

Working with parents and carers of bereaved children and young people

Encouraging participation in service development

By Doreen Hocking, Penhaligon's Friends

Penhaligon's Friends provides bereavement support for young people and their families in Cornwall. It is staffed by professionals and trained volunteers and has been running since 1995. In order to address the issues facing families in a rural area like Cornwall, which has limited public transport, a disparate and sometimes isolated population and higher levels of social deprivation, the organisation planned to extend its range of support services. Before they did this, they wanted to hear the voices of service users and partner organisations, to make sure that what they developed met the needs of the people they were working with.

Aims

Our aim was to consult with our service users and partner organisations to make sure that any new services we developed would be helpful to bereaved parents in living in rural areas. We discovered that this process was vital in developing a relevant and valued service, as the outcome of the consultation process showed that our preconceptions about what people needed did not match up with what people in the community really wanted.

Our experience shows how important it is to carry out a thorough consultation process before embarking on service development and delivery – regardless of the geographical area you are working in.

Principles

One of the outcomes of our consultation process was the emergence of a set of guiding principles that we believe are central to supporting bereaved parents in rural areas.

This leaflet is one of a series showing different models for working with the parents and carers of bereaved children and young people. The series aims to provide practical ideas and inspiration for others thinking about setting up services for bereaved families. Funded by the Parenting Fund, the series is produced by the Childhood Bereavement Network, a national federation of over 300 organisations and individuals and Winston's Wish, a national charity helping children and young people rebuild their lives after a family death.

These principles are:

- There should be equality of service provision for parents in rural and urban areas.
- Bereaved parents in rural areas should be given options for support, for example support groups, 'one-to-one' befriending services or telephone contact. Isolation can be a particular problem in rural areas therefore support is particularly important.
- The views of bereaved parents living in rural areas should be incorporated into planning and development of children's bereavement services.
- Information for bereaved parents should be readily available in rural locations.
- Partnership working with other services providers should be considered.
- Services for bereaved parents in rural areas should be localised.
- Transport difficulties in rural areas should be taken into consideration when planning services in these areas.
- All services for parents in rural areas should be regularly monitored, evaluated and reviewed.
- Culture, language and religious beliefs should be taken into consideration.
- All volunteers and paid staff should be appropriately trained and adequately supported.

Getting started

Before we carried out the consultation, we carried out a number of preparatory activities to identify the issues we were dealing with.

1. Literature search on bereavement support in rural areas

The literature search was carried out by the project leader, who used resources in the local library and on the internet.

A number of publications addressed this topic, providing us with a range of useful information. Some of the main findings from our literature search are summarised on the next page.

- A project looking at problems of lone parents in rural areas found that: 'Lone parents in rural areas face many of the problems common to lone parents generally, such as poverty, social isolation and lack of respite from childcare, plus additional problems of geographical isolation, more hostile attitudes, and especially lack of access to transport.' (Hooper, 1996).
- When parents are bereaved of a partner they become lone parents. The problems they have are exaggerated by having to deal with the emotional issues of bereavement. 'Individual grief is often profoundly shaped by the context in which it occurs and often has profound effects on the bereaved person's family.' (Rosenblatt, 2002).
- When the context is a rural location this can give both advantages and disadvantages for families (Mauther, McKee and Strell, 2001). The disadvantages include:
 - lack of activities for teenage children
 - cost and time tabling of public transport
 - restricted employment opportunities
 - limited child care provision
 - lack of privacy and anonymity especially for those experiencing emotional and psychological problems.

Cost and timetabling of public transport and lack of privacy and anonymity are especially relevant to bereaved parents.

- In a systematic review of evidence (Evans, Stone and Elwyn, 2003) looking at palliative care in rural areas, problems were reported in managing emotional issues such as bereavement counselling as a result of inadequate resources to provide the necessary support.
- In a recent survey carried out in rural Norfolk, it was found that bereavement services had been neglected and the bereaved felt they needed more emotional support (BBC news report 2005).
- One of the key principles for delivering bereavement services set out in the consultation document *Developing Bereavement Services in the NHS* (Department of Health, 2005) is equality of provision. This is particularly pertinent to rural areas. Also underlined in the same document is the need for information: 'People who are dying and bereaved need information, appropriate to their needs, communicated clearly, sensitively and at the appropriate times (the role of the voluntary sector can be of particular importance here).'
- The National Institute for Clinical Excellence has produced guidelines (2004) for improving palliative care for adults. These underline the

importance of bereavement care. They also state that involvement in a support group has been shown to have a statistically significant impact in terms of satisfaction and diminished needs for other support. This should be considered when planning services for bereaved families in rural areas.

