



Penhaligon's Friends

# Annual Report



2020-2021



# Contents

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Page

3	Trustees Report
4	Charity Objectives and Structure
6	How Our Activities Deliver Public Benefit
8	Training
9	Chairman's Report
10	CEO Report
13	Family Services Report
22	Volunteer Co-ordinator's Report
27	Treasurer's Report
29	Independent Examiner's Report
30	Financial Statements
37	Thanks to Supporters
39	Administrative Details



## Trustees Report

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The Trustees present their report and the financial statements for the year ended 31 March 2021.

### **CHAIR**

Dr Jennifer Doble

### **TRUSTEES**

The following were Trustees during the year:

Dr Jennifer Doble

William Phillips – Treasurer

Ian Frampton – retired 15<sup>th</sup> September 2020

Clare Gallimore – retired 15<sup>th</sup> September 2020

Tarn Lamb – retired 15<sup>th</sup> September 2020

Nigel Hyde

Nicky Sutton

Mike Bird

Rosemary Jane Black – retired 17<sup>th</sup> November 2020

Dr Alison Stephens – appointed 19<sup>th</sup> January 2021

# 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 CEO; 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 28<sup>th</sup> June 2011. The new CIO structure for the charity has been incorporated and all the activities and asset / liabilities have been transferred to the new CIO on 31 March 2021. The day-to-day management of the Charity is delegated to the CEO.

## 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

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** – Our free one-day 'Get Started' Volunteer Training is a great introduction, giving an overview of our charity with an insight into volunteering roles and options for getting involved whether it be to fundraise and support community events or to help with our Family Services work. Once completed, this one-day training then gives the option to continue to a free two-day 'Get Going' Training which enables volunteers to help with family support, such as helping with Memory Days, Family Groups and Teens Groups. Volunteers can also access the above training as desired.

## Chairman's Report

This was not how we expected to celebrate our 25<sup>th</sup> year as an established charity! It was a year however that saw Penhaligon's Friends rise to the challenge of the pandemic and continue to meet the needs of bereaved children, young people, and their families. It is testament to Julie Parker, CEO, and the staff team that a service continued to be provided in innovative and flexible ways, they deserve heartfelt thanks. The feedback from parents and school staff found in the Annual Report also shows how this was appreciated.

Not only did those using the service show their appreciation, but we were also privileged to receive several grants in recognition of the commitment to meeting family's needs in unprecedented times. To me this says more about how the charity has established itself in the 25 years than any event.

The pandemic has also, as for many, been a time of reflection and change. We have said goodbye to Becky Thomas our long serving Family Services Manager, and previously a volunteer, she has contributed significantly to our work over this time. She made the big decision to start a new venture and we wish her every success and happiness. Doreen Hocking, who was previously a long serving Trustee and one of our original founders, and also a volunteer also felt it was time to step down. Our heartfelt thanks go to her for the amazing work she has done over the 25 years. Both will be greatly missed. Several of our volunteer team have also decided to make some changes.

We have all had to develop new skills and our meetings have meant learning to Zoom amongst other new skills! We have welcomed Anna Pemberton as the new Family Services Lead who has had to negotiate learning about Penhaligon's Friends and getting to know the Trustees through multimedia. This has included fun catch ups with the volunteer team as well as offering training with the wider staff team.

The CEO's report clearly outlines the recognition the charity has at a national level, receiving funding from NHS England to deliver a service where suicide has occurred. Our local Cornish community has also embraced us as the ongoing fundraising shows. We are always amazed and thankful for the efforts put in to ensure we can continue.

Having been involved with Penhaligon's Friends since its inception I feel immensely proud. My thanks also extend to our Patrons and to my fellow Trustees for their support and commitment over the years and I wish all those leaving us well, as they move on to new commitments.

Having shown how the service can continue in such adverse times bodes well for its ongoing resilience as we head for the next 25 years.

