



# ANNUAL REVIEW

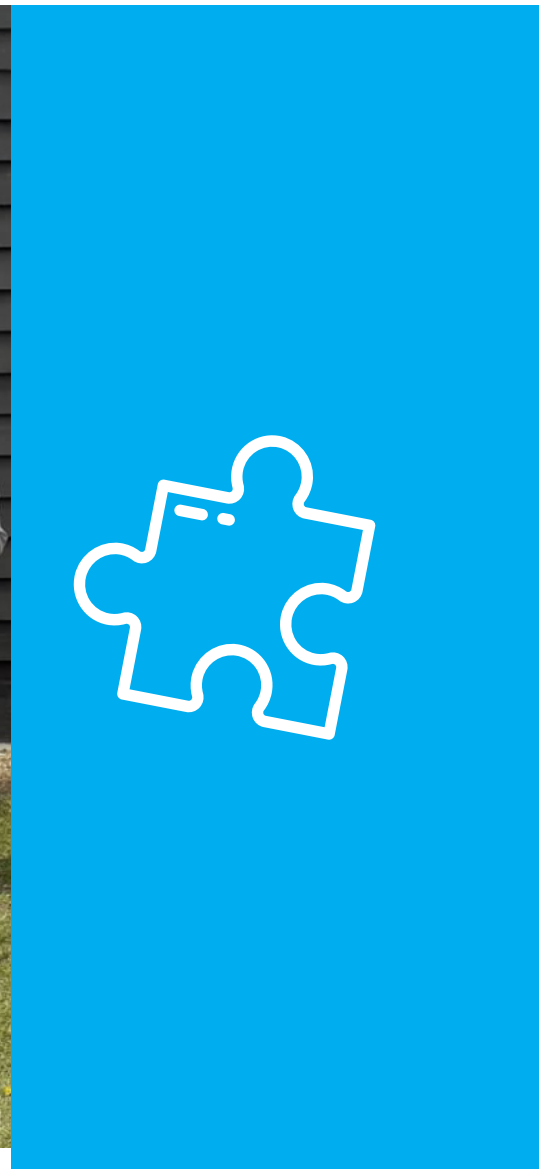
## 2019



**jigsaw4u**

Helping children and young people  
put the pieces back together







# Foreword



*Mary Pragnell*

Mary Pragnell,  
Chair of Trustees

2018 to 2019 saw Jigsaw4u continue in our commitment to 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.

The demand for Jigsaw4u's services is greater than ever and the team supported 4,394 individuals in the year – an increase of 600 on the previous year. We continue to focus on providing the vital services that are required by young people in our community. We have also continued to grow and evolve the services this year as young people's needs evolve in both scope and complexity and public services decline. This has included further development of support provided for families, a focus on ensuring positive activities are available and further focus on young people's participation in the development of services available to them.

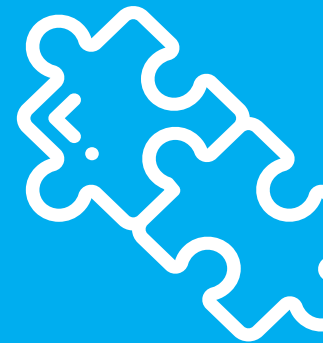
2018 was also a year of change for Jigsaw4u. Pam Byfield retired as Director of Operations following years of extraordinary commitment and delivery. The Board undertook a robust recruitment process and Stephen Loizou was appointed as the new Managing

Director. Our Young People's Panel were a vital (and challenging!) part of the recruitment process and provided invaluable input. I am delighted to have Stephen driving Jigsaw4u forwards. He brings a range of experience to the role having managed the Home School Links service at Jigsaw4u for a number of years.

We are very lucky to have had the support of some extraordinary people and organisations throughout the year. This support has meant that we were able to continue to provide critical services and build on our financial stability strategic goals.

On behalf of the trustees I would like to thank the exceptional staff team and the many volunteers who dedicate their expertise, skills and time to provide the vital support required by young people.

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## Testimonials

"Jigsaw4u helped me so much over the years ... I talked to you about worries I had, who to talk to if I got lost or if I was being bullied! The meditation group was a great help in the lead up to my SATS ... Jigsaw4u treated me by inviting me to arts and crafts, an Easter party and the amazing seaside trip! I'm now feeling more confident, happier and closer with my friends and family ... keep doing the great work!"

