



**Jigsaw4u**

helping young people to put  
the pieces back together

Jigsaw4u Limited  
Report and Financial Statements  
Period ended 31 March 2008

Charity No: 1109167

Company No: 5366329

Celebrating 11 years of enabling children and young  
people cope with the impact of loss and trauma

# CONTENTS

1.	Reference and Administrative Information	3
2.	Chairs Report	5
3.	Chief Executive's Report	6
4.	Head Office in Mitcham	7
5.	Surrey Office	8
6.	Advocacy and Befriending projects	9
7.	Grief Support projects	11
8.	Home-Schools projects	14
8.	Participation projects	18
9.	Publications	21
9.	Statistics and unit costs - Service Provision	22
10.	Report of the Independent Auditors to the Members of Jigsaw4u Ltd	24
11.	Statement of financial Activities for the period ended 31 March 2006	26
12.	Donations in excess of £500	28
13.	Volunteers of the year	29
Appendix 1 Organisation chart		

**JIGSAW4U LIMITED TRADING AS JIGSAW4U  
for the Year Ended 31 March 2008**

**Report of the Trustees**

**Reference and Administrative Details**

**Registered Company number**

5366329 (England and Wales)

**Registered Charity number**

1109167

**Registered office**

40 Mill Green Road, Mitcham, SURREY CR4 4HY

**Management Committee**

Ms Anne Davies	Chief executive	
Mrs Angela Baughan	Retired Councillor	Trustee
Mr John Dodwell	Retired councillor	Trustee
Mrs Mary Owusu	Retired Matron	Trustee
Ms Ann Walker	Nurse Manager	Trustee
Mr Terry Woods	Private Sector Director	Trustee
Ms Valerie Hall	Third Sector Manager	Trustee
Dr. Richard Wilson	Retired consultant paediatrician	Trustee
Ms Eileen Lawlor	Retired teacher	Trustee
David Brewer	Advisor - youth issues	Patron and chair of youth forum

**Company Secretary**

Ms Anne Davies

**Auditors**

Smithurst & Ryan Limited

Chartered Certified Accountants

& Registered Auditors

20th Floor, Tolworth Tower

Ewell Road

Surbiton

SURREY KT6 7EL

**JIGSAW4U LIMITED TRADING AS JIGSAW4U  
for the Year Ended 31 March 2008**

**Report of the Trustees**

**Reference and Administrative Details - continued**

**Bankers**

Barclays plc

Kingston upon Thames

**Patrons**

Mr Tom Brake (MP)

Mr David Brewer (former MYP)

Mr Edward Davey (MP)

Mr Jason Euell (Professional football player)

Mr Ram Gidoomal (CBE)

Ms Siobhain McDonagh (MP)

**Senior Management Team**

Ms Anne Davies - Chief Executive

Mrs Chris Roe - Head of Service (Head Office)

Mrs Carol Bason - Head of Service (Surrey Office)

Mrs Ann Waller - Deputy Head of Service (Head Office)

**Governing document**

The organisation was registered as a charity on 26.4.97 with a declaration of trust outlining the administration, objects and powers of the charity. The objects were modified by deeds of amendment dated 17.6.97 and 15.10.04. The bank clause was modified by a deed of amendment dated 29.4.99. The objects were further modified by deed of amendment on 14.4.05 and a Special Resolution passed to allow the charity to transfer all the assets and liabilities to the charitable company Jigsaw4U Limited and apply to the Charity Commission for Moving Forward Together to be dissolved and removed from their register of charities. Official charitable status was accorded to the company on 20.4.05 at which date the net assets of the charity were transferred to it. The charity's trustees (who are also directors of Jigsaw4U Limited for the purposes of company law) are responsible for the preparation of financial statements in accordance with the Companies Act 1985 and United Kingdom Accounting Standards.

## CHAIR'S REPORT

Last year we celebrated our 10<sup>th</sup> Anniversary in style at South Africa House and took the opportunity to congratulate ourselves for achieving most of our objectives both at service and management levels. These included the launch of Jigsaw4u International. We have since established in South Africa, Nigeria, Peru and Sri Lanka and we hope to be in Ghana soon.

Our website was updated and within a short period, thousands of hits were recorded as Worldpay was established for on line donation.

This year, some of our members attended Parliamentary meeting where they highlighted the plight of children who do not benefit from grief support from local councils (something that seemed to have been omitted from the Children's Bill) it is hoped that grief support will be high on the Government's agenda so that borough councils will take some responsibility.

12 young people have successfully completed a 150 kilometre Trek through the Sinai Desert and have raise £40,000 - what a fantastic achievement! Our sincere thanks to all the young people who took part and to all those who supported them.

Being featured in Diverse Britain 2008 for good practice was the icing on the cake when the book was launched in July. Many congratulations to our CEO. This is a huge credit to her leadership and directional qualities. This really shows how committed everyone is!

May I take this opportunity to thank you all for your continuing support and hard work. Special thanks to our Patrons and to Smithurst and Ryan (our accountant) for keeping our eye on the ball in terms of financial monitoring, and to Myrtle for such excellent secretarial support to the trustees.



Mary Owusu (Chair of Management Committee)

## CHIEF EXECUTIVE'S REPORT

This year we celebrate ten years of Jigsaw4u in the UK.