2. Mapping out the issues influencing service provision

We also considered those specific local issues which influenced the type and levels of service we could provide through Penhaligon's Friends:

- Limited public transport can make it difficult for families to attend activities if they are not in their locality.
- Having activities in local areas limits the number of participants and the peer support available.
- At times volunteers have to travel significant distances to attend activities or meetings, leading to the need for greater commitment from our volunteers.
- As Cornwall is in a low socio-economic bracket this influences the financial state of charities. For example, average weekly earnings are 19.3% lower than the South West average and 28.3% less than the average for Great Britain. The earnings gap between Cornwall and Great Britain has increased over the last 20 years.
- Lack of resources in individual localities, for example libraries.

3. Initial views on how to widen provision of support and resources

Having carried out these activities, and based on our experiences and work to date, we set out some ideas about the kind of services and support we felt bereaved families would need and value. These were to:

- provide support groups in three areas in Cornwall
- increase social support
- provide increased groups for parents to meet each other
- increase support to the bereaved children
- increase written resources for bereaved families.

Before implementing these ideas, we felt it was particularly important to carry out consultations with those parents who were users of our service. We also decided to consult with professionals from partner organisations working with bereaved children, and also with organisations providing services to bereaved families, in particular funeral directors.

Consultation with parents of bereaved children

a) Questionnaire

We developed a questionnaire to elicit the views of bereaved parents and to check our preconceptions about what kind of services would be helpful to bereaved parents living in rural areas. A pilot study was carried out first. Sixty questionnaires were sent to a random sample of bereaved parents who live in Cornwall and who had previous contact with Penhaligon's Friends. Thirty-four parents (caring for total of 58 children) returned the questionnaire.

A copy of the questionnaire is available by contacting Penhaligon's Friends at the address given at the end of this document.

Aim of questionnaire

This questionnaire sought information from bereaved parents on the support they received at the time of bereavement, three to six months after the death and one year afterwards. Its aim was to:

- find out from service users (bereaved parents) what support would have been helpful at the time of the death and during the first year
- ascertain what would have been helpful but was unavailable
- learn what literature on adult and childhood grief had been received, and its quality
- ascertain the bereaved parents' views about what would be helpful for other bereaved parents
- elicit views of the bereavement groups attended.

Results

Advice: The questionnaire found that funeral directors were the main source of advice for bereaved families. This highlighted that the interface between them and those working with bereaved children is very important. Frequently, bereaved parents needed to be signposted to other organisations for advice, for example the Citizens' Advice Bureau for financial information.

Information: Many parents and others consulted said information was not easily obtainable and not always relevant to their needs. Literature providing bereavement advice should be clear and accessible and should signpost other means of support. The suggestion of a card for quick information at the time of the bereavement was thought to be helpful, to be given out alongside a more comprehensive leaflet to read later.

Support: Transport and isolation were cited by parents as being key problems in rural areas. Visits from friends and family were highly rated at all stages of the bereavement journey as being supportive. Parents stated that, during the first year, it would have been most helpful to have had information and support from others who had been bereaved.

A number of themes and questions arose from the questionnaire:

- The majority of questionnaires sent and received were from bereaved females whose husbands had died. This led us to ask whether the needs of the following groups are being met:
 - bereaved parents who lose a child
 - bereaved males.
- Of the bereaved children, 22% were between one and three years old, which would mean they would have bereavement issues with few memories of the dead person. Are the present groups meeting that need?
- Most participants highly rated the advice they received from their undertaker. Are undertakers getting adequate training and support for childhood bereavement issues?
- Telephone advice was highly rated by those who did receive it. Do people know where to get it and is it readily available?
- One of the main themes running through the questionnaire was the lack of information on adult and children's grief and the inability to find what was available.
- Counselling and groups were highlighted as being helpful, but respondents felt that there was not sufficient counselling available for children.
- People said they would find it helpful to have access to more support groups and ongoing work for adults and children, as well as social groups.
- Limited public transport emerged as the key practical problem connected with living in Cornwall and being bereaved.
- When asked what information and advice they would give to others who were newly bereaved, respondents made a number of excellent suggestions. We felt these could be incorporated into future booklets for bereaved parents.
- Information and ongoing support were the main things bereaved parents identified as being helpful in supporting them on their bereavement journey.

