

IMPACT REPORT



2025/26

*Supporting children and young people
through the death of a loved one.*



Registered with
**FUNDRAISING
REGULATOR**



Letter from our Chair of Trustees

Welcome to our impact report for Jigsaw South East for 2025/26. We have had another very busy and rewarding year delivering bespoke services to children and families facing bereavement in Surrey and nearby areas of East and West Sussex and Kent.

In April we brought together the staff team, Trustees and volunteers to shape our new strategy based around our PIECES objectives. It was a rich and inspiring day, with input from all of the Jigsaw team, agreeing and living our values: compassion, integrity and collaboration. The day was made even more special when our wonderful trustee, Emma Smith, was unexpectedly presented with a Young Trustee of the Year Award by our local Voluntary Action organisation – a fitting recognition of the commitment and values that run throughout Jigsaw South East.

Our service team has spent the year fine-tuning our range of services in response to feedback from children and families. They enhanced our social events and activities, bringing together more than 200 children and young people from the Jigsaw South East community to build friendships, strengthen connections and reduce isolation. They also developed our grief support groups delivering the new format flagship Pieces programme for the first time in September.

The business team saw some change over the summer, swapping out the lovely Sally (moving on to bigger things!) in fundraising for the lovely Emily (Fundraising and Engagement Lead). We also said a fond farewell to Janice, our Grants Manager, as she retired, and welcomed Freddie into the newly created role of Grants and Business Partnerships Manager.



The new roles reflect our need to diversify income generation in challenging times across the charity sector.

Like many charities, we had to dip into our reserves this year, largely due to reduced grant income. We've set ourselves an ambitious budget for the year ahead, supported by a diversified income strategy that will not only cover our costs but help us begin rebuilding our reserves for the future.

None of what you'll read in this report would be possible without the incredible support of individuals, community groups, schools, businesses, trusts and grant funders. Every single penny makes a difference to us as we receive no public funding - a huge thank you.

On behalf of the Trustees, I would like to thank all our staff and volunteers for enabling our amazing charity to make a positive difference to the children and families we support - thank you.

Dr Cecilia Hughes

About Jigsaw South East

At Jigsaw South East, we support children and young people across Surrey, as well as nearby areas of Sussex and Kent, through the death of a loved one. We are a small, independent charity with a big vision: that no child or young person should ever have to face bereavement alone.

Our service is unique. Delivered by our specially trained Support Workers, it is tailored to the needs of each family we support, which could be in person, on the phone or online. Families can turn to us when a loved one is living with a terminal illness or after a bereavement.

In the last year alone, **our support has reached more than 1245 children and young people** as they navigate some of the most difficult moments of their lives.

Our group sessions and social activities give children and young people the chance to meet others of a similar age who truly understand what they are going through. These activities are carefully designed to help them explore and understand their emotions, identify support networks, and develop strategies to cope with grief. Time and again, the children and young people we support tell us that these groups help them feel less alone, remember their loved ones in meaningful ways, and find hope for the future. Parents and carers also tell us how valuable our service is in helping them understand their children's grief and giving them the tools to support them at home.

Everything we do is built on the belief that no child should grieve alone. Together, with the support of our community, we are making that vision a reality.

Our Vision

Children and young people will not be alone in their bereavement journey.

Our Mission

To deliver guidance and support services to children, young people and their families who have or are experiencing the death of a loved one; to help them to cope and heal, whilst building connections and strengthening bonds.

About Jigsaw South East

Our Objectives

Our work is guided by six core aims, the PIECES, which form the foundation of all support we offer:

- P** Promoting connections
- I** Inspire bonds
- E** Engage in grief processing
- C** Cultivate resilience & emotional wellbeing
- E** Empower through education
- S** Sustainability

We measure the impact of these objectives using clear metrics, including emotional wellbeing indicators, engagement levels, user feedback, and referral data. These outcomes help us continually shape, evaluate and grow the service in line with the needs of the families we support.

Our values

Integrity: We are all here for children and young people affected by death.

Compassion: We transform empathy into action with consideration for people's needs.

Collaboration: We are a valuable community, together making a stronger impact.