In the past eleven years we have worked with in excess of ten thousand children and young people. **This year working with nearly two thousand children, young people and adults who have experienced a range of loss and trauma.** We have ensured that their voices are heard and responded to by providing individual, group work, a variety of forum opportunities, workshops, child-led conferences, consultations and above all by LISTENING. The main themes of the activities fall into four main service areas:

- Advocacy
- Grief support
- Home-school
- Participation

Jigsaw4u has three areas of particular strength, it provides specialist support to children and young people who are experiencing various forms of loss and trauma - bereavement, disability, separation and abuse in a range of different settings, it has always provided child and young person centred work and it works creatively in a range of partnerships in order to respond quickly. The services outlined within this annual report highlights the ability of Jigsaw4u to provide effective services and that the outcomes achieved for children and young people ensure that they develop resilience for their futures whilst also meeting the aims of the Every Child Matters agenda.

This year has seen the ongoing acknowledgement and development of skills and expertise which has led to an exciting range of developing partnerships with the Nelson Mandela Children's Fund (UK), a number of companies participating in our Social Entrepreneur Challenge and 12 young people planning to trek across the Sinai Desert to raise funds to enable the development of grief support across Surrey. I am most grateful to Susan Braithwaite for her PR and marketing skills and for the effective partnerships that have been forged as a result and also to Seth Smith for the development of the new website and logo

## The vision for the future

We seek to increase the awareness of the impact of grief, loss and trauma on children and young people whilst also equipping professionals with the skills and tools to provide the services that families need. We will continue to develop services in Mitcham and to develop the East Grinstead Office to provide a comprehensive grief support service for Surrey and parts of Kent and Sussex whilst:

- Developing regional centres of excellence to train and equip professionals with the tool-box of skills and techniques that they need to work with children who have experienced loss and trauma
- Increasing the impact of our ambassadorial role and that of agents of change in raising awareness of the issue and contributing our expertise in research and policy development

## Head Office in Mitcham

It has been another very exciting and successful year with a wide range of projects in Sutton, Merton and Kingston, as well as other London boroughs. The home school links projects based in primary schools in Merton and Sutton have gone from strength to strength and are valued by children, parents and schools alike. They appreciate the flexibility of these projects in the range of services they provide from drop in advice sessions for children or parents, small group work, parenting groups to intensive 1-1 sessions with children and family work. We have again seen an increase in the number of children, young people and parents for whom we provided a service from the south west London office - from 1129 children and young people in 2006/7 to 1232 in 2007/8 and from 250 parents to 370 in 2007/8. So clearly our service is needed and widely respected.

Our staff group has been very settled with some new additions, as we have taken on new projects. They possess a wide range of skills, including social work, play skills, counselling, advocacy and business management. All are highly skilled in creative ways of communicating with children and young people and their parents/ carers. The fortnightly practitioners' group ensures that good practice is shared amongst the team. There has also been an extensive investment in training through the Local Safeguarding Boards and through specialist courses as needed. The team is well supported by our office managers, Lisa Kennard and Myrtle Waylett. Our volunteers have continued to provide a wonderful service for many children and young people. We could not provide our current level of service without them. All new volunteers undertake a 6 week evening training programme and then ongoing workshops in specialist areas.

Particular achievements this year from the team include Sue Clark's participation work with disabled children and young people in Sutton which was recognised publicly by Government Minister, Lord Adonis when he visited Sutton to launch the Government's new funding for short breaks. Another great achievement was Lizzy Webster's participation work with young carers and the focus on cooking as a very effective tool to improve communication and relationships, especially with the active involvement of the Head Chef from the Award winning Fat Duck Restaurant. Another new development for Jigsaw4u was in the provision of intensive parenting programmes through Strengthening Families, Strengthening Communities. These are fully accredited programmes and have proved very successful. New projects include mediation for potentially homeless young people in Merton and Sutton; a service for children affected by loss and trauma in Sutton; and an early years' service for parents of pre school age children in Merton. Our focus continues to be on early intervention and preventive services for children, young people and families. We work closely with a wide range of agencies and ensure that we help families to get the help they need. This is very much in line with the Every Child Matters agenda.

My thanks go to all the staff and volunteers at Jigsaw4u who provide such a valuable service to children, young people and families.

**Christine Roe (Head of Service)**

## Surrey Office based in East Grinstead

In 2006 Jigsaw4u launched in Surrey and opened an administration base in East Grinstead from where we have been providing grief support to local families, as well as help and advice to local schools and professionals on grief, loss and trauma. Since April 2007 we have responded to referrals for grief support, which includes some for pre-death work where a parent or sibling has a terminal illness. We have provided three grief support groups in Reigate for families who have experienced the death of a significant family member. The grief support team of Nickey, Nick, Hannah and Katherine have making home and school visits and running family and school based groups as well as providing individual work.

Nickey continues to be a very valued member of the staff team at Lingfield Primary School. Katherine also arranged a lecture tour of South Africa where Anne was able to provide a range of workshops for professionals working with the thousands of children orphaned by AIDS/HIV. Sadly Katherine has left to work full time for the NSPCC - we all thank her for her contribution. Nick is working on are a relaxation script for younger children, a support group for boys who have experienced the death of their father and a Schools Pack for use in local schools which will provide guidance in dealing with bereavement, loss and trauma. He also managed the Kent 'Thanet Project' which came to a successful conclusion in March 2008. He established some very positive links with professionals and parents of children with disabilities, bringing them together in a variety of forums and working parties. Our work will hopefully pave the way for improving facilities and opportunities for young people with disabilities in the area.

