<u>118,042</u>	<u>113,018</u>
Staff travel and expenses	3,489	3,690
Staff supervision and training	914	679
	<u>122,445</u>	<u>117,387</u>

No employees had emoluments in excess of £60,000 (2015/16: nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2015/16: £nil)

neither were they reimbursed expenses during the year (2015/16: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2015/16: £nil).

The average monthly headcount was 7 staff (2015/16: 9).

The key management personnel of the charity, comprise the trustees and two members of the senior team. The trustees are not remunerated. The senior team also assist with the delivery of the charitable activities and their aggregate remuneration was £66,679 (2015/16: £64,909). The remuneration specifically in relation to their role as key management personnel has been estimated as £34,799 (2015/16: £33,877).

Note 9 Analysis of Net Assets between Funds

	Unrestricted Funds	Restricted Funds	Total
	£	£	£
Tangible Fixed Assets	-	-	-
Cash at Bank	173,943	11,011	184,954
Creditors	- 8,471	- 11,011	- 19,482
Debtors	15,228	-	15,228
	<u>180,700</u>	<u>-</u>	<u>180,700</u>

Thanks to Supporters

We really appreciate all of the donations we have received from our supporters in the 2016/2017 year. Thank you.

Abigail Gallacher and Team	Charles Paull
Alex Johnson	Churches Together Cornerstone
Alison Grose	City of Truro Round Table
Allet Methodist Chapel	Colin Mullis
Annie Lee	Coodes Solicitors
Barringtons Funeral Directors	Cornwall Symphony Chorus & Camborne Town Band
Berrymans	Cusgarne C.P. School
Ben Caisey	David Cooke
Bethel Community Church	Davinia Sainthill
Blackwater Post Office	Dawn Aitchison
BMW Ocean Plymouth	Denise and Stuart Vowles
Bolingey Inn	Devoran Pre-School
Boscastle WI	Di Dingle
Breathe Health and Fitness	Diabetic Centre, RCH Treliske
Brenda Bailey	Dinnertime Pets Dog Show
Byrne Black Belt Academy	Eileen and Mandy Pearce
C Baines	Enid Stevenson
Callington Methodist Church Junior Breakfast Club	Falmouth School
Callington WI	Falmouth United Reformed Church & Trinity Baptist Church
Camborne Science and International Academy	Foot Anstey
Camborne Tangent Club	Fowey Hall Hotel
Camelot Ladies Darts League	G.W. Accountants
Cargreen Village Choir	Gill Jones
Caroline Rogers	Gooseberry Bush Day Nursery
Chacewater Bingo	Graham and Angela Taylor
Chacewater Music in the Park	

Greenmount Carpets	LWC Drinks Combination League
GVA Grimley Limited	Madron WI
Gwyn Dowl Shortbreaks Home	Mandy Kimmins
Helston Adult Learners	Marazion School Rota Kids Club
Helston Furniture	Mark Clift-Matthews
HJS Hair Care	Marlene Kevern
Hodgsons Chartered Accountants	Martin and Jay Haywood
J Anderson, St Uny	Michael Fox
J Stamp and Sons Funeral Directors	Michael Martin
Jan Trathen	Michael Penkevil Community
Janet Edmonds	Mike Bearcroft
Janet Lewis	Mike Hawken
Janine Bright	Mounts Bay Academy
Jen Nicholls and Team	Mousehole Methodist Chapel
Jill Glynne Jones	Mr and Mrs A Bailey
Jolly Sailor Cross Fit Gym	Mr and Mrs Best
Jon Evans	Mr and Mrs Gorvin
Jordana Thomas	Mr and Mrs Hogarth
Julie Boissonade	Mr and Mrs Hood
Karen Reid and the Dartmoor Trek Challenge Team	Mr and Mrs K Govier
Kat Marsh	Mr and Mrs Lord
Lady Frances Banham	Mr and Mrs R Masters
Lanivet C P School	Mr and Mrs Watson
Lanner Good Companions	Mrs Diane O'Brien
Lanner Horticultural Produce and Craft Show	Mrs Elaine Bailey
Launceston College	Mrs Meriel Chudleigh
Lin Melluish	Mrs Pat Seymour
Londis Store and PO, Falmouth	Napolean Inn, Boscastle
Lostwithiel Twinning Association	NCS Group 4
Luke Stevens & Mounts Bay Vets	Newlyn Knitters
	Newlyn Trinity Church

Nick Morris and Karl Hughes - St Merryn Fatstock Charity Auction Group	Scorrier Christain Fellowship
Nigel Woodcraft, Pall Europe Ltd	Scott Davis
Ocean Academy of Dance	Sennen Farmer's Market
Oleg Sorokin	Sheila Skinner
Pelynt PCC	Simon Newell
Penryn Job Centre	Smith & Reed Recruitment
Peter Harvey	Songsmith Musical Theatre and Lynette Rentoul
Philip James and Family	St Austell Brewery
Pool Academy	St Austell Golf Club Juniors
Portbyan Ladies Group	St Breock School (Year 6)
Porthleven Lifeboat Day	St Ives Bay Hotel
Porthpyra Singers, Looe	St Kew WI
Portland PR	St Mary's Catholic Primary School
Portscatho United Church	St Stythian Church
Pughs Funeral Directors	St Uny Church of England Primary School
Rabart Decorating Centre Redruth	Stithians WI
Rebecca Moore	Summerhouse Gallery
Redruth Methodist Church	Sunnyside Surgery
Redruth Town Council	SW Comms
Rick Stein's	Sweet Pea and Betty
Roche and District Young Farmers Club	Sylvia Moore
Rodda's	Tesco Redruth
Roger Watson	Tessa Garside
Rosa Harriss	The Alverton
Ross Jackson-Hicks	The Church of the Holy Spirit, Trewoon
Ruth Trahair	The Cornubian Lodge of the Oddfellows
Sally Bowden	The Fostering Team, Cornwall Council
Sarah Cox and Team - The Saint's Way Challenge	The Jermyn Family
Sarah's Childminding Services	The Ladies at Trevoze Golf Club
	The Lakes Family

The Lion's Club of Callington	Tristan Kimber
The Natural Health Store	Truro and Penwith College HND Art Team
The Red Lion St Kew	Truro Running Club
The Rotary Club of Falmouth	Truro School
The Rotary Club of Redruth	TSB St Austell
The Rotary Club of St Agnes and St Piran	Vicki Bluett
The Rotary Club of St Austell	Wadebridge Toy Library
The St Ives Bay Hotel	Watson-Marlow Limited
The Tanner Trust	West Penwith Methodist Church
The Wood Family	Western Power Distribution
Tracy Stephens - Sarah's Memory Walk	Whistlefish
Trebah Gardens	White Stuff
Treleigh School and Camborne Junior Band	White Stuff Padstow
Treloweth School	White Stuff Rock
Tremorvah Firework Committee	Wildshore Events - Little Fay Fest
Trev Lampshire and Team - Classic Quarter Challenge	Yorkshire Building Society Newquay

Administrative Details

PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Jennifer Doble (Chairman) Prue Willday (Secretary) William Phillips (Treasurer) Tarn Lamb Brenda Bailey MBE Diane Charles Ian Frampton DClín Psych; PHD Jordan Heather Lady Frances Banham MBE
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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Registered Charity No. 1053968