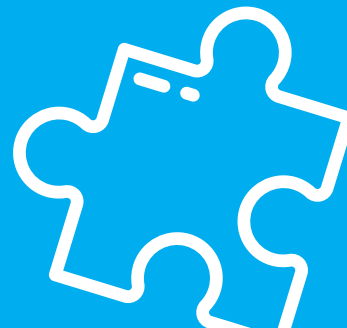
**11 year-old female, Home School Links service user**

"Jigsaw4u helped to make things easier for me ... I didn't know where to start but all of the staff are so amazing and very helpful ... I am now very happy, I have my confidence back and I feel like a proud and useful person again ... It's a very important step and start in my life. Thank you!"

**Parent, Helping Hands service user**

"They have been invaluable when my children have had to face living with terminally ill parents or the heartache caused when a parent takes their own life. The staff are so experienced and extremely caring, and the support for the children, their families and the school is beyond measure. I would find it difficult to deal with these situations without their advice and practical help."

**Ro Maybury, Headteacher, Abbotsbury Primary School**



# Director's Report

After dedicating 4-years to Jigsaw4u as a Project Manager, it was a great honour to succeed Pam Byfield as Jigsaw4u's Managing Director in November 2018. It has been a thoroughly enjoyable and exciting first year, continuing to work with our outstanding existing staff as well as two new employees who have brought a great deal of quality and energy to the team. Over the past year we have supported an all-time high number of service users, and I am proud in the knowledge that every individual with whom Jigsaw4u works, receives a professional, compassionate service with a specialised support plan.

Since 1997, Jigsaw4u has helped 'children and young people put the pieces back together' following or during complex social and emotional difficulties. We offer accessible, flexible, straightforward support to ensure the community can rely on us and obtain the support they need. Jigsaw4u employ play, art and family therapists, counsellors, social workers, family support practitioners, sports coaches and other professionals in our diverse, multi-disciplinary team. Additionally, we utilise an incredible group of volunteers, most of whom live locally, to add another dimension to our services.

It never ceases to amaze me how generous volunteers are with their time, as well as their professionalism and commitment to Jigsaw4u and our service users.

Jigsaw4u have also added some notable supporters to endorse our charity. Wimbledon based Lord Iain McNicol has been appointed as our new Patron and has already impressed all our staff with his passion for our role in the community and his enthusiasm with new ideas. We also recruited Nathaniel Wood as our first Ambassador (Children and Young People's Mental Health) and he has already been extremely generous with his time and support for our service users. Nathaniel was born in Morden, attended Sutton schools, continues to be based in the borough and is one of the most prominent athletes in the area with an unbeaten start to his UFC career.

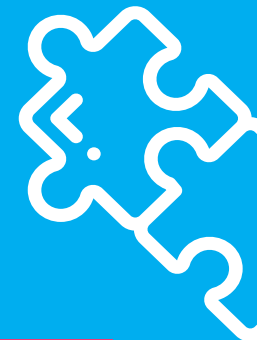
I hope you enjoy our new look Annual Review, featuring information on our services, key statistics, new projects, future plans and of course recognition to all the amazing funders, partners, donors and fundraisers without whom Jigsaw4u would not be able to support the people we do.



*Stephen Loizou*

Stephen Loizou,  
Managing Director

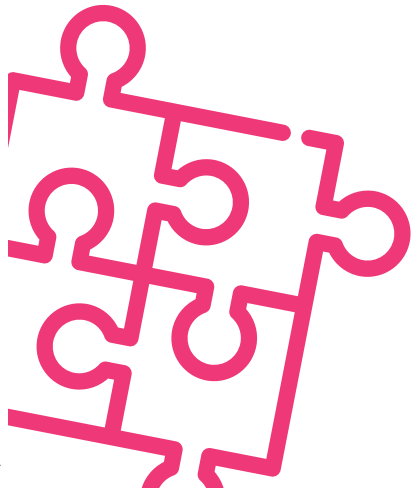
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## Services

Jigsaw4u provides 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. Since then we have evolved to add a variety of other projects as we have identified unmet need and our expertise has developed.



