Penhaligon's Friends Annual Report

2025-2026

Charitable Incorporated Organisation 1189323

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Trustees Report

The Trustees present their report and the financial statements for the year ended 31 March 2026.

CHAIR

Dr Alison Stephens

TRUSTEES

The following were Trustees during the year:

Dr Alison Stephens - Chair

William Phillips – Treasurer – retired 07/10/25

Nigel Hyde – Vice Chair

Mike Bird

Karen Reid

David Perry - retired 07/10/25

Anna Pemberton

Victoria Lock

Steve Michell – appointed 07/10/25

Deb Hocking co-opted 21/01/26

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 approximately every two months and are responsible for all policy decisions, risk management 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 to further the aims of the charity. The charity is governed by its constitution dated 04/05/2020.

Recruitment and Appointment of Trustees

The existing trustees are responsible for the recruitment of new trustees but in doing so, 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 with specific skills and knowledge, or having connections with child bereavement are invited to join the Board and attend meetings as the need arises.

Following appointment, new trustees are introduced to their role and given copies of the CIO Constitution and a guide to Penhaligon's Friends' policies and procedures adopted by the Board. Several 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

All bereaved children and young people feel supported, understood and not alone.

Mission

Penhaligon's Friends support bereaved children, young people and families living in Cornwall when they need it and in a way that is right for them. To achieve this, we work closely with parents, carers, professionals and local communities when someone in a child's life has died.

Values

Penhaligon's Friends believes that:

- All children grieve and that grief should be normalised.
- Society benefits from the sharing and understanding of children's grief.
- Early interventions have a positive effect on the psychological, physical and educational wellbeing of the child.
- The organisation should pursue equal opportunities so that no child of whatever background is excluded.
- All service users should be treated with respect and their confidentiality maintained.
- All service users should have an opportunity to evaluate the service they have received.
- All staff and volunteers should have the opportunity for professional and emotional support and development.

Data Protection

There is a rigorous code of practice with regards to data protection and confidentiality. All records are confidential and are kept securely. Our policies are reviewed regularly to ensure we are up to date with current legislation, including registration with the appropriate authority.

Use of Volunteers

Volunteers are an integral and important resource in the work of the charity. Volunteers are involved in many of our activities, and we are fortunate to have around 50 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 and Isles of Scilly 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, which includes thinking about support around terminal illness in the family.

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 impact and increase resilience.

Our activities recognise how children experience grief. We offer support through creative and reflective activities, time to focus on emotions and feelings, and opportunity to take part in activities aimed at creating new memories and enjoying life. 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 others who have day to day contact with them, such as family members, education staff, social workers and so on. For that reason, we also offer advice and resources and training to professionals having contact with young people so that they can offer early intervention and understand better the concerns and needs of bereaved children and young people.

Our range of services includes:

- **Telephone Information and Advice** – This is given on contact/referral to the service, usually accompanied by leaflets, loan of books, resources etc. Ongoing support is available over the phone with welfare calls, and families can call back at any time.

- **Postal Packs** – Bespoke grief postal packs are sent to bereaved children and young people who have been referred and supported by Penhaligon's Friends. These include therapeutic resources, wellbeing tools and a few treats.

- **Family Visit** – A meeting with the family at a place to suit them. That might be at home, at a family hub, school or the PF office. We use this time to listen to the family's story and 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. Our monthly groups operate in Blackwater, St Austell and Bodmin, meeting face-to-face.

- **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 monthly group runs in Blackwater and Liskeard.

- **Social Activity Days –** Planned social days for teens and additional days for families to enable peer support and access to varied opportunities such as water sports, local attractions and craft days.

- **Individual Work** – A piece of work to explore more complex grief issues, this is carried out by trained volunteers and staff, 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. We also host termly online support sessions for staff working with children who are bereaved or anticipating a bereavement in education settings.

Training

Professional Training Programme

1-day Training - Introduction to Children's Grief and Bereavement

- This one-day course is for anyone interested in understanding how children grieve and what can help them. A great introduction for anyone who may come in to contact with children who have experienced bereavement or loss.

4-Day Training - Comprehensive Understanding of Childhood Loss and Grief

- This 4-day course is aimed at any professionals and volunteers who might encounter bereaved children and young people in the course of their work and would like to enhance their knowledge and skills to know how best to support them.

Training for Professionals – One Day Workshops

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

We can also offer bespoke training for groups, schools, or other settings to develop skills, confidence and increase resources when caring for bereaved children. This could be face to face as whole or part days, twilight sessions or online sessions to suit your needs.

Volunteer Training Programme

Introduction to Penhaligon's Friends Training - This free half-day training is perfect for people thinking of joining us as a volunteer. Our 'Introduction to Penhaligon's Friends' training provides a great introduction to our work, services and impact and gives an insight into volunteering roles and options for getting involved with fundraising, supporting community events or accessing further training to support families directly.

Family Support Volunteer Training - This free two-day training builds on our Introduction to Penhaligon's Friends Training and will enable participants to progress towards becoming a volunteer with our Family Services team. Our 'Family Support Volunteer' training will look at the impact of using creative activities with children and families to explore their grief, alongside understanding the purpose, format and impact of key Penhaligon's Friends services such as Family Group, Teen Days and Memory Day.

One-to-One Volunteer Training - For those wanting to specifically volunteer and provide bereaved children and young people with One-to-One Support, you'll need to complete our 4-Day Comprehensive Understanding of Childhood Loss & Grief Training and a further One-to-One Training Session.

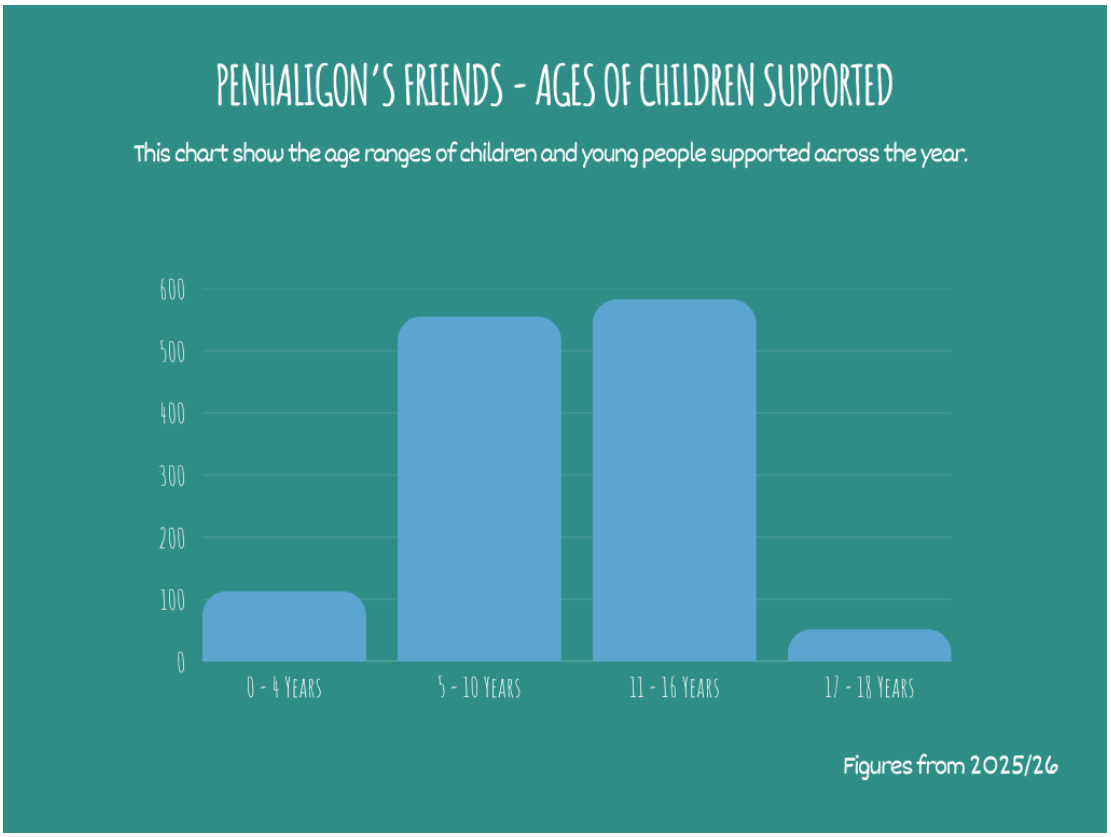
Chairman's Report

This year has been one of reflection, celebration and progress for Penhaligon's Friends as we marked 30 years of supporting bereaved children, young people and families across Cornwall.

A key achievement has been the development of new Strategic Aims, supported by the expertise of the Cranfield Trust. This work has brought greater clarity to our purpose and strengthened our commitment to ensuring that all children, young people and families in Cornwall experiencing bereavement can access the support they need. These aims provide a clear direction for the future and will guide our priorities in the years ahead.

We have also continued to strengthen our governance arrangements, ensuring that quality, accountability and safety remain at the heart of our work. Strong governance is essential to delivering effective, sustainable services and achieving positive outcomes for those we support. We have also invested in the future growth and sustainability of the organisation through our commitment to new roles within volunteer support, fundraising and marketing. These developments will help strengthen our capacity, raise the profile of the important work undertaken by Penhaligon's Friends, and ensure that we can continue to reach and support those who need us most.

