

Financial Report

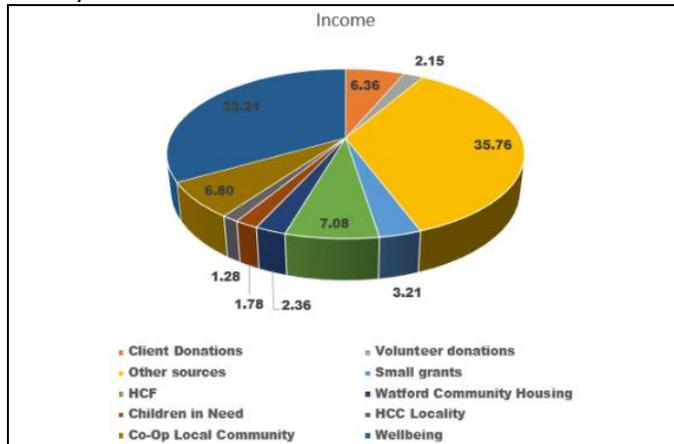
We managed a slight improvement in our income last year despite the still challenging climate for charities and the difficulty in obtaining funding for day to day expenses, but our expenditure was up even more leading to a deficit of £2,298 at the end of the year.

| Summary Statement | | | |
|-------------------|---------|---------|---------|
| | 2019/20 | 2018/19 | 2017/18 |
| Opening Cash | £41,202 | £40,851 | £29,58 |
| Income | £62,351 | £59,942 | £69,223 |
| Expenditure | £64,650 | £59,951 | £57,941 |
| Closing Cash | £38,903 | £41,202 | £40,851 |

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, Co-op Local Community Fund, WH Smith, ASDA, Hertfordshire Community Foundation, BBC Children in Need, Watford Community Housing Trust, The Souter Trust. We would also like to thank the following County Councillors who supported Cruse through their Locality Budgets: Susie Gordon (Hatfield East), Lynn Chesterman (WGC south), and Ken Crofton (Hertford Rural) and thank you all the volunteers who helped by contacting their County Councillor.

We are especially grateful to the clients and volunteers who make donations to us, in particular those who give every month.



Management Committee and Officers

Chair: Sue Friend

Vice Chair: John Kidd

Treasurer: Andrew Case

Committee Members: Debbie Upton and Mike Nash

Area Coordinator: Babs McDonald

Children and Young People's Services Coordinator: Jackie Purdy

We have two part-time staff members, an Area coordinator and a Children and Young People's Service coordinator. 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 hard to ensure our clients all 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 please visit www.cruse.org.uk/donate and select **Hertfordshire** under 'Eastern England' in the drop down box.

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

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www.cruse-hertfordshire.org.uk



Cruse Bereavement Care Hertfordshire Annual Report 2019/20



Meet Maggie, our Cruse Hertfordshire Volunteer Mascot. At the start of lockdown, she was made by one of our volunteers, a member of the Secret Society of Hertford Crafters, who made key workers to raise money for charity.

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

Overview

The period covered by this report covers a time when Cruse had an established pattern of activities, mainly face to face contact for volunteers meeting clients, receiving supervision and having training. This all changed in March with the restrictions that came into place due to the Coronavirus pandemic and suddenly Cruse had to make huge changes to our ways of working. Support is now offered through ongoing telephone or online sessions and meetings are online. Our wonderful volunteers have risen to the challenge of these new ways of working and continued to help bereaved people.

During 2019 we had greatly expanded the number of facilitated peer support groups we were offering to bereaved adults as well as starting our first walk and talk group in East Herts. Building on the success of groupwork a number of volunteers joined with Samaritans from Watford to train to co-facilitate groups for people bereaved by suicide and were about to start their first group as the lockdown happened. The group had to be postponed which was a great disappointment.

The other project that we had worked hard on during the year was linked to our plan to identify premises where volunteers could meet with clients. We had identified several possible venues and had a team of volunteers in place to start working in Hertford in April but the lockdown prevented this from happening.

The demand for support for children and young people (CYP) continued to grow and our CYP team modified the family workshop programme so that older children were offered different activities to the younger children. This proved very successful and we were intending to increase the number of these workshops in 2020-21.

2019-20 was an exciting year of growth and development for Cruse Hertfordshire which ended with the unexpected changes brought about by the pandemic. I have to thank everyone involved with Cruse Hertfordshire for the speed with which they adapted to the new conditions, they have been amazing and enabled the organisation to provide the support that has been so vital during the Coronavirus pandemic. Special thanks to our wonderful staff, Babs and Jackie, for working from home and still smiling!

Statistics 2019/20

In 2019/20 we received over 1,500 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 received a face-to-face assessment at their home.

The services that we offered in the 2019/20 period in addition to the initial helpline call, included one to one support in the client's home or agreed venue, ongoing telephone support, our closed groups, a walking group and the 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 surveys are sent to every client when their volunteer finishes work with them. Here are just a few of the many comments we receive.

"It is comforting to know help is available at such a difficult time."

"I really felt I had amazing support which has helped me to try to try to move on to the next chapter."

"Wonderful service that has helped deal with the awful situation I was in. I feel that I can cope with everyday life better."

"I'm very grateful to Cruse. I knew that I needed to see someone but was unable to afford to see a private counsellor. Thank you so very much."

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 **75%** 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:

4% of clients who had stopped work as a result of their bereavement were able to return to their paid or Voluntary work.