Hannah has also developed administrative systems to manage referrals and trekked across the Sinai Desert to raise funds for Jigsaw4u in Surrey!

We continue to hugely value our team of volunteers led by Valerie Blean and the support of Audrey Searle

For the future we hope to raise the profile of Jigsaw4u in Surrey and continue to make good local links with other professionals in a variety of settings in health, education and social services. We are also raising funds for Jigsaw4u by way of local collections and funding bids to larger statutory and national organisations.

Having joined the East Grinstead team I have been excited, impressed and enthused by the level of the commitment and professionalism of this small but dedicated team. I am confident that together we can build on the firm foundations the team have laid down to provide a professional and safe service to bereaved children, young people and their families in Surrey.

**Carol Bason (Head of Service)**

## Advocacy and befriending projects

### Project 1.

#### Advocacy and Independent Visiting Service for looked after children and young people

Jigsaw4u has developed a model of advocacy that is different from many other agencies. We believe in the importance of building a relationship of trust with a child or young person who has requested help from an advocate. We don't just deal with a complaint and then close the case. If they want to someone to help them represent their views at a review or other important meeting, the advocate will meet them at least 3 times prior to this meeting to ensure they get to know them and understand the issues fully. The child can keep in touch with the advocate for as long as they wish - so other issues can be taken up if they arise.

Eny Osung (Advocacy Co-ordinator)

#### Good practice example

T is a young person who was admitted to a specialist secure unit a long way from home because of her mental health. It was important to her that she kept the same advocate and he has supported her through several changes of placement, helped to represent her views at tribunals and care planning meetings, helped her make complaints about some of the aspects of the care she has received, tracked down her savings for her that had not passed through from a previous placement as well as many other issues. It has been an emotional journey, but the young person has greatly benefited from a consistent adult, who knows what she has been through and knows her as person.

### Project 2.

#### CAN'T GO HOME? Children and young people missing from home in partnership with Merton Police and Merton Council

Every year there are approximately 350 incidents of children and young people reported to the police as going missing in Merton.

Referrals to Jigsaw4u come via the police. They prioritise the children and young people they are most concerned about - either because of the number of times they have gone missing or because of their age. The project co-ordinator makes contact with young person and arranges to meet them somewhere safe and separate from home, such as a café, at Jigsaw4u, at school or college. She will also inform the parents and carers that she is making contact, but the first contact is always with the young person. This is a very important principle as the service is independent and the child / young person needs to know that their views are being properly listened to. The service is completely voluntary so if the young person or family does not wish to be involved, they do not need to. Issues affecting the young person may range from having an argument about staying out with friends, to young people who have significant family problems, such as

parents with mental health problems, domestic violence, child protection issues and young people who are putting themselves at significant risk of sexual exploitation. Some young people are looked after in foster care of children homes - some may have been placed in Merton by other boroughs - in which case contact will be made with the placing authority.

**Sindia Malhotra (Project Co-ordinator)**

#### Good practice example

Sue is 14 years old, after repeatedly being reported missing by her mother, refusing to come home, staying with random 'friends', not attending school and continuously placing herself at risk and although engaging with other services, she disclosed to the young runaways worker the physical and emotional abuse she was suffering from her mother. With Sue's permission the worker spoke to the mother who disclosed that this was the case and she herself had been parented in the same way and had not known anything different. After acknowledging she herself needed support and was unable to parent in any other way, Sue was placed in local authority care. In the two months of being placed with a foster carer, Sue has attended school and not been reported missing once

## Grief support projects

25% of children and young people in the U.K. will experience the death of a parent, sibling or grandparent. Many of these children and young people will feel alone and different. As we grieve we often struggle to support each other, being enmeshed in our own grief and unable to cope with the grief of others in the family. A death in the family can sometimes be anticipated, even though we hope it won't actually happen and a miracle will occur. Other deaths are sudden and unpredicted e.g. through accidents, suicide or murder. However a death happens and no matter who it happens to the feelings are the same even if the impact and ramifications will be different. Many of the looked after young people, unaccompanied asylum seekers and young people struggling to cope in school or with substance misuse and crime have also experienced the death of someone close to them but have not had the space and time to develop the strategies to cope with the pain, loss and anger which instead has bottled up until it explodes

Jigsaw4u provides families or individual young people with the support that will enable them to develop strategies for coping whilst also meeting with a network of others who have had similar experiences. Independent research recognised the emotional vulnerability of families as a result of bereavement and revealed that children and young people are more emotionally resilient than their peer group after they have attended the group. Jigsaw4u currently has service provision in the London boroughs of Kingston and Sutton and parts of Surrey, Kent and Sussex

### Project 1 - Family support groups

Support Groups are held over several weeks plus a Saturday. Parents, children and young people can meet others in similar situations and share their experiences and feelings. These groups are divided into under tens, over tens (teenagers) and an adult support group. By splitting the groups in this way each group member can access support from their peers or from trained volunteers (buddies) who will be alongside them in the group.

The Saturday event in the middle of the groups is to celebrate the life of the person who has died, giving the young person time to talk; Jigsaw4u provides this service 3 times a year to families living in the Boroughs of Kingston, Sutton and in the Surrey/Kent/Sussex area.

