



helping young people to put  
the pieces back together

Jigsaw4u Limited  
Report and Financial Statements  
Period ended 31 March 2009

Charity No: 1109167

Company No: 5366329

Celebrating 12 years of enabling children and young  
people cope with the impact of grief, loss and  
trauma

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**JIGSAW4U LIMITED TRADING AS JIGSAW4U  
for the Year Ended 31 March 2009**

**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
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 2009**

**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 Ann Waller - Deputy Head of Service (SW London Office)

Mrs Carol Bason - Head of Service (SE England Office)

Mrs Chris Roe - Head of Service (SW London Office)

Vacant post - Head of Service (NW England 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

This has been an exciting year for Jigsaw4u and one that has seen many diverse new developments. Looking to the future and the expansion of Jigsaw4u to meet the, as yet, unmet needs of large numbers of children and young people suffering loss and trauma, a Business Plan has been produced. This has engendered some lively and interesting discussions among the Trustees and the Plan will now be presented by them and the CEO, to officers and staff.

After much planning our "Making an Impact" conference took place. It was an excellent event which gave delegates an opportunity to hear, first hand, the experiences of children and young people and their participation in services for Grief Support and Disability. Those who took part proved to be articulate and mature as well as great advocates for Jigsaw4u. My sincere thanks go to all who those young people who were prepared to share their very personal thoughts and experiences as well as to all who organised such a first class occasion.

The SW London team worked with NCB and to pilot the "Young Inspectors", which trains children and young people to inspect the services they use, in order to improve them. A team of five will inspect Jigsaw4u as an initial foray into this scheme - well done.

Our CEO, Anne Davies, was awarded the SHE magazine Inspiring Woman of the Year Award. Many congratulations Anne. The award is a huge credit to her exceptional leadership and to her dynamic directional qualities.

New developments to the web site, expansion of the Young Runaways project, planning for a new SE England office in Epsom, and developments in the North-West are just a few of the ongoing and exciting advances in the work of this vital and ever-growing charity.

I would like to take this opportunity to thank all staff and volunteers for their continuing support and hard work. Special thanks go to our Patrons, Trustees and to Mary Ryan (our accountant) for her meticulous financial monitoring and for ensuring that we keep our eye on the ball at all times.

Eileen Lawlor (Chair of Management Committee)

## CHIEF EXECUTIVE'S REPORT

Jigsaw4u exists to support children and young people through loss and trauma, by working directly with them and empowering them to participate in decision making about their own lives. They also have an active role in the development of Jigsaw4u policy and practice - locally, regionally and nationally. Loss and trauma includes children and young people who have experienced a bereavement or family breakdown, this could be through separation, divorce, being looked after or adopted. In some cases they might be disabled or affected by parents with mental health problems, disability or terminal illness.

This year we celebrate twelve years of Jigsaw4u in the UK. In those years we have worked with in excess of eleven thousand children and young people. This year we have worked with over 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 support, group work, a variety of forum opportunities, workshops, child-led conferences, consultations - and above all by LISTENING.

Jigsaw4u has six areas of excellence and expertise:

- 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
- Provision of child and young-person centred work
- Reaching outcome targets that make a difference to a child or young person, encourage family communication, community engagement and assist partner agencies in achieving government goals
- The Inclusion of children and young people at every level of service provision and decision
- Creative partnerships that ensure projects respond quickly and effectively
- The dissemination of learning and practice

This annual report highlights the ability of Jigsaw4u to provide effective services and outcomes for children and young people that ensure they develop resilience for their futures, whilst also meeting the aims of the Every Child Matters agenda and having fun. It is broken down into four themes

- Advocacy and befriending
- Grief support for families where a child or adult has died as a result of accident, illness, suicide or murder
- Home-school projects bringing families and schools together to promote a pupil's full potential
- Participation - child-led projects providing consultation, fun and change

Jigsaw4u staff and volunteers have worked hard this year and have sustained existing projects, developed new projects and established a new regional office in NW England. I am most grateful to the staff teams in all three offices, senior management, project staff, administration, marketing and PR and the dozens of volunteer grief support buddies, advocates, fundraisers and trustees. Thank you in particular to Chris Roe for the many successful funding bids. By working together we have made a difference to the lives of children and young people, as well as raising awareness of the impact of grief, loss and trauma across the public, private and third sectors.