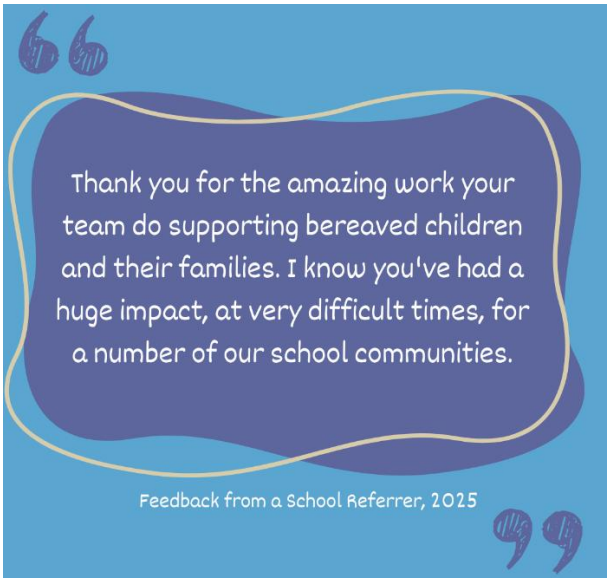
Celebrating our 30th anniversary has provided a valuable opportunity to reflect on the significant contribution that this small but mighty charity has made to communities across Cornwall. Through a range of events and activities, we have celebrated not only our history but also the countless children, families, schools and community groups whose lives have been touched by our work. These celebrations have reinforced the ethos that has always underpinned Penhaligon's Friends: working systemically around the child or young person, equipping families, schools and communities with the knowledge, confidence and support needed to create lasting and sustainable change.



This annual report demonstrates the many ways in which the organisation supports those who need us. On behalf of the Board of Trustees, I would like to thank our staff, volunteers, partners and supporters for their continued commitment and generosity. Your contribution enables this vital work to continue and makes a meaningful difference to families across Cornwall.

As we look ahead, we do so with confidence, ambition and gratitude. Together, we will continue to build on the strong foundations of the past 30 years and ensure that bereaved children and young people receive the support they need, when they need it most.

Dr Alison Stephens, Chair



CEO Report

Penhaligon's Friends has had a year of celebrating as we reached our 30th anniversary of delivering support for bereaved children, young people and their families across Cornwall. Over the 30 years we have supported 13,291 children and young people, an incredible amount. This would not have been possible without the dedication of both our staff and volunteers, and the generosity of our funders and supporters.

Throughout the year, we marked our 30th anniversary through a series of special events and initiatives, including a Family Fun Day bringing together families, supporters, and partners and a celebration Charity Ball with a 1930's theme. These celebrations reminded us not only of our history, but of the countless lives touched by our work.

We also launched our first formal Strategic Plan, following 12 months of reflection and consultation. This project was a really beneficial exercise. We were very fortunate to have an experienced volunteer from The Cranfield Trust, Ajay Ram, who guided us through the process and helped us to understand the service we deliver and realise our priorities and direction for the future. We have already delivered against some of our priorities and look forward to continuing to throughout 2026/27.

Demand for our services continues to grow, and we remain committed to meeting that need with compassion, innovation, and resilience. With 1304 children referred to our service throughout the year, a significant increase from last year, our team have been incredibly busy. These numbers represent more than statistics—they reflect lives impacted by significant loss. Our services reached children affected by a wide range of losses, including the death of a parent, sibling, or caregiver, as well as sudden and traumatic bereavements.

Our impact is made possible by a dedicated team of:

- **Staff** committed to delivering high-quality, trauma-informed support.
- **Volunteers** who give their time with compassion and care.
- **Trustees** providing governance and strategic oversight.

Staff

In line with our strategic aims we invested in our staff team and welcomed 2 new people, Jane Yeomans joined us as our Volunteer Coordinator in April 2025, and Megan Price joined in September 2025 as our Fundraising and Communications Coordinator. Jane has been busy bringing our volunteer training up to date and delivering these sessions over the year to expand and support our team, and Megan has been busy with our social media platforms and getting out and about at various network events to raise the profile of our charity.

I am so grateful for the dedication, knowledge, experience, and enthusiasm of all our staff team. Our office really is an inspiring place to work, and I thank everyone for their creativity, patience, and adaptability as we continue to deliver our service to meet the needs of our families and funders. Our reputation is built on our team values.

Volunteers

I am so grateful to our wider team, our incredible, talented, and passionate volunteers. Each hour contributed is invaluable to us and the skills and experience they bring from their own backgrounds helps to make us a strong and professional organisation. Our volunteers are the heart of our organization. Their dedication, time, and passion have made a profound difference in our work and in the lives of those we support.

Our Trustees offer another level of support through their governance and skills, and it has been so helpful to have worked together with them to develop our Strategic Plan. Through our Business and Strategic Planning, and our Board meetings, they help to shape and govern our work in a meaningful and safe way.

Partnerships and Collaboration

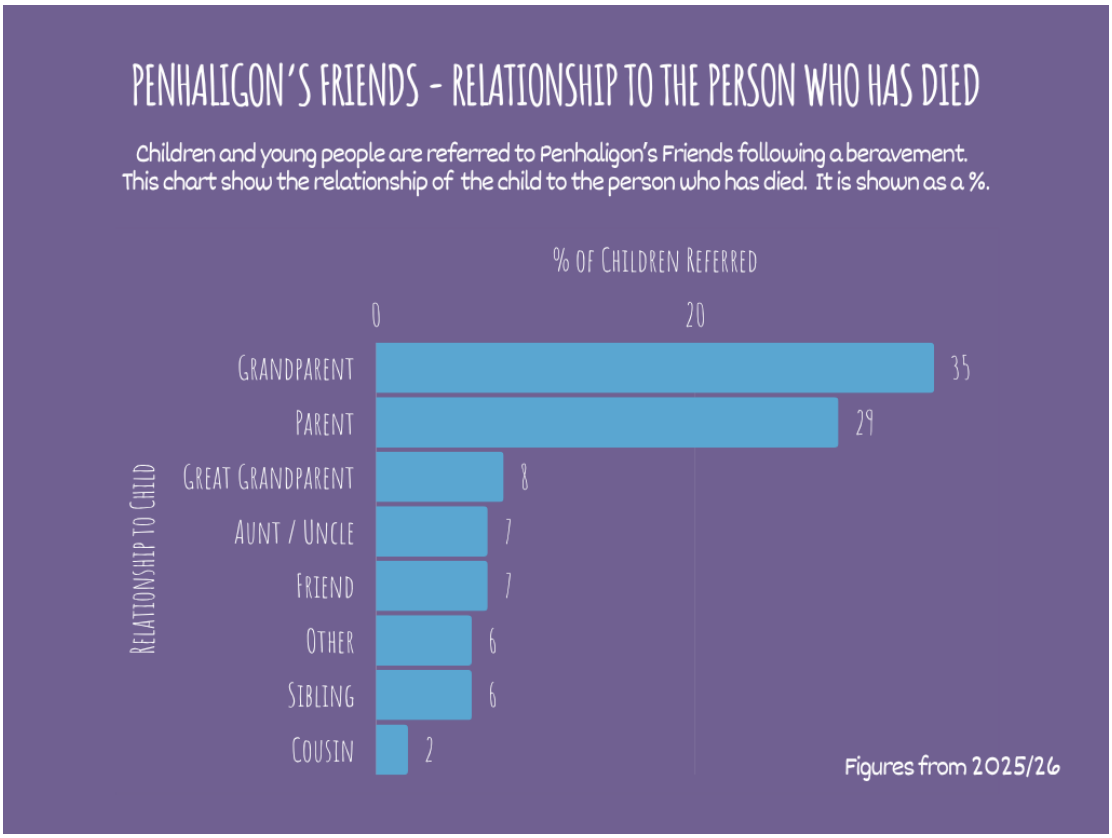
We continue to collaborate with schools and local authorities, health and social care professionals, national and regional charities, and other services here in Cornwall working with children and young people. These partnerships enable us to reach more families and ensure a joined-up approach to bereavement support.

Grants and Donations

The charity's income continues to be achieved through a variety of sources - grants, donations, contracts, fundraising, corporate support, training, and sales. We continue to look for new opportunities to secure our future.

Funding from Cornwall ICB and the National Lottery Reaching Communities fund have provided the largest income, with other project funding from Cornwall Community Foundation, Forte Charitable Foundation, Bolingey Barbarians, Masonic Charitable Foundation, Anton Jurgens Foundation, Norman Family Trust and Tesco Stronger Starts.

We really value the support we get from local businesses and organisations. This not only helps to increase our funding, but also raises our profile through their communities too, enabling more people to know about our services. More details of those companies who have helped us to make a difference are written later in our report.



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!

Thanks to the wonderful support of our fundraisers, businesses and volunteers, this year marked a significant milestone in our fundraising journey. Together, we raised over £166,000 enabling us to reach more children and families and create lasting change in the communities we serve. Special thanks to Oll and Gwella, Newells Travel, David Gamble and Carn Brea Leisure Centre for working so hard to make a difference for our families.

Looking Ahead

As we move forward, our priorities include:

- Strengthening youth voice, capturing feedback to inform our work.
- Expanding access to services through community-based support.
- Development of collaborative working relationships.
- Continuing to advocate for the needs of bereaved children.

Demand for our services continues to grow, and we remain committed to meeting that need with compassion, innovation, and resilience.

Thank You

To everyone who has supported us over the past 30 years - whether through volunteering, donations, partnerships, or advocacy. **Thank you**.

I hope that you find our report and activity an interesting read and gain an overview of our exceptional service. We are looking forward to working with you all over the coming year to enable us to continue delivering our valued service within Cornwall.

Julie Parker, CEO

Family Services Report

During 2025/26 the Family Services Team have been busy receiving and responding to a high number of referrals across the county and the Isles of Scilly. Referrals have been to support children, young people, and families both pre and post bereavement. We have been able to continue to offer a flexible and responsive service to meet the individual needs of bereaved children and families providing a combination of in-person and at times virtual support depending on what is most accessible for them. This support has been offered in a variety of ways including telephone, group, and individual support. The child and young person always remain at the heart of what we offer ensuring that they are given choice.