**Dr Jenny Doble, Chair Penhaligon's Friends**

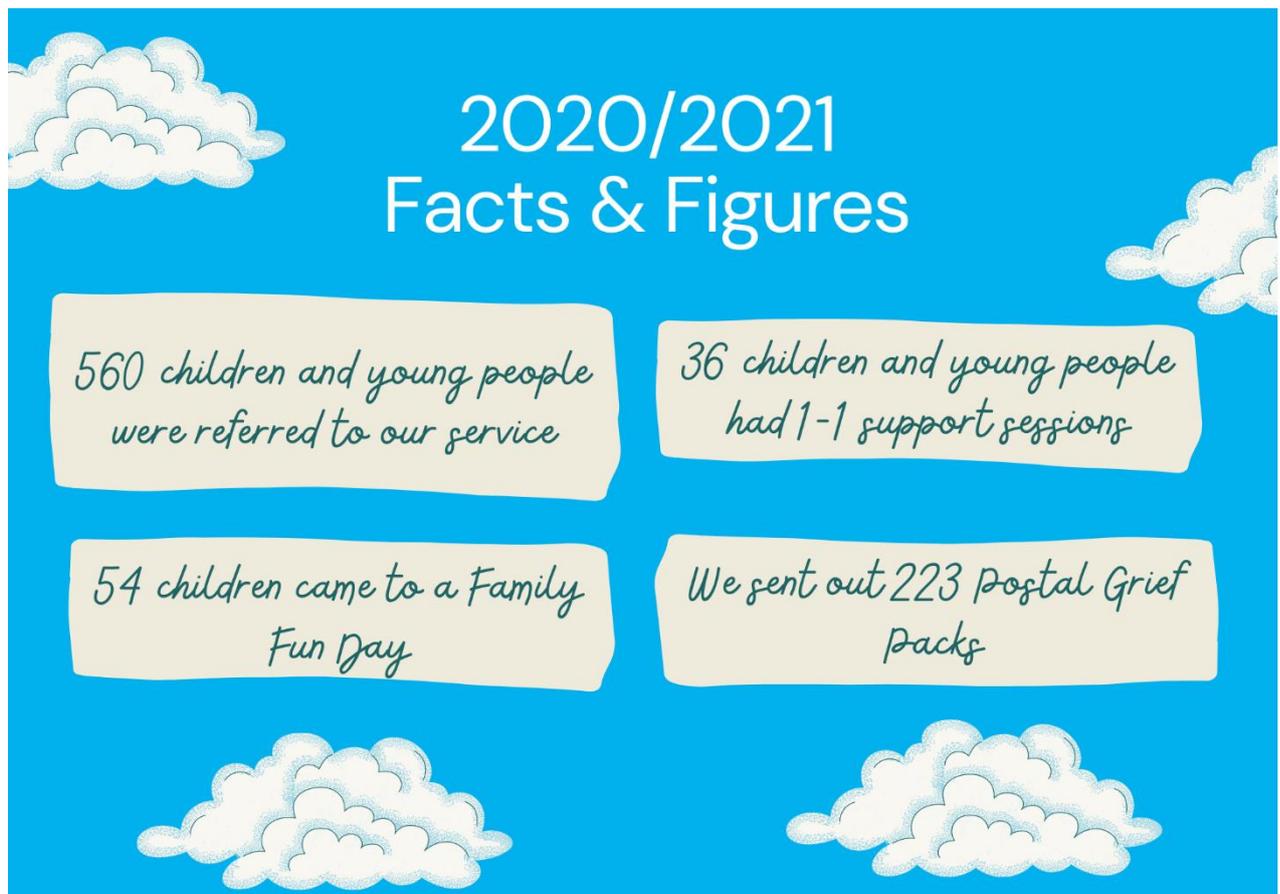


## CEO Report

Penhaligon's Friends has had a challenging and busy year, the Covid -19 pandemic definitely took us all by surprise! We took the decision very early on in the pandemic to keep all staff working and adapted our service to remain available and accessible to our families here in Cornwall. We felt that bereavement support for our community was likely to be even more necessary through this time.

After an initial period of time working from home, we were gradually able to bring our staff team back into the office, with a newly arranged space to meet the guidelines given by the government for safe working. Throughout the year we adapted with the restrictions and were able to create new opportunities for the children we were supporting. This was partly due to various successful funding opportunities that arose due to the pandemic.

We had been very much looking forward to celebrating our 25<sup>th</sup> year in 2020, a time to commemorate our work across Cornwall. Sadly, most of our planned activity was unable to take place, but we have tentatively planned for some of these to happen later in 2021.



## **Staff**

I have been so grateful for the support of our staff team over this last year, they have trusted me to safeguard them through this challenging time and we have worked together to create a safe space to come together as a team, which is so important in our work. Their enthusiasm and willingness to try things in a different way has enabled us to carry on meeting the needs of bereaved children here in Cornwall.

In August we said goodbye to a significant member of our team, Becky Thomas, who has been with Penhaligon's Friends since 2008 and contributed so much to our charity, shaping the way we have delivered support over the years. Becky was a much-loved colleague and friend to me, and to all that knew her – she left a sparkle in many lives, and we very much miss her presence! She has moved on to different challenges now but leaves a strong framework for our Family Services team to embrace.

We were delighted to appoint Anna Pemberton into the role of Family Services Lead in September, Anna is new to the county and has already become a vital team member.

I am always indebted to our staff team for their commitment and creativity, they always rise to a challenge, (and we are faced with a few of those!) support each other and approach each day with good humour and enthusiasm making Penhaligon's Friends such a rewarding place to work.

## **Volunteers**

I am so grateful to our wider team, our incredible, talented, and passionate volunteers. They too have faced a challenge as we have not been able to utilise their skills and time in the same way. With much of our community support not able to take place, and with many of our volunteers shielding, it has been mostly virtual contact that we have had with them. It feels strange to us not to welcome our volunteers into our office, and we have missed them so much. We are just beginning to get back to seeing some of them face to face again which is exciting!

Doreen Hocking, who has been such a significant member of our team, has now retired. Doreen was involved in the inception of the charity 25 years ago and has contributed so much to us. She has been involved in all aspects of our work, she was a Trustee for a time, ran our professional training for many years as well as supporting children directly through our family services work. Doreen was passionate about providing the best support to every bereaved child she spent time with and has improved the lives of hundreds of children in Cornwall. We are so grateful for her time with us and miss her reassuring presence amongst our team, and her immense knowledge and compassion.

Our Trustees have supported our work throughout the year and have remained available to me when I have needed them, I am very grateful for their trust and support allowing me to make timely decisions and adapt, as necessary.

We could not achieve our aims without all of our volunteers, each hour contributed is invaluable to us and the skills and experience our volunteers bring from their own backgrounds helps to make us a strong and professional organisation.

**Grants and Donations**

We were very grateful to achieve commissioning from NHS England this year – for a 3-year term. This funding has been awarded for our work with children and young people bereaved through suicide. We will be working more closely with the adult commissioned service, Suicide Liaison Service, to develop an all-age pathway moving forward. One of our other main funders this year has been BBC Children in Need who have funded our Family Services Manager for a 3-year period. We have just been successful with a further 3-year grant from them starting in May 2021.

We were able to access funding relating to the pandemic through Big Lottery and Global Make Some Noise in partnership with Department for Digital, Culture, Media, and Sport (DCMS). This additional funding allowed us to adapt our support and deliver new programmes of activity to our children and families.

We have also been fortunate to achieve funding with Cornwall Council, Cornwall Community Foundation (Trewithen Fund, Emergency Appeal, Joanies Fund), NHS Kernow, Postcode Community Trust, and Public Health (Suicide Prevention Innovation Fund).

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.

**Julie Parker, CEO**



## Family Services Report

This has without a doubt been a challenging year with many changes and uncertainties. Despite this, the team have maintained a sense of hope and been able to identify opportunities for positive growth and development within the service. The biggest achievement being the continued provision of a service to bereaved children and families throughout the pandemic and lockdowns. I am told by the team that this was largely due to the excellent leadership and foresight by our CEO, Julie Parker, and previous Family Services Manager, Becky Thomas, that the pandemic would be here for some time, so planned ahead.

Polly Langford, Becky Trenoweth and Jo Coombes have remained in post alongside the team of dedicated volunteers providing familiar and friendly faces and a responsive and consistent service to all existing and newly referred families as well as professionals. Anna Pemberton joined the team in October 2020 as the new Family Services Lead.

The Family Services Team have continued to take a steady number of referrals and enquiries and thankfully not experienced the increase anticipated at the start of the pandemic. We have had re-referrals for families needing additional support as children reach different developmental milestones and/or grief which has been compounded by the pandemic. Some common themes that we've noticed during the pandemic have been an increase in children and young people's levels of anxiety, limited opportunities to say goodbye to their loved ones and limited access to the social support they would usually have.

### **Support offered by Penhaligon's Friends Family Services Team over the last 12 months:**

- Telephone and virtual support and advice to families and professionals.
- Postal packs for bereaved children and young people who have been referred and supported by Penhaligon's Friends.
- Family visits virtually, in the office or at schools where needed and possible.
- Structured 5-week Virtual Teens group program for secondary school aged young people.
- Structured 5-week Virtual Family group for primary aged children and their parent/carer.
- Individual support for young people face-to-face and virtually during lockdown.
- Webinars and Virtual coffee mornings fortnightly for parents/carers supporting bereaved children and young people.
- Virtual Dad's coffee mornings fortnightly.
- Training and ongoing support for School Bereavement Champions.
- Training for a wide range of professionals supporting bereaved children and young people.



