



**jigsaw4u**

## Annual Review 2020



# Foreword

The year saw Jigsaw4u continue supporting children and young people in helping 'put the pieces back together' and ensuring that young people have a voice in the decisions that affect their lives. During the year Jigsaw4u reached an incredible 6,087 individual children, young people and parents/carers – a material increase on last year.

The scale, scope and complexity of the services required from Jigsaw4u continue to grow as the needs of the children and young people in our community grow and evolve and we have added further services throughout the year to adapt to those needs. The effects of COVID-19 also began to impact towards the end of the year so services provided adapted quickly to address the new and different requirements of children and young people.

The work undertaken by the exceptional staff team and volunteers to provide the vital support required by young people meant that Jigsaw4u was awarded the London Youth Bronze Quality Mark accreditation in January 2020 and maintained the Queen's Award for Voluntary Service, the highest award given to volunteer groups across the UK.

We continue to receive much needed support both financial and practical from local and larger businesses. We are extremely grateful for their amazing generosity.

We were also incredibly lucky to receive the support of a number of extraordinary individuals over the year. All of these contributions support the ongoing sustainability of Jigsaw4u at a time that will continue to be challenging for all charities.

The need for Jigsaw4u services continues to grow and evolve particularly given the challenges represented by COVID-19 to the needs of children and young people. With the help of the many exceptional staff, volunteer, fundraisers and businesses we will continue to deliver the unique and vital support that Jigsaw4u provides to our community as their needs continue to grow and evolve.



*Mary Pragnell*

Mary Pragnell,  
Chair of Trustees

## Testimonials

*"The support has helped me to see what I was feeling was normal, and by talking through it has helped me be more focused on work and feel better in terms of everyday."*

Young person whose father died

*"My child had the best time at Jigsaw4u activity week. She was excited to go every morning and had lots of amazing things to tell me every evening of all the activities and fun my daughter had. Thank you to Jigsaw4u for all your support."*

Parent of Home School Links child

*"Your experience, knowledge and advice was truly outstanding and really helped guide my own thoughts to create a plan that was right for our school. We have now informed our children and parents of the death and have begun planning ways in which to remember our very special friend. Thank you again for helping us through this difficult time."*

Rosie Cracknell, Teacher, Godstone Primary & Nursery School

*"I was at my lowest point after years of abuse and lost a lot of confidence. Jigsaw4u literally saved my life. I now have a job, my independence and most importantly my confidence. I hope your team realise that they are more than workers they are life savers. I want to add a special thanks to Liz without her I definitely wouldn't be where I am. She was patient, understanding and beyond helpful. Thank you is definitely not enough."*

Parent who accessed Helping Hands

*"Young people have reported trusting the Jigsaw4u workers, building up relationships over time. The workers have pushed for stronger responses to address the needs of children who are going missing and make sure their voice is heard/they are a central part of safety planning. I greatly enjoy working with the Jigsaw4u team – they have been an integral part of the work to seek to reduce the need for children to go missing in Sutton."*

Suzu Mullally, Specialist Safeguarding Lead, London Borough of Sutton



# Managing Director's Report

2019 to 2020 was a hugely successful period for Jigsaw4u. We added some exciting new projects (which you can read about on page 6-7) to our existing services, resulting in a record breaking year for our charity. We were delighted to welcome Richard Whitehead MBE to Jigsaw4u as our Disability Ambassador. Richard is a multiple Paralympic Games gold medallist and previous world record holder for athletes with lower-limb amputations, and joins our existing team of Lord Iain McNicol and Nathaniel Wood. Moreover, we have continued to work on our governance and structure to ensure our organisation is best placed for our staff to deliver their essential work as effectively as they do. Quality assurance is very important to Jigsaw4u and 2020 saw us receive the London Youth Quality Mark Bronze accreditation. This joins our existing Queen's Award for Voluntary Service and Experts in Volunteering chartermark in recognition of the high standard of our work.

2020 was unfortunately dominated by the COVID-19 pandemic and this year's Annual Review details our response. We were well prepared for the lockdown phase and I would like to thank all of our staff, volunteers and trustees for the extra time, effort and personal risk they took to ensure Jigsaw4u service users received the additional support they required during this difficult period.