This year has been a settled year for staff within the Family Services Team. As Family Services Lead, I am privileged to work alongside Jo Coombes, Hilary Finch, Fiona Shuttleworth and Hayley Thomas, Family Services Support Workers, alongside a dedicated team of volunteers. The Family Services Team have a diverse range of skills, knowledge and experience including counselling, nursing, teaching, and youth work in addition to specialist knowledge in bereavement and working with children and young people.

This year 806 families have been accessing support. Referrals have again, come mainly from family's self-referring, followed by schools and other professionals. Common themes for referrals include increased generalised anxiety in children since the death occurred and difficulties with sleep (either struggling to go to sleep or waking up and finding thoughts about the person who died stopping them getting back to sleep easily). We have also continued to see young people referred with indicators of traumatic or complicated grief and there has been a noticeable rise in referrals for young people who have had a decrease in their attendance in school since the bereavement. This year we have continued to notice that many of the young people referred to us either have a formal diagnosis of neurodivergence or the family/professionals referring feel they may have traits to indicate that they have neurodivergence, which adds another complexity to the grief they are experiencing.

This year we have seen a steady number of referrals for families affected by suspected suicide. The Family Services Team have continued to be available on the office number and via email Monday-Friday 9am - 5pm to answer any queries and provide families and professionals with general support and advice in a timely way.

1304 children and young people were accessing support by Penhaligon's Friends in 2025/26.

41 referrals were made for support around anticipatory grief, when someone they know has a serious illness.

What Services Penhaligon's Friends Offer and Why

Families and professionals are encouraged to contact Penhaligon's Friends at any stage following a child or young person's bereavement if they would like some support or advice. It is never seen as too soon after a bereavement or too late. In these early days we provide practical and emotional support to the trusted adults (parent /carer or professional) in the children and young person's life. This might include information, support, and advice around how to break the news, communicating and talking to them about death and dying, how someone has died, how they can be involved in funerals and other rituals, understanding children's reactions and how to respond, how to support them to express their feelings and information about services to support the adults.

At Penhaligon's Friends we understand that every bereaved child, young person and family's experience and journey is unique. We aim to take time to really listen and notice what is going on for them and how the death has impacted them and their family so that we can work out together what might be helpful for each individual and family. This is informed by over 30 years of Penhaligon's Friends experience supporting bereaved children and families and what they have told us helps, as well as current practice research such as that summarised by David Trickey (Consultant Clinical Psychologist at the Anna Freud Centre and Co-director of the UK Trauma Council).

We can't and don't try to take away the pain of the loss, but we do aim to reduce and minimise the negative impact of bereavement and grief. We know this is essential, as in addition to the research on why some bereaved children and young people struggle to adjust to bereavement, there is also research and practice guidance which highlights their increased risk of suicide and vulnerability to other safeguarding issues and particularly for those bereaved by suicide. We are commissioned by the Cornwall CCG to deliver postvention support to children and young people bereaved by suicide.

Below is an explanation of what we provide and why, based on this information. First and foremost, we do this by supporting and strengthening the child or young person's existing support network, based on the three component Model NICE Guidelines (NICE 2017). This is to enable them to give their children and young people age and developmentally appropriate information about what has and is happening, to begin to make meaning of what has happened and ask questions; have permission to express emotions and to normalise different emotions and reactions and create opportunities to say goodbye whilst also developing a continuing bond. Where appropriate, families are offered regular welfare calls providing ongoing bereavement support and advice for as long as they feel is needed.

We provide opportunities for families to be supported together, to strengthen relationships and communication about what has and is happening following a bereavement. We do this through family visits and family group for primary school age children. Our memory days, family and teens groups are offered in recognition of the value for bereaved children, young people, and parents / carers to have the opportunity to meet others who may have had similar experiences. For those children and young people who are having difficulties with their grieving process, or if it has been complicated or compromised in some way, we also offer one-to-one grief focussed support, usually for up to 6-8 sessions.

Finally, we work closely with a wide range of other professionals and organisations at an individual and strategic level to develop services that work collaboratively to understand and meet the needs of bereaved children and young people and those with complex needs.

Information and Resources

452 postal packs were sent to children and young people.

Postal packs include a selection of resources and information to support the young person in their grief such as a young people's leaflet on grief, ways of remembering the person who has died, ideas for managing difficult feelings and some items to support emotional regulation and provide comfort. The packs are well received and are often talked about in follow up telephone calls or visits.

All families referred to Penhaligon's Friends are also sent a welcome pack with information regarding the charity, details about confidentiality and data protection as well as a booklet with details of a wide range of support services for children, young people and adults.

During our contact with families, we often send out additional resources and information depending on the need identified. The team are always updating and developing a range of different handouts for

parents / carers and young people and sourcing new books on bereavement for different ages and cognitive stages.

We have kindly received further donations this year of matching pairs of fabric hearts, from the Children's Hospital Pyjamas, which have been extremely well received, particularly when children are experiencing separation anxiety.

Support to Parents and Carers

806 families were supported by Penhaligon's Friends this year.

Support to parents and carers will always include initial email, text and / or telephone contact depending on their preference. Follow up contact may be brief, or it might continue over several years. Parents and carers also know that they have the option of contacting the service again in the future if needed up until their child is 18.

Support to Schools and Education Settings

15 schools and education settings were supported following a sudden death in their educational community.

Schools and education settings regularly contact the Family Services Team for advice and guidance around supporting bereaved children and young people in their community. We are always happy to offer suggestions, share resources and sign post to other services where appropriate. We also liaise with schools regarding individual children and young people with the consent of their parent/carer to support the understanding of the impact of bereavement and the support the children and young people receive.

We continue to be contacted by schools and settings for support, advice and guidance following the death of a student, member of staff or parent which has impacted the wider community. We have worked closely with the setting's senior leadership and pastoral teams, the Local Authority School Effectiveness Service Manager and Education Psychology service to ensure a co-ordinated response to the school and community. Often, this is support provided over the telephone; however, we have provided in-person support to staff and students at 5 education settings over the last year following the sudden death of students. This involved our presence in the setting for a half or full day and on some occasions for multiple days.

Virtual Support for Education Staff:

- Termly virtual support sessions have been provided by Polly Langford and Sally Penna-Bray, Senior Educational Psychologist. These sessions are offered to all staff in education settings in Cornwall who are supporting children and young people who have either had a significant bereavement or have a family member with a serious illness. The sessions provide a safe space to share what is going on for the children in their setting, behaviours they are seeing and for support and guidance to be given to help staff feel more confident and equipped to meet the needs of children in their care.

- 'Remember Me' Bereavement training funded by and for Early Years settings twice a year co-delivered with Emily Wade (Senior SENCO for the Early Years Inclusion Service). A training session delivered for all staff working within Early Years settings in Cornwall to provide knowledge and skills on how children grieve and what children and families of this age group need to ensure best practice.

In June 2025 with Sally Penna-Bray, Senior Educational Psychologist we hosted two training days specifically for staff in education settings. One day was aimed at all staff to give a broad overview of how children and young people usually grieve and what can help and one day was aimed at the Senior Leadership Team to think strategically to prepare them if there is a sudden death within their school community and things to consider now to help minimalise disruption and ensure the right support is in place if a sudden death occurs.

We continue to remain part of a countywide Bereavement & Critical Incident Core group, made up of representatives from Cornwall Council's Schools Effectiveness Service, Education Psychology, Education Safeguarding, Early Help Hub, Cornwall Council Early Years, Public Health and other key services.

This year we have continued to work alongside The Cove to deliver training days for education staff working in schools across Cornwall supporting children who have a relative or close friend with a cancer diagnosis. We have helped co-facilitate the training day and provided guidance to the Cove around content for the day. We also help facilitate the follow up supervision sessions for staff who attended the training day. The training days have received positive feedback and were well attended and over the forthcoming year will be offered again to schools across Cornwall.

Family Visits

94 families received Family Visits in 2025/26.

The number of Family Visits undertaken over the last year have been similar in number to that in recent years. They continue to allow us to have the opportunity to touch base with all family members who have been impacted by the death and to facilitate an environment where all family members have permission to talk about how things have been for them and a space to explore how they have been feeling, which can often be the first step to enabling communication to start between family members again and open up conversations that help support each other with their grief.

Family Visits remain a vital part of the support we offer to bereaved children, young people and their families across Cornwall. Over the past year, the number of Family Visits has remained steady, with a slight increase in demand, reflecting the continued need for compassionate and responsive bereavement support within our local communities.

Delivered mostly by our dedicated team of trained volunteers, as well as occasionally by staff, Family Visits provide an opportunity to support the whole family following a bereavement. Visits create a safe and supportive space where children, young people and adults can share experiences, explore feelings and access guidance tailored to their individual needs.

Family Visits have taken place in homes, schools and community settings across Cornwall as well as here at the office, enabling us to offer flexible support that works for each family. The commitment, empathy and

experience of our staff and volunteers continue to ensure that families feel heard, supported and less alone during incredibly difficult times.

Memory Days

Two Memory Days took place in 2025/26.

We had two well-attended Memory Days in July 2025 and March 2026. Although another Memory Day was offered to families in November 2025, we did not have the uptake to run it. Families contacted mainly felt they did not feel the day was needed. On reflection we feel that prior to being offered a Memory Day many families had received postal packs, Family Visits and some attended groups and therefore possibly their needs had been met without feeling the need to attend a Memory Day.

Families who attend often tell us that they are surprised at how much they felt able to share and that although it's an emotionally demanding day there is also a lot of fun and the opportunity to make connections with others.

Our Memory Days wouldn't be able to happen without our team of volunteers, both new and those who have been with Penhaligon's Friends for many years. We are also grateful for the continuing use of Truro Prep School who, at a reduced cost, allow us to use their wonderful buildings and beautiful grounds, which provide the space and a safe, calm environment which is crucial for the day.