We are currently in the process of arranging our first memory day since the pandemic and hoping that this will take place in July 2021 if restrictions allow.

**“ S (PF Support Worker) was sympathetic, understanding, supportive and professional and everything we needed at the time (Parent) ”**

Staff have continued to be available on the office number and via email Monday- Friday 9am - 5pm to answer any queries and to continue to provide families and professionals with general support and advice in a timely way. We have also offered face to face contact via office or school visits where it has been needed and safe to do so.

Our ethos at Penhaligon's Friends of supporting the family as a whole and offering advice and guidance to parents/carers and other professionals who are supporting bereaved children and young people feels as important as ever. Whilst we can offer individual support to children and young people this is generally when they are having difficulties with their grieving process, or it has been complicated or compromised in some way.

In the early days following a death a child/young person really needs to know that those in their everyday support network such as school staff know about what has happened and acknowledge it with them. This is not a therapeutic intervention, at this stage, but about letting them know that someone is there for them, if and when they may need it. We have had an even greater focus this year on supporting schools in developing the role of bereavement champions. School staff are often the people that children and young people make connections with and feel supported by outside of their family and can be best placed to provide individual support if and when it is needed.

**“ Thankyou so much for the resources. That's very kind and very useful indeed. Your advice in the email is also very helpful and your support is much appreciated (Professional) ”**

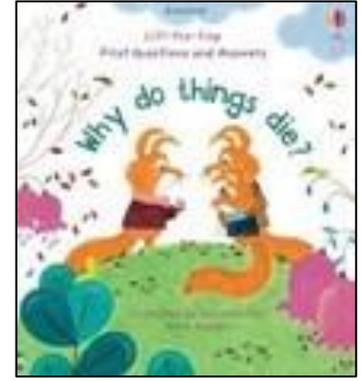
We have seen that, for many bereaved children and young people, the pandemic and associated uncertainties, social isolation, changes in routines and information being shared in the media and on social media has added to the difficult feelings they are already experiencing. For example: fear of dying and others dying; anger, fear and anxiety at things happening to them and their family that are out of their control; confusion around all the different messages and feelings; guilt and a sense of responsibility for others; sadness and feelings of loss around the person who has died and things being different.

Although challenging, the pandemic has provided opportunities for us to be even more creative in how we reach families needing bereavement support and help them to build on strengths, interests, and meaningful connections.





The team have sourced new story books on bereavement for different ages and stages, here is one of the favourites. Why do things Die? – an Usborne lift the flap book by Katie Daynes.



Additional information handouts have also been developed which can be accessed on the website, such as “Supporting Children with Death & Bereavement During the COVID-19 (Coronavirus) Situation”. There are also further resources for schools, and information about supporting bereaved infants and young children and children with special education.

Since the formation of the Cornwall Bereavement Network in 2020 we have continued to meet on a monthly basis to share updates, ideas and best practice around supporting bereaved children and families.

“

**It really helped me, and also helped to think of some ways I can speak to B surrounding my Mum's death. We came up with an idea of a memory book .... I have also spoken to B about if she has any questions regarding Mum's illness, she had, so we sat and spoke about them openly and I think she felt a lot better after. I've read through some of the attachments you sent me and some of them really make sense as to why she's acting up at the moment ... thank you. (parent)**

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### **Support to Parents and Carers**

In addition to the telephone support and family visits we have also offered parents and carers webinars and more recently virtual coffee mornings. We have been particularly keen to maintain the offer of meeting with families face to face when it has felt safe to do so. We've minimised risk of infection by keeping visits in controlled and COVID secure environments such as the office or more recently schools, community spaces and even gardens where privacy can be ensured.

The Parent/Carer webinars were an opportunity to share information on specific topics that had been coming up regularly such as bereavement at different ages and developmental stages, anger, anxiety, and sleep. They were also a chance to ask questions relating to their child's bereavement and hear from other parents and carers.

Since the end of 2020 we have replaced the webinars with virtual coffee mornings for parents/carers facilitated by a member of the Family Services Team. The coffee mornings aim to offer parents and carers a safe space to share experiences, and reduce feelings of isolation, strengthen healthy coping strategies, and build confidence in supporting their children. Although each individual and family's experience of grief is unique parents and carers often tell us that hearing other stories and journeys and with children at different ages and stages is invaluable.

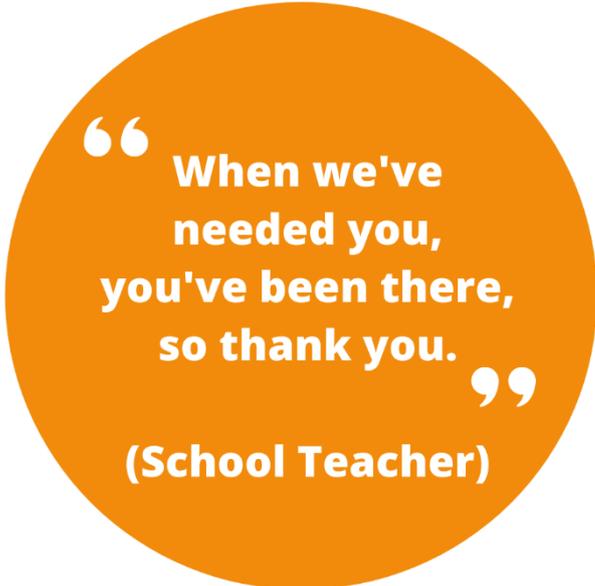


### Support to Schools & Settings

During the start of the pandemic in 2020 we worked closely with the Local Authority Education Psychology Services and held online 'Grief Aware School's' training for school staff which was very popular. This began with 'School's Bereavement Champion' training online and was attended by nearly 500 people in and out of Cornwall. This was followed by a specific session for Senior Leadership Staff within schools.

Bereavement training has also been developed and delivered for Early Years Settings. There is also now a dedicated area on the Penhaligon's Friends website for those schools and settings who have participated in our training to support them in their work. In addition to this, Polly Langford has been busy working with one of the Educational Psychologists offering virtual drop ins to support the school bereavement champions in their ongoing support and work with young people who have been bereaved. They've also put together videos of activities and resources for Bereavement Champions to support the work and additional workshops are being offered this term around sudden death.

Schools and education settings regularly contact us for advice and guidance around supporting bereaved children and young people in their community. We are always happy to offer suggestions, share resources and also sign post to other services where appropriate.