We are excited to help our service users move forward from this difficult time. We have ensured our core Jigsaw4u services (which you can read about on page 5-6) will continue throughout 2021, and we have planned an intensive series of Positive Activities to reduce isolation and build community cohesion. Additionally, we have some exciting fundraising plans which I look forward to reporting on next year. I hope you enjoy our 2020 Annual Review which features lots of information about our work, our role in the community and the amazing Jigsaw4u children, young people and families. Thank you to all the amazing funders, partners, donors and fundraisers without whom Jigsaw4u would not be able to support the people we do.



*Stephen Loizou*

Stephen Loizou,  
Managing Director

# Services

Jigsaw4u provide a range of services for children, young people and families experiencing complex social and emotional difficulties. Our services are predominantly based in the London Boroughs of Merton and Sutton, however our reach extends to neighbouring boroughs such as Wandsworth, Lambeth and Croydon, as well as north-east Surrey. Jigsaw4u's flagship Bereavement Service has been operational since 1997, and since then we have evolved to add a variety of other projects as our expertise has developed.



## Pre and Post Bereavement

We support children, young people and families affected by cancer, life limiting illness or bereavement by offering: advice around understanding the illness and medical process; support around emotional and practical needs; and, opportunities to share experiences and celebrate the life of the person who has died.



## Home School Links

We provide primary and secondary schools with an on-site Specialist Support Practitioner to work with their students and parents/carers on a one-to-one, group and drop-in basis. Support is bespoke and provides interventions to help students overcome social, emotional and behavioural barriers affecting their learning and development.



## Missing Young People and Criminal Exploitation

We provide independent return home interviews for all young people who have been reported missing from home or care both locally and out of borough if commissioned. We offer one-to-one support for young people to address issues such as peer pressure, child sexual exploitation, online safety or family conflict.



## Advocacy and Independent Visiting

We support children in care and children who are working with social workers to speak out when professionals are making decisions about them, ensuring their voice is heard and is listened to. We also support volunteers who befriend young people in care, developing trusting relationships with young people designed to be long term and fun.



## Young Victims of Crime

Headlight provides tailored victim support interventions for young people who have experienced crimes including GBH/ABH, sexual assault and robbery, helping them overcome emotional trauma and increase their sense of safety. Additionally, we aim to break the victim-becomes-perpetrator cycle and reduce the vulnerability of young people with SEN.



## Helping Hands

We support women and families who have experienced domestic violence and/or abuse by training volunteers to befriend and support them. Our volunteers offer a range of emotional and practical services to help them overcome the effects of abuse and to empower them to make positive choices regarding their future.



## Parent Child Game

Through our Sutton Alliance partnership, we provide a behavioural based parenting programme which involves both the parents and the child. We directly coach parents on how to interact differently with their child in order to decrease negative behaviours and increase cooperative behaviours.



## Suicide Support

The death of a parent, sibling or close friend through suicide can be one of life's most traumatic events. We offer support to families and professionals through: debrief support; individual support; family sessions; group support; telephone advice; and, emergency consultation for schools.



## Who's In Charge?

We provide regular 9-week parenting groups for parents/carers whose children are perpetrating domestic abuse and/or violence to re-establish boundaries and reclaim control of their families. Groups are specifically tailored for parents/carers of 8 to 12 year-old children and 13 to 17 year-old young people.



## Adoption Play Therapy

We have developed existing local authority partnerships to provide specialist, long-term play therapy for adopted children. Our MSc qualified and BAPT registered Play Therapists utilise DDP, Theraplay and family sessions to help children overcome development trauma, attachment disorder and other adoption related issues.



## Tenancy Support Service

We work in partnership with statutory services to provide care leavers with intensive support, focused around housing and independence. Our staff help care leavers find and maintain appropriate accommodation and make successful transitions to independent living.



## Prisoners Families

The Glasshouse Service provides holistic therapeutic support for children who have a parent or older sibling in prison. We help through a programme of one-to-one support for the young person, family work, group work and developing support networks to increase understanding of this complex situation.



## Positive Activities

We provide a series of free one-off and regular events throughout the academic year and school holidays for our service users to benefit from, including: sports coaching, computing, art, drama, parties, seaside trips, theme park visits, pantomimes, football matches, yoga for mums, and exhibitions.



## Life Story Work

Jigsaw4u can be commissioned on an individual basis to provide Life Story Work. This is a specialist social work intervention which helps adopted children/children in care understand and accept their personal history.