### Project 2 - Individual Support

Jigsaw4u provides a range of individual support for children and young people as well as their parents or carers as appropriate. This is agreed at either home or school visits. For some - the more complex situations e.g. where a child has witnessed the murder of a parent the sessions will continue for many months

### Project 3 - Ambassadorial role

Jigsaw4u works with the Childhood Bereavement Network and with All Party Parliamentary groups to raise the profile of children and young people who have experienced loss and trauma and equip professionals with a tool-box of skills and methods to work with its impact. This year Anne and Edward were busy campaigning for bereaved children and young people to be provided with the support that they deserve; this included a reception at the House of Commons hosted by Edward Davey MP



Ian Kruger and Lewis Battle representing the views of bereaved children and young people at the CBN Grief Matters Campaign hosted by our patron Edward Davey MP

### Project 4 - Schools support

We continue with our individual and group support in schools, where family support is not appropriate. Jigsaw4u has undertaken individual support sessions and provided 8 weekly sessions for young people in Primary and High Schools in Sutton, this work has been so successful that we have extended our service and been commissioned to work in High Schools in Croydon and Surrey.

Claire Powell (Mitcham) and Nickey Price (Surrey) - Grief Support Co-ordinators.

**No help for my grief - a young person argues why grief support should be available to all children and young people?**

*I am 14 years old now, and my mum and dad were killed when I was seven, before I came to the UK to live with my uncle and aunt. They became my parents overnight, and we had lived together with my younger sister until about a year ago. I want to tell you what happened to me and the trouble I have had trying to get help and support for the bereavement of my parents. I hope this will try to help other young people like me to get the right help quicker and faster before things get worse.*

You get to a stage in life when you try to come to terms with the grief. You see people who try to help-counsellors, social worker, school teachers, etc. They all say they want to help you, but they never take enough time to understand your situation fully; they only take time to listen to the bits of your story that they want to, or that won't take up their time. After listening they always give the same advice:

- Talk to someone about how you feel [Isn't that why I am talking to them in the first place]
- Try to forget what's happened and get on with your life [If I could just get on with my life and forget my family, I would do so]
- Try to think about yourself and what's best for you [That is not so easy, especially if you don't get help to work through your problems first] So you try to help yourself in any way you can. Smoking was one way for me. When I was smoking I would concentrate on the cigarette and forget my life for a minute. After a very short while, the smoking then becomes part of you. You wonder why you started and carry on because the grief is still there. Only you know how it affects you.

You find out about yourself as you try different things. But you also keep asking everyday: why me? There are people out there to help you come to terms with grief. Some people have helped. I have seen the good in people and its helps me to get through the day and have hope for the future. Those that don't really listen don't help. It just makes me wonder why I am talking to them. I think if had been offered grief support when I was younger I probably wouldn't have the view I have now. I could have spoken to someone to make sense of what was happening. I tried asking my uncle to get help in year 7, but he refused.

In year 9 I got someone to talk to about how I felt at school. I really looked forward to it. I thought this could be a good new start that would help me to get some confidence. It was the first time someone had tried something different. They spoke to me, got me into activities to take my mind off things, and went to weekly meetings- I could really talk to them. I got to a stage where I felt that I could manage by myself, and knew that I could call them for help in the future when I wanted it. My uncle then called them and told them that I did not need them anymore. But as soon as that stopped I felt everything slipping backwards again because there was no one to talk to.

Within months I was put into care for a short period because the problems at home got worse. I met my social worker then I didn't see him for another two months. Then the same pattern happened again and again. He didn't do grief, but I was led to believe that he would help. Eventually I found out that my aunt had refused for me to have grief support. I was disappointed at first, but felt that it would come sometime. Eventually I moved out of there, but found myself homeless again for a while, before going into care again. I did not find it easy to talk to the next friends I was with, but I tried and sometimes felt better. Now that I am in care, I am still waiting for grief support. There are many reasons I think for not having gotten grief support despite asking for so long. One of these is because I have never felt settled where I have lived, and that I will be there for the long term. I can talk about my feelings with my carers, but I may have to move soon to another placement. That would either mean starting and stopping grief support again, or starting and then changing to someone else- I don't want either of these. Another reason is that my family have to sign the papers to give permission for me to get grief support. They have always refused because they don't want to deal with the grief themselves. I really don't know why I should have to wait for their permission before I begin to get my life back together.

Evaluations demonstrate that the service really does make a difference - notably in building children's self esteem and improving their peer relationships and improving family relationships, all of which in turn help to increase school attendance and reduce school exclusions. Heads have said that without these projects they would have had no alternative but to exclude children at times. They also say that the ability to refer children and parents to the project workers means that a significant amount of their time is saved. It also reduces the need to refer to other services such as CAMHS and Social Care. Take up of the service by children and parents is very high. It is very unusual for a parent to refuse the service.

An analysis of the work undertaken shows that project workers are referred children and parents at levels 2 and 3 of the Child Concern Model, and regularly work in partnership with statutory colleagues with children at level 4. Underlying parenting issues include domestic violence, alcohol/ substance misuse, neglect, bereavement, family separations, low income, mental health and learning disability. Project workers provide a flexible mixture of informal support to parents and children through the weekly drop -ins, intensive structured 1-1 work with children, parenting work, small group work with children and consultation with staff, including teachers, teaching assistants and play time supervisors.