We are also fortunate to have some wonderful Doctors who volunteer their time to help at Memory Days for 'Doc Spot'. This is an opportunity for children in the groups to ask the Doctor questions – This can be any question that they may be wondering about, either in relation to the death or in reaction to their own health or health of others around them.

One to One Work

20 children and young people had an individual assessment, and 19 children and young people received individual support in 2025/26.

Over the past year we have continued to provide one-to-one grief focused support for young people, and a similar number of young people have received 1-1 support this year as did last year. This support has usually been when their bereavement or grief has been traumatic, complicated, or delayed in some way and it is felt that they may benefit from some support outside of their usual support network.

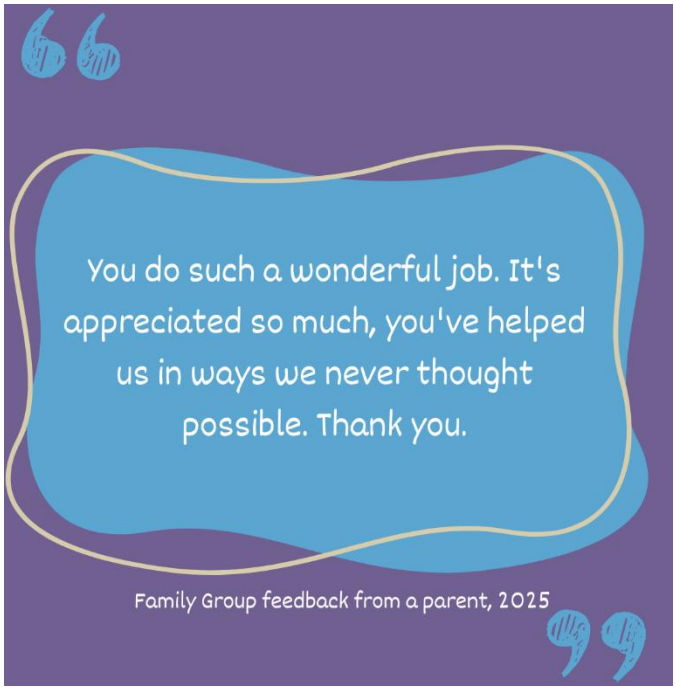
Prior to any individual support work an individual assessment would always be undertaken first to determine the need and appropriateness of one-to-one grief focussed support. Young people need to feel safe and supported to be able to benefit from these sessions and sometimes we may suggest that other supports are put in place first or alongside the grief support. For example, if there are significant needs around their mental health, safety, or their family's circumstances. We work closely with the parent / carer and professionals around the young person to ensure appropriate supports are identified. Where individual grief support sessions are agreed, the sessions are non-clinical, structured and bespoke to the individual needs of the young person, with the aim of helping them to process their grief and, if appropriate, help them maintain a continuing bond with the person who has died. The sessions 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.

Volunteers and staff delivering one-to-one support have all undergone our Level one and Two childhood loss and grief training as well as a day with specific focus on what sessions will entail and guidance on keeping boundaries with grief work and recognising when a referral to another service may be needed and appropriate for the young person. Once individual sessions begin, the one-to-one trained volunteers engage in a minimum of monthly group supervision via TEAMS or face to face to support the work.

Family Group

This year our monthly Family Group has continued to meet in both Liskeard and Blackwater and has grown, with demand remaining high in both locations. Some sessions have had to be split to enable us to support families in the way that we like. In total 154 people attended and that's 73 different families.

We have a routine at each session to help the children settle after a long day at school and feel safe. We usually start with some mindful colouring whilst welcoming the families. We then introduce our main activity. We have lots of fun together being creative whilst talking about our emotions and how grief can make us feel. Throughout the year we have made origami fish, decorated plant pots, planted freesias, made calm bottles, celebrated and remembered loved ones at Christmas and even had a singing session. The singing was a real hit with the children and adults. At every session the children enjoy a variety of snacks and drinks and are always excited when there are additional treats donated at Christmas and Easter. To end our sessions, we often play a game, and the firm favourite is the parachute, which of course calms the children nicely ready to go home! The adults find it useful to have some time to talk and share how things are for them and have a hot drink with a biscuit. They are usually supported by some of our wonderful volunteers, and we regularly have 2 or 3 attend each session. It's been lovely to see the children and adults continuing to develop trusting, supportive relationships with each other, Penhaligon's staff and volunteers.



Family Group Activity Days

182 people attended a family group activity day across the year.

Lappa Valley - about 40 families joined us in August 2025 at Lappa Valley for a day full of fun. We all had a great day even though some of us managed to get stuck in a hedge on a pedalo, it was easier than you would think! Thanks to all the Lappa staff for being so accommodating on the day.

Trelissick Gardens Six families went to explore the gardens at Trelissick during the Easter break in March 2026 and earned themselves Easter eggs for completing the trail. We'd like to say a huge thank you to Paul and Vicky from the National Trust for making these events possible and for their ongoing support.

A Family Affair at The Hall for Cornwall - Will Keating, the local singer, song writer and storyteller, invited us to his show at The Hall for Cornwall and what a fun afternoon we all had. I was joined by over 50 adults and children. Thank you, Will, for your support.

Glendurgan Gardens - The National Trust has kindly supported our families this year and have arranged guided walks at Glendurgan during school half term holidays, when the garden is closed. Over the October and February half terms 9 families joined Paul to walk through the gardens down to the beach to skim stones. They then enjoy drinks and biscuits in the fish cellar, before walking back up the hill to get lost in the maze.

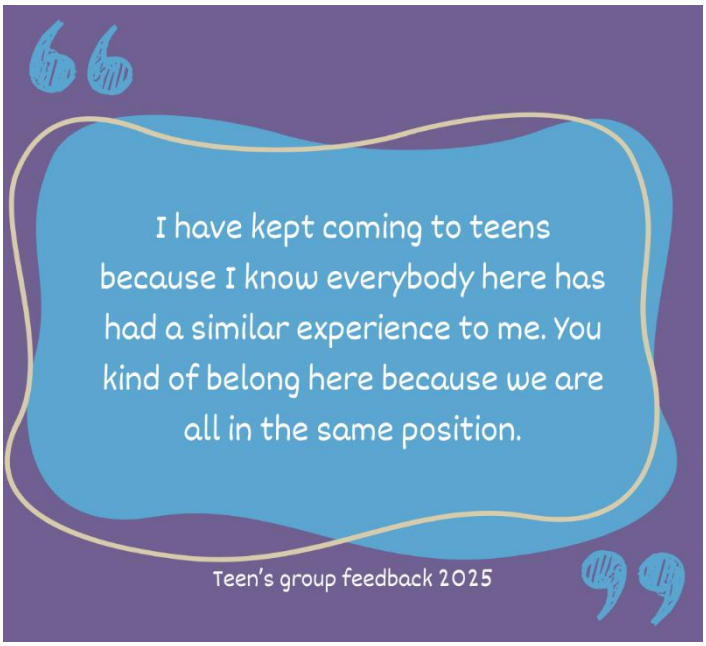
Teens Group

This has been a busy, positive, and encouraging year for our Penhaligon's Teens Group. We are now running three groups across Cornwall – at Blackwater Village Hall, Bodmin Family Hub, and our newest group at The House in St Austell, which we launched in January with an open session for young people and their families. This gave everyone a chance to meet the team, understand what the group offers, and begin building those all-important early connections.

All groups continue to grow as small, supportive communities, shaped by our amazing volunteer teams who create safe, nurturing environments. It has been lovely to see the groups develop over time and to be able to offer support to more young people who need it. Across all three groups, young people have taken part in a wide range of creative sessions, giving them space to explore their grief in ways that feel comfortable and meaningful to them. We have spent time thinking about how grief shows up in everyday life, sharing coping strategies, and doing memory work to help maintain connections with the people who matter to them. These sessions often lead to thoughtful conversations, alongside laughter, creativity, and moments of lightness.

One of the most important developments this year has been the relationships that have formed. Friendships are growing naturally, and over time young people are becoming more confident—not just with each other, but also with the adults supporting them. Many arrive knowing they are coming into a place where they will be understood, accepted, and not feel alone. That sense of belonging was summed up beautifully by one young person:

We also delivered a peer mentoring programme over four Saturdays. This focused-on team building and helping young people understand the role of a peer mentor, alongside developing key skills such as communication, boundaries, safeguarding, and self-care. The programme finished with a self-care day at Carn Brea Leisure Centre, supported by Healthy Cornwall and the Carn Brea team, providing a valuable opportunity to reflect, spend time together, and focus on wellbeing.



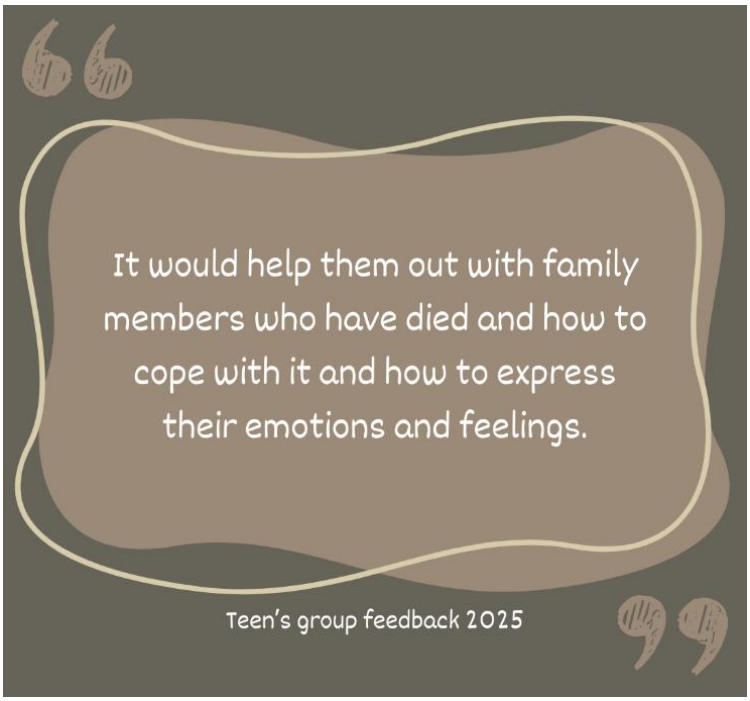
Overall, this has been a year full of growth, new opportunities, and meaningful connections. What continues to stand out is the importance of those connections—not just between young people, but also with the volunteers who give their time, care, and consistency so generously. These relationships help create a space where young people feel truly seen, heard, and accepted.