## Year in Numbers

This year saw Jigsaw4u directly work with a record number of individuals. Demand for our services reassures us that we are providing support in relevant areas and that our approach works. Additionally, statutory and voluntary organisations, as well as parents and the community have benefitted from our team's expertise when in need of advice, as you can see through the number of consultations we have responded to. Our staff supplement their direct support and ensure best outcomes for children, young people and families by attending professionals meetings such as social care reviews, child protection conferences and core groups.

Our volunteers have been extra active this year, supporting us with service

delivery, office administration, maintenance, fundraising and more. In this regard, Jigsaw4u benefits extensively from the 9 volunteers who comprise our Board of Trustees.

Each has a specific professional background which they use to ensure good governance across the organisation and we are grateful for the hours they volunteer to do so. Positive Activities provided free for service users included: a Thorpe Park trip, a Christmas party for 40 children, weekly boxing sessions, SEN sports, Magical Quests drama groups, football matches, a Christmas dinner attended by over 50 care leavers, and our biggest ever seaside trip to Littlehampton, attended by over 100 service users!



# From 1st April 2019 to 31st March 2020...

**6,087**

INDIVIDUALS  
SUPPORTED

**1,152**

SERVICE USERS ACCESSED  
FREE POSITIVE ACTIVITIES

**1,624**

PROFESSIONALS  
MEETINGS ATTENDED

**2,229**

ENQUIRIES AND  
CONSULTATIONS  
RESPONDED TO

**164**

FREE POSITIVE ACTIVITY  
EVENTS PROVIDED  
FOR SERVICE USERS

**3,100 +**

HOURS CONTRIBUTED  
BY VOLUNTEERS

**11,871**

ONE-TO-ONE  
SESSIONS PROVIDED

**1**

GLOBAL PANDEMIC  
MANAGED!

# COVID-19

No 2020 review would be complete without reference to the COVID-19 pandemic which dominated the year. All Jigsaw4u services remained operational throughout the pandemic. Many staff worked remotely during the lockdown (videocalls, phone calls, emails etc), however several of our team continued to work in schools to support emergency childcare provisions.

We expanded our food bank to make essential deliveries to families in need due to shielding, illness or financial hardship. We also sourced laptops and iPads for families who could not otherwise access online education and led the Merton Community Hub triage for any child or family related enquiries. While we had to cancel the bulk of our planned Positive Activities, we were able to provide many online events to keep our service users busy, including two Magical Quests parties; art, poetry and photography competitions; fitness sessions; a pamper party; cook-a-longs; young people social media takeovers; and personal videocalls with our ambassador Nathaniel Wood.

When the restrictions were eased, the Jigsaw4u team were immediately back out in the community offering support through 'walk-and-talk' sessions and socially distanced meetings at our HQ. We also organised a Transition Project in August, which helped year 6 young people who had missed 6-months of school prepare themselves for high school in September.

At the time of writing, Jigsaw4u plan to re-establish our usual working pattern in September 2020, of course continuing to follow government advice and keeping our service users, staff and volunteers safe.

## Lockdown Fundraising:

Tahira, Sophia & Khalil Visram raised £1,509 by doing a stepathon, walking over half a million steps between them!

Lennon & Lottie Hall raised £1,276 by doing 19 different challenges for COVID-19, they included trampoline jumps, races, baking and searching for 19 items in a bath full of gunge!

Ruby Sitch raised £450 by completing 26 challenges to represent the 26 miles of the marathon!

**2,902**  
Virtual Contacts  
With Children  
& Young People



**1,509**  
Virtual Contacts  
With Parents  
/Carers



**8**  
Online Positive  
Activities  
Attended By **123**  
Service Users



**228**  
Food And  
Essential  
Deliveries Made



**14**  
Laptop And iPad's  
Sourced And  
Donated To  
Service Users



# Income & Expenditure

The 2019 to 2020 financial year saw continued growth in funding, primarily driven by unrestricted funds from our spot purchase services and fundraising. Jigsaw4u achieved substantial income from both these sources, leading to a record balance of unrestricted cash at the end of the financial year. The key risk with these income streams is their volatility; in particular our fundraising programme is dependent on relatively few key events during the year that rely heavily on voluntary contributions. Jigsaw4u does not have a material income stream from multiple and repeat small donations, such as direct debits.

Our funding from local authorities and grant makers remained stable and within budgetary expectations, with a number of key programmes entering the middle phase of their contracts.