**Three projects are included below - examples of groups within schools and two different approaches to structure and funding**

### Project 1. Drama groups within schools

Children attend these groups once a week for six to eight weeks and are involved in a series of fun-filled learning activities, which aim to develop confidence, self-esteem and skill in verbal communication. My drama program provides young children with the skills to participate in all aspects of their lives. They are able to ask questions, seek answers and share information with others. This is done through enthusiastic participation in a wide range of creative activities including speech, drama, movement, improvisation, singing and mask making. Over the year a group of children from Lonesome school was asked to perform at two of the local authority events Celebrating Success in Merton Schools and the Extended Schools Conference. The children were an outstanding success and received a thunderous round of applause at both events. For me the pleasure was seeing the happiness on the faces of these children and the feedback I got from teachers and parents in regards to the changes they have seen in them in terms of self -confidence.

**Laura Hold (Child & Family Support Worker)**

### Project 2 - Friendship Group

The Friendship Group programme covered 7 weeks and several lunch time 'drop-ins' for 4 young people in Year 5 who have been experiencing great difficulties with friendships in general but particularly with one another. The group covered 6 topics over our sessions, the topics covered were:

- Good Values
- Good Friendship Qualities
- How to Make Friends
- Bullying & Teasing
- My Positive Qualities
- All About Me - my interests and hobbies.

At the end of our sessions the group were more understanding of each other as a whole, and appeared to have gained a huge amount of respect for one another's feelings, differences and similarities. Each group member's self esteem had visibly improved and the language they used to talk about themselves was a lot more positive. The evaluation forms reflected this was a positive experience for each group member and they were able to take away some valuable friendship making skills and positive awareness.

Vicki Cowlard (Project worker)

#### Quotes from evaluations on what the young people have enjoyed and learned:

'Bullying is nasty and bad'

'I learned how to make friend and keep my anger under control'

'I learned how to make good friends'

'I feel really sad (it's over) because I like being part of a group'

'I learned to talk about worries'

#### Good Practice Example

V had been taught in isolation for 2 terms because of his aggressive, defiant behaviour. We ran a short group with 4 of his peers to help reintegrate him into class. There were 2 girls and a boy with problems making and keeping friends and a girl who was a more positive role model.

They learned to give and receive compliments at the beginning of each group, role played the principles of friendship, thought about how to express difficult feelings and made friendship bracelets and stress balls together.

By the end of the group all the children were relating well to each other and enjoying each other's company. The effects of their learning in the group were apparent in class. V has been able to rejoin the class, with his helper, and is asking for another group because it was fun.

## The Group

We ran the Friends as Families group as part of the new Children's Centre Service. The group was open to all parents across Merton. The group ran for 14 sessions with 2 initial taster sessions.

## The Programme

The programme used for the group was the Strengthening Families, Strengthening Communities Parent programme, but to spice it up we made cooking an integral part of it.

## Support

To ensure that the group was successful and met the parent's need we provided:

- Weekly phone calls
- Childcare
- Refreshment + full cooked lunch
- Special incentives - cookery lessons
- Parent manuals
- Community speakers
- Graduation ceremony with certificates of completion

## The future

The parents decided to get more involved in their community and have set up their own 'community action group'; this group is open to all parents and will meet weekly, with community speakers visiting once a month. One parent enjoyed the programme so much she has decided to train as Strengthening Families, Strengthening Communities facilitator. As the Families as Friends group has been so successful we have been asked by the school to run it again, the next group will commence June 2008.

Claire Powell and Lizzy Webster - Jigsaw4u Parenting Group Facilitators

### Quotes

#### Feedback from the parents:

"I approach my child in a different way"

"It gave me friendship"

"It made me realise I was not alone"

"It made me stop & think"

**Feedback from the parents continued:**

“When I did the circle of interdependence I found out my child wouldn't go to anyone for support so I made sure I contacted my sister and made it ok for him to go there”

“I am listening more to what my children say cos of special time”

**Feedback from school staff:**

“The parents are more confident and willing to engage with the school”

“Everyone seemed to enjoy the experience - children loved having their parents coming to school!”

“There were obvious friendships made between the parents and they appeared more confident and very supportive of each other”

## Participation projects

We can learn so much from listening to the views and experiences of children and young people - in fact Jigsaw4u was set up and has developed as a direct result of what children and young people were saying to us about feeling alone and different as a result of their various experiences of loss and trauma, many of whom are highly distressed, angry and disaffected as a result of the reactions of adult following their loss/trauma. Jigsaw4u seeks to ensure that the voices of children and young people are heard and works in partnership with them and with a huge range of local, national and internationally organisations and governments to achieve this

### Project 1 SUTTON AND JIGSAW4U ARE "AIMING HIGH FOR DISABLED CHILDREN"



Disabled children and young people of Can We (Talk 2) at Jigsaw4u, pictured here with Lord Adonis, Under Secretary of State for Schools and Learners, DCSF, and Sutton Council leader Sean Brennan at the launch of the Governments new Aiming High for Disabled Children's national short breaks pathfinder programme. The purpose of the visit was to provide the minister with an opportunity to hear from disabled children and their parents about the potential impact of Aiming High for Disabled Children in general and the short breaks programme in particular. The young people of Can We (Talk 2) facilitated a workshop in which local children discussed the kind of activities they would like included in the short breaks programme and their suggestions in the form of suns and sharks posted on a collage, formed a pictorial focus of their discussions with the Minister. This workshop also focused on the young people's experiences of services locally and their advisory role as members of Can We (Talk 2)? within the Sutton Disability Partnership for Children and Young People.