## Public relations and marketing

This year has been one of transition for the marketing team, on many levels. Staff changes and a re-focus on how to best deliver tangible results against the charity's long-term objectives have resulted with many concepts being developed and ideas then initiated. The marketing team had two key objectives in 2008-9:

- To develop strategies that would lead to greater awareness of the charity among primary target audiences and stakeholders
- To develop relationships that could initiate funding or sponsorship of some kind.

The marketing team re-assessed what strategies would enable the promotion of Jigsaw4u's work most cost-effectively and decided to concentrate on developing Jigsaw4u's website and extending the reach of online communication. Four newsletters were distributed electronically which gave the opportunity for clients to interact easily and immediately with Jigsaw4u, and promote dialogue. Each newsletter enhanced exposure and lead generation. Each reached about 300-350 people, and this number should more than triple by next year.

Given the increasing use of social media among children and young people, the marketing team also worked to look at the most appropriate ways of embracing new technology methods and channels, to enhance the communication reach and outcomes, with these key audiences. Creating a digital platform for them and linking it to social networking sites was seen as key. 2009-2010 should see results from this idea.

For the first half of the year off-line communications activity focused mainly on acquiring as much coverage for 'YES' (Youth Expedition Sinai) as possible. Given that there was no budget for advertising or PR, relationships needed to be secured that would enable objectives to be met with minimal or no cost to Jigsaw4u. Support from Starbucks UK was achieved, which delivered extended awareness and audience reach of the charity through advertising, in store events, and dedicated promotional days. A promotional DVD was produced, free of charge, which secured interest from the Community Channel and the possibility of doing a programme on the charity in 2009-2010. Media coverage was also acquired on the BBC online website, and many regional broadcast and print media outlets including BBC Southern Counties Radio, Woking Times, Guildford

Times and Radio Jackie. Funding was secured for one person to go on the trip and money donated to Jigsaw4u from Phil Broad, CEO of Starbucks UK.

## Fund raising events

The South East office held two major events this year

**Youth Expedition Sinai** In July, a group of 13 young people from Surrey walked 150km across the Sinai desert, Egypt, to raise funds. Many in the group were bereaved and have had to overcome the challenges of dealing with the loss of a parent or sibling, but all wanted to raise money to ensure support is available for other bereaved children, young people and their parents or carers.

One young person in the group said, "I am so glad I am getting to support Jigsaw4u. This is because I lost my father 3 years ago to Cancer. It was a very hard time for me and for my family. I know what sort of help and benefit Jigsaw4u offers to children and young people. This charity was my source of hope, and helped me move forward."

The team were led by expedition organiser, Mark Gillett who commented, "This is more than just an ordinary fund raising venture: the terrain was unforgiving and the heat relentless - around 50 degrees most days, and the young people were tested physically and mentally to the limit. The group had no contact with home and had to learn to work as a team to reach their goal."

In addition to the 150km trek, the young people worked with Bedu children in Dahab to renovate a youth centre, which required hard work, in temperatures of 40 degrees. It provided a much needed resource for Muslim children in that area.'



Representatives of the Youth Expedition receive the Diana Award

**The Annual Ball** was held at the Spa Hotel in Tunbridge Wells and was another HUGE success and raised in excess of £9,000

Public benefit is ensured by the:

- Provision of family support for bereaved families, families where domestic violence, abuse or where separation has occurred
- Advocacy and befriending services for looked after children and young people
- Support and participation services for disabled children and young people
- Home-school support for vulnerable pupils
- Consultation for family support services in order to identify areas for change and development
- Training for children's workforce development
- Community engagement through opportunities for volunteering

### The vision for the future

In the last few months we have been developing a twenty year outline strategy that will incorporate the new five year and two year business plans. We continue to seek to:

- Continue to develop child-centred and child-led projects and services
- Develop the three regional centres of excellence which will train and equip the children's workforce with the skills and techniques that they need to work with children who have experienced loss and trauma
- Increase the impact of our ambassadorial role, and that of agents of change, in raising awareness of grief, loss and trauma and contributing our expertise in research and policy development

Anne Davies

## JIGSAW4U SERVICE PROVISION

### 1. Advocacy and befriending projects

#### 1.1 ADVOCACY 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.

The advocacy service provides mediation and befriending to looked-after children and young people as well as enabling them to participate in decision-making by meeting with senior managers of the local authority. We also produce a quarterly magazine for other looked after children and young people, the carers and professional working with them, and officers and councillors who act as corporate parents.

