

## Financial Report

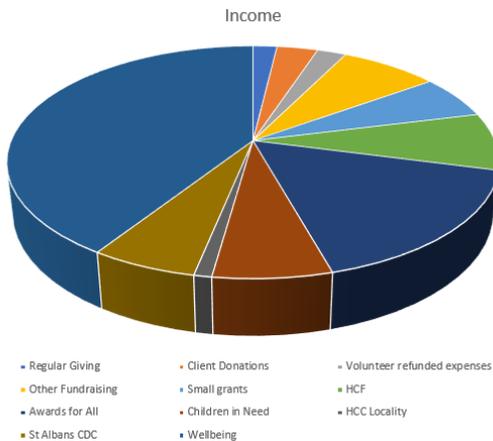
It continues to prove difficult to obtain funding and our income was down compared to last year. Expenditure was up slightly leading to a small deficit at the end of the year.

Summary Statement			
	2018/19	2017/18	2016/17
Opening Cash	£40,851	£29,568	£50,317
Income	£59,942	£69,223	£44,172
Expenditure	£59,951	£57,941	£64,922
Closing Cash	£41,202	£40,851	£29,568

### Thank you

We would like to thank all those who have donated and the funders who have supported Cruse over this financial period, namely: GSK, St Andrew's Church Hertford, St Albans City & District Council, Hertfordshire Community Foundation, BBC Children in Need, Richard Hale School Hertford, ASDA, Waitrose, John Lewis, Tesco, Aviva, Big Lottery Fund. We would also like to thank the following County Councillor who supported Cruse through his Locality Budget: Nigel Quinton (Handside and Peartree, Welwyn Garden City)

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.



## Management Committee and Officers

**Chair:** Sue Friend

**Vice Chair:** Jane Cooper

**Treasurer:** Andrew Case

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

**Area Co-ordinator:** Babs McDonald

**Children and Young People's Services Co-ordinator:** Jackie Purdy

We have two part-time staff 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, manning our helpline, training 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 special 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, helpline, 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 2018/19



Early in 2019 some changes were made to how the CYP Family Days are run. We now have two groups for younger and older children. The picture above shows one of the new activities for the older age group.

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

## Overview

2018-19 was a year of consolidation for Cruse in Hertfordshire as we embarked on a programme of training designed to enhance the skills of our volunteers. Through this we intend to widen the range of services that we can offer to bereaved people of all ages living in the county.

With the help of a generous grant from Awards for All we ran group work, telephone skills training and training for working with children and young people. We are now able to offer more groups for adults and children and we have received very favourable feedback from participants in these groups.

Alongside this we have continued to offer the introductory Bereavement Support Foundation course to attract and train new volunteers to help the many bereaved people who contact us each year. The Helpline team have at times felt swamped by the numbers of callers but all the callers receive excellent support and advice from the volunteers.

Like so many organisations Cruse is facing a time of change and a new national strategy called Bereaved People First (BPF) is in the early stages of implementation in two regions. Some of us attended the roadshows about the BPF Programme during the year and have been looking at ways in which we can prepare for the changes ahead. There may be greater clarity by the time next year's report is written.

Community fundraising is certainly going to be a priority and we would be delighted to have some people volunteer to help us develop this activity. Cruse continues to meet a huge demand for information and help from bereaved people and I would like to thank all our volunteers and our two hardworking part time staff who all provide such a valuable service.

## Statistics 2018/19

Every year we receive over 1,000 calls to our adult and CYP helplines. For many the initial contact provides the support they need at the time. The rest go on to receive support from one of our other services. All children receive a face-to-face assessment at their home.

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

This year around 400 people went on to receive ongoing support in their homes or on the telephone. A further 70 clients attended one of our groups and 52 children were supported by our service.

### Client Demographics



## 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.

**100%** found their initial contact via the helpline helpful.

**85%** of clients said that they were 'better' or 'much better' following our support.

**79%** 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:

**3%** of clients who had stopped work as a result of their bereavement were able to return to their paid or Voluntary work; and

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