There have continued to be occasions over the past year where our support has been requested by schools and settings following the death of a student or teacher which has impacted the wider community. We have worked closely with the settings senior leadership and pastoral teams, the Local Authority and Public Health where appropriate, to consider the needs of the wider community (staff, students, parents, family of the deceased). Particularly where there has been a sudden or traumatic death, including suspected suicide. This support has been provided through face-to-face staff meetings, group work with students, drop-in sessions for groups and individual students and staff, attendance at multi-disciplinary Team Around the Schools meetings and Bloom consultations, and telephone support and guidance.

We remain as part of a countywide Bereavement & Critical Incident Core group, made up of representatives from the Local Authority, CAMHS, Early Help Hub, MARU, and other key services. We meet termly to ensure schools are offered appropriate bereavement support and training. This is in addition to our role in the suicide postvention and prevention strategy in Cornwall.

We have postponed our annual 'Remember Me' training event for schools and settings dealing with childhood loss, bereavement, and critical incidents until October 2021 in the hope that it can take place face to face. We are also updating our guidance documents for schools and settings responding to bereavement by suspected suicide.



Penhaligon's Friends continue to be involved in the project initiated by and in memory of Nicky Oxenham, a teacher from Shortlanesend School, to help schools and settings if they are impacted by cancer. We are offering advice and guidance around resources which could be used to support pre-bereavement work with students.

### One to One Work

Individual support for children and young people has been much more challenging this year due to the lockdowns and periods of home learning, sessions generally take place in schools and with volunteers. During the 3 periods of lockdowns, although sessions were offered virtually to those young people who had already started individual support this was not taken up by many. Individual support resumed on a face-to-face basis in between the lockdowns and new work also began where this was a priority thanks to our amazing volunteers and Family Services Team who have remained committed to seeing young people when it has been safe to do so. One to one work has also been supported through school bereavement champions.

We have supported 36 children and young people with individual face to face work during the last year.

Our highly trained and skilled volunteers initially meet with a child or young person, usually in their school setting, to complete an individual assessment and think about what they are struggling with and what support might be most helpful. This is then discussed with the Family Services Team and parent/carer to agree the most appropriate intervention.

If individual sessions are recommended and agreed, where possible, the same volunteer will then meet with the young person on a weekly or fortnightly basis for an agreed number of sessions providing bereavement focussed support to help them process their grief. This support is structured and bespoke to the individual needs to the young person. It may include exploring difficult feelings associated with the bereavement, things they haven't fully understood or have questions about or are worrying them, creating opportunities to remember or say goodbye, building and strengthening healthy coping strategies and a sense of hope for the future.

### Family Groups

Over the last year we have been developing a new structured 5-week group programme for primary school aged children supported by their parent or carers. The teens and family groups were sent packs in the post with creative resources that they then used at home during the virtual sessions.

The family groups have been running very successfully on a virtual basis, 1 every half term, since October 2020. The Family Services staff who have led and facilitated the groups have



noticed and had feedback that the sessions have been extremely well received. One of the positive outcomes has been that they have supported and facilitated communication between children and their parents/carers regarding the person who has died and the child's feelings.

Some of the benefits of the groups taking place virtually are that children have been able to take part in the comfort and security of their own homes without any added stress of travel. Parent and carers have really protected the time to focus on activities with their child or children, and at times continued with the activities once the sessions have ended which has been lovely to see.

### Teens Groups

Prior to the pandemic our teenage support groups were held monthly in Newquay, Redruth, Penzance, and St Austell for young people who are secondary school age up to 18 years. During the first lockdown we held some virtual teens group catch ups but not many of our young people wanted to join.

In September 2020, we made the decision to offer a more structured 5-week programme virtually for teens across the county as and when minimum numbers allowed. We were able to run 2 groups, 1 in the autumn term and 1 in Spring term 2021 after students returned to school. We hope to run a third one this term if there is enough interest.

The numbers of young people attending the virtual groups has been low, with some not wanting virtual contact at all and others not wanting to while they were also having to access schooling virtually.

Those that did attend, all said they valued the opportunity to connect with peers and particularly liked the creative activities planned for the sessions. The aim of the activities was to support them to explore some of their feelings, memories and coping strategies that they may have been struggling with or just not given thought to before.

One of the advantages of virtual sessions has been that people from different geographical areas have been able to meet as a group. However, we recognise the huge value in young people being able to meet face to face and hope to be able to offer a combination of virtual and face to face groups moving forward in September 2021.

“

**I would like to thank you for your invaluable support and understanding for P and the other children that you so kindly help to cope with their grief. As a grieving parent it is often too painful to try to help them express themselves. Knowing how important it is for their grief to be acknowledged and that you can help them on their journey gives us so much hope, thank you**

**(Parent of 14 year old who attended virtual teens)**

”



### Family Fun and Teens Activities

Thanks to the ongoing fundraising efforts by all those supporting Penhaligon's Friends we were able to arrange a couple of family activities and have more family and teens activities planned for the summer holidays.

Some families were able to attend a socially distanced Winter Woods performance by the Rogue Theatre in Tehidy Woods as a Christmas evening out, just before the third lockdown, and enjoyed some hot chocolate and marshmallows.



A fun and adrenalin filled activity day with Porthpean Outdoor Activity Centre is in the process of being planned in the summer holidays for those young people who have been involved in the virtual

teens groups or having individual support so that they have opportunity to meet up. This was something that the teens groups had expressed an interest in.

### Training and links with other professionals

The Family Services team have continued to develop and deliver training including to a wide range of professionals: GPs, Schools, Early Years Settings, Nurses, Educational Psychologists.

“

**It made me think about how children with grief can present..... Really useful to know what services Penhaligon's friends can offer and that anyone can refer. I will be very likely to refer in the future**

**(GP Training feedback)**

”

One of the great advantages of virtual working is that everyone has been really creative and generous in sharing resources as well as keen to be connected with others. We have been able to access a much wider range of training and conferences online and make and maintain relationships with professionals

from different services both locally and nationally which has been hugely valuable.

We are now part of the Cornwall Multi-Agency Suicide Prevention and real time surveillance groups as it is recognised that those bereaved by suicide are also at increased risk of suicide themselves. This has helped us to further develop our partnership working with Outlook Southwest Suicide Liaison Service for adults and Public Health and support to those bereaved by suicide.



We have been attending monthly National Bereavement Alliance (NBA) network meetings to share practice across different services and geographical areas throughout the pandemic. We've also been part of the South West Bereavement Network. As highlighted by NBA recently, there has been a real focus on 'finding hope among the fear' which brilliantly sums up what we have been aiming to achieve for ourselves as a team and in supporting families.

**THANK YOU!**

Over the last 12 months, with the help of all Penhaligon's Friends supporters and fundraisers, our team of volunteers and staff have supported 560 bereaved children and young people.

