

Haven House Foundation
Annual Report and Financial Statements

For the year ended 31 March 2023



Charity no. 1044296
Company no. 3000171



Haven House Foundation

Annual Report and Financial Statements 2022/23

Chair and Chief Executive's report

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In the last financial year, Haven House Children's Hospice supported 401 babies, children, and young people (BCYP) and provided 25,180 hours of care. We achieved this by providing services, clinical and non-clinical, both in the hospice and in the homes of families. We carried out 871 'Hospice at Home' visits and provided 803 overnight stays in the hospice. Our team supported 156 siblings and delivered 1,606 therapy sessions which included music therapy, therapeutic yoga, physiotherapy, and play. Our engagement with our service users across all dimensions continues an upward trajectory post Covid creating a strong base for further growth and meeting the needs of the localities within which Haven House operates.

We opened our grounds to our local community and held events for our families, including picnics and sibling themed days such as a pumpkin decorating day. We hosted a magical Christmas Fair, and our families enjoyed a gingerbread themed grotto located in our grounds. Spectacularly, more than 300 people took part in our Sparkle Walk and raised an incredible amount cementing our presence and brand in our community.

Other successes included being chosen as Macfarlanes' Charity of the Year, an incredible partnership to coincide with and deliver against the first year of our new strategy which will ensure more children live as fulfilling lives as possible.

As we enter the second year of our strategy, we know we need to continue to work collaboratively to improve access to our services. This year we led an 'Unmet Needs Analysis' across NE London. The report unveiled that there are around 3,000 children that need hospice services. Our new referrals have increased by nearly 50%, and we are committed to doing everything we can to continue to thrive and provide the highest quality nursing care to as many of these children as we can reach.

Our annual report sets out our main achievements. We move forward this year financially strong and stable with an increase in both statutory funding levels and fundraising income at a level to support our increased activity which in turn drives operating expenditure. Our reserve levels are in line with 2021/22 and are at a level to ensure we can remain optimistic about our future development and delivery plans.

The entire team's approach and the commitment to providing the highest quality of care has been genuinely uplifting, prioritising the well-being of the child and their family above all else. We consistently emphasise quality, safety, and compassion.

The dedication of our staff throughout has been truly remarkable. Our team, wherever it operates, live and walk our mission and our values, delivery the extraordinary in an ordinary day. This past year has been successful, and our Board, Committees and Senior Management Team extend their heartfelt gratitude to all our staff and volunteers, as well as our local communities, fundraising, retail, and statutory partners, for their unwavering support.

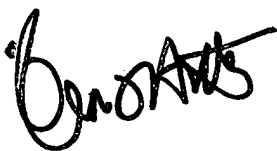
We would also like to thank Siân Wicks CEO (to May 2023) for leading us for 18 months and delivering significant achievements across the hospice, during her time with us and for Frances Daley Chair (to October 2022) for her dedication over 10 years in leading the Board. Over Frances' tenure, the hospice has grown and strengthened remarkably including surviving and responding in agile ways through the Covid pandemic.

Looking ahead

Throughout the year our focus has always been on the professional care and wellbeing of the child and their family. This remains our top priority as we look to the future. We hold strong to our vision that care and compassion should be at the forefront of everything we do. We still look to invest in continuing our growth to reach more children but also to invest in our staff, fundraising and infrastructure to strengthen our foundation to ensure it continues long into the future.

As we begin celebrations of our 20th anniversary, we have big hopes for the next 20 years. We have set out a forward-thinking strategy that will build on our existing strengths. Through collaboration, and increasing our reach into the communities we serve, we can make sure more families of seriously ill children can make the right choices for them about the care they want and need and we are committed to continue to be a safe, supportive space for children and families; to be a hub for the local community; and continue to be a wonderful and rewarding place to work.

Finally, we are continually inspired by the remarkable strength and courage of the extraordinary children and families we wholeheartedly support. Recognising the profound significance of our services in their lives, we eagerly embrace the opportunity to further enhance our care for babies, children, and young people already under our care. Our dedication also extends to support a wider and more diverse community of families, while fostering collaborative partnerships with other health and charitable organisations to uplift the quality of life for all our beneficiaries. With an unwavering commitment, we strive to make a positive and lasting impact on the lives of those we serve.



Ian Ailles
Chair



Gary Seager
Interim Chief Executive

Haven House Foundation – Annual Report

1. *Our objectives and activities*

Haven House is located at The White House, in four acres of unspoilt woodland on the borders of North East London and Essex. We also operate increasingly within local homes and communities through our outreach and other specialist services.