Our Team



14 part-time staff members, 6 of whom are support workers

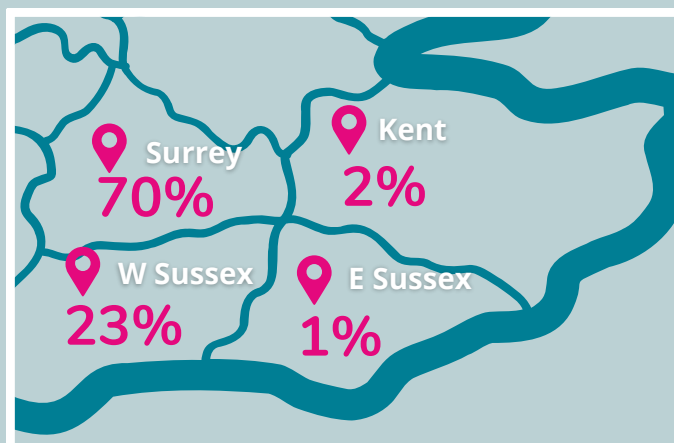
Who we support

In 2025–26, Jigsaw South East's support reached 1245 children, young people and 701 families across Surrey and nearby areas of West and East Sussex and Kent.

Who are we supporting?

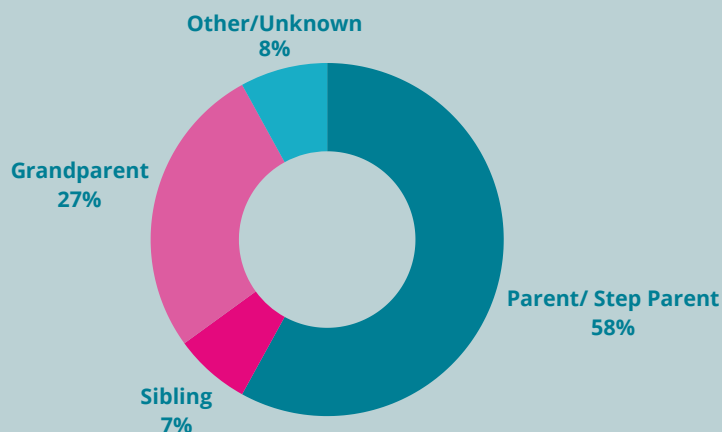


Where are the families we support?

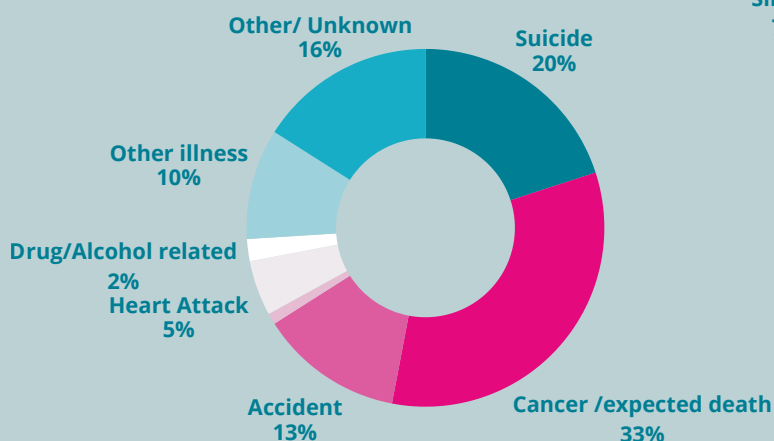


Over half of the families we support had experienced a sudden or unexpected death of a loved one and the majority of children and young people were facing or coping with the death of a parent or step parent.