The advocacy service will also participate in the compilation of an advocacy training resource.

#### 1.2 CAN'T GO HOME? A project for young runaways

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

Referrals to Jigsaw4u come via the police. They prioritize 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 the young person and arranges to meet them "somewhere safe" and separate from home, such as a café, at Jigsaw4u, or at school or college. They will also inform the parents and carers that they are 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 facing 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 the 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.

### 1.3 TRANSITION PROJECTS.

The transition to adulthood is often a complex process that covers every aspect of a young person's life. Supporting disabled young people and their families through this process creates many challenges for service providers. Each young person and their situation is individual and needs to be assessed on this basis. Many do not "tick the boxes" that identify their disability and strict eligibility criteria, and lack of resources makes it difficult for service providers to meet their needs.

An extract from "A Transition guide for all services - key information for professionals about the transition process for disabled young people" (DCSF - 2007)) suggests that all agencies need to make two activities a priority:

- Listen to what disabled young people say they want
- Work positively together across agencies

Recognising that many young people were not accessing the services or support they need, particularly through transition, the Local Authority commissioned Jigsaw4u, to facilitate the role of Transition Key Worker for young people with disabilities, aged between 14 and 25. This two year project has now been established for eleven months and this report sets out to identify gaps in provision identified at this stage and outline outcomes achieved in line with the aims and objectives set out in the original contract

#### Aims -

- To establish positive relationships with young people, their parents/carers and families, and relevant groups, individuals and organisations
- To work with Council, Schools, Colleges and Connexions to help improve and develop Services, and contribute to relevant Children and Young People Single Plan strategies
- To increase awareness of the needs of individual young people with a disability in transition
- To work with the Council to maintain or lever in new resources to contribute to the choices available for young people in Merton
- To identify and extend the options and choices of young people with disabilities who live in or receive support from the Council, Connexions or associated agencies.
- To enable and support individual young people through the transition process by encouraging them to put forward their own interests and wherever possible to achieve their chosen career path

#### Good Practice Example

A young man left home due to arguments with his mother. AM arranged to meet with the young man, but he didn't attend the appointment. She met with his mother, who explained that the young man was becoming increasingly aggressive towards her. The mother stated that the young man was out of control, and that she had been asking for help with his

behaviour for years, but no one took her seriously. She stated that he had recently been arrested - once a couple of weeks previously for possession of cannabis, and then again more recently for possession of an offensive weapon (knuckle dusters). The young man appeared to have run up extensive drug debts, which she had refused to pay, as she had previously helped him out. Because of that, she had a brick thrown through her window, apparently as a warning to him to pay the debt. The mum felt that she had given the young man a good upbringing.. It had been made more difficult as there had been very limited contact with his dad when he was young, due to his dad's heroin addiction. More recently, his dad had reformed and become a drugs counsellor. Unfortunately his dad had been giving the young man incorrect advice that if he presented himself as homeless to the council, he could get a flat from them. The young man did this, and appeared to have become disillusioned when it didn't happen, and had blamed his mother, escalating the violence. The young man kept agreeing to meet with AM, but never showed to the meetings. AM continued to support his mother until a multi- agency decision was reached. Now that the YOT team have taken over the case AM is slowly withdrawing support from the mother.

## 2. 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 were more emotionally resilient than their peer group after they had attended the group. Jigsaw4u currently has service provision in the London boroughs of Merton, Croydon, Kingston and Sutton, parts of Surrey, Kent and Sussex, Bolton and Skelmersdale

## **2.1 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 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 areas.

## **2.2 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

## **2.3 Mentoring group for fatherless boys**

Some of the boys, who have attended family groups as a result of the death of their father, expressed a wish to develop their skills and share their experiences with other young boys, in order to enable them to have a male mentor. The project is being piloted from the SE England office with a view to it being rolled out in other regional offices

## **2.4 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 help equip professionals with a tool-box of skills and methods to work with the impact of grief, loss and trauma. This year Anne Davies and Edward Davey were busy campaigning for bereaved children and young people to be provided with the support they deserve; this included a reception at the House of Commons hosted by Edward Davey MP

## **2.5 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.

The SE England office had received a number of referrals from Woodfield School, a special secondary school for pupils with emotional difficulties, requesting grief support. These young people were unable to attend Jigsaw4u family groups for a number of reasons. Jigsaw4u contacted the school to suggest working with the pupils in their school setting and as a consequence the link between bereavement and behavioural difficulties was highlighted and an ongoing specialist service is being provided. The service includes weekly groups, drop-ins and individual support