### 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.



### 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.



### 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.



### 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.



### Young Victims of Crime

We provide 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.



### 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.



### 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.



### 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.

# 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

benefit extensively from the 8 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 weekly boxing sessions, drama group, BMXing for SEN young people and our biggest ever party at Easter, attended by 64 children! The increase in service delivery has resulted in considerable strain on our headquarters. To overcome this challenge, our supporters from Watson & Sole fundraised to buy us a new therapy space log cabin in our back garden! This was installed and finished by volunteers from EAP Devlin & Sons, Lewis Palmer Specialist Plumbing Heating & Gas and AEI Electrical.







**4,394**  
INDIVIDUALS SUPPORTED

**383**  
SERVICE USERS  
ACCESSED FREE  
POSITIVE ACTIVITIES



**55**  
FREE POSITIVE ACTIVITY EVENTS  
PROVIDED FOR SERVICE USERS



**1,495**  
PROFESSIONALS  
MEETINGS ATTENDED



**93**  
VOLUNTEERS USED



**7,044**  
ONE-TO-ONE  
SESSIONS PROVIDED



**1,639**  
ENQUIRIES AND  
CONSULTATIONS RESPONDED TO



**1,700+**  
HOURS CONTRIBUTED  
BY VOLUNTEERS



**1**  
NEW THERAPY SPACE!





# What's New?

The past year has seen the introduction of some innovative new Jigsaw4u services. Building on two successful pilots, we secured funding to provide regular Who's In Charge? Parenting groups. These help parents whose children are perpetrating domestic abuse and/or violence to re-establish boundaries and reclaim control of their families. Additionally, we have developed existing local authority partnerships to provide specialist,

long-term play therapy for adopted children in both boroughs. Supporting care leavers more intensively has been high on Jigsaw4u's agenda for several years, so we were delighted to finally launch our Tenancy Support Service in the London Boroughs of Merton and Sutton. This helps care leavers find and maintain appropriate accommodation, and make successful transitions to independent living.

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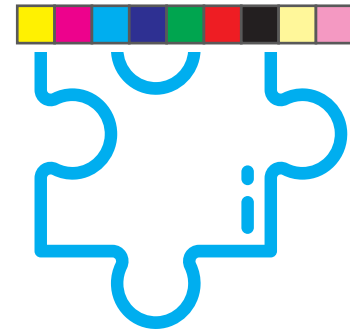




# Future Plans

Furthermore, we have exciting plans for the coming year and want to develop our local partnerships to provide what the community have told us they need and want. We will be launching our Prisoners Families Service, providing holistic therapeutic support for children who have a parent or older sibling in prison. We are progressing towards employing specialist 'County Lines' workers to support vulnerable young people avoid

or overcome this horrific form of criminal exploitation. Last but not least, we plan to draw on our experience to pilot early intervention mental health services and continue to make our part of London a happy and healthy place for children and young people to grow up to be successful and content adults.

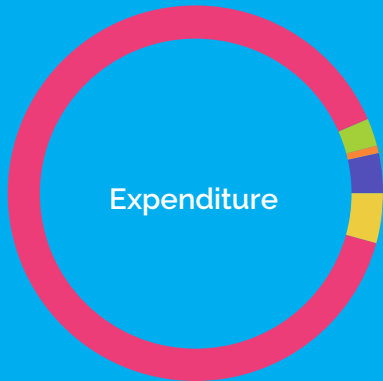


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Income

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



Expenditure

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





## Income and Expenditure

The financial year ending 31st March 2019 was a year of growth for Jigsaw4u, in both income and our charitable spending. Success with diversifying our income sources meant we were able to deliver more services and support our community in new ways.

Despite continuing austerity and the limits on spending by commissioners in local government and schools, our overall income grew by approximately 14%. We were able to raise spending on our charitable activities by approximately 7%. The remaining surplus for the year will be used in future years to support our work and build up our reserves prudently to make sure we can weather any unforeseen events.