They are all owed a huge thank you for their unwavering care and dedication for those they support throughout the changing landscape. Ultimately, it has meant that Penhaligon's Friends is still here and will continue to provide a service to families in the future.



**Anna Pemberton**  
Family Services Lead



**Polly Langford**  
Senior Family Support Worker



**Becky Trenoweth**  
Family Support Worker



**Jo Coombes**  
Family Support Worker



## Volunteer Co-ordinator's Report

It has been a very different year for us all at Penhaligon's Friends, but we are thankful to have such an amazing team and volunteer family that we have adapted and created new ways of working to ensure we could continue to provide our support throughout Cornwall. Having time to reflect on the year reminds me how privileged I am to be a part of such a special team of staff and volunteers.

Our volunteers are the very heart of our charity, and as part of my role I am lucky to get to know all of our 75 active volunteers from the initial stages of enquiries through to their training and induction in to the Penhaligon's Friends family. I really hope I can make their journey with us warm and welcoming from the very start and hope they feel connected and valued with the time and support they offer. My role continues to be diverse from the very initial contact from new interest in volunteering, through to recruiting, scheduling, and organising the volunteer training programme and so on. I also work closely with Cornwall County Council to manage DBS applications. Another aspect of my role involves working closely with the local community, businesses, schools, groups etc. coordinating fundraising events, talks and presentations and updating our social media feeds and profile. Along with my colleague Jerry, I hope to serve as one of the links between our charity and the local community, groups, individuals, volunteers, and businesses alike.

### Volunteering

Throughout the year we continued to have enquiries regarding volunteering despite the restrictions everyone faced due to the pandemic. Many wanted to get in touch as result of their own personal experiences or perhaps from having heard about us through schools and colleges, via Volunteer Cornwall, social media feeds and from their involvement in community groups and so on. Despite the challenges that this year held, we still managed to hold some 'Get Started' initial volunteer training virtually on zoom. This one-day introductory training is usually held in community centres in different locations across Cornwall but due to the restrictions face to face training had to be postponed and so we adapted the training to be held on zoom in two parts over two different dates. We had 13 attend parts 1 and 2 on a Tuesday morning and 10 attend the two-part training on Thursday mornings. All who attended enjoyed the training and are hoping to continue to the next stage of training which is the two day 'Get Going' training to enable them to support with family services.



**Jayne's Lejog**

We currently have 75 active volunteers who support us throughout the year and regularly give their time. I hope to be available and easily contactable for all our volunteers in person, but this wasn't always possible with the restrictions and so the majority of communication was by email, phone or social media and various different sessions on zoom. During the first lockdown we quickly started to hold regular volunteer online sessions - coffee mornings every Tuesday morning and informative sessions with family services on a Thursday on zoom. These were really well attended, and it was a great way to stay in touch with our volunteers when we were all under such stringent measures and felt so distant from everyone. It was so lovely to see their smiley faces each session and share tips, recipes, where to find much desired flour and all sorts! These continued until the summer when some restrictions were eased. Volunteers Week from the 1<sup>st</sup> – 7<sup>th</sup> June was a great opportunity to thank our volunteers for all their hard work and efforts and we were able to share messages and personal stories of why and how our volunteers chose to become a part of the team. We also sent out a 'Hug in a Box' to thank them for their support and to let them know how much we missed them! In the autumn term we then held volunteer chat webinars once a month on a Tuesday morning with some of the family services team. These sessions were a great way to check in with each other and hold a focused discussion on a relevant topic our families regularly experience like difficulties around sleep, anger, anxiety etc. We held our Volunteers Christmas Gathering in December with a difference this year - we had a giggle with our Christmas Quiz on zoom all wearing very creative Christmas headwear and accessories we had made before the evening. It was lovely to spend time catching up with those who came, having fun with Christmas movies, songs, and trivia!



This year we implemented an online database which enables us to store information safely and securely, we can update files and records more easily and the information is more readily accessible for the wider team.

**THANK YOU** to all our wonderful volunteers for their continued support and for being a part of the Penhaligon's Friends family it really does make all the difference. We feel so proud of each and every one of our lovely volunteers and we are honoured and privileged to have their help and support. Thank you!

### Community Events and Talks

This year, like every year, has been unique and different in so many ways, but sadly has also been heavily shaped and affected by the current situation with Covid-19. Many community events that were due to take place had to be postponed or cancelled and with the 'Stay at Home' message and the first lockdown it was really difficult to be involved in any fundraising events. We always felt lucky to be a part of new events and challenges from musical events and quizzes, running challenges, coffee mornings, head shaves, charity raffles, auctions and more. We want to send a big thank you to everyone who did manage to hold an event for us and to those who are planning one.



We had planned to hold various events of our own to celebrate our 25 years. Our 'Remember Me Always – a service of reflection' at Truro Cathedral sadly could not go ahead due to the restrictions but we did, however, hold our own virtual Dog Show online and encouraged participants to enter their pets in various doggy categories from the laziest dog, the best smile and the funniest! It was a fun way to get the community involved in a safe way. We also planned a 'Wear a Christmas Jumper to School' day in December and invited local schools and clubs to wear their funkier Christmas Jumper for the day and raise funds. We also held our own Christmas Auction online with lots of wonderful local businesses, artists and supporters having donated amazing items that we could auction online and together raised £2000.

We had some amazing challenges along the way, with the team at The Penryn Dental Practice managed to complete the 'Classic Quarter', a challenging running trail and raised £760 for us – thank you! Our wonderful volunteer Jayne continued with her Lejog cycling challenge but due to restrictions the planned itinerary of cycling from Lands End to John O'Groats took a different shape. Jayne had already completed a stage before the lockdown began and was determined she would complete the remaining 900 miles in just 15 days starting and finishing each day from her



own house. She planned a whole month in the summer of cycling challenges in Jayne's community, notching up routes of anything from 50-60 miles per day. Jayne achieved her amazing challenge and did it with a smile, raising over £1800 for us at Penhaligon's Friends. We had 4 London Marathon Runners who were due to run the London Marathon on April 2020, naturally they were disappointed they couldn't complete the run, but some continued to train and run virtually and two have been given spots for London 2022.

We felt privileged to have several young supporters take on personal challenges for us. We were also overwhelmed by 5-year-old Jude's pledge to support us. Taking inspiration from Sir Captain Tom Moore, Jude decided to run a marathon of 26.2 miles during the month of May 2020. He started on the 6th May and ran 1+ miles per day until he completed his challenge and raised a staggering £1820 for us – amazing thank you so much Jude! Jasper, another young supporter, also decided to shave his very long hair to raise funds for us and raised nearly £2500 which is just amazing – thank you Jasper! Lily decided to have her very long, gorgeous hair cut short for us at Penhaligon's Friends and raised an amazing £840 for us and donated her hair to The Little Princess Trust – thank you Lily!