Reflections on the questionnaire for bereaved parents

We reflected on the exercise of carrying out this survey, focusing on the strengths, weaknesses, opportunities and threats for those involved (a 'SWOT' analysis). Although this is specific to our activities, others may identify some areas they want to think about in more detail if they are thinking about carrying out a similar activity.

Strengths

- elicits the views of service users
- allows them to share their views anonymously
- requires minimal staff resource
- overall costs are minimal
- response rate was larger than average
- questionnaire was sent to a larger number of people than could have been interviewed
- no issue around 'interview bias'
- gave us renewed contact with bereaved parents

Weaknesses

- not returned by all recipients, so not representative of all service users
- stationery costs can be high
- takes time to analyse results
- questionnaires are not easy to write to achieve authentic results
- bias may be present through the choice of questions asked and the way they are interpreted
- postal questionnaires tend to have low response rate
- questionnaires may be completed in isolation which can feel unsupported

Opportunities

- can give bereaved parents an opportunity to reflect
- results can assist with service planning in the future
- figures and facts gained can sometimes help with grant applications

Threats

- results have been interpreted
- need to build in time to take account of ethical and cultural considerations
- receiving a questionnaire by post on bereavement with no warning can be difficult for some
- funding might be stopped if there is not enough interest

b) Meetings with bereaved parents.

We held three meetings, to which we invited the parents who returned the questionnaires. The aim of the meeting was to assess the needs of bereaved parents in rural areas, specifically to:

- enable the parents to express their opinions openly
- build on the answers in the questionnaires
- enable the parents to meet and give mutual support.

The meetings were held at different times to meet the needs of various parents. Letters were sent to each parent who had responded to the

questionnaire inviting them to a meeting. Sixteen people attended the meetings.

Practicalities

Two different venues in different towns were chosen to limit the need to travel. Costs were limited and included:

- staffing costs for one co-ordinator
- travel
- refreshments
- stamps
- stationery
- room hire.

Starting times of the meetings were varied to meet the differing needs and work patterns of those attending. Two were held in the evening and one at midday. All were held on weekdays. Catering was limited, with nibbles for the evening meetings and sandwiches and cakes for the lunch time meeting.

One co-ordinator from Penthaligon's Friends attended each meeting with two volunteers.

The key points to arise from the meeting were:

- The main issues facing parents tended to be around the availability of support and information.
- Literature for bereaved parents was said to be difficult to obtain and inadequate.
- Many of the parents were not aware of the helplines available for supporting bereavement, but felt these could be very useful especially in rural areas.
- The establishment of support groups in three areas in Cornwall was discussed, but parents felt that transport was often difficult as was childcare.

- The parents felt that what they needed most when they were bereaved was to talk to someone who had a similar experience. The provision of a befriending service in which the befrienders are other bereaved parents was overwhelmingly felt to be the most helpful form of service provision in a rural area like Cornwall. Other suggestions included:
 - a drop-in centre
 - a helpline
 - an annual festival of memories.
- The need for a website providing comprehensive information on local services with good links to other useful sites was stressed.
- The needs of men, grandparents and younger people in the 17 to 22 age group were not always considered.

It cannot be underestimated how important it was to have the views of the bereaved parents in these consultations. The process also increased communication links between the parents themselves, and gave them support as they communicated with each other and with the organisation.

Reflections on the meetings with bereaved parents

We reflected on our meetings with bereaved parents, focusing on the strengths, weaknesses, opportunities and threats for those involved (a 'SWOT' analysis).

Strengths

- parents able to get together for support/ social sharing
- parents felt heard and valued
- staffed by volunteers as well as employees of the organisation

Weaknesses

- several meetings needed in different venues
- staff commitment needed around their attendance
- cost of venues
- not easy to find a suitable venue which was not expensive
- not all parents able to attend owing to the time or day of meetings

Opportunities

- opportunity for bereaved parents to feel valued
- opportunities may develop from this meeting for these bereaved parents to share experiences with newly bereaved parents
- opportunity to hear the service user's voice
- creates willingness to carry forward ideas

Threats

- parents who met did not know each other so it could have been daunting for some
- the views of those who did not attend were not known, which may have created a bias
- ideas generated need time and commitment to be carried forward after the life of the project and resources already stretched

Consultation with professionals

The aim of this exercise was to elicit the views of the professionals working with bereaved parents and children in rural areas. Specifically, we wanted to:

- hear the views of professionals working directly or indirectly with ill or bereaved children
- hear the views of professionals from a range of disciplines
- share and discuss some of the views expressed by parents about their support needs.