Relationship



Cause of death



How we support

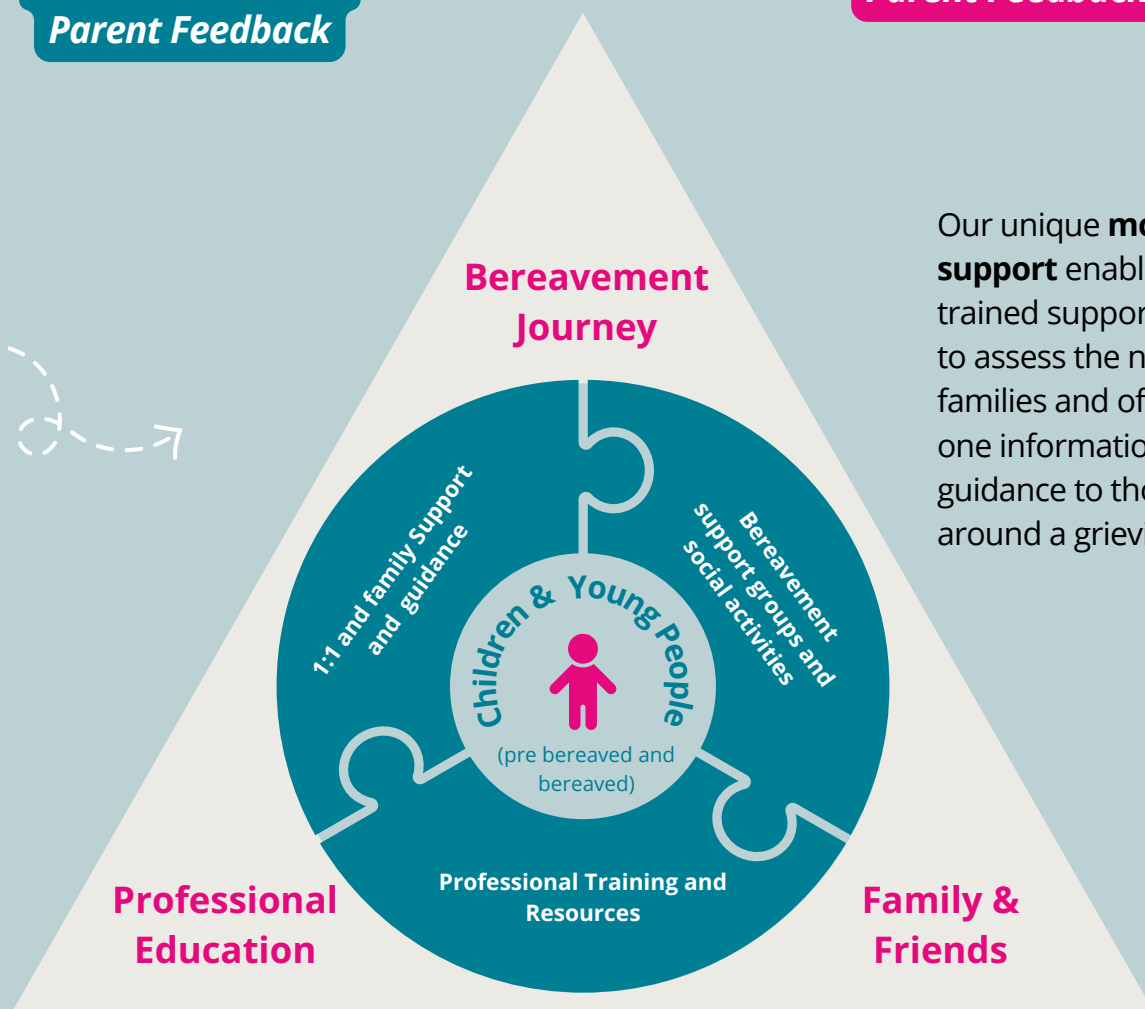
- **Helpline** offering support and guidance for families and professionals
- **Pieces Programme** age-specific grief support groups for children and young people
- **Information sessions and training** for families and professionals
- **Group activities** and **social events** for families experiencing bereavement
- **One-to-one support** from an allocated support worker based on individually assessed needs
- **Support resources and workbooks** for children, young people, families and professionals

"It's shown my son he isn't alone and there are lots of people to help him."

Parent Feedback

"Jigsaw has been a fundamental input into our grieving and healing."

Parent Feedback



Our unique **model of support** enables our trained support workers to assess the needs of families and offer one to one information and guidance to those around a grieving child.

Our support an overview

These support sessions are available to the **whole community**.

Helpline



Our helpline is open Monday to Friday, from 9:30am to 12:30pm. Families and professionals can call and speak directly to a support worker for information, advice and guidance.

Practical Pieces



These informative online sessions offer practical guidance, useful resources, and a safe space to ask questions. Covering a wide range of topics, with new topics are added regularly.