Looking ahead, we hope to build on this momentum by offering more creative and outdoor opportunities, continuing to strengthen our community, and supporting even more young people on their journey.

Teens Group Activity Days

43 people attended teens group activity days across the year.

Alongside our regular group sessions, we have continued to offer a range of additional activities outside of the teens group setting. This provides opportunities for young people—particularly those who may not feel ready to attend group sessions—to connect in different ways and build confidence. These have included creative experiences such as **Drums4U** workshops, as well as outdoor activities like bushcraft and fire building, ensuring there is something to engage everyone.



One of the standout moments this year was a four-week animation project over the summer. Working with Ruby, a local animator and filmmaker, and supported by funding from **Awen CIC**, young people were involved in the full creative process—from developing ideas and creating visuals, to sound, live animation, and editing. It was a fantastic opportunity to try something new, work alongside creative professionals, and see their ideas come to life. The project ended with a screening for families, which was a really proud and celebratory moment for everyone involved.

Another highlight came in October, when we spent a day together in Scorrier Wood with Paul Cox from **Survive & Revive**. Despite the Cornish weather, the group embraced the experience, learning about animal tracking, cooking over an open fire, and developing fire-lighting skills. It was a day that naturally brought out teamwork, problem-solving, and resilience, while also offering time to be outdoors together and enjoy each other's company.

December brought both of our teen groups together for a shared Christmas celebration at **Ozzell Bowl** in St Austell. It was lovely to see different groups mixing, building new friendships, and enjoying time together in a relaxed and fun setting.

Support for Families Bereaved by Suspected Suicide

We received referrals for 37 families bereaved by suspected suicide in 2025/26.

This year we have continued to send out postal packs specifically for families bereaved by suicide. The postal packs contain information and tangible things to comfort both adults and children who have been affected by the death of someone when suicide is suspected. The packs have been well received and given some comfort and support at what can often be an overwhelming and confusing time for all affected. Several families who attend our monthly family groups have been bereaved by suicide. Peer support following a bereavement by suicide for both adults and children is known to reduce stigma and shame that often surrounds such a death and can help those affected feel less isolated and alone in their grief.

Training And Links with Other Professionals

Our service delivery is based on years of experience working within the field of childhood grief alongside the professional skills and training that staff have received to equip them to support families and the children within them as well as supporting professionals, to deliver high quality training to professionals and to ensure that the volunteers who deliver our service are of the highest standard. Within the team we have staff who have completed a level 7 Working in Childhood Bereavement Course, delivered by Hospice UK, and accredited by Middlesex University as well as several courses delivered by Child Bereavement UK and the Anna Freud UK Trauma Council, either specifically related to childhood grief or the impact of traumatic bereavement. All staff in the Family Services Team regularly attend safeguarding training updates and all staff have attended the ASIST training for suicide prevention.

Three members of the Family Services Team are Mental Health Champions for Children and Young People in Cornwall and have attended a series of training days, including Mental Health First Aid (Youth). Having Mental Health Champions allows us to access resources and support from other organisations in Cornwall and further update training opportunities over the forthcoming year.

The Family Services Team work closely with a wide range of other professionals and agencies providing information and advice around the needs of bereaved children and young people and referring on to other services as appropriate. We make sure we have current information regarding other organisations and services available to support children and families including those in the voluntary sector. For example, we regularly refer families to Early Help for additional support and share information regarding crisis services and Young People Cornwall's drop-in Support Hubs for children and young people struggling with their emotional wellbeing, whilst continuing to support them as well.

We strive to maintain our relationships with CAMHS and other emotional wellbeing providers and work collaboratively where able. We feel these relationships help facilitate smoother transitions between services and a shared understanding of the needs of bereaved families.

We have a close working relationship with Outlook Southwest Suicide Liaison Service for adults and Public Health which ensures a coordinated response to support for those bereaved by suicide.

We meet once a term with staff from other Children's Bereavement Charities across the Southwest of England and share ideas and discuss current themes that have occurred in our service delivery. This is a supportive space that helps keep staff updated and

Staff regularly attend the Childhood Bereavement Network and The National Bereavement Alliance monthly webinars. The webinars are based on the 3-component model that derives from NICE Guidelines (2017) which are informative sessions that help us to keep updated with best practice and informs us about any new or updated resources or services that we can signpost families to.

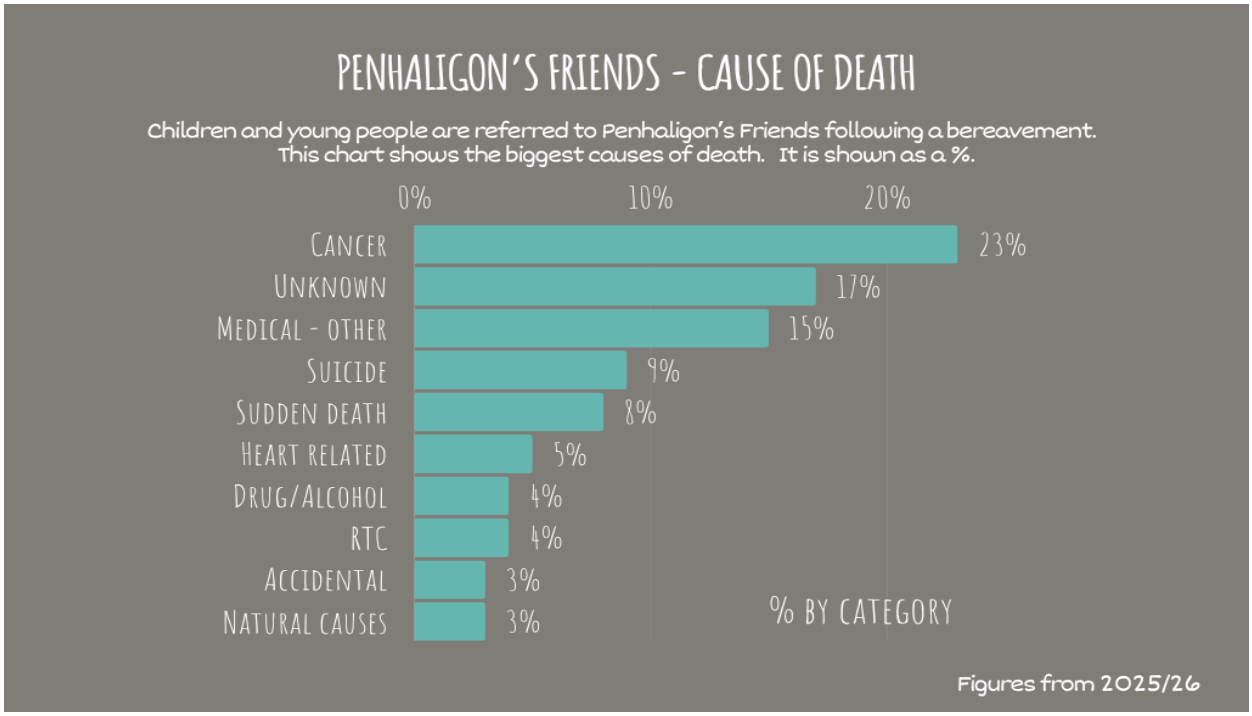
We continue to form part of the following strategic groups:

- Cornwall's Multi-Agency Suicide Prevention
- Real time Suicide Surveillance Groups.
- The Bereavement and Critical Incident Core Group as detailed under support to schools.
- Schools and Communities Group
- Children and Young People engagement Network

Training and webinars provided to other agencies and forums has included:

- Cornwall Council- Short Breaks and Residential Care Home Staff
- Cornwall Council - Baby Loss Webinar
- Cornwall Council – Grief and Loss in Childhood Podcast

Family Services provide a rolling program of training for volunteers who support the family services work, and last year we also delivered our Level One and Level Two wo Childhood Loss and Grief course as well as two of our four-day combined course for counselling students when there is a cohort of students interested.



Collaborative Work:

Over the past year Penhaligon's Friends have been part of a collaborative - a partnership of organisations working together to support the emotional wellbeing and mental health of young people through a range of accessible, specialist and community-based services.

The vision of The Collaborative is to create a more connected, visible and accessible support system for young people, ensuring no one falls through the gaps and everyone can access the help they need to thrive.

This has been an exciting opportunity for us and has enabled us to work differently. Our funded project has been to deliver single session interventions to support bereaved young people in college. The sessions have allowed bereaved young people space p talk through their feelings around grief, remember the person who has died and a chance to think about ways they can manage some of the feelings they have that are impacting them – This year we have delivered fortnightly sessions in Duchy College, Stoke Climsland as well as delivering training sessions to help those working in 5 Colleges across Cornwall better support bereaved students. Students within the College were able to self-refer and it has allowed us to gain an insight to working with young people 18 plus, in line with our 5-year strategic plan.

Through the help of staff at Duchy College, Stoke Climsland, we have also held a well-being café for bereaved students. In the café sessions we have talked about common reactions in grief and how helpful or unhelpful some responses are to individuals' grief. Memory work has also been a feature; we have created memory jar- full of special memories using salt coloured with chalk to represent different aspects of our lives with our loved ones.