We have been asked to provide talks to local community groups like Woman's Institutes, Church Groups and Rotary Clubs, and have managed to provide some talks on zoom and other platforms. The Rotary Club of Redruth kindly awarded us with £1000. We have had musical support from The Red Rivers Singers who held an event for us and raised £400 and the Loveny Male Choir who donated £1000 from their year of support. We have been chosen as Charity of the Year by Smile



Together, and Baker Tom's but sadly White Stuff in Padstow & Rock have now ended their support with us and have a National Charity that all stores support, but we are so grateful for all their amazing help over the years.

We have continued to build and strengthen existing connections and establish new friendships in the local Cornish community. Treswithian Downs Crematorium donated a fantastic £1700, Moose Toys kindly donated £2000 to fund the cost of a Memory Day. TK Maxx & Homesense Foundation donated £500. The Penventon Park Hotel, The Alverton Hotel in Truro and The Greenbank Hotel in Falmouth continue to support us, and we are so grateful, either by providing the use of their venues, providing prizes or hosting events. Thank you to all the local businesses who sponsored our online 12 Days of Christmas Auction, donating prizes from a beautiful glasswork by Jo Downs, wonderful original artwork from Alice Helene Pascall and Seb West, Yarg from Lynher Dairies, wonderful skin care products from Scence, golden rum from the Isles of Scilly with SC Dogs, lunch



at the Bedruthan Hotel, a night at The Penventon Park Hotel, Boddington's Berries hamper, Nathan Outlaw Fish Kitchen meal vouchers for two and so on, it was a great success.



## Jasper's Hair Cut

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 every one 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.

**Chantal Worden-Evans, Volunteer Coordinator**



## Treasurer's Report

The year began amidst great uncertainty not least being the impact that COVID-19 would have on demand for services and the effect government restrictions would have on methods of working and the charity's ability to raise finance.

Despite these pressures Penhaligon's Friends was fortunate to end the year with a relatively small deficit of £6,500 compared with £34,115 the previous year

On the income side, the main impact of the COVID-19 restrictions was felt in the level of non-grant income with all headings showing considerable reductions over previous years:

- Donations fell by 29% (£28,019) to £70,180 compared with £98,199 the previous year which itself was lower than the year before that as initial concerns of the pandemic hit donor confidence.
- Training Course income fell to £1,617 compared with £19,547 the previous year as the training programme had to be suspended.
- Bank interest fell from £1,093 in 2019/20 to £298 as a result of financial institutions cutting their interest rates.

Grant income bucked the trend, however, with the charity securing additional grants to offset the reduction in other sources of income. Grants totalling £145,575 were received in the year compared to £74,630 the previous year which enabled the charity to continue to provide a full range of services.

In addition to grants in support of the existing programme of work, the charity also received COVID-19 grants to enable it to adapt to new ways of working during the pandemic, and a major new 3-year grant to support children and families bereaved through suicide.

Income sources remain a mix of donations, grants and earned income. General Fund balances now total £154,949 equating to approximately 36 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. As a result of the broad mix of income sources the level of general funds should enable the charity to fulfil that objective. All balances were transferred to the new CIO on 31 March 2021 to continue the work of the charity.

The charity holds no significant fixed assets.

Trade Debtors at the year-end totalled £887 and these were transferred to the new CIO on 31 March 2021.. There are no concerns on bad debts.

Penhaligon's Friends changed its charitable status on 31 March 2021, moving from being an unincorporated charity (charity registration number: 1053968) to becoming a Charitable Incorporated Association (CIO) (charity registration number: 1189323), a more suitable governance structure for an organisation the size of Penhaligon's Friends. The name of the organisation remains the same as do its aims and objectives. At close of play on the 31 March the accounts of the unincorporated charity were closed, and the assets and liabilities transferred to



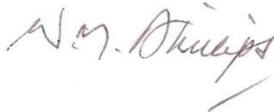
the newly established CIO. Therefore, in the short term, interested parties will have to view both registration numbers to view all the accounts of Penhaligon's Friends and to effect inter-year comparisons.

I would like to thank all the many funders, volunteers, and contributors for the support you have given Penhaligon's Friends over the year. Your support really does make a difference to the number of families we are able to help and the quality of services we are able to provide.

I would also like to thank Darren Perry from Francis Clark LLP for providing the Independent Examination pro bono.

**Bill Phillips, Treasurer**

The Annual report was approved by the trustees of the charity on 21/9/21 and signed on its behalf by:



Trustee



# Independent Examiner's Report to the Trustees

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

I report to the trustees on my examination of the accounts of Penhaligon's Friends (the Trust) for the year ended 31 March 2021.