Steps to Connect



Our walk-and-talk gatherings offer families the chance to connect with one another and our support workers, while enjoying nature, gentle exercise, and conversation.

Precious Pieces



These events take place in the lead-up to Mother's Day and Father's Day. They provide an opportunity to create something special either in memory of a loved one or as a meaningful gift.

Piece Together



Annually we host two large social events, in summer and winter. They provide a wonderful opportunity for families to come together, have fun, and build lasting connections.

Piece by Piece



We often partner with local organisations that host additional social events for our families. These activities provide further opportunities to connect, relax, and enjoy time together.

Pieces Programme



A group programme for bereaved children and young people, alongside a trusted adult. It offers a safe space to explore grief through creative activities, memory-making, and emotional expression.

One to One Support



These sessions provide dedicated support from one of Jigsaw's highly trained Support Workers, giving each child or young person the time and space to explore and express their grief at their own pace.

These support sessions are available following **an assessment of a family's needs**.

Our impact at a glance



£264k

in total income from donations,
grants and fundraising



1245

children and young people
reached

25%
increase
from last
year



701

families supported

Family Support



572hrs

in-person support for children

12

in-person events in
total

53

Individual Grief
Support Sessions

Professionals Support

908

professionals supported

207

professionals attended an
information session

Our time

250 hrs

contributed by
volunteers

753 hrs

covering the
helpline

23 hrs

of activities for
families to take
part in

Our digital reach

198K

social media post
impressions

23K

Pageviews on our
website

3K

Social Media
Followers

Our impact for children and young people



Group Support

"This really helped me remember so many memories"

Child Feedback
(age 11)

100%

of children and young people who provided feedback for our groups felt it helped them to **understand their grief** and to **communicate** about their loved one.



Individual Support

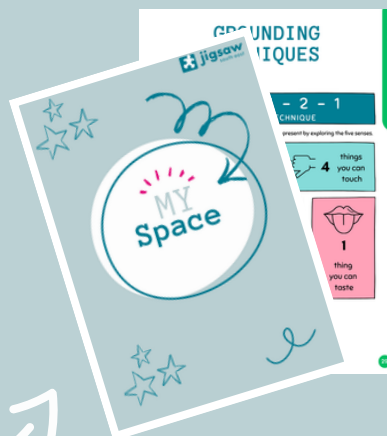
"The activities made me feel more mindful and have given me the time to reflect."

Young Person Feedback
(age 14)

95%

of children or young people who had received individual grief support felt that this had **helped them cope** with their grief.

During 2025/26 we developed a dedicated **pre bereavement journal** for teens. Printed versions and downloadable resources are now available for professionals who work with pre bereaved young people and have received training to use these resources.



SCAN ME



Scan to watch Caitlin and Reece's experience at Jigsaw

Children told us that...

96% felt less alone
90% felt connected with their parent/carer
100% had fun

Our Young Ambassadors

For those who have received our support and are passionate about helping other children and young people to navigate their grief, we offer the opportunity to join our **Young Ambassadors Programme**, launched in January 2025.

Our Jigsaw South East Young Ambassadors are young people (aged between 13-18) who have used our services themselves. They help us to:



Raise awareness



Share young people's voices



Co-create resources



Support events & fundraising



Reach other young people

This year our Young Ambassadors have:

- Been involved in our Christmas campaign
- Featured in radio interviews
- Taken part in Your Say! Online meetings
- Identified key areas for content co-creation
- Volunteered at various family events



"It is important to me to help shape grief support for other young people because I don't want people to feel alone in their grief."

Reece, Young Ambassador

"It's so vital to get grief understanding out there and to let people who are going through grief know that there is support available! I specifically wanted to become a Young Ambassador for Jigsaw because I think what they stand for is amazing."

Paige, Young Ambassador

"I want to help shape grief support for other young people because it's so different between different age groups in how grief manifests itself and how you feel it."

Owen, Young Ambassador



Our impact for parents

A vital part of our work is guiding parents and carers to support their child through bereavement. From their initial call to our helpline or referral, to any future change in circumstances which may require extra support, we are with families every step of the way as they navigate grief. Our level of support is tailored to the needs of each family.