Our vision

The best quality care for extraordinary children and their families where and when they choose.

Our mission

To provide the highest quality palliative and holistic care services to babies, children and young people and their families in our local communities. Working in partnership we will deliver these services when and where our families need them.

Our values

- **Respectful:** recognising that everyone is an individual and treating others as we would expect to be treated
- **Safe:** creating a positive learning space and doing everything to ensure our services and environment are as safe as possible
- **Compassionate:** showing warmth and empathy in the most difficult of circumstances, and creating an environment where children and families can create lasting memories
- **Professional:** acting with integrity and honesty, striving for excellence and being accountable for our actions.

Our purpose

Haven House supports families throughout their experience of caring for a baby, child or young person with a life-limiting or life-threatening condition. Haven House provides a range of physical, emotional, social and spiritual support services which are offered:

- Holistically
- Centred on the family
- To all eligible families within our geographical area
- Across a range of settings including the home, hospice, and hospital
- By specialist staff
- With engagement of the community

Our services

Our services are delivered wherever they are needed and include:

- In-house and community end of life care including symptom management
- Post death care, including bereavement suite
- Counselling and bereavement support
- Planned and crisis in-house respite care – day care and overnight
- Community based respite care
- Step down care to prevent hospital admissions or to reduce the length of a hospital stay through transition from hospital to home
- In-house and community therapeutic support – specialist play, music, yoga, physiotherapy and complementary therapies
- Satellite physiotherapy service including aquatic physiotherapy
- Specialist outreach nursing and NHS integrated nursing posts – working in partnership with local and tertiary NHS services

- Partnership working with local children's community nursing teams and acute NHS trusts delivering hospice at home nursing services including education and training
- Neonatal music therapy provision – local acute trusts
- Children's Palliative Care Education and training of professionals and parents/carers
- Pre-admission and Pharmacy clinic in partnership with Guy's and St Thomas' NHS Trust
- Family support including one to one and group sibling support
- Family events including teenage cancer peer support group
- 24/7 specialist paediatric palliative care telephone advice

All our services are tailored to ensure that families receive individualised care in the setting of their choice, whether in the hospice, our holistic care centre or in the family home or in hospital.

Public benefit

Our principal charitable purpose, as defined in our Articles of Association, is to provide "the relief of sickness and suffering among children and young people, and care and support to their families".

The trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit and consider that the hospice's activities, as outlined in this report, fall within the definition of public benefit. Haven House delivers public benefit by providing services and support for children and young people with life-limiting or life-threatening conditions and their families at no personal cost to themselves.

Areas served

Our services are available to children and families across North East London, West Essex and East & North Hertfordshire. During the year we supported 401 babies, children, and young people (BCYP) through touchpoints with the charity, including support in local neonatal units and sibling support. Our reach continues to extend to our NHS partners.

Further information on our work can be found in our 2022/23 Quality Account and 2022/23 Impact Report on our website www.havenhouse.org.uk.

2. Strategic report

The Board of Trustees presents this strategic report as required by the Companies Act 2006. This includes analysis of past performance in 'Achievements and performance', the context for the financial statements in the 'Financial review', insight into the challenges, objectives and strategies in 'Plans for the future', and the risks the charity faces in 'Risk assessment and management'.

2.1 Achievements and performance

Each member of the Senior Management Team (SMT – see page 18) holds operational responsibility for delivering against strategic aims work plans. The SMT is supported by, and reports progress to, relevant committees of the Board.

Each operational area and work plan has a range of qualitative and quantitative measures and key performance indicators (KPIs) against which progress is measured and monitored. For example, we monitor the numbers of children supported within our different services, hours of care delivered and the evaluation of feedback from parents obtained via parent forums and 'real-time' feedback obtained on each visit. The SMT reviews performance against all KPIs each quarter as do the Finance and Resources Committee and our local NHS commissioners.

Our Vision: To deliver the best quality care for extraordinary children and their families when and where they choose.

Our key achievements in 2022/23 against our 3 year strategic aims and objectives are set out below.