### 3. Home - Schools Projects

Evaluations demonstrate that the service really does make a difference - notably in building children's self esteem and improving their peer and family relationships, all of which in turn help to increase school attendance and reduce school exclusions. Heads have said that, at times, without these projects they would have had no alternative but to exclude children. 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 have 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:

- Informal support to parents and children through the weekly drop-ins,
- Intensive structured 1-1 work with children,
- Small group work with children,
- Training and consultation for staff.

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

'Bullying is nasty and bad'

'I learned how to make friends 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 and defiant behaviour. We ran a short group with 4 of his peers to help reintegrate him into class. There were also 2 girls and a boy who found it difficult to make and keep 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 with 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 session because it was fun.

## 4. 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 them are highly distressed, angry and disaffected as a result of the reactions of adults 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 international organisations and governments to achieve this

### 4.1 AIMING HIGH FOR DISABLED CHILDREN"

Disabled children and young people of Can We (Talk 2). 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.

### 4.2 Child and Adolescent Mental Health Services (CAMHS)

Jigsaw4u has worked with CAMHS seeking to develop participation in two main areas; with general users and carers, and with black and ethnic minority groups who are underrepresented with CAMHS services. To generate true participation it is important to use a range of tools and structures, so users have choices and options about how, when and whether they engage. In order to be truly committed to participation, the process needs to be ongoing and result in action and change; especially as many users will be suffering from consultation fatigue; participation needs to be perceived and demonstrated as making a difference.

# 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 the 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 share 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 combat bullying, with a particular emphasis on peer support. The DVD was launched at Sutton's Anti bullying conference in November 2007 and has been distributed 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 featuring children and young people talking about their experiences of grief and how they developed strategies for coping.

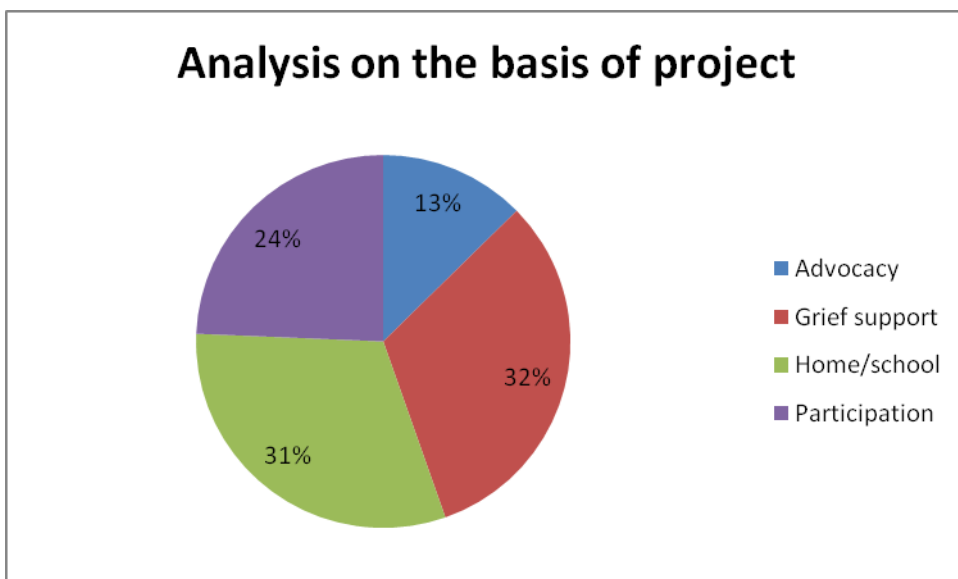
**My Shout magazine** is now on Issue 18, and continues to grow from strength to strength. Young people and professionals alike benefit from having a truly young-people led publication that presents first hand, the thoughts, feelings, successes, fears and concerns that young people have. These have included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