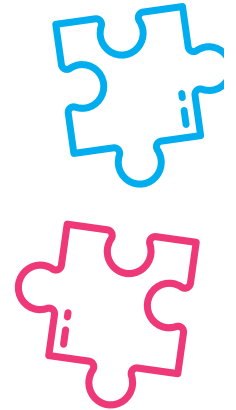
In recent years, the Managing Director and Trustees have adopted conservative budgets due to the high risk of further reductions in spending by statutory and public sources, which represents a high proportion of Jigsaw4u's income. Consequently, the Trustees initiated a number of projects to support other income-generating models, including new fundraising activities to increase unrestricted donations and appointing a part-time grant application writer.

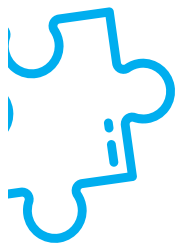
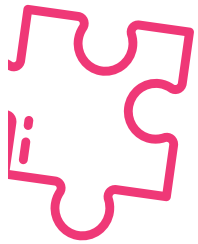


James Kirkland, Treasurer

These initiatives, along with careful control of costs, have resulted in the charity achieving a surplus in recent years, ahead of those conservative budgets.

The Trustees are also committed to continuing to increase the proportion of income that is unrestricted to give Jigsaw4u the opportunity to be more flexible and invest in both our team and our premises. We have negotiated a lease extension that provides good value for money and an opportunity for longer term planning. At present, unrestricted income represents approximately 46% of our income, broadly unchanged from the previous year, but we are committed to improving this ratio.





### 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  
 The Jack Petchey Foundation  
 The Taylor Family Foundation  
 The Generations Fund  
 The Patrick Evans Foundation  
 St James Place Charitable Foundation  
 London Sport  
 The Mercers' Company  
 Invesco Cares Foundation  
 The Hedley Foundation

### 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  
 Francesca Wright Play Therapy  
 Cranstoun  
 Metropolitan Police  
 Home Start  
 Magical Quests  
 Sutton Women's Centre  
 The Limes College

### SCHOOLS

Abbotsbury Primary School  
 Bond Primary School  
 Cranmer Primary School  
 Gorringe 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  
 Auriol Junior School



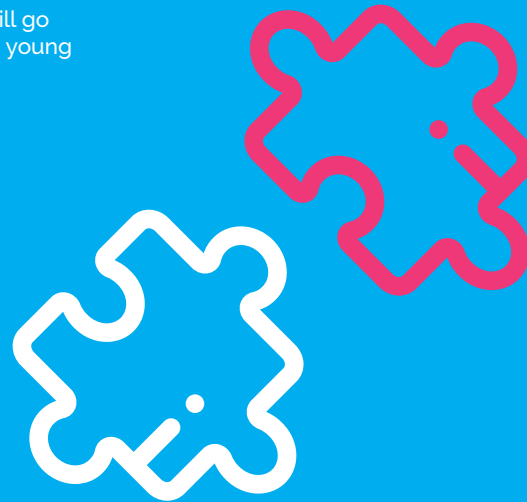
# Thank You

Thank you to the following people and organisations for fundraising for Jigsaw4u over the past year: John Merriman & his family & friends; Angela Brocklesby & her family & friends; Givers Gain; Close Brothers Wimbledon; The Wimbledon Midwifery & Benevolent Society; Watson & Sole; Lindsay Rice & Sainsbury's Wallington; Lewis Palmer Specialist Plumbing Heating & Gas; Crystal Palace Supporters Children's Charity; Howard Baines; Lady Wimbledon; Amanda Voller; Inspire Community Choir; Morden Baptist Church; Greenshaw High School; Frank Finn; Primark Sutton; John Simes; Dana McGovern; Mr & Mrs Weyhaupt; Charlotte Somerville & friends; Enia Monteiro; AD2000 Security; Alison Osborn; Harry Short; Cakes For Kids Sutton; Linus Project UK; David Lloyd Raynes Park; CoOp Funeral Care Rose Hill; Carshalton & Wallington WI; Theo The Magician; Park Community School; Capgemini Heathrow; Merton Chamber of Commerce; Merton Giving; Audi West London; Reed Wimbledon; Lola Ball & friends; Matt Ayley AEI Electrical; Gibsons Games; Sam Badby; Connor Shone; Asda Sutton Community Champion; EAP Devlin & Sons; 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](mailto: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.





# Helping children and young people put the pieces back together.



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[www.jigsaw4u.org.uk](http://www.jigsaw4u.org.uk)

**Jigsaw4u**