Jigsaw4u has a policy of maintaining the equivalent of 12 to 17 weeks of total expenditure as unrestricted cash balance. Over the previous 3-years the charity has worked to consistently increase both the total funds available and the proportion held as unrestricted cash. As of 31st March 2020, the funds available were within parameters set by the policy, considered sufficient to cover short term shortfalls in funding and make prudent and careful investments in new capabilities and services.

The COVID-19 outbreak is precisely the sort of extreme shock for which substantial reserves are needed

Jigsaw4u believe that assumptions regarding the need for charities to cycle cash as quickly as possible, and therefore not hold prudent reserves, carry an unnecessary risk to the charity's long term ability to support and help our beneficiaries and deliver lifechanging outcomes.

In the short term, funds have been available from in the unrestricted cash balance to support changes needed in working practice, deploy new services in response to lockdown and to withstand any reduction in fundraising and donations. This is likely to have a consequence for the level of the unrestricted cash balance and the Trustees are monitoring this closely.



A handwritten signature in black ink, which appears to read 'J. Kirkland'.

James Kirkland,  
Treasurer

## Income

- Local Authorities
- Donations & Gift Aid
- Other
- Charity Contracts
- Companies & Trusts



## Expenditure

- Direct delivery of services
- Fundraising
- Audit & Accounting
- Rent
- Other support costs



# Thank You

**Thank you** to the following people and organisations for fundraising for Jigsaw4u over the past year: Tahira, Sophia & Khalil Visram; Lennon & Lottie Hall; Ruby Sitch; Givers Gain; Gibsons Games; Magical Quests; Close Brothers Wimbledon; The Wimbledon Midwifery & Benevolent Society; Watson & Sole; Cognus; Lindsay Rice & Sainsbury's Wallington; Steph Pope; AKO Foundation; Gilman Funeral Partners Carshalton & Sutton; Rosie Wilkins; Love Water; RE: SOLE; Theo The Magician; Dons Local Action Group; Steph Pope; Merton Giving; The Hygiene Bank Sutton; Wallington Cycles; Celeb FC; The New Wimbledon Theatre; Selco Mitcham & Croydon; KPS Wimbledon; Pelham Primary School; Community Action Sutton; Daniel Twenefour; Crystal Palace Supporters Children's Charity; Howard Baines; Lady Wimbledon; AD2000 Security; Cakes For Kids Sutton; Linus Project UK; CoOp Funeral Care Rose Hill; Carshalton & Wallington WI;

Lord Iain McNicol; Nathaniel Wood; Gary Wood; Richard Whitehead MBE; Amber Taverner; Mitcham Golf Club; Square One; Kids Out; Wimbledon Theatre; Aiden Riches; Wimbledon Foundation; Ellie Buck; Fatima Saleem; Nisha & Community Champions Sutton; Co-op Community Team; and, to everybody else who has supported us.

If you would like more information or to fundraise/donate/volunteer, please contact us on:  
**info@jigsaw4u.org.uk**

If you would like to help raise awareness of our work, please follow us on **Instagram**, **Twitter** or **Facebook @jigsaw4u**

**All time, money and support will go directly towards local children, young people and families.**





## FUNDERS



- Global's Make Some Noise
- Children In Need
- The Young Londoner's Fund (GLA)
- The Lloyd's Bank Foundation
- Macmillan Cancer Support
- The National Lottery Community Fund
- City Bridge Trust
- The Taylor Family Foundation
- The Generations Fund
- The Patrick Evans Foundation
- St James Place Charitable Foundation
- London Sport
- The Mercers' Company

## PARTNERS



- London Borough of Merton
- London Borough of Sutton
- South West London and St George's Mental Health NHS Trust
- Off The Record
- The Children's Trust
- Merton Voluntary Sector Council
- Community Action Sutton
- Baseless Fabric
- Transform Sutton
- London Youth
- Queen's Award for Voluntary Service
- Magical Quests

## SCHOOLS



- Abbotsbury Primary School
- Bond Primary School
- Cranmer Primary School
- Gorringer Park Primary School
- Hatfield Primary School
- Links Primary School
- Malmesbury Primary School
- Morden Primary School
- The Priory Church of England Primary School
- St John Fisher Primary School
- Wimbledon Park Primary School
- Culvers House Primary School
- Hackbridge Primary School
- Robin Hood Primary School



# HELPING CHILDREN & YOUNG PEOPLE PUT THE PIECES BACK TOGETHER.



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