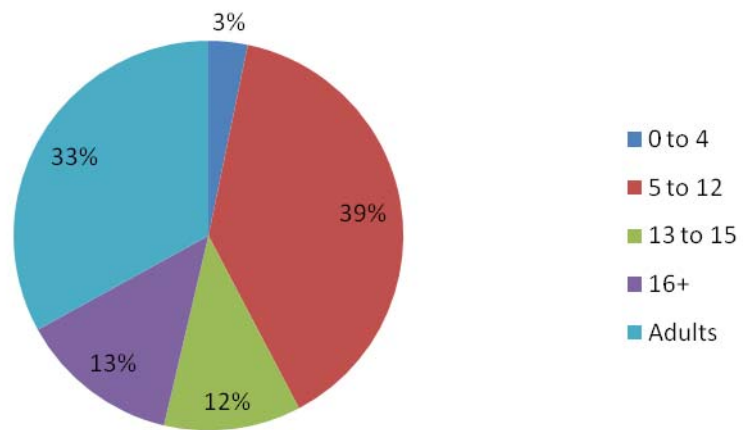
Statistics by all regional project types

	Adults	C+Y P	F	M	Age				Ethnicity							
					0-4	5-12	13-15	16+	WB	WO	M	A	BC	BA	BO	O
Advocacy	112	161	89	72	0	7	38	116	102	9	12	3	1	14	10	10
Grief	249	440	205	235	40	280	89	31	356	11	25	7	6	14	6	15
Home-school	192	478	249	229	11	453	14	0	255	16	37	35	34	53	17	30
Participation	155	370	171	199	19	105	105	141	81	7	6	1	3	6	9	7
TOTAL	708	1449	714	735	70	845	246	288	794	43	80	46	44	87	42	62
UNIT COSTS	<p><b>A total of 2157 people received a service this year at a total cost of £697,579 making a unit cost of £315 per person</b></p>															

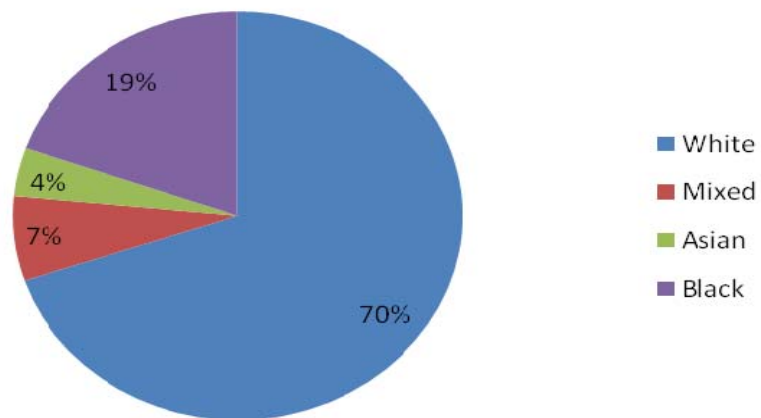
WB = White British, WO = White Other, M = Mixed, A = Asian,  
 BC = Black Caribbean BA = Black Africa, BO = Black Other, O = Other



### Analysis on basis of age



### Analysis on the basis of ethnicity



**Report of the Independent Auditors to the Members of  
Jigsaw4u Limited  
Trading as Jigsaw4u**

We have audited the financial statements of Jigsaw4u Limited for the year ended 31 March 2009. These financial statements have been prepared under 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' (who are also the directors of the charitable company for the purposes of company law) responsibilities for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) are set out on page four.

The trustees have elected for the financial statements not to be audited in accordance with the Companies Act 1985. Accordingly, we have been appointed as auditors under Section 43 of the Charities Act 1993 and report in accordance with regulations made under Section 44 of that Act.

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 if, in our opinion, the information given in the Report of the Trustees is not consistent with the financial statements, if the charitable company has not kept proper accounting records, if the charitable company's financial statements are not in agreement with these accounting records or if we have not received all the information and explanations we require for our audit.

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 2009 and of its incoming resources and application of resources, including its income and expenditure for the year then ended; and
- the financial statements have been properly prepared in accordance with the Companies Act 1985.