"It has helped me feel supported and understood, helped me connect with others in my situation and helped my children and me feel less isolated."

Parent Feedback

100 %

of parents/carers agreed that our social events helped them to:

- connect as a family
- feel less alone with their grief
- do things that they might not otherwise have done

100%

of parents/carers agreed that our support groups had helped them to understand how to **support** their child's grief.

"It has helped my daughter understand her emotions, and has helped me understand how she's feeling and how to help her."

Parent Feedback

100%

of parents/carers agreed that our Grief Groups helped them to:

- better **understand** how to support their child's grief
- **communicate** with their child about the person who has died
- feel more **confident** in supporting their child's grief

100%
of parents agreed
that during our Pieces
Programme their child had:

- been given ways to **communicate** about their loved one
- been able to **express themselves** about the death of their loved one
- **enjoyed meeting other bereaved children.**

"It has already helped us talk more about their dad and how they feel."

Parent Feedback



Our impact for professionals

To best meet the needs of grieving children, we aim to work with those around a child, including schools and any professionals predominantly from the education and healthcare sector.



"It was brilliant training, I will be using some of the strategies, puddles video and speaking more confidently with families about how to support CYP."

Operations Manager

"This was one of the most sensitive and useful training sessions I have attended for several years."

Early Intervention Practitioner

"So much insight in a short time and delivered by engaging presenters."

Integrative Therapist and Clinical Supervisor

100%

of professionals said the information would help them to support a grieving child or young person.

91%

of professionals said that their knowledge of grief had increased.

Key milestones in service development for 2025/26

- Introduction of the Jigsaw South East drop-in sessions at St Catherine's Hospice to offer guidance and support for parents and carers whose loved one is under the care of St Catherine's Hospice.
- Development of the pre bereavement My Space Journal, associated one-to-one resources and practitioner guidebooks.
- Development of the Triage Assessment of Needs to help identify level of need and appropriate service offer.
- Launch and branding of Steps to Connect, Piece Together, Precious Pieces, Piece by Piece and Pieces Programme service offers.



Rebecca's Story

"Jigsaw's support was transformative for our family"

When Rebecca's husband Dean was diagnosed with bowel cancer that had spread to his brain, their family faced the unimaginable. Their daughters, Aubrey and Madison, were just two and five years old.

Rebecca knew she had to protect her children while preparing them for the reality that their daddy was dying. *"I had anticipatory grief", she explains. "But I am a mum. My first job was to protect my children and make sure that they still had their childhood."*

Jigsaw South East supported Rebecca from the point of Dean's diagnosis, giving her a safe space to process her own emotions and prepare for difficult conversations with her daughters. *"I had lots of emails with Jigsaw and conversations with my support worker to make sure I got it right", says Rebecca.*

When it came to telling her daughters that their dad was dying, Rebecca was able to work through exactly what to say with her support worker.

"The exact words and phrases I used to tell my daughters that their dad was dying were discussed in detail with my designated support worker, a conversation I couldn't have with anyone else."

Dean died in October 2020, but the support Rebecca and her daughters received helped them navigate the devastating impact of his death and the grief that followed.

"From the point of diagnosis, Jigsaw's support was transformative for our family", says Rebecca. "They create an understanding space where you don't have to carry all the pressures of your child's emotional welfare on your own." Today, Rebecca and her daughters are doing well. *"They are amazing little girls, and they are so resilient", says Rebecca.*

Rebecca's story shows how specialist support can help families face the hardest conversations, navigate grief and find a way forward together.

Ken's Story



"Aran remains in my thoughts every time I swing a leg over the bike, and he will do for the rest of my life."



When Ken Chisholm decided to take on an epic cycling challenge in memory of his close friend Aran, he knew he wanted to support Jigsaw South East. Aran died in October 2023 following a collision while cycling home from work, leaving behind his partner Poppy and their two young children. Jigsaw South East has supported the family since Aran's death.

"I think back to the first conversation I had with a Jigsaw South East support worker all the time", says Poppy. "It felt like I was finally speaking to someone who got it, and actually, rather than feeling more helpless I felt more hopeful."

Jigsaw has helped Poppy support her children through their grief, while giving them opportunities to connect with other children who have experienced the death of a parent.