Those who attended were from various organisations in Cornwall and spent some of their time working in rural areas. They included health visitors, nurses, clergy, hospice staff and representatives from the statutory and voluntary services.

The consultation required the following resources:

- two co-ordinators from Penhaligon's Friends
- a hall positioned centrally in Cornwall
- cost of stamps, phones, stationery, travel, staff time, administration.

The meeting was held on a weekday afternoon. The key points to emerge were:

- Information and support for bereaved parents were inadequate at that time.
- A befriending system, underpinned by a database could be very useful, particularly if the befrienders were previously bereaved themselves.
- Regional support groups were worth considering although transport issues were a potential problem.
- Bereaved families need to know what is available in the way of literature and information, for example through a comprehensive website.
- There was a need for more individual, one-to-one support for bereaved children.
- Drop-in services and call centres were noted as a requirement for bereaved parents, although this would not necessarily help those from rural areas. Awareness that they were available would be useful.
- 24-hour telephone service for support of bereaved families was thought to be necessary and helpful in rural areas.
- The literature available needed to be streamlined to produce something generic.

Reflections on the consultation with professionals

We reflected on this consultation, focusing on the strengths, weaknesses, opportunities and threats for those involved (a 'SWOT' analysis).

Strengths

- many disciplines attended
- views freely expressed
- attendance better than anticipated
- relatively inexpensive way of hearing views

Weaknesses

- not all disciplines involved with bereaved children were present
- some professionals had a distance to travel
- travel limited others' attendance
- cost of venue

Opportunities

- opportunities to look at partnership working
- increased understanding of each others' roles
- support for concept of producing generic literature on childhood bereavement

Threats

- some professionals more willing to share than others which may restrict partnership working

Consultation with funeral directors

We carried out this consultation as a result of the findings from the questionnaire and meetings with parents. The views of funeral directors were important as they were the people most likely to give information at the time of the death.

Our aim was to meet with funereal directors to discuss literature and information for bereaved parents. Specifically, we wanted to:

- explore opportunities for partnership working
- assess the need for literature for bereaved parents
- improve communications between funeral directors and Penhaligon's Friends.

More than 90 invitations were sent out and 18 funeral directors attended. We communicated with many others who could not attend the meeting.

The meeting was held in the evening and lasted for two hours. The following resources were required:

- attendance by the chairman of Penhaligon's Friends and three co-ordinators
- an accessible venue in central Cornwall
- the cost of stamps, phones, stationery, travel, staff time and administration.

The key points to arise from the meeting were:

- A leaflet or business card highlighting the availability of bereavement support for parents and children, and acting as a signpost to other information would be useful.
- Funeral directors often find themselves being asked by parents what 'normal' grief is and 'is my child normal in this situation?'
- It would be helpful for funeral directors to have closer links with Penhaligon's Friends.
- Consideration should be given to the training needs of funeral directors (see page 8).

Overall, attendees felt that the meeting was informative for them and for Penhaligon's Friends, and had opened up valuable lines of communication.

Reflections on the consultation with funeral directors

We reflected on this consultation, focusing on the strengths, weaknesses, opportunities and threats for those involved (a 'SWOT' analysis).

Strengths

- great opportunity to exchange views and hear different viewpoints
- opportunity to introduce training on childhood grief to funeral directors
- increased understanding of a funeral director's role

Weaknesses

- was arranged in a single venue in central Cornwall therefore participants had to travel, which limited numbers
- many invitations sent out but take-up was limited

Opportunities

- opportunities for partnership working
- training for funeral directors can be offered in the future
- heightened the profile of Penhaligon's Friends

Threats

- time required to carry out suggestions on literature development and training

What we did

As a result of the consultations, we came up with a number of recommendations for future service development within Penhaligon's Friends.