### Project 2

For many families transition can be just another battle in a long-running struggle to get support for their disabled child. As this child becomes a teenager, adolescence only adds to the difficulties and puts additional strain on relationships, financial resources and sibling rivalry. Parents often become depressed, desperate and feel unable to cope. We take a holistic approach to supporting families, as we are not constrained by a set of strict criteria on which to base our service. We do not have any direct provision but can access both statutory and voluntary sector support where appropriate. Transitional Key Workers listen to what young people tell us and try to motivate them to improve their life chances and realise their hopes, dreams and aspirations for the future. Building relationships takes time and requires a safe environment in which clients and their families are able to “tell their stories”. After several sessions with one Mum, she disclosed some particularly difficult information about her childhood that developed in to a child protection discussion. We were able to arrange a network meeting and with the help of other professionals put support in place for a family who had struggled alone for far too long

### Project 2

Merton Young Carers cooking with Head Chef from Fat Duck in Young Carers cooking with Head Chef from Fat Duck in Partnership Project “543 Ready Steady Cook” with Jigsaw4u

On Wednesday February 6th, the Head Chef, Ashley Palmer Watts, from the Fat Duck, Heston Blumenthal's restaurant, came to cook with a group of Young Carers involved in a project called “543 Ready Steady Cook” at Cricket Green School. The award winning chef, Heston Blumenthal, on seeing the “Merton Kids Can Cook” recipe book, was so impressed, his Head Chef offered to come to Cricket Green School in Mitcham to give the children a hands on exciting cookery demonstration.



On the day we had 45 people crammed in the Food Tec Room at Cricket Green. Ashley and his sous chef, Johnny Lake, cooked the most amazing 3 course meal with the 10 children involved. First they cooked squash and basil soup with crème fraiche, then a delicious pasta dish that we had to remove from one young

carer so others could have some! Finally the children choose what flavour ice cream they would like to make in 3 groups and also made the most exquisite (and complex) chocolate mousse. The most exciting part came when Ashley turned the mixtures into ice cream using liquid nitrogen-it was like being on cloud 9! The children and parents so appreciated the event and being made to feel they mattered.

543 Ready Steady Cook is a partnership project between Jigsaw4u and Carers Support Merton (CSM). The children involved have parents with mental ill health. They find cooking gives them real release to be creative themselves, as well as enjoying learning to cook healthy meals. Young carers need “me” time as one young carer put it because often they are spending time at home supporting members of their family. There are 150 young carers registered with the CSM Young Carers Service and projects such as these give them a lifeline. Sadly there are still many young carers out there who have remained unidentified and miss out on support.

Lizzy Webster, Children’s Participation Worker

#### Quotes

When the 543 Ready Steady Cook group of young carers are asked what would most make a difference to their lives, they unanimously say “more cooking projects like this!” They also love visiting chefs.....

Let us hope they get their wish!

## Publications

**DVD Merton Kids R Watching U** - We hope this may be a useful tool for people wanting to activate more participation. Several schools have asked for a cookery course

**DVD and Recipe Book** - This has been well used by children involved & their families and again it is a tool that can be added to in the future and is available for purchase

**DVD - The experience of bullying** - Young people (Looked after from the advocacy project and disabled young people from the Can we (Talk 2)? Project talk about their experiences of being bullied, these have been dramatised using other young people from the project and made into a DVD. They share messages about what might help to combat bullying, with a particular emphasis on peer support. The DVD will be launched at Sutton's Anti bullying conference in November 2007 and will then be disseminated to schools and professional groups to use in PHSE lessons and in strategic planning.

**DVD - You'll always remember them, even when you're old** - made in partnerships with the NCB Childhood Bereavement Network and featuring children and young people talking about their experiences of grief and how they developed strategies for coping

**My Shout magazine** is now on Issue 18, and continues to grow from strength to strength. Young people and professionals alike benefit from having a truly young-people led publication that gives first hand, the thoughts, feelings, successes, fears and concerns that young people have. These have included topical issues such as bullying and teenage pregnancy.

**Our Lives Magazine** - written and produced by bereaved children and young people for other bereaved children and young people, their families and professionals