### 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; or
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**

**Tregolls Road**

**TRURO**

**TR1 2NA**    **Date:** 20/9/21

# Financial Statements

Penhaligon's Friends  
Registered Charity no. 1053968

Statement of Financial Activities  
for the year ended 31 March 2021

	General		Restricted	Total	Year to 31 March 2020		
	£	£			£	Restricted	Total
<b>Income and Endowments from:</b>							
Donations & Fundraising	70,180			70,180	98,199	-	98,199
Grants			145,575	145,575	-	74,630	74,630
Training fees	1,617		-	1,617	19,547		19,547
Booklets etc	71		-	71	15,726		15,726
Bank interest	298		-	298	1,093		1,093
<b>Total Incoming Resources</b>	<b>72,166</b>		<b>145,575</b>	<b>217,741</b>	<b>134,565</b>	<b>74,630</b>	<b>209,195</b>
<b>Expenditure on:</b>							
Client/Members Direct Costs							
1 - to - 1	-		580	580	-	4,013	4,013
Family Days	-		401	401	-	563	563
Family Support	-		4,046	4,046	-	2,028	2,028
Memory Days	8		-	8	760	1,778	2,538
Family Group	-		619	619	548	963	1,511
PAWS	-		-	-	-	556	556
Teens Group	-		981	981	374	5,467	5,841
Training Days	6		-	6	2,821	459	3,280
Volunteers Training	-		159	159	791	564	1,355
Library	-		935	935	-	919	919
Fundraising Costs	533		1,875	2,408	3,682	2,150	5,832
Governance Expenses	3,413		-	3,413	4,418	-	4,418
Accountancy Support	-		-	-	-	-	-
Bank Charges	209		-	209	443	-	443
Insurance	1,564		-	1,564	1,645	-	1,645
Office Costs			-	-			
Cleaning	2,261		20	2,281	1,463	-	1,463
Computer software & support	4,864		4,215	9,079	2,922	-	2,922
Furniture & equipment	317		989	1,306	2,262	-	2,262
Heat, light & power	1,901		-	1,901	2,372	-	2,372
Printing & stationery	-		1,959	1,959	7,366	172	7,538
Postage	-		2,221	2,221	1,309	700	2,009
Telephone	-		2,625	2,625	867	1,200	2,067
Supplies	608		62	670	804	-	804
Rent, Rates & Property Maintenance	8,966		5,584	14,550	14,633	-	14,633
Staff Costs	51,595		118,305	169,900	117,560	53,098	170,658
Depreciation	1,697		-	1,697	1,699	-	1,699
<b>Total Resources Expended</b>	<b>77,942</b>		<b>145,575</b>	<b>223,517</b>	<b>168,739</b>	<b>74,630</b>	<b>243,369</b>
Gain on revaluation of investments	-		724	724	59		59
<b>Net Income/expenditure</b>	<b>- 6,500</b>		<b>-</b>	<b>- 6,500</b>	<b>- 34,115</b>	<b>-</b>	<b>- 34,115</b>
<b>Transfer between funds</b>	<b>-</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>	<b>- 6,500</b>		<b>-</b>	<b>- 6,500</b>	<b>- 34,115</b>	<b>-</b>	<b>- 34,115</b>
Opening Balance 1st April 2020	161,449		-	161,449	195,564	-	195,564
Transfer to Penhaligon's Friends (CIO reg 1189323)	- 154,949		-	- 154,949			
<b>Closing Balance 31st March 2021</b>	<b>-</b>		<b>-</b>	<b>-</b>	<b>161,449</b>	<b>-</b>	<b>161,449</b>

The statement of financial activities includes all gains and losses recognised in the year. All activities and net assets were transferred to Penhaligon's Friends (CIO registration number 1189323) on 31 March 2021.

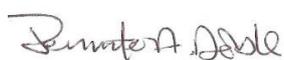
Penhaligon's Friends  
Registered Charity No. 1053968

Balance Sheet  
as at 31st March 2021

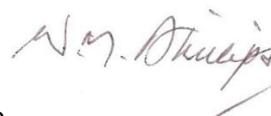
	General Fund £	Restricted Funds £	Total Funds £	Total Funds as at 31 March 2020 £
<b>Fixed Assets</b>				
Computers				
Cost -	-	-	-	
Depreciation	-	-	-	2,704
Investments	-	-	-	8,329
<b>Current Assets</b>				
Cash at Bank & In Hand	-	-	-	165,305
Debtors	-	-	-	5,321
Prepayments	-	-	-	331
Stock	-	-	-	-
<b>Total Current Assets</b>	-	-	-	170,957
Less: Creditors	-	-	-	20,541
<b>Net Current Assets</b>	-	-	-	150,416
<b>Total Assets</b>	-	-	-	161,449
<b>Represented by:</b>				
General Funds	-	-	-	161,449
	-	-	-	161,449

The Annual report was approved by the trustees of the charity on 21/9/21 and signed on its behalf by:

Chairperson



Trustee




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

**Notes to the accounts**  
**for the year ended 31st March 2021**

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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 2020	6,475	0	0	0	6,475
Additions in year	0				0
Disposal in year	-1,380	0	0	0	-1,380
Transferred to CIO (note 12)	-5,095	0	0	0	-5,095
At 31st March 2021	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Depreciation</b>					
At 1st April 2020	3,771	0	0	0	3,771
Charge for year	1,697	0	0	0	1,697
Disposal	- 1,380	0	0	0	-1,380
Transferred to CIO (note 12)	- 4,088	0	0	0	-4,088
At 31st March 2021	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>6,848</u>
<b>Net Book Value</b>					
At 1st April 2020	2,704	0	0	0	2,704
At 31st March 2021	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

**Note 3 Investments**

	2020/21 £	2019/20 £
Valuation at 1st April 2020	8,329	
Shares donated in the year		8,270
Shares disposed of in the year (proceeds)	- 1,076	
Unrealised / realised gain/(loss)	- 724	59
Transferred to CIO (note 12)	- 6,529	
Valuation at 31st March 2021	<u>-</u>	<u>8,329</u>

**Note 4 Loss on Share Revaluation**

The valuation of the shares at 31 March 2021 on transfer to the CIO was based on a post year end valuation at 5 April 2021 which is considered the best available estimate. An unrealised loss of £724 was recognised in the Statement of Financial Activities.

**Note 5 Liquidity**

	2020/21 £	2019/20 £
Cash at bank-current account	-	13,270
Cash at bank-deposit account	-	48,296
Cash at building society	-	103,439
Cash in hand at office	-	300
	<u>-</u>	<u>165,305</u>

Note 6 **Restricted funds**

	B/forward £	Income £	Expenditure £	Balance £
<b>Access to Work</b> Office furniture	0	989	989	0
<b>BBC Children in Need</b> Family Services Co-ordinator	0	35,119	35,119	0
<b>BBC CIN Booster</b> Postal packs	0	3,100	3,100	0
<b>Big Lottery - Covid 19</b> Family webinars	0	9,987	9,987	0
<b>CCF</b> Home working	0	2,000	2,000	0
<b>Community Chest</b> Local Support Groups	0	600	600	0
<b>Cornwall Council</b> Support for young people 11+	0	4,000	4,000	0
<b>Global Make Some Noise</b> Dragonfly support groups	0	21,000	21,000	0
<b>Joanies</b> Teens groups	0	2,000	2,000	0
<b>KCCG</b> 1 -1 Support	0	10,000	10,000	0
<b>Moose Toys</b> Family support	0	2,000	2,000	0
<b>NHS Kernow</b> Postvention support	0	43,000	43,000	0
<b>Postcode Community Trust</b> Family Groups	0	5,100	5,100	0
<b>Public Health/SPIF</b> Dads packs	0	2,680	2,680	0
<b>Tesco Bags of Help</b> Family support	0	1,000	1,000	0
<b>Trewithen Fund</b> 1 -1 Support	0	3,000	3,000	0
<b>Totals</b>	<u>0</u>	<u>145,575</u>	<u>145,575</u>	<u>0</u>



**Note 7 Debtors and prepayments**

	2020/21	2019/20
	£	£
Trade Debtors		
Training fees	-	5,037
Accrued Interest		
Interest	-	284
Prepayments		
Insurance	-	259
Fundraising	-	72
	<u>-</u>	<u>5,652</u>

**Note 8 Creditors and deferred income**

	2020/21	2019/20
	£	£
Trade Creditors	-	2,088
Accruals	-	15
Deferred income	-	15,564
Taxation and social security		2,874
	<u>-</u>	<u>20,541</u>

**Note 9 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 2020	15,564
Amount released to income earned from charitable activities	- 15,564
Amount deferred in year	19,579
Transferred to CIO (note 12)	- 19,579
Balance as at 31 March 2021	<u>-</u>

**Note 10 Analysis of staff costs and trustee remuneration and expenses**

	2020/21	2019/20
	£	£
Salaries and wages	147,196	147,617
Social security costs	16,708	16,274
Pension contributions	4,024	3,998
	<u>167,927</u>	<u>167,889</u>
Staff travel and expenses	957	2,382
Staff supervision and training	1,016	387
	<u>169,900</u>	<u>170,658</u>

No employees had emoluments in excess of £60,000 (2019/20: £nil).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2019/20: £nil)

neither were they reimbursed expenses during the year (2019/20: £nil).