"Jigsaw has helped my children connect with others like them, so they felt less alone, and helped me ensure they

continue to connect with the memory of their amazing father, Aran."

Ken and Aran had cycled together for around 15 years, sharing long rides, trips abroad and adventures in the Alps. To honour their friendship, Ken completed an incredible 500 km – 1,112 laps of Herne Hill Velodrome – in just 19 hours, cycling through the night in December.

Ken raised more than £1,300 for Jigsaw South East, turning his love of cycling and his memories of a much-loved friend into support for Aran's children. For Poppy, watching Ken complete the challenge was a powerful reminder that grief is not something a family has to carry alone.

"Aran's friends miss him every day too and we need to support each other." Through Jigsaw's support, Aran's children have found connection, understanding and a way to keep their dad's memory alive as they grow.

Your Support



Total
Income

£264K



Total
Expenditure*

£301k

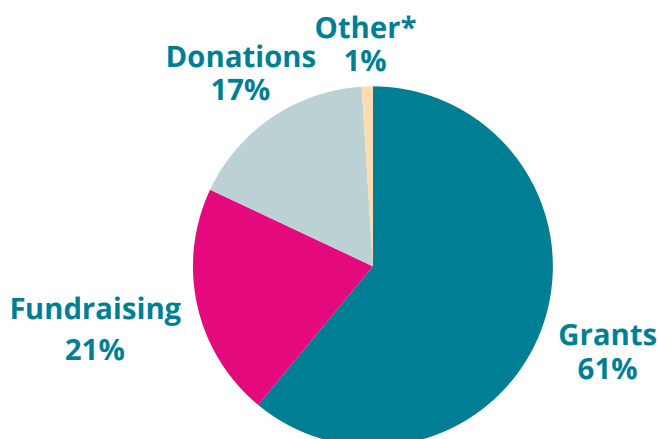
*subject to final approval of 2025/26 accounts.



Cost of income
generation

£47k

Where does our income come from?



*interest/training



For **every £1**
raised, 77p
goes directly
towards
service
delivery.



"I have volunteered now for Jigsaw for almost 8 years. I can honestly say it is one of the most rewarding and fulfilling things I have done... I have learnt so much from the families I have had contact with, it has not only provided me with immense personal growth and a new set of skills, it has been both humbling and inspiring"

Helen Knowles,
Volunteer

Your support

Over the course of the year, we delivered a varied and successful programme of fundraising activities. Supporters took on a number of inspiring challenges to raise vital funds for our work. We continued our valued partnership with the Hever Castle Triathlon, providing volunteers to help deliver the event and raise money for Jigsaw South East.



Charity Partnership Spotlight

In June 2025, Tunbridge Wells law firm **CooperBurnett LLP** completed an incredible 262-mile coastal challenge for Jigsaw South East, with 27 team members walking the equivalent of ten marathons in a single day.

Their efforts raised an amazing £10,000, which was then pound-matched by the equity partners, resulting in a £20,000 donation to Jigsaw South East.

CooperBurnett chose Jigsaw as its Charity of the Year after a team member witnessed the difference our support made to children following the sudden death of their mum.

We are incredibly grateful to Team CB, their Charity Committee and everyone who sponsored, volunteered and supported this remarkable challenge.

Brighton Marathon runner Poppy says...

"I just feel so proud of myself – which, when you are a single parent juggling life and naturally sometimes dropping balls isn't always the case! We are mostly very hard on ourselves! I am thrilled with how much money has been raised – £17,000!!!! And I've somehow got the running bug too, extra bonus. I still cannot stop smiling and remembering moments on the run."

First-time Marathon runner Poppy Lara and her children are currently being supported by Jigsaw South East following the death of husband and father, Aran, making her fundraising journey especially meaningful.

Your Support



New golf event!

This year we added a new event to our annual fundraising calendar - our **Charity Golf Day** held at Sweetwoods Golf Club. The fantastic four-ball event was enjoyed by all and alongside a raffle and auction raised £3,700. Due to the success of the event we will be hosting a Golf Day again in 2026.

"We're delighted to support Jigsaw South East through our Price Family Fund for their vital work supporting bereaved children, young people and families. Their work helping schools develop bereavement policies is also incredibly valuable in supporting children through difficult times."