Both the training delivered, and the work undertaken at Duchy College have been well received by staff and students and funding from the collaborative will continue for the following year, which will hopefully allow us to further reach those who may not have felt our support was as accessible to them when consent is needed for their parent or carer.

We have also worked closely with Truro College this year and provided some informal training for staff who needed additional guidance following the sudden death of a student early in the academic year.

A huge thank you to our team of volunteers and staff who, with the help of all Penhaligon's Friends supporters and fundraisers we have supported 1304 bereaved children and young people over the last 12 months. Our volunteers show amazing commitment, generosity and care which has enabled Penhaligon's to continue to offer the levels of support for bereaved children referred to our service.

Polly Langford, Family Services Lead

Fundraising & Donations Report

We want to say a huge thank you to all our generous supporters who have helped us make a difference this year, on a milestone 30th anniversary for Penhaligon's Friends.

Thanks to your commitment and dedication, we have raised vital funds for Penhaligon's Friends that enable us to continue our work with bereaved children, young people, and their families across Cornwall and ensure they feel supported, understood and not alone.

In 2025/26, Penhaligon's Friends introduced the new role of **Fundraising and Communications Coordinator** as part of the charity's three-year business strategy. This role focuses on growing corporate funding and relationships, and raising the charity's profile through our social media, website, newsletter, and networking.

In that role, I will be working with all the incredible fundraisers across Cornwall who continue to make it possible for us to provide support to over 1,000 bereaved children, young people and their families each year. It's been a pleasure to meet with lots of new faces already in my role and to reflect on the past year where we have seen an outstanding number of events and fundraising efforts which show the strength of community in Cornwall.

Marking 30 Years of Support

This year was a huge anniversary for Penhaligon's Friends, as the charity commemorated 30 years since it was founded in 1995. To mark the milestone, we held our very first **30th Birthday Ball**, a **Family Fun Day** and our **30k in May** dog walking challenge, each were a massive success and raised lots of important funds to allow us to continue what we do for years to come.

Our 30th Birthday Ball raised an incredible £6900 and had support from sponsors **Enable Law**, the **Penventon Hotel** who hosted us, **Emily Rose Events** did our table décor, **Edward Buckland** hosted our auction on the night, **Carn Brea Leisure Centre** attended the event and numerous other businesses donated for our raffle and made the event possible. Other businesses who supported us for the night were **Roddas, Tarquin's, The Alverton Hotel, The Gate Cornwall, Roddas, Kit Johns Artist** and many more.

Our first 30k in May Dog Walk, generously sponsored by **Penmellyn Vets**, raised £1,819 from various fundraisers across the county, each walking the distance, or further, to raise funds to support bereaved children, young people and their families across the Duchy.

Our Family Fun Day hosted at **Rayle Farm** raised £3,200 and

was a huge success thanks to promotion and entertainment on the day from **Cornwall's Rewind Radio**, and support from **Badger Forest School, Southwest Ambulance Service, Alasdair Hoswell,**

Lynsey Rickard, Lottee Brown, Jasmine Bishop, and **Cornwall Fire Service**.

Fundraising Highlights

On top of our anniversary year, many of you in the community have gone above and beyond by taking on challenging fundraising runs and hikes, school bake sales to corporate partnerships and individual donations.

Penmount Crematorium handed over an incredible £10,000 cheque to Penhaligon's Friends as their chosen charity of the year, raising money through the national metals recycling scheme, raising money for charities related to bereavement.

Another special thanks go to **Newells Travel** who have been supporting us as their charity partner, already raising an amazingly generous donation of over £10,000 from various fundraising events, including their 'Race Across the County' and various quiz nights and raffles. We also received very generous donations of £3,500 from **Sticker Vintage Rally** and £2,227.97 from **Pall**, alongside many individual donations.

David Gamble completed the Camino de Santiago Trail raising an outstanding £6,480.00, and we had some incredible efforts in marathons, half-marathons, triathlons and running challenges including **from Andy, Ellie, Ollie, Samuel and Ruari** – and our very own **Hayley Thomas** who took on a run every day in January for

Penhaligon's Friends! Our Annual Report front cover this year shows the wonderful **Chloe Howard** who raised a fabulous £735 running the Great West Run.

It's not just monetary donations which make an impact. Donations in kind make a huge difference and we're so grateful to the ongoing partnerships with local businesses who have not only offered financial support but also provided us their spaces, time and resources for our families to enjoy. **Carn Brea Leisure Centre** donated selection boxes at Christmas, and Easter Eggs. **Byrne Black Belt Academy** and **Francis Clark** also donated Easter Eggs, which were very gratefully received by the children and young people who attend our regular groups. **Cornwall's Rewind Radio** donated thousands of toys donated by businesses across the county, so bereaved children and young people who we support could get a present this Christmas. **Glendurgan Gardens**, **Trelissick Gardens** and Lappa Valley have each provided donated trips to families to enjoy their space for free. **Will Keating** offered us a generous 70 concert tickets for families, **B&Q** have painted our hallway and planted flowerbeds at our office, and many more.

Thank You Everyone!

It's impossible to name all our incredible fundraisers but we want to say thank you to each and every one of you who has made a difference this year.

Thanks to the funds raised over the year, we have provided direct support to **over 1,300** bereaved children and young people. We have also continued to run family activity days, support groups, memory days and one-to-one sessions, all offered free of charge to bereaved families across Cornwall. As we look ahead, we are excited to carry the incredible momentum of our 30th anniversary into the future.

We hope every single person and business who has cheered us on, raised awareness, taken on challenges, or donated knows the impact they have made. As a small charity, your generosity ensures we can be there for Cornwall's children, young people and families when they need us most. On behalf of the whole team at Penhaligon's Friends, thank you.

Megan Price, Fundraising & Communications Coordinator

Volunteer Report

I feel hugely privileged to be in post as the Volunteer Coordinator for Penhaligon's Friends. Since joining the organisation in April 2025, I have been warmly welcomed by staff and volunteers alike. My dedicated role as Volunteer Coordinator reflects Penhaligon's Friends' strategic commitment to strengthening volunteer support, recruitment, training, and induction, while continuing to ensure that our volunteers remain central to the delivery and development of our services.

At the time of my appointment, we had 45 active volunteers on our database supporting us across our services and throughout the county. Our volunteers give their time and skills to support our fundraising, events, community outreach, family visits, one-to-one support, teens, and family groups as well as memory and activity days.

An initial piece of work that I carried out was a volunteer review which took place individually with volunteers by telephone over the summer of 2025. Giving me the opportunity to speak directly with our volunteers and hear more about their interests and skills, I was also able to learn more about their volunteering journey, what works well and not so well for them and hear volunteer ideas of how to improve our support. Developing opportunities to gather feedback and ideas from our volunteers will continue to be instrumental in shaping how we support, train, and communicate with our volunteers moving forward.

As a result of the review, our restructuring has enabled us to:

- Develop clear and consistent role descriptions.
- Align training more effectively with each role.
- Clarify expectations for volunteers and staff.
- Improve how we publicise volunteer opportunities through our website and communications.

We have refined our volunteer structure into three clear pathways:

Community Volunteers act as ambassadors for Penhaligon's Friends, strengthening connections within local communities, raising awareness, and supporting fundraising and outreach activity. This is a newly developed role, and we aim to grow our Community Volunteer numbers significantly in the coming year.

Family Support Volunteers assist members of the Family Services team to deliver Teen Groups, Family Groups, Memory Days and Family Days. Volunteering on an ad hoc or regular basis, Family Support volunteers help us to ensure that our families can come together for support and connection through our planned events and activities. Family Support Volunteers can also choose to undergo further training to equip them to help our Family Services team provide telephone support to families and/or carry out Family Visits.

One-to-One Volunteers provide therapeutic support that can enable a child / young person to explore their grief, understand the feelings they have been experiencing and to help them to develop tools to enable them to live alongside their grief. Volunteers who deliver One-to-One Support will have completed our four-day Comprehensive Understanding of Childhood Loss & Grief Training. Additionally, One-to-One volunteers are required to attend further training specifically on becoming a One-to-One Support Volunteer to ensure they have more in-depth skills and knowledge to deliver sessions with young people independently.

To enable and strengthen our volunteer recruitment, we have introduced a more flexible and accessible training pathway. A new three-hour 'Introduction to Penhaligon's Friends' session has been launched, planned to run six times throughout 2026 from our offices in Redruth, as well as in Liskeard, and St Austell

(which were both identified as geographical volunteer development areas). The two sessions delivered so far have both been fully booked and received great feedback, for their accessibility, welcoming atmosphere, and practical insight into volunteering.

Following this introduction, volunteers can progress to enrol as a Penhaligon's Friends Community Volunteer or enrol on to further training to become a Penhaligon's Friends Family Support Volunteer. We have delivered one of our 'Family Support Volunteer' courses so far in 2026, again the course was fully booked and received positive evaluation.

We are encouraged by the numbers of prospective volunteers planning their training journeys with us in the year ahead and will continue to widely promote training opportunities within our communities. We are fortunate that a number of our experienced volunteers will help to deliver some of our 2026 training, which will enrich sessions with lived experience and peer insight. We are also grateful for the support from so many individuals and community organisations throughout Cornwall who help to promote volunteering with us. We are also developing additional learning opportunities for new and existing volunteers which include family visit and telephone support training.

I am grateful that our volunteer support, recruitment, and promotion is supported by the whole Penhaligon's Friends staff and volunteer team, and it has been a great privilege to work especially closely with the Fundraising & Communications Coordinator, Megan whose skills are enabling us to widen our reach and attraction.

Priorities for the coming year include:

- Creating a Volunteer Handbook.
- Developing opportunities for volunteer feedback and ideas for improvement into our services.
- Diversifying and growing our volunteer base.
- Embedding our new training programme and evaluating its impact.
- Enhancing ongoing support and development opportunities for existing volunteers.
- Strengthening volunteer communication, connection, and engagement opportunities.