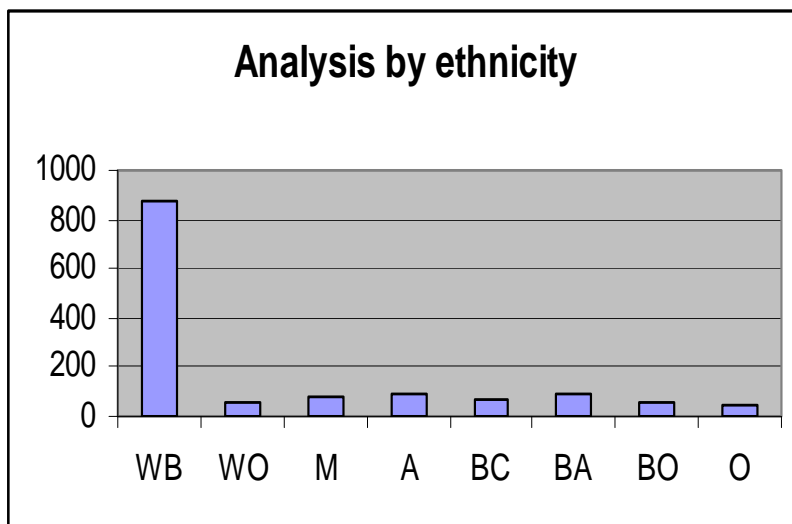
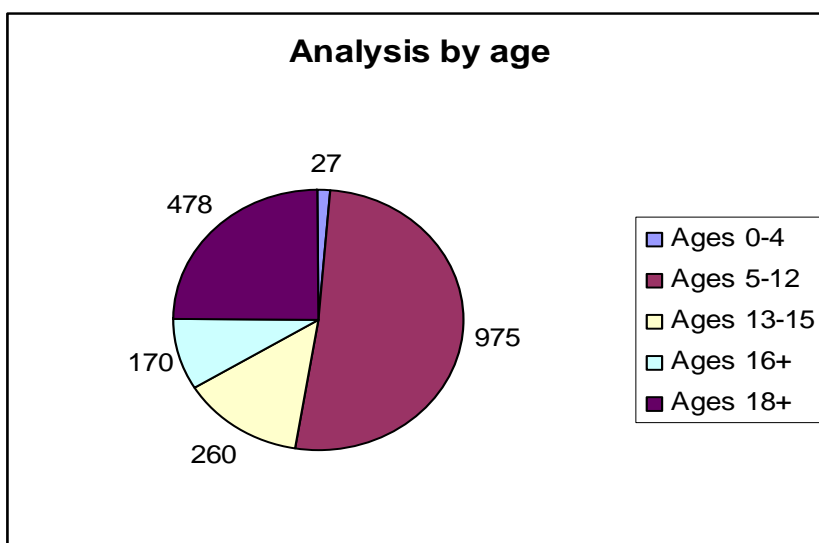
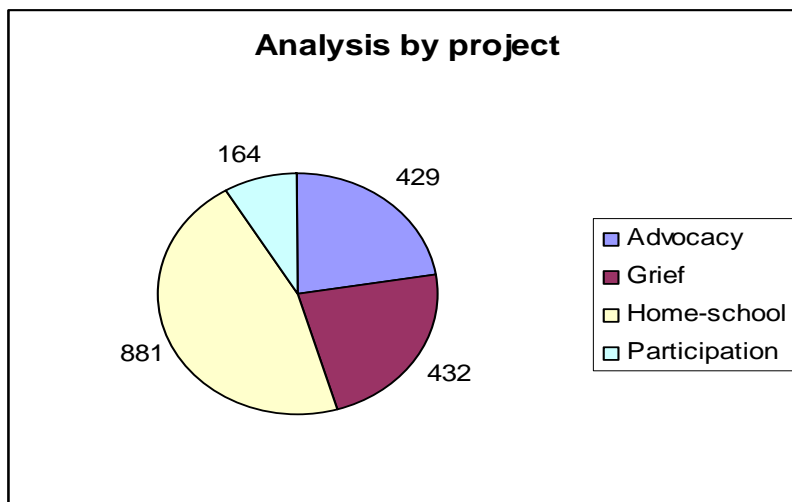
## Statistics by Service area

	Adults	C+YP	F	M	Age				Ethnicity							
					0-4	5-12	13 -15	16+	WB	WO	M	A	BC	BA	BO	O
Advocacy	79	350	184	157	0	35	172	143	76	6	7	7	0	9	24	1
Grief	158	274	172	162	12	138	84	27	221	7	11	5	0	0	0	9
Home-school	188	693	407	286	0	693	0	0	340	0	81	40	65	84	27	27
Participation	53	111	60	68	15	109	4	0	102	52	2	4	0	2	4	1
<b>TOTAL</b>	<b>478</b>	<b>1428</b>	<b>823</b>	<b>673</b>	<b>27</b>	<b>975</b>	<b>260</b>	<b>170</b>	<b>739</b>	<b>65</b>	<b>101</b>	<b>56</b>	<b>65</b>	<b>95</b>	<b>55</b>	<b>38</b>

WB = White British, WO = White Other, M = Mixed, A = Asian,  
BC = Black Caribbean BA = Black Africa, BO = Black Other, O = Other

Unit costs - 2007- 08					
	Adults	c+yp	Total Numbers	Expenditure	Unit cost
Advocacy	79	350	429	£220,551	£514
Grief	158	274	432	£88,993	£206
Home-school	188	693	881	£193,496	£220
Participation	53	111	164	£88,574	£540
<b>TOTAL</b>	<b>478</b>	<b>1428</b>	<b>1906</b>		
Project expenditure	£591,614			£591,614	
Unit cost	£310				

The unit costs for participation are particularly high last year as it includes projects in Kent and Sutton for profoundly disabled children who needed extensive 1:1 and modified communication tools in order for their voices to be heard. Costs for advocacy will always be high as it involves long-term, complex work with a small number of young people with complex and enduring challenges



White British, WO = White Other, M = Mixed, A = Asian,  
 BC = Black Caribbean BA = Black Africa, BO = Black Other, O = Other

We have audited the financial statements of Jigsaw4U Limited for the year ended 31 March 2008 on pages eight to seventeen of the full financial statements. These financial statements have been prepared in accordance with the accounting policies set out therein and the requirements of the Financial Reporting Standard for Smaller Entities (effective January 2007).

