



# Annual Review 2021

## Foreword – Chair of Trustees

The year saw Jigsaw4u continue to support children, young people and families in helping 'put the pieces back together' and ensuring that young people have a voice in the decisions that affect their lives.

The scale, scope and complexity of the services required from Jigsaw4u continue to grow and Covid-19 has meant that the needs of the children, young people and families supported by Jigsaw4u have evolved throughout the year. The organisation has adapted its approach wherever required to ensure that the critical support provided has continued to reach those that need it wherever possible.

During the year Jigsaw4u reached 5,126 individual children, young people and parents/carers, across 10,589 one-to-one sessions and 702 group sessions.

Jigsaw4u also provided 110 free positive activities which were attended by 714 service users.

The work undertaken by the exceptional staff team and volunteers to provide the vital support required by young people despite the challenges this year meant that Jigsaw4u was awarded the Mayor of Merton Covid-19 Award for our outstanding contribution to the community during the pandemic.

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

The need for Jigsaw4u services will continue to grow particularly given the complex challenges represented by Covid-19.

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 its needs



*Mary Pragnell*

Mary Pragnell,  
Chair of Trustees



## Testimonial



"My daughter and I came to Jigsaw4u both needing support in so many areas, with the transition from high school to college, supporting us both with re building a mother and daughter relationship that had sadly broken down due to many other reasons. Helping my daughter to build on her confidence with eating again and showing her how to deal with her worries and anxieties with challenges she faced in her life that was out of her control.

Now she is secure and happy in her life and to top it all off has even got herself a little paid job doing what she has a passion for and has studied at hard at college for too. Jigsaw4u played a part in her achievement too and just can't thank you enough for that.

Jigsaw4u has really been a life line to us when I have had no work during Covid-19, worried over money and bills. Jigsaw4u have supported us with food parcel deliveries and clothes for my daughter along with materials needed for her to start college.

Now she is happy and settled, it's my turn. I'm venturing out with the support from a lovely volunteer from the Helping Hands project. Having someone to speak to who is non-judgmental, fully on my side, listens and who cares is just something I think I have needed for such a long time and I'm so grateful for this lovely volunteer, giving up her time to chat with me and feel me with confidence, suggestions and support.

This time a few years ago, I was feeling numb, worthless and feeling like I was a failure as a mother. I was apprehensive about accepting support from Jigsaw4u but I am so pleased I have. It's changed our lives for the better.

I honestly don't know where we would be today without Jigsaw4u and the huge amount of support you all still continue to give today. You're very much loved by us."

*Marcella, Parent*

## Managing Director's Report

I am delighted to present Jigsaw4u's 2021 Annual Review following a year where our incredible team worked through professional and personal challenges to provide our communities with the support packages we have developed over our 24-year history. Following the initial lockdown, Jigsaw4u has remained open for direct work with children, young people and families, adapting around restrictions to ensure we are here for anyone who needs us. In addition to our usual services, we provided Covid-19 specific projects such as Transition Groups for children who were heading to High School after missing vital parts of their Year 6 education. We also launched a new service – Reading Buddies, where we provide one-to-one support for children who need extra attention in this area.

We are dedicated to developing as an organisation, and are working towards our London Youth Silver

accreditation. We updated our fundraising approach, so we can ensure Jigsaw4u remains sustainable in these difficult times whilst providing our communities with exciting and fun opportunities to get involved in and support us. Jigsaw4u benefit from partnerships with local authorities, schools, statutory services, charities and businesses who share our vision for South West London, and the people living and growing up here.

Children, young people and families come to Jigsaw4u having experienced complex life events, and following our therapeutic support we love to offer service users opportunities to end their journey on a high note, such as a trip to Go Ape. We will provide an intensive series of Positive Activities during August 2021, including a theatrical collaboration with the amazing team from Magical Quests and our hugely popular Seaside Trip.

Despite the restrictions, the Jigsaw4u team reached a huge number of beneficiaries between 2020 and 2021, a testament to their dedication and passion for their work. I thank all our staff and volunteers for their commitment and I look forward to working with everyone to support our communities as we move out of the pandemic and readjust accordingly. Thank you to the hundreds of supporters who have enabled us to provide the services which have been identified for us, and the brave and wonderful children, young people and families who access Jigsaw4u and continue to inspire us.



A handwritten signature in black ink that reads '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 Kingston, Richmond, Croydon and Wandsworth, 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.



## Reading Buddies

We train volunteers to boost children's long-term academic attainment, aspirations and self-esteem through weekly online reading sessions. Priority is be given to children with English as a second or foreign language, and children of parents/carers with a health condition.



## 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.



## Year in Numbers

This year saw Jigsaw4u directly work with a huge number of individuals despite restrictions and related complications. Demand for our services reassures us that we are providing support in relevant areas and that our approach works. Statutory and voluntary organisations, as well as parents and our communities, 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, logging a record number of hours in supporting us with service delivery, office administration, maintenance,

fundraising and more. In this regard, Jigsaw4u benefits 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 many hours they volunteer to do so.