Volunteers are at the heart of Penhaligon's Friends. Their compassion, dedication, and generosity enable us to make a profound difference to the children, young people, and families we support. A massive thank you to all our volunteers - you are all amazing and we really could not do it without you!

Jane Yeomans, Volunteer Coordinator

Finance Report

This was an eventful year for Penhaligon's Friends. Not only did we celebrate the 30th anniversary of the charity's founding, but we also launched a new Strategic Plan covering the period to December 2027.

On the financial side, we undertook a major project to migrate our financial systems to a new online platform designed to streamline processes and provide greater security, efficiency, and transparency.

When setting the budget for the year, the Trustees agreed to utilise £36,425 of reserves to support our programme of work and deliver three key priorities identified within the Strategic Plan: strengthening our volunteer base, improving our marketing and communications, and establishing a dedicated fundraising role to help maintain a diverse and sustainable income stream.

In the event, not all of the planned reserves were required, and the charity finished the year with a small deficit of just £413.

Total income for the year was £332,968, representing an increase of 7% compared with the previous year. Grants and donations continued to provide the majority of our income. Grant income remained broadly consistent at £156,355 (2024/25: £157,676), accounting for 47% of total income. Donations increased significantly by 14% to £166,058 (2024/25: £145,173), reflecting both the generosity of our supporters and the value they place on the services we provide.

Total expenditure increased by 10% to £333,079, reflecting the additional investment approved by Trustees in support of the Strategic Plan. During the year we also completed a number of important infrastructure improvements, including upgrading the emergency lighting throughout the office and replacing the telephone system. Funding for these works had been set aside through designated reserves of £10,000 in the previous year.

The charity closed the year with general fund reserves of £154,054. Of this amount, £10,000 has again been designated to support future improvements to our IT systems. The remaining unrestricted reserves of £144,054 represent approximately 23 weeks of operating expenditure.

While we recognise that this remains a relatively modest level of reserves, the appointment of Megan Price to the fundraising role has significantly strengthened our financial resilience. Furthermore, during the year we were informed that the charity had been named as a beneficiary in two wills. Although the value of these legacies had not been confirmed at the time the accounts were prepared, they will provide valuable opportunities to further develop and enhance our services in the future.

The charity holds no significant fixed assets. Trade debtors at the year end amounted to £15,075, all of which was received early in the new financial year. No concerns have been identified regarding the recoverability of these amounts.

I would like to thank my fellow Trustees, the staff team, volunteers, supporters and funders for their continued commitment to the charity. Their support enables Penhaligon's Friends to remain financially stable while continuing to deliver vital services to bereaved children, young people and families across Cornwall.

Bill Phillips, Treasurer / Finance Volunteer

Independent Examiner's Report to the Trustees

PENHALIGON'S FRIENDS

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF PENHALIGON'S FRIENDS

I report to the trustees on my examination of the financial statements of Penhaligon's Friends (the charity) for the year ended 31 March 2026.

Responsibilities and basis of report

As the trustees of the charity, you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011.

I report in respect of my examination of the charity's financial statements carried out under section 145 of the Charities Act 2011. In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the Charities Act 2011.

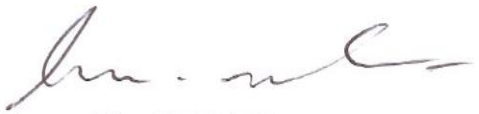
Independent examiner's statement

Since the charity's gross income exceeded £250,000, the independent examiner must be a member of a body listed in section 145 of the Charities Act 2011. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no 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 charity as required by section 130 of the Charities Act 2011.
2 the financial statements do not accord with those records; or
3 the financial statements do not comply with the accounting requirements concerning the form and contents of the accounts set out in the Charities Regulations 2008 other than any requirement that the financial statements give a true and fair view, which is not a matter considered as part of an independent examination; or
4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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 financial statements to be reached.



Thomas Tripp FCCA ACA
Association of Chartered Certified Accountants
bk plus Limited
Alverton Pavilion
Trewithen Road
PENZANCE
TR18 4LS

23 September 2026

Financial Statements

Penhaligon's Friends
Registered Charity no. 1189323

Statement of Financial Activities
for the year ended 31 March 2026

				Period to 31 March 2025		
	General	Restricted	Total	General	Restricted	Total
Income and Endowments from:	£	£	£	£	£	£
Donations & Fundraising	166,058		166,058	145,173	-	145,173
Grants		156,355	156,355	-	157,676	157,676
Training fees	8,019		8,019	4,640	-	4,640
Booklets etc	125		125	339	-	339
Bank interest	2,411		2,411	3,172	-	3,172
Total Incoming Resources	176,612	156,355	332,968	153,324	157,676	311,000
Expenditure on:						
Client/Members Direct Costs						
1 - to - 1		327	327	-	837	837
Family Days		68	68	-	75	75
Family Support		3,825	3,825	-	4,998	4,998
Memory Days		538	538	-	2,287	2,287
Family Group		1,641	1,641	-	1,276	1,276
Teens Group		4,171	4,171	-	1,747	1,747
Training Days	323	177	500	729	31	760
Volunteers Training		820	820	157	722	879
Library		990	990	-	1,630	1,630
Fundraising Costs	3,989	430	4,420	3,246	515	3,761
Governance Expenses	622	137	759	635	-	635
Cornwall Bereavement Network		-	-	-	-	-
Bank Charges	363	-	363	278	-	278
Insurance	1,119	-	1,119	727	295	1,022
Office Costs		-				
Cleaning	1,340	269	1,609	2,684	-	2,684
Computer software & support	4,983	2,796	7,779	-	5,630	5,630
Furniture & equipment	249	225	474	-	-	-
Heat, light & power	1,671	365	2,036	3,198	-	3,198
Printing & stationery	2,921	4,970	7,891	2,297	4,972	7,269
Postage	1,306	1,272	2,578	2,460	-	2,460
Telephone	1,421	2,275	3,696	2,300	917	3,217
General expenses	603	503	1,105	420	337	756
Rent, Rates & Property Maintenance	20,501	4	20,505	11,369	4,656	16,026
Staff Costs	131,552	133,445	264,997	116,077	123,851	239,928
Audit and Accountancy Fees	861	9	870	942	-	942
Total Resources Expended	173,824	159,255	333,079	147,521	154,776	302,296
Gain/(Loss) on revaluation of investments	- 302	-	- 302	- 108	-	- 108
Net Income/expenditure	2,487	- 2,900	- 413	5,695	2,900	8,595
Transfer between funds	-	-	-	-	-	-
Net movement in funds	2,487	- 2,900	- 413	5,695	2,900	8,595
Opening Balance 1st April 2025	151,566	2,900	154,466	145,871	-	145,871
Closing Balance 31st March 2026	154,054	- 0	154,054	151,566	2,900	154,466

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. 1189323

Balance Sheet
as at 31st March 2026

		General Fund £	Restricted Funds £	Total Funds £	Total Funds as at 31 March 2025 £
Fixed Assets					
Computers					
Cost -	-				
Depreciation	-	-	-	-	-
Investments		1,770		1,770	2,685
Current Assets					
Cash at Bank & In Hand		145,867	37,063	182,930	181,718
Debtors		15,560		15,560	14,496
Prepayments		367		367	364
Stock		-	-	-	-
Total Current Assets		161,794	37,063	198,857	196,578
Less: Creditors		9,511	37,063	46,573	44,796
Net Current Assets		152,283	-	152,283	151,781
Total Assets		154,054	-	154,054	154,466
Represented by:					
General Funds		154,054		154,054	154,466
		154,054	-	154,054	154,466

The Annual Report and Accounts was approved by the Trustees of the charity on 15/09/2026 and signed on its behalf by:

Signed:

Anna Pemberton (Vice Chair)

Signed:

Victoria Lock (Trustee)

Penhaligon's Friends
Registered Charity No. 1189323

Notes to the accounts
for the year ended 31st March 2026

Note 1 **Charity information**

Penhaligon's Friends is a Charitable Incorporated Oganisation operating in England & Wales. The registered office is Penhaligon's Friends, Trecarrel, Drump Road, Redruth, Cornwall, TR15 1LU.
The members have no liability to contribute to the charity's assets and no personal responsibility for settling debts and liabilities of the charity in the event of the CIO being wound up.

Note 2 **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 Charities: Statement of Recommended Practice (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

Penhaligon's Friends meets the definition of a public benefit entity under FRS 102.
Assets and liabilities are initially recognised at historical cost or transaction value unless oherwise stated in the relevant accounting policy note.

There are no material departures from FRS 102.

b Income is accounted for on an accruals basis, except for voluntary donations which are taken to income when received. Income from government and other grants is recognised when the charity has entitlement to the funds and performance conditions are met, it is probable that income will be received and the amount can be measured reliably and is not deferred. Grant income received in advance for future periods is deferred until the criteria for income recognition is met.

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 3 **Tangible assets**

	Computers	Totals
	£	£
Cost		
At 1st April 2025	-	-
Additions in year	-	
Disposal in year	-	-
At 31st March 2026	-	-
Depreciation		
At 1st April 2025	-	-
for year	-	-
Disposal	-	-
At 31st March 2026	-	-
Net Book Value		
At 1st April 2025	-	-
At 31st March 2026	-	-

Note 4 **Investments**

	2024/25	2023/24
	£	£
Valuation at 1st April 2025	2,685	5,359
Shares disposed of in the year	- 613	- 2,566
Realised & unrealised gain/(loss)	- 302	- 108
Valuation at 31st March 2026	1,770	2,685

Note 5 **Loss on Share Revaluation**

The valuation of the shares at 31 March 2026 was based on a post year end valuation at 5 April 2026 which is considered the best available estimate. A realised loss on revaluation of £302 was recognised in the Statement of Financial Activities.