This report is made solely to the charitable company's members, as a body, in accordance with Section 235 of the Companies Act 1985. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

#### **Respective responsibilities of trustees and auditors**

The trustees' responsibilities for preparing the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out on page five of the full financial statement. Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland). We report to you our opinion as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 1985. We also report to you whether in our opinion the information given in the Report of the Trustees is consistent with the financial statements. In addition, we report to you if, in our opinion, the charitable company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding trustees' remuneration and other transactions is not disclosed. We read the Report of the Trustees and consider the implications for our report if we become aware of any apparent misstatements within it.

#### **Basis of audit opinion**

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

**Report of the Independent Auditors to the Members of JIGSAW4U LIMITED TRADING AS JIGSAW4U  
Opinion**

In our opinion:

- The financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31 March 2008 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- The financial statements have been properly prepared in accordance with the Companies Act 1985; and
- The information given in the Report of the Trustees is consistent with the financial statements.

Smithurst & Ryan Limited  
Chartered Certified Accountants  
& Registered Auditors  
20th Floor, Tolworth Tower  
Ewell Road  
Surbiton  
SURREY  
KT6 7EL  
Date: .....

**JIGSAW4U LIMITED TRADING AS JIGSAW4U**  
**Statement of Financial Activities**  
**(Incorporating an Income and Expenditure Account)**  
**for the Year Ended 31 March 2008**

	Notes	Unrestricted funds £	Restricted funds £	31.3.08 Total funds £	31.3.07 Total funds £
<b>INCOMING RESOURCES</b>					
<b>Incoming resources from generated funds</b>					
Voluntary income	2	-	47,428	47,428	71,341
Activities for generating funds	3	-	-	-	9,304
Investment income	4	-	530	530	825
<b>Incoming resources from charitable activities</b>					
Provision of care, guidance, advice, advocacy and support	5	-	554,980	554,980	501,876
<b>Total incoming resources</b>		-	602,938	602,938	583,346
<b>RESOURCES EXPENDED</b>					
<b>Charitable activities</b>					
Provision of contracts providing care, guidance, advice, advocacy and support	6	-	591,614	591,614	510,188
Governance costs	7	-	7,228	7,228	5,550
<b>Total resources expended</b>		-	598,842	598,842	515,738
<b>NET INCOMING RESOURCES before transfers</b>					
		-	4,096	4,096	67,608
Gross transfers between funds	16	4,096	(4,096)	-	-
Net incoming/(outgoing) resources		4,096	-	4,096	67,608
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		66,467	-	66,467	(1,141)
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>70,563</u>	<u>-</u>	<u>70,563</u>	<u>66,467</u>

**JIGSAW4U LIMITED TRADING AS JIGSAW4U**  
**Balance Sheet**  
**At 31 March 2008**

	Notes	Unrestricted funds £	Restricted funds £	31.3.08 Total funds £	31.3.07 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	11	6,821	-	6,821	7,588
<b>CURRENT ASSETS</b>					
Debtors	12	106,997	-	106,997	22,079
Cash at bank and in hand		<u>74,259</u>	<u>-</u>	<u>74,259</u>	<u>103,345</u>
		181,256	-	181,256	125,424
<b>CREDITORS</b>					
Amounts falling due within one year	13	(117,514)	-	(117,514)	(66,545)
		<u>63,742</u>	<u>-</u>	<u>63,742</u>	<u>58,879</u>
<b>NET CURRENT ASSETS</b>					
		70,563	-	70,563	66,467
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>70,563</u>	<u>-</u>	<u>70,563</u>	<u>66,467</u>
<b>NET ASSETS</b>					
		<u>70,563</u>	<u>-</u>	<u>70,563</u>	<u>66,467</u>
<b>FUNDS</b>					
	16				
Unrestricted funds				70,563	66,467
Restricted funds				<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>					
				<u>70,563</u>	<u>66,467</u>

These financial statements have been prepared in accordance with the special provisions of Part VII of the Companies Act 1985 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective January 2007).

The financial statements were approved by the Board of Trustees on ..... and were signed on its behalf by:

.....  
Miss A S Davies -Trustee

## Contracts, grants and donations giving in excess of £500

- Addiscombe Social Club
- ALG
- BBC Children in Need
- Big Lottery
- Bilton Trust
- Changemakers
- Garden Primary School
- Hackbridge Primary School
- Jigsaw4u Training and Consultancy
- Kent Children's Fund
- King's Fund
- Kingston University
- LB Merton
- LB Sutton
- Lingfield School
- Lloyds TSB
- Lonesome Primary School
- Merton Children's Fund
- Metropolitan Police
- Muschamp School
- Peabody Trust
- Royal Borough of Kingston
- R S Cholley
- Metropolitan Police ACT Fund
- Peabody Trust
- Russell Investment Group
- Safer Sutton
- Sheepgrove Trust
- St Dunstan's School
- Sound Moves
- Sutton and Merton PCT
- Taylor Family
- Tunbridge Wells Spa Hotel Ball

For all the se contracts, grants and donations over £500 plus all the many donations under £500 - thank you!

## Volunteers of the year 2008

It is my delight to announce the following volunteers as our stars of 2008 in recognition of the continued and consistent fundraising on behalf of Jigsaw4u over the last few years.

- Myrtle and Tony Waylett
- Maureen Harvey
- Youth Expedition to Sinai

Thank you on behalf of the children, young people, staff, trustees, patrons and President of Jigsaw4u