Positive Activities adapted around restrictions and provided free for service users included: theatre performances, online professional singing lessons, magic shows, SEN sports, Magical Quests drama groups, competitions, family days out and art days. We also took part in a virtual Christmas Day attended by over 70 care leavers who were all delivered dinner, presents and a hamper on Christmas morning.



5,126

INDIVIDUALS  
SUPPORTED



1,734

PROFESSIONALS  
MEETINGS ATTENDED



2,951

ENQUIRIES AND  
CONSULTATIONS  
RESPONDED TO



714

SERVICE USERS  
ACCESSED FREE  
POSITIVE ACTIVITIES



109 VOLUNTEERS  
USED



4,300 +

HOURS CONTRIBUTED  
BY VOLUNTEERS



110

FREE POSITIVE  
ACTIVITY EVENTS  
PROVIDED FOR  
SERVICE USERS



10,589

ONE-TO-ONE  
SESSIONS  
PROVIDED



1

CORONACOASTER  
TRAVELLED!



## Lockdown Stories

All Jigsaw4u services remained operational throughout the pandemic and we resumed face-to-face support immediately after the initial 2020 lockdown. We have been extra proud to support children, young people and families at this extra difficult time – here are some of their stories:

### *J, age 11*

"I see Jigsaw4u because my Mum has a serious illness. We usually meet up at Jigsaw4u or in school but during lockdown we had our sessions online. Lockdown was really hard for me as my mum had to shield due to her treatments and we were together in our flat all day every day. I love my mum but it was so hard just being the two of us. I missed seeing my family and my uncle who always helps me with school work could not come over. I also missed my grandparents and hugging as I am a big hugger. It was really strange not going out and not having friends and family visit.

I looked forward to my regular online meetings and it was really good to have someone to talk to apart from my mum as when I worry about her I often don't want to tell her in case she gets upset. I really enjoyed the on-line workshops and Zoom parties that Jigsaw4u provided as I felt connected to other young people."

### *Max, age 9*

"My mum wanted me to have sessions basically because for 9 years I didn't know I was autistic. I got confused and maybe thought I was disabled.

When I started talking to Jigsaw4u, I got advice and it was helpful at lockdown because I was worried about different things like my family getting ill, but I kind of stopped worrying as much. I feel comfortable saying this out loud. I stopped worrying about Covid too much. We talked about autism making you clever in some ways and I felt more good with autism, I found my sessions fun, I really liked making my scrap book and it helped me with my life. I felt I could be myself except I couldn't swear. Most kids swear but I don't.

Jigsaw4u is good for helping people with special needs it could really help you with anxiety because sometimes you could get nervous. I felt nervous at first then I felt good."

## *Sophie, age 15*

"CAMHS referred me to Jigsaw4u for bereavement issues. Lockdown was difficult being trapped in a small flat with my disabled mum, autistic sister and dad, dealing with the worry of my relatives getting Covid, especially after I lost my great aunt to Covid. It was difficult to learn at home with my responsibilities and distractions, I completed my work but not to a high standard. Having Jigsaw4u's during lockdown helped me as I had someone to talk to when my house became too much. The support I had was different, I had many assessments and this was my favourite, understanding and supportive, I found it easy to be honest and open, easier than with anyone else.

I think Jigsaw4u provide excellent support and my parents agree. They always put the young person first and support them the way they want. My worker is definitely my favourite support person, she has helped me so much. Thank you for everything."

## *Charlie, age 11*

"When I worked with Jigsaw4u, I talked about emotions because of what happened to me in the past. During lockdown Jigsaw4u helped me as I was going through anger and aggression and I was affecting my families love and trust.

Lockdown was mixing up my mind and making me think things I shouldn't have.

Jigsaw4u gave me tips of how to stay out of situations that I shouldn't have been in. I felt I could be open with my emotions because I knew they would help me out and understand. I noticed that my emotions and my anger left my body which made me change who I was. For my video for Talent4u I did a dance and it was funny.

I learnt not to be aggressive and respect my family.

As I'm sharing my story it's making me think I don't want to leave Jigsaw4u but I'll take the happiness and joy.

I recommend you send your kids to Jigsaw4u because they are very genuine and open with kids and you feel safe."



## Income & Expenditure

The last financial year has been the most extraordinary for the whole Jigsaw4u family. We have been fantastically lucky to be able to access both new funding and draw on our reserves as the team worked hard to deliver our work under the toughest of conditions.

The charity had built up a healthy level of reserves over the last 3-years before Covid-19 arrived. In fact, after a great fundraising period in 2019, we had decided we were holding too much in our reserves and started planning for new project and works. This meant that when Covid-19 came the charity had the financial foundation needed to keep Jigsaw4u stable and keep the team together. We did not furlough any of the team and the strong relationship we have with local councils and funders meant we were able to keep on rolling out new services.