Note 6 **Liquidity**

	2025/26	2024/25
	£	£
Cash at bank-current account	3,805	30,160
Cash at bank-deposit account	66,622	41,336
Cash at building society	112,203	109,922
Cash in hand at office	300	300
	182,930	181,718

Note 7 **Restricted funds**

	B/forward £	Income £	Expenditure £	Balance £
Anton Jurgens 1-1 costs	-	3,299	3,299	-
Bolingey Barbarians Resources	2,900	-	2,900	-
BRAKE Support for families following Road Incidents	-	6,200	6,200	-
CCF Wellbeing Staff wellbeing sessions	-	931	931	-
CCF Young Minds Blackwater Teens Group	-	637	637	-
Cornwall Glass Fund Volunteer Mileage	-	170	170	-
Cross Country Rail Fund Liskeard Family Group	-	5,120	5,120	-
Masonic Charitable Foundati Core Costs	-	5,000	5,000	-
NHS Kernow Postvention and 1-to-1 support	-	69,300	69,300	-
NLCF Support for teen, and development of services	-	44,258	44,258	-
Norman Family Trust Grief Postal Packs	-	1,217	1,217	-
Trusthouse Charitable Found Family Services Staff Costs	-	12,733	12,733	-
YPC College Hub support sessions	-	7,490	7,490	-
Totals	2,900	156,355	159,255	-

Note 8 **Debtors and prepayments**

	2025/26 £	2024/25 £
Trade Debtors		
BRAKE Referrals	6,200	5,000
NHS Grant Instalment	5,775	5,500
YPC Grant Instalment	2,500	
Training Fees	600	
Corporate Donation		1,000
Accrued Income		
DHSC		2,355
Accrued Interest		
Interest	485	641
Prepayments		
Insurance	367	364
	15,927	14,860

Note 9 **Creditors and deferred income**

	2025/26 £	2024/25 £
Trade Creditors	3,374	4,052
Accruals	847	3,527
Deferred income	37,063	33,041
Taxation and social security	5,290	4,177
	46,573	44,796

Note 10 **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 2025	33,041
Amount released to income earned from charitable activities	- 33,041
Amount deferred in year	37,063
Balance as at 31 March 2026	37,063

Note 11 **Net movement in funds**

The net movement in funds is stated after charging/(crediting):

	2025/26 £	2024/25 £
Fees payable to the charity's independent examiner:		
- for the independent examination of the charity's financial statements	834	-
- for other financial services	240	-
	1,074	-

Note 12 **Analysis of staff costs and trustee remuneration and expenses**

	2025/26 £	2024/25 £
Salaries and wages	233,528	214,562
Social security costs	17,399	13,835
Pension contributions	6,773	5,966
Payroll Expenses	1,837	1,452
	259,537	235,815
Staff travel and expenses	2,593	1,749
Staff supervision and training	2,868	2,364
	264,997	239,928

No employees had emoluments in excess of £60,000 (2024/25: £nil).
The charity trustees were not paid or received any other benefits from employment with the charity in the year (2024/25: £nil).
Neither were they reimbursed expenses during the year (2024/25: £nil).
No charity trustee received payment for professional or other services supplied to the charity (2024/25: £nil).
The average monthly headcount was 9 staff. (2024/25: 8).
The key management personnel are: Julie Parker (75%) and Polly Langford (50%) and the aggregate remuneration was £52,160 (2024/25: £48,523)
The remaining percentages of the key management personnel reflect their operational responsibilities.

Note 13 **Analysis of Net Assets between Funds**

	Unrestricted Funds £	Restricted Funds £	Total £	Period to 31 March 2025 Unrestricted Funds £	Restricted Funds £	Total £
Tangible Fixed Assets	-	-	-	-	-	-
Investments	1,770		1,770	2,685	-	2,685
Cash at Bank	145,867	37,063	182,930	145,777	38,841	184,618
Creditors	- 9,511	- 37,063	- 46,573	- 11,755	- 35,941	- 47,696
Debtors	15,927		15,927	14,860	-	14,860
	154,054	-	154,054	151,566	2,900	154,466

Note 14 **Contingent Assets**

It was confirmed that the charity is to be a beneficiary of two estates.
The amounts are as yet undetermined.

Note 15 **Related party transactions**

The aggregate donations received from trustees and related parties during the year without conditions totalled £325 (2025: none).

There were no disclosable related party transactions during the year (2025: none).

Thanks to Supporters

We are incredibly thankful for the amazing support we have received through donations during the 2025/26 year.

While we can't thank every supporter personally, every donation has helped make a meaningful difference. Thanks to the generosity of our wonderful supporters, we can provide vital support to more than 1,000 bereaved children and young people across Cornwall each year. From the bottom of our hearts, thank you.

46 Crew

Ajay Ram

Alasdair Hoswell

Alice and Mimi Tetley

Alice Pawson

Andy, Ellie, Ollie, Samuel and Ruari

Anne Moore

Anya Gilroy

B&Q Penryn

Badger Forest School

Baker Toms

Barnacle Trust

Berrymans

Beverley Dobell Slimming World Falmouth

Blokes Over Breakfast (Denise Wellington)

Brenda Bailey

Byrne Black Belt Academy

Carn Brea Leisure Centre

Carnon Downs Crafters

Chapel St Methodist Church

Chloe Howard

Chloe Proud

Cornwall Fire Service

Cornwall's Rewind Radio

Courteney Flower

Cranfield Trust

Crofty Education Trust

CVC

Dave Jones

David Gamble

Debi Peskett

Delabole Methodist Church

Devon & Cornwall Christian Police Association

Devoran Ladies Group

Devoran School

Doreen Hocking

Edward Buckland

Emily Rose Events

Emma Davies-King

Enable Law

Falmouth Carnival

Family of Joe Canter (Saints)

Francis Clarke

Fugro

Gary Milnes

Gill Wills

Glendurgan Gardens

Godolphin WI

Good Companions

Grow Box Café

Harry Jermyn

Hayley Thomas

Hoots Toots

Hydro Gas Ltd

Ingleheart Singers

Inner Wheel Club of St Austell

Innovation Centres

Jack Jenkinson

James and Julie Milne

James Miller & Associates

Jane Shepperd

Jasmine Bishop

Jo Downs

Joe Way Paddle for Life & Blystra Lyons

Jon Tremaine

Kevin Bennetts & Perran-ar-Worthal Local History Group

Kit Johns Artist

Knit and Natter Camborne Library

Ladies that Brunch (Nigel Jeffery)

Land and Water

Lappa Valley

Laura Trudgeon

Lerryn Yoga Circle

Liz Nolan Dance School

Lloyds Foundation (Liz Nolan School of Dance)

Lord Savile

Lottee Brown

Louise Daykin Prints

LWC - Jolly's

Lynsey Rickard

Maria Barnes

Matt Julian

Matthew Paffett

Michael Yeo

Mount Village

Mount's Bay Singers

Mousehole Methodist Women's Club

Mr & Mrs Wildsmith

Mrs Debbie Williams

Mylor Methodist Church

Nathan Outlaw

Newell's Travel

Nick Taylor

Oll an Gwella

Ozzell Bowl

Padstow Tesco

Pall Redruth

Paul Lawrence

Penmellyn Vets

Penmount Crematorium

Penrice School

Pentire

Playing Place Fellowship

Porthleven Charity Shop

Porthleven Methodist Church

Prima

Rachel Bishop

Ray Stone

Rayle Farm Events Venue

Red Lion, Blackwater

Redruth Town Council
Rhos Keur
Rising Stars
Roddas
Roger Watson
Rotary Club of Redruth
Rotary Club of St Agnes and St Piran
Rotary Club of St Ives
Ruby Ingleheart
Sandra Glasson
Sarah Lawrance
Sew In Mullion
ShareGift
Sharon Parsons
Sky Burgos
South West Comms
Southwest Ambulance Service
Speak Out United
St Austell U3A
St Columb Major Academy
St Ive Church
St John's School
St Michael's Mount
St Paul's Church, Chacewater
Stanley Tucci
Steve Michell
Steven Hicks
Sticker Vintage Rally
Stories and Ink
Stuart Jolley
Sue Eaves
Survive & Revive
Sylvia Mason
Tarquin's
Tarquin's
Tate
Teresa Lane
The Alverton
The Falmouth Hotel
The Gate Cornwall
The Good Companions
The Greenbank
The Natural Store
The Penventon Park Hotel
The Tavern Inn, Newquay
Tim Carey
Tina and Kevin Davey
Top Cashback
Town and Country Club
Tregony Repair Café
Tregony Sports and social club
Trelissick
Tresillian Singers
Tresparrett Methodist Church
Treswithian Downs Crematorium
Trevathan Farm
Truro Golf Club
Truro Lions
Victoria Smith
W M Weller and Son
Wadebridge Antiques Centre
Wadebridge Rotary

Ward Williams

Will Keating

West Pharmaceutical Services Cornwall

Administrative Details

PATRONS	Dame Annette Egerton DBE Michael Galsworthy CVO CBE DL Sir Tim Smit KBE
TRUSTEES at date accounts signed	Dr Alison Stephens (Chairman) Nigel Hyde (Vice Chair) Mike Bird Karen Reid David Perry Anna Pemberton Victoria Lock Steve Michell Deb Hocking
CHARITY CEO	Julie Parker
REGISTERED OFFICE	Trecarrel Drump Road Redruth TR15 1LU
CHARITY REGISTRATION NUMBER	1189323
BANKERS	Lloyds Boscawen Street Truro TR1 2QT
ACCOUNTANTS	BK Plus, 4 Station Road, Redruth, Cornwall TR15 2AB

Penhaligon's Friends

Trecarrel

Drump Road

Redruth

TR15 1LU

01209 210624/215889

enquiries@penhaligonsfriends.org.uk

www.penhaligonsfriends.org.uk