

## Financial Report

2016/17 was a very tough year for us financially with expenditure still beyond our means given that donations remained at a low level. The situation has been addressed but the result is that our reserves were severely depleted at the end of the year. The committee is continuing to work hard to find ways of reducing our expenditure whilst at the same time seeking to improve our income stream by approaching relevant funders.

Summary Statement			
	2016/17	2015/16	2014/15
Opening Cash Balance	£50,317	£56,405	£63,745
Income	£44,172	£71,520	£86,170
Expenditure	£64,922	£77,608	£93,510
Closing Cash Balance	£29,568	£50,317	£56,405

## Thank you

We thank all those who have donated and the funders who have supported Cruse over this financial period, namely:

ASDA Hatfield, Dyrham Park Country Club, St Albans Townswomen's Guild, The Rotary Club of St Albans, Starbucks, Stars - Pam Goldstein, Nascot Wood Junior School, Royal Masonic School, Awareness - Bradbury End, Management Investment Services - JPS Phillips, MacMillan Cancer, Easyfundraising, Just Giving, Waitrose Hitchin.

We would also like to thank the following County Councillors who supported Cruse through their Locality Budget: A Jones (Watford), P Zukowskyi (Hatfield South), F Hill (Royston), A McKay (Hemel South East)

We are especially grateful to the clients that donate to Cruse Bereavement Care Hertfordshire at the end of their bereavement support; and volunteers who donate their travel expenses and monies from their fundraising events, with special thanks to Jo Ansell for all her fundraising efforts on our behalf.

## Management Committee and Officers

**Chair:** Sue Friend

**Vice Chair:** Jane Cooper

**Treasurer:** Andrew Case

**Committee Members:** Carmen Kelly, John Kidd

**Area Co-ordinator:** Babs McDonald

**Children and Young People's Services Co-ordinator:** Evie MacKenzie

Our staff team has been reduced to two part-time members, an Area co-ordinator and a Children and Young People's Service co-ordinator. Where possible volunteers are assisting with tasks to reduce the workload on the staff. We would like to thank all those who are helping to keep the organisation going through help with fundraising and administration.

The Management Committee would also like to extend their thanks to all the volunteers, past and present, without whom Cruse Bereavement Care Hertfordshire would not be in existence. Also a thank you to our helpline team who work round the clock to ensure our clients receive a prompt response.

If anyone is interested in being involved in any other role in Cruse, e.g. admin, fundraising, training, supervision, please contact Babs in the office.

Cruse is a voluntary organisation and relies on the generosity of people and organisations to support the work that we do. If you could like to make a donation you can find us online at: <http://www.justgiving.com/Cruse-Hertfordshire>

**Adult Helpline:** 01707 278 389

**Children and Young People's Helpline:** 01707 264 293

Cruse Bereavement Care Hertfordshire  
The Old Courthouse, St Albans Road East, Hatfield,  
Hertfordshire AL10 0ES  
Admin: 01707 269 497  
[office@cruse-hertfordshire.org.uk](mailto:office@cruse-hertfordshire.org.uk)  
[www.cruse-hertfordshire.org.uk](http://www.cruse-hertfordshire.org.uk)



## Cruse Bereavement Care Hertfordshire

## Annual Report 2016/17



Some of our volunteers receiving their long service awards

Cruse Bereavement Care Hertfordshire relies on our volunteers to help bereaved people throughout the county and without them we would not exist.

## Overview

There has been a huge focus on bereavement in the media this year as a result of some high profile people like Prince Harry and Rio Ferdinand talking about how they have been affected by the death of a loved person. Cruse nationally has noticed an upsurge in enquiries and we too have been extremely busy on our helpline.

Unfortunately the trend in terms of raising income for Cruse's work has been that it has become far harder to obtain grants, a change being felt by many charities. Alongside this are greater demands that our work meets new standards such as in data protection. All in all it is a very challenging time for Cruse in Hertfordshire.

The Management Committee has focused on finding ways to ensure that the budget is sustainable and that our financial reserves are not diminished.

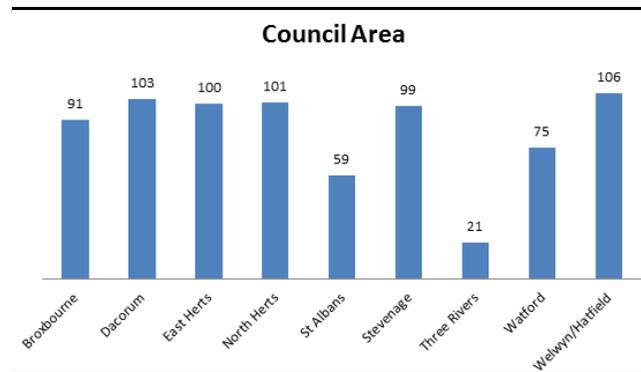
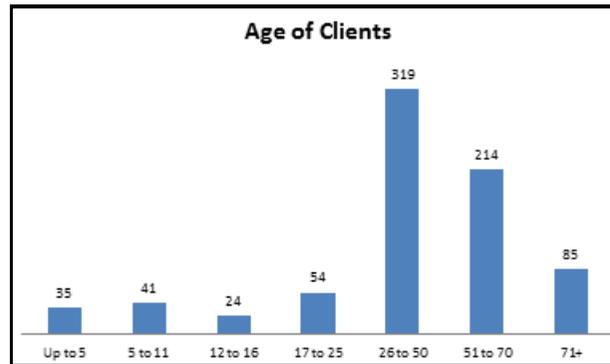
The training programme has continued with a new cohort of trained volunteers having joined us over the summer and another course planned for the autumn. Several safeguarding courses were offered to ensure that everyone was up to date as well as a variety of courses that add to existing volunteers' skills.

We work in partnership with other organisations in Hertfordshire such as the Suicide Prevention Strategy Group and the Hertfordshire Resilience Group which plans the county's response in case of a major incident. We offer training to equip our volunteers to respond to these areas of need.

Our core service continues to be the provision of face-to-face sessions in bereaved people's homes but we are increasingly providing support through telephone sessions and looking to expand the number of bereavement groups we can offer.

## Statistics 2016/17

During the year we received around **924** calls to our adult and CYP helplines. In addition, we received a growing number of emails asking for support. For many the initial contact provided the support they needed at the time. The rest went on to receive support from one of our other services.



The services that we currently offer in addition to the initial helpline call, includes one to one support in the client's home, ongoing telephone support, our drop-in friendship groups and CYP family days.

Approximately, **400** people received one to one support in their homes and,

**50** people received on going telephone support

## Monitoring and Evaluation

Evaluation forms are posted out to every client when their volunteer finishes work with them. Around 45% returned their forms.

Results showed that over the year around **50%** were referred by their GP and just over **30%** by family or friend.

**98%** found their initial contact via the helpline helpful.

**97%** of clients said that they were 'better' or 'much better' following our support.

**80%** of clients said that the number of sessions that we provided were about right. The rest would have preferred more sessions.

### Well-being Outcomes

When we work with clients, we complete a well-being assessment at their first session and also their final one.

These are then analysed and we generally find that over **70%** of clients show a positive change in the following areas:

- Feeling optimistic about the future
- Feeling relaxed
- Dealing with problems well
- Thinking clearly
- Feeling good about themselves
- Being able to make up their own mind about things
- Feeling confident
- Being interested in new things
- Feeling cheerful

As a result of their Cruse support:

**15%** of clients are able to attend their paid or Voluntary work; and

**5%** stop taking anti-depressants.