1. Develop a befriending services for bereaved parents

Prior to the consultation, we felt that support groups in local areas would be helpful. However the consultations revealed that this option was not a priority for parents. Instead, they wanted a befriending service in which the befrienders were also bereaved. The rationale for this service was:

- It would be convenient in a rural area as befrienders could befriend in their own geographical areas.
- The befrienders would have personal experience of bereavement therefore should be able to empathise with the bereaved family.
- We know that informed social support following bereavement significantly reduces isolation and eases distress (Parkes, 1975).
- However kind friends, family or professionals are it helps to talk to another parent who has experienced bereavement themselves.
- The bereaved parents felt the most useful person they could have talked to at the time was someone with similar experiences as themselves but outside their own family.

The aim of a befriending service would be to improve bereaved parents' access to support and the objectives would be to:

- give information to bereaved parents
- enable bereaved parents to have regular contact with other bereaved parents if they so wish
- allow concerns and feelings to be expressed and be heard in an understanding and caring way.

2. Plan guidelines for literature production and distribution

One of the constant themes during the consultations was the difficulty of obtaining literature and the limited knowledge of its availability. This was felt to be a more acute problem in rural areas. Our consultation highlighted a number of suggestions and solutions:

- More literature is required for bereaved parents, including literature for specific groups such as grandparents, adoptive parents and foster carers.

- A leaflet or postcard to give brief information for bereaved parents at the time of death would be very helpful (an example is included on page 9).
- It is important to develop literature in consultation with bereaved parents.
- Literature should include good signposting, for example useful addresses and websites.
- Leaflets should be distinct, simple and folded.
- Information should be specific for parents and include how children may react.
- It would be helpful to include 'sound bites' from parents, for example: 'do what you think is best' or 'don't protect your children - allow them to participate in planning the funeral and generally be involved'.
- Leaflets should be available in doctors' surgeries, registrars' offices, libraries, churches, crematoriums and hospital bereavement services.
- If literature is being sent to anyone a covering letter is important.
- Calling cards and business cards are helpful. Giving information of how to contact the local children's bereavement group.

3. Consider the possible training needs of funeral directors

Our consultation revealed that funeral directors in Cornwall thought that consideration should be given to their training in childhood grief issues. They said they would appreciate locally-delivered training, although this area is also covered in a National Association of Funeral Directors teaching programme which runs throughout the year. There is also a funeral directors' diploma where training on childhood loss would usually be covered.

We sent a questionnaire to more than 90 funeral directors based in Cornwall, asking about their preferred options for training. The results revealed a preference for evening sessions or a video, which could be due to the practical difficulties associated with travelling around a rural county like Cornwall.

4. Transitions day

During the consultation parents suggested that the most difficult times for them and their children were during times of transition. They wanted help in identifying and working through times of transition after bereavement. This finding has been backed up by research which found that young people's own accounts of bereavement point to the need to take a much longer perspective in understanding its significance in their lives (Ribbens McCarthy and

Jessop, 2005). As a result of these findings Penhaligon’s Friends plan twice-yearly workshop days called ‘Seasons Days’. These days will look particularly at times of transition and coping mechanisms. All children and families who attend will have previously attended a bereavement activity day run by Penhaligon’s Friends. The rationale behind the workshop day is that:

- Parents and children need support as they face times of transition in their lives after a major bereavement.
- Consultation with bereaved parents identified the need for support and help in identifying and working through times of transition after bereavement.
- The Government policy *Every Child Matters* (DfES, 2004) identifies the importance of identifying transitions in a young person’s life and emphasises the need to provide ongoing support.

The workshop serves two main purposes. For bereaved parents, it:

- monitors, evaluates and educates about the grief process

- helps them understand how their family has changed since the death of a close relative
- helps them identify difficulties they may be experiencing with their children and identify strategies for coping
- explores future transitions
- facilitates further social contact with others who have been bereaved.

For bereaved children, the workshop:

- monitors, evaluates and educates about the grief process
- helps them understand how their family has changed since the death
- assists them in identifying any problems they have been experiencing since the death of a significant person in their lives and to look at possible coping strategies
- explores future transitions
- facilitates further social contact with others who have been bereaved

The workshop will be monitored and evaluated.

Example of a postcard with information for bereaved parents

CHILDHOOD BEREAVEMENT NETWORK For bereaved parents

The Childhood Bereavement Network is a national resource for bereaved children and young people, their families and other caregivers.