Hannah Clay, Head of Grant Programmes at Sussex Community Foundation



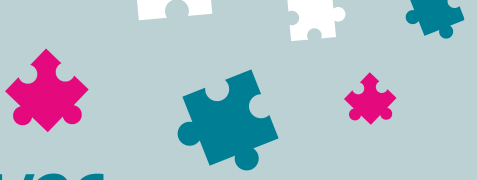
Grants and funds

We move into Year 2 of **BBC Children in Need's** three-year commitment and the final year of the **Barbara Ward** Foundation's three year grant. The impact of this support continues to resonate extensively across our service. Thanks to the incredible support we receive, we are able to consistently ensure we provide the highest-quality grief support to children and young people in our care.

We similarly count ourselves fortunate to have received grant funding from a number of other sources this year including the **Community Foundation for Surrey, The Saloman Foundation, Sussex Community Foundation** and **St. Faith's Trust**.

Grant funding remains a mainstay in the full suite of fundraising options at our disposal. We continue to prepare each bid, proposal and application with care and diligence and we do so by hand and from the heart.





Our supporters & funders 2025/26

We are deeply grateful to all the charitable trusts, foundations, companies and community partners who made our work possible in 2025/26. Your generosity has ensured that bereaved children, young people and their families across Surrey, Sussex and Kent received vital support.

Major Funders

- Children in Need
- Community Foundation for Surrey
- Saloman Foundation
- Wealden Crematorium
- Anum European Holdings
- Sussex Community Foundation
- Truelight Trust
- Dorothy Twiggins Charitable Trust
- Geoff & Fiona Squire Foundation

- Marsh Charitable Trust
- Joan Ainslie Charitable Trust
- Squire Patton Boggs Charitable Trust
- KTG6 St. Richard Masonic Order of Pilgrim Preceptory
- George Stewart Charitable Trust
- Joan Wilkinson Charitable Trust
- MVM Charitable Trust
- Buckland Charitable Trust
- Sir Jules Thorn Charitable Trust
- Carpenter Box Charitable Foundation
- Makers of Playing Cards

Charitable Trusts & Foundations

- Souter Charitable Trust
- Cecil & Hilda Lewis Charitable Trust
- Douglas Heath Eves Charitable Trust
- Misses Barrie Charitable Trust
- Mental Health Investment Fund
- Holliday Charitable Trust
- HR Pratt Boorman Foundation
- Barnard Kenneth Hufton Charity
- East Grinstead Memorial Estates
- Vinson Trust
- Betty Riseley Trust
- Shanly Foundation
- Hale Trust
- Theodore Maxxy Charitable Trust
- Tesco Community Fund
- Trevor Catchpole Memorial Trust
- Fitton Trust
- Reigate and Banstead Borough Council
- Coleman Trust
- Lillie Johnson Charitable Trust
- Webb Family Charitable Trust

Corporate & Community Supporters

- CooperBurnett
- Castle Race Series
- Martell's
- Chiddingstone Badgers
- The Bookshop East Grinstead
- Harbour Fish & Chips
- AirHop Adventure & Trampoline Parks
- LexisNexis
- Philips UK&I
- Westfield Specialty
- S4B Group
- SGE Services



Final thoughts from our Director

I stepped into the Charity Director role in August 2026 with a focus to build on the great work of my predecessor, who regrettably had to stand down from Jigsaw South East due to ill health. As a small charity, Jigsaw South East is blessed to have a team of dedicated, passionate and driven individuals who collectively make my role much easier. As a team we continue to provide extraordinary support for bereaved children, young people and their families, offering a safe place where they can start to navigate their grief.



We are further supported by a small army of brilliant volunteers who walk alongside us in our determination to ensure that no child has to face bereavement alone. We do have work to do to grow our incomes, strengthen our foundations and develop our service, at a time when the need for specialist bereavement support is ever rising. I am immensely proud of what has already been achieved this year and truly excited about the opportunity to extend our reach and impact in the months and years ahead.

Freddie St. George MBE, Charity Director



We need you!

With your help, we can support children and young people through bereavement.

Donate today and make a difference!
You can **scan to donate** or visit our website to **donate online**.



Scan me to donate!