No charity trustee received payment for professional or other services supplied to the charity (2019/20: £nil).

The average monthly headcount was 9 staff. (2019/20: 9)

The key management personnel are: Julie Parker and Anna Pemberton and the aggregate remuneration was £40,648 (2019/20: £38,473)

**Note 11 Analysis of Net Assets between Funds**

	Unrestricted Funds		Restricted Funds	Total	Year to 31 March 2020			
	Funds				Funds		Total	
	£	£			£	£	£	£
Tangible Fixed Assets	-	-	-	-	2,704	-	-	2,704
Investments	-	-	-	-	8,329	-	-	8,329
Cash at Bank	-	-	-	-	152,321	12,984	-	165,305
Creditors	-	-	-	-	-	7,577	-	20,561
Debtors	-	-	-	-	5,652	-	-	5,652
	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>161,429</u>	<u>-</u>	<u>-</u>	<u>161,429</u>

**Note 12 Transfer to Penhaligon's Friends CIO**

On 31 March 2021 all the activities, assets and liabilities of the unincorporated Penhaligons Friends charity (registration number 1053968) were transferred to Penhaligon's Friends (registration number 1189323), a charitable incorporated organisation.

The charitable incorporated organisation will be carrying out all the future activities and it is the intention of the trustees to close to unincorporated charity in due course, which is dormant following the transfer.

## Thanks to Supporters

We really appreciate all of the donations we have received in the 2020/2021 year. It is impossible to thank everyone individually for their contributions, but without the help of our incredible supporters we would not be able to provide this valuable service.

### Thank you.

17 <sup>th</sup> St Johns Devoran Scouts	Elaine Hodge
Aaron Coward	Emalee Caton
Abbi Peat	Emma Barnes
Albert Van den Bergh Charitable Trust	Emma Gallagher
Alice Allsworth	Eve of St Agnes
Alice Helene Pascall	Evocative Cornwall
Alison Berry-Martland	Falmouth Rotary Club
Alison Ferrell	Furniss
Amanda Paxton	Gemma Evely
Anastasia Coldwell-Jones	George Ostins
Anita Duffy	Gill Cole
Baker Tom's	Gillian Emerson
Bernard Sunley Foundation	Godfrey & Janet Barker
Bill Phillips	Hal Jenkinson
Bill Thomas	Helen Galligan
Boddingtons Berries	Helston Bridge Club
Brambles Nursery	Henry Maples – Murrell Associates
Brenda Bailey	Herefordshire Community Foundation -
Callington Community College	Joanies Fund
Camelford Rotary Club	Hilary Arnold
Carclaze Community Primary School	India Jenkinson
Catherine & David Bristow	Jasper Morrison
Chapel St Methodist Church Penzance	Jayne Shepperd & the Lejog Team
Charmaine George & Peaky Climbers	Jean Mcguinness
Christine Schmaus	Jo Downs
Coldstreamer Gulval	Jo Murray
Cornish Country Ladies Group	Joanna Goddard
Cornish Pirates	Joanna Murray
Cornish Saffron Company	John Casson Foundation
Cornwall Community Foundation	Jude Gent
Cornwall West Referees Association	Julie James
CVC Solicitors	Kate Gareme-Cook
Daphne Routly	Katie Fitzsimmons
Di Dingle	Katie Thurston
Doreen Bolton	Keep it in Cornwall
Doreen Hocking	Kirsty Smitheram
Ecclesiastical - Movement for Good Awards	Land's End Landmark

Launceston Group of Westcountry Embroiderers	Red River Singers and Mevagissey Male Voice Choir
Laura Giles	Rodda's
Leanda Daddow	Roger Garside
Lily Woollard	Ronald Charles
Lions Club of Truro	Rotary Club of Redruth
Lizzie and Morwenna Murray	Ruth Jeffree
Lorraine McClean	S Allen
Lord Savile	Sarah Holden
Lorraine Hobden	SC Dogs
Lost Brew	Scarlet & Bedruthan Hotel
Loveny Male Voice Choir	Scence
Lynher Dairies	Scentered
Mabe Community Primary School	Scott Davis
Margaret Haynes	Seb West
Melissa Hardie-Budden	Sensational Cycling Saturday
Melody Hitchens	Services Design Solution
Mercedes-Benz of Truro	Smile Together
Michael Fox	Sophia England
Miss P Thomas	Sophie Jeffree
Moose Toys	Soroptomists of St Austell
Mount Hawke Academy	St Austell Brewery
Mr & Mrs Apperley	St Eval Candles
Mr & Mrs Metcalfe	St Ives Junior School
Mr G Bendelow	St Ives School
Mr W P Glasson	St John's Catholic Primary School
Mrs A Dyer	St Michael's Lodge of Mark Master Masons
Mrs M Pett	SWComms
Nathan Outlaw	Sylvia Mason
Nick Ferris Skip Hire	Tesco Penzance
Parbola Holiday Park	Tesco Redruth
Penmarth Methodist Church	The Alverton Hotel
Penpol School	The Greenback Hotel
Penryn Dental Practice	Thursday Bridge Club, Helston
Penventon Hotel	TK Maxx & Homesense Foundation
Peter Harvey	Tracey Moys - House of Colour
Philip Meyers	Trebah Gardens
Port Isaac Pottery	Treswithian Downs Crematorium
Primrose Herd Pork	Trevose Golf Club
Project Linus	Vicki Hadley
Rebecca Sharp Phillips	Wm G Weller & Son Ltd
	White Stuff Padstow and Rock

## 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) Nigel Hyde Nicky Sutton Mike Bird Dr Alison Stephens
CHARITY CEO	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

Trecarrel

Drump Road

Redruth

TR15 1LU

01209 210624/215889

[enquiries@penhaligonsfriends.org.uk](mailto:enquiries@penhaligonsfriends.org.uk)

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