If you would like details of support services offered in your area and national help lines and resources please visit www.childhoodbereavementnetwork.org.uk

or telephone 020 7843 6309

Your local Children’s Bereavement Service is

Telephone Number:
E-mail:

Written in co-operation with
bereaved parents

Useful websites and phone numbers

CRUSE for bereaved adults
www.crusebereavementcare.org.uk
Cruse National Office 0208 939 9530

CRUSE for bereaved young people
www.rd4u.org.uk 0808 808 1677

Winston’s Wish for grieving children and their families
www.winstonswish.org.uk 01242 515157

Stillbirth and Neonatal Death society
www.uk-sands.org 020 7436 5881

The Compassionate Friends
After the death of a child
www.tcf.org 0117 9539639

The WAY Foundation Support for young widows
www.wayfoundation.org.uk 01865 374711

Someone special has died. Feelings at this time are often very strong and confusing. Having children who are bereaved as well can be very difficult. Parents who have been bereaved say:

- **Talk to your children honestly and explain what has happened in a way they can understand. They need information and reassurance.**
- **Talk to the children about the funeral. Including them and giving them choices will help them to remember and say goodbye.**
- **Talk about the person who has died – include your children in this.**
- **How children grieve will depend on their age and their understanding of events. Your children’s grief may be shown in behaviour and they may be distraught one minute and playing happily the next.**
- **Inform the school about the child’s loss.**
- **It’s OK for you and your children to feel whatever you feel. ‘Believe in yourself and do what ever you feel is right.’**
- **It’s OK for you and your children to feel ----- sad, angry, confused, empty, and guilty and many other emotions ----- and it’s OK if you don’t.**

Advice on running consultation activities

Through the extensive work we carried out to engage parents, professionals working with children and families, and funeral directors we learned a number of important lessons:

- Clarify your aims and objectives for the consultation process, before you begin the consultations.
- Have a person with good communication and networking skills to communicate with participants.
- Remember to take into account the time and financial costs.
- Be aware of ethical and cultural considerations.
- Never underestimate the importance of hearing the views of service users.
- Ideas for service planning suggested by the bereaved parents should be considered carefully as they have a realistic idea of what their needs are and how they can best be met.

Partnership working

Our consultations have opened the possibility of increased partnership working, especially with funeral directors. In the future we also hope to do more work with other organisations providing training for befrienders. This would enhance the training skills base of both organisations and increase the likelihood of obtaining funding. Each area would vary according to the local options for partnership working.

We have looked at the possibility of working in partnership with Parent to Parent to train befrienders. The organisation is part of a national network called Face2Face, which supports parents who have disabled children. The parents are befriended by other parents who have a disabled child.

References and resources

- BBC (2005). *Bereavement Services Neglected*. News report, 23 September 2005. Available online at news.bbc.co.uk
- Evans, R, Stone, D, and Elwyn, G (2003) 'Organizing palliative care in rural populations'. *Family Practitioner*, June 20(3), 304-10.
- DfES (2004) *Every Child Matters*. Nottingham: DfES Publications.
- Hooper, C (1996) *Rural Lone Parents: the Evaluation of a Self Help Support Project*. York: York Publishing Services Ltd.
- Ribbens McCarthy, J and Jessop, J (2005) *Young People, Bereavement and Loss: Disruptive Transitions?*. London: National Children's Bureau.
- Mauther, N, McKee, L, and Strell, M (2001) *Work and Family Life in Rural Communities*. York: York Publishing Services.
- Parkes, C (1975) 'Determinants of outcome following bereavement'. *OMEGA*, 6 (4) 303-323.
- Rosenblatt, P (2002) 'Grief in families' cited in Dent, A 'Theoretical perspectives: linking research and practice' in Monroe, B. and Kraus, F. (Eds) (2005) *Brief Interventions with Bereaved Children*. Oxford: Oxford University Press.
- Nice (2004) *Improving Supportive and Palliative Care for Adults with Cancer*. London: National Institute for Health and Clinical Excellence.
- DH (2005) *When a Patient Dies: Advice on Developing Bereavement Services in the NHS*. London: Department of Health.

For further information contact:

Penhaligon's Friends
PO Box 11, Camborne, TR14 8YG
Tel: 0845 6071943
Email: enquiries@penhaligonsfriends.org.uk

May 2006