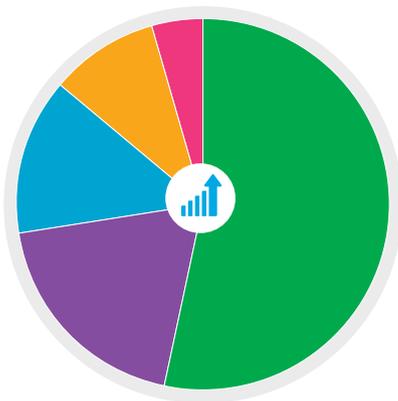
Overall the charity's income grew by 3% to just under £1m, while expenditure was up 4%. The vast majority of what we spend goes directly on projects and the salaries of the team, and you can find a visual breakdown of our 2020-2021 income and expenditure on the adjacent page.

Our fundraising efforts obviously took a hit due to lockdown, and there are some critical funding sources due to be renewed in the next 12-months, but in 2022 we have some great ideas for raising new funds. It is going to be competitive, as lots of other charities have fared far worse than Jigsaw4u, but there will be lots of positives to shout about.



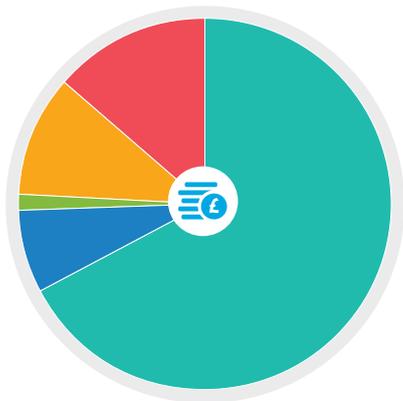
A handwritten signature in black ink, which appears to be 'J. Kirkland'.

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

## FUNDERS



- Children In Need
- The Young Londoner's Fund (GLA)
- The Lloyd's Bank Foundation
- The National Lottery Community Fund
- City Bridge Trust
- The Taylor Family Foundation
- The Generations Fund
- The Patrick Evans Foundation
- The Mercers Company
- London Community Response Fund
- The Wimbledon Foundation
- St. James's Place Charitable Foundation

## PARTNERS



- London Borough of Merton
- London Borough of Sutton
- South West London and St George's Mental Health NHS Trust
- The Children's Trust, Tadworth
- Merton Connected
- Community Action Sutton
- Transform Sutton
- Magical Quests
- Attic Theatre Company
- Off The Record

## PATRON



- Lord Iain McNicol of West Kilbride

## SCHOOLS



- Abbotsbury Primary School
- All Saints Primary School
- Bond Primary School
- Cranmer Primary School
- Gorringe Park Primary School
- Hatfield Primary School
- Links Primary School
- Malmesbury Primary School
- Morden Primary School
- St John Fisher Primary School
- Wimbledon Park Primary School
- Culvers House Primary School
- Hackbridge Primary School
- Robin Hood Primary School



**Thank you to the following people and organisations for supporting Jigsaw4u over the past year:**

Nathaniel Wood; Richard Whitehead MBE; Wayne Woodward; Watson & Sole; Love Water; Givers Gain; Gibsons Games; Close Brothers Wimbledon; Wimbledon Midwifery & Benevolent Society; Mitcham Golf Club; Cognus; Lindsay Rice & Sainsbury's Wallington; AKO Foundation; Theo The Magician; Dons Local Action Group; Merton Giving; Hygiene Bank Sutton; KPS Wimbledon; Crystal Palace Supporters Children's Charity; Howard Baines; Lady Wimbledon; Cakes For Kids Sutton; CoOp Funeral Care Rose Hill; Carshalton & Wallington WI; Adam Wallis; Skadden, Arps, Slate, Meagher & Flom LLP; Project Linus; Wallington FC; Peach Consultancy; Living Water Parish Church; Sarah Grond Foundation; National Trust Morden Hall Park; Halifax Sutton; Waitrose Raynes Park; Art for Everyone; RE:SOLE; Project Linus; Roni Firth; Stephanie & Sam Eastwood; Eloise Stonebridge; Genevive Stephenson; Howard Baines; Sindia Malhotra; Frank Finn; Siobhan Ritson; Ahmadiyya Muslim Women's Auxiliary South Wimbledon; Alex Miller; D Parker & Son Ltd; Mirabaud; Mimecast; o3e; Robert Watson; AbbVie; Ticketer; 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 [!\[\]\(aef305f57b9557b4e73b8de50f6d555d\_img.jpg\)](#) [!\[\]\(5c47ab4c3cccdc3719e6f40c67bea40b\_img.jpg\)](#) [!\[\]\(983793d59c2f21e3bd94622a21af5fbc\_img.jpg\)](#) @jigsaw4u.

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

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

Annual  
Review **2021**

[www.jigsaw4u.org.uk](http://www.jigsaw4u.org.uk)  
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Charity Number 1109167



The Queen's Award  
for Voluntary Service

London  
Youth  
QUALITY MARK  
BRONZE-ACCREDITED  
2020-23