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 2009**

	Not es	Unrestricted funds £	Restricted funds £	31.3.09 Total funds £	31.3.08 Total funds £
<b>INCOMING RESOURCES</b>					
<b>Incoming resources from generated funds</b>					
Voluntary income	2	-	66,759	66,759	47,428
Investment income	3	-	1,798	1,798	530
<b>Incoming resources from charitable activities</b>					
Provision of care, guidance, advice, advocacy and support	4	-	<u>638,370</u>	<u>638,370</u>	<u>554,980</u>
<b>Total incoming resources</b>		-	706,927	706,927	602,938
 <b>RESOURCES EXPENDED</b>					
<b>Charitable activities</b>					
Provision of care, guidance, advice, advocacy and support	5	-	679,197	679,197	591,614
<b>Governance costs</b>	6	-	<u>8,382</u>	<u>8,382</u>	<u>7,228</u>
<b>Total resources expended</b>		-	687,579	687,579	598,842
 <b>NET INCOMING RESOURCES before transfers</b>					
		-	19,348	19,348	4,096
 <b>Gross transfers between funds</b>					
	1 6	19,348	(19,348)	-	-
<b>Net incoming/(outgoing) resources</b>		19,348	-	19,348	4,096
 <b>RECONCILIATION OF FUNDS</b>					
<b>Total funds brought forward</b>		70,563	-	70,563	66,467
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>89,911</u>	<u>-</u>	<u>89,911</u>	<u>70,563</u>

**JIGSAW4U LIMITED**  
**TRADING AS JIGSAW4U**  
**Balance Sheet**  
**At 31 March 2009**

	Not es	Unrestricted funds £	Restricted funds £	31.3.09 Total funds £	31.3.08 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	1 0	1,461	-	1,461	6,821
<b>CURRENT ASSETS</b>					
Debtors	1 1	82,510	-	82,510	106,997
Cash at bank and in hand		<u>109,721</u>	<u>-</u>	<u>109,721</u>	<u>74,259</u>
		192,231	-	192,231	181,256
<b>CREDITORS</b>					
Amounts falling due within one year	1 2	(98,781)	-	(98,781)	(117,514)
		<u>93,450</u>	<u>-</u>	<u>93,450</u>	<u>63,742</u>
<b>NET CURRENT ASSETS</b>					
		94,911	-	94,911	70,563
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		94,911	-	94,911	70,563
<b>PROVISIONS FOR LIABILITIES</b>					
	1 4	(5,000)	-	(5,000)	-
		<u>89,911</u>	<u>-</u>	<u>89,911</u>	<u>70,563</u>
<b>NET ASSETS</b>					
<b>FUNDS</b>					
	1 6				
Unrestricted funds				79,911	70,563
Restricted funds				<u>-</u>	<u>-</u>
<b>TOTAL FUNDS</b>					
				<u>89,911</u>	<u>70,563</u>

**JIGSAW4U LIMITED  
TRADING AS JIGSAW4U**

**Balance Sheet - continued  
At 31 March 2009**

The charitable company is entitled to exemption from audit under Section 249A(2) of the Companies Act 1985 for the year ended 31 March 2009.

The trustees have not deposited notice, pursuant to Section 249B(2) of the Companies Act 1985 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Section 221 of the Companies Act 1985 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its income and expenditure for each financial year in accordance with the requirements of Section 226 and which otherwise comply with the requirements of the Companies Act 1985 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 43 of the Charities Act 1993.

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:

.....  
Ms E Lawlor – Chair of Trustees

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

- Awards for all
- Big Lottery
- Bond Primary School
- Brunel University
- Clara Burgess Foundation
- Dragon's Den
- Garden Primary School
- Gatwick Airport Fund
- Hackbridge Primary School
- Kent Children's Fund
- Kent Grassroots
- LB Merton
- LB Sutton
- Legal and General
- Lingfield Primary School
- Lloyds TSB
- Lonesome Primary School
- Malmesbury Primary School
- Martin Holder of Holder Technology
- Merton Children's Fund
- Metropolitan Police
- Muschamp Primary School
- Olly Ward
- Peabody Trust
- Royal Borough of Kingston
- Red Lane Primary School
- St James Place Foundation
- St Mark's School
- Surrey Children's Services
- Surrey CAMHS
- Sutton and Merton PCT
- Tonge Moor School
- Tunbridge Wells Spa Hotel Ball
- Woodfield School

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

## Volunteers of the year 2009

We are privileged to have a committed team of volunteers who provide an invaluable role in advertising, administration, fundraising, assisting with events and acting as buddies to bereaved children and young people as well as advocates/befrienders for looked after children and young people and of course as trustees, patrons and president.. We are extremely grateful to each and every person who gave a total of over 4,000 hours during 2008-09. THANK YOU

It is my delight to announce the following award winners as our stars of 2009 in recognition of the continued and consistent fundraising on behalf of Jigsaw4u over the last few years.

Yvonne Giles Award

Seth Smith Award

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