1: Provide safe, specialist and personalised children's nursing, care and therapies when and where needed

What we did:

- We widened our partnership, working with tertiary and local providers to ensure that 24/7 responsive care was offered at home, in the hospice and local hospitals.
- We delivered 137 nights of responsive end of life care delivered in the hospice and at home, an increase of 70% from 2021/22
- In our annual family experience survey of families, respondents awarded the following areas –
100% agree Haven House is caring
100% agree Haven House treats the children with dignity and respect
- Quarterly engagement meetings provided oversight of service delivery with our Care Quality Commission (CQC) relationship officer
- Participation in shared Children's Hospices across London (CHaL) competency programme
- Development of new single policy for medicines management
- Commenced digitalisation of bedside assessments and records
- Extensive staff training in implementing new electronic risk management system
- Improvements made to clinical data collection
- Neonatal Palliative Care study day delivered to 21 nurses from across London Neonatal workstream in partnership with CHaL
- 68 neonates supported with music therapy in local hospitals
- 63 service user cancellations reallocated to other families

"Haven House have helped in moments of need and been supportive." Family survey 2022

"Thank you for being there on my rough days. Just having someone listen to me, so I could hear myself. It's amazing work you do at Haven House. Please know that it is appreciated." Family survey 2022

2: Collaborate and partner to improve the way families are supported through integration

What we did:

- Haven House collaborated with Richard House Children's Hospice and NHS North East London to lead on The Paediatric Palliative Care Needs Assessment. The review is an important piece of work that highlights the need for joined-up, co-ordinated and family-centred care. The work will enable Haven House to strengthen services offered to the community, enabling choice and consistent high quality care where and when it is needed. The report has demonstrated a better understanding of the needs of babies, children and young people with life limiting and life-threatening illnesses.
- We continued to fund integrated nursing posts in the NHS to support 24/7 palliative care pathways. These nurses work in partnership with local Children's Community Nurses and tertiary palliative care service neonatal music therapy continues at local hospital to improve pathway for palliative neonates. Three part time Band 6 nurses (1 WTE) embedded in NHS integrated posts resulting in 17 new referrals. One music therapist delivered music therapy to 68 neonates at 3 local neonatal units.
- 14 student nurses from four universities supported Participation in shared Children's Hospices across London (CHaL) competency program.
- 212 external health and social care professionals trained in children's palliative care.

"As a team the family came a long way in terms of end-of-life care decisions and felt very supported by local acute, community and hospice teams." Professional.

3: Broaden our reach and address inequalities of access and support:

What we did:

- We delivered a total of 31,100 hours of care and support to children and the wider families
- We supported 401 babies and children through one or more of our services
- We continued our Hospice at Home service, providing 871 home visits
- We delivered 1,606 therapy sessions for children and young people, including music therapy, physiotherapy and therapeutic yoga
- Increasing our reach to underserved populations such as neonates - Neonatal workstream commenced in partnership with CHaL - 68 neonates supported with music therapy in local hospitals
- We opened a Garden of Reflection at Haven House, a private refuge for children, families and staff. The stimulating space will be utilised for life-enriching therapy sessions such as music and yoga, as well for play, story time, picnics and relaxation.

What our families said about us:

"Wow - what a lovely group, S enjoyed it so much, and it's so nice for her to be with other children, they can really show their potential here."

"Thank you again, to Haven House and to everyone involved in E's care. Your compassionate heart and support mean a lot to us."

"Physio is fantastic. We were invited for a tour and picnic at Haven House and the picnic grounds were amazing. Haven House holds a special place in our hearts for providing access to physio which is so needed."

"Once again thanks to Haven House for being part of our family for the last 18 years, we couldn't have managed without you. We miss the space, the people, and the support very much."

"Amazing, wonderful, and utterly invaluable care, support and help navigating the complex challenges of life with a disabled child. Thank you!"

Enabling priorities during the year

The delivery of our three strategic aims is enabled by a series of five priorities. During the year, key aspects of enabling work included:

Strong, expert and compassionate teams

- awarding an additional pay review for staff mid-year in response to cost of living pressures
- supporting more flexible roles that work within different health care settings and enhance our wider knowledge in supporting BCYP and their families
- responding promptly to staff survey feedback and implementing a plan of further developments
- running a programme of Lunch and Learn sessions with staff
- attending the Nursing Times workforce summit in November to raise recruitment profile with clinical professionals
- commissioning an independent pay and benefits review for non-clinical staff.

An inspiring local charity of regional significance

- re-establishing dialogue post pandemic with local contacts and supporters and building plans for delivering a step change in local awareness and impact
- selected by The Harry Kane Foundation as one of its key charities with Harry Kane becoming ambassador to the hospice
- continuing to develop further funding opportunities with our long standing supporters Barry and Eddie Hearn through their promotions company The Matchroom Sport
- continuing tremendous support from Michelle Vanlint with her hugely inspiring annual Garden Tea Party.

Sustainable growth in funding and resources

- securing £1.409m statutory funding during the year, an increase of £630k on 2021/22
- working with North East London ICB to shape and develop investment priorities for additional funding;
- rebuilding retail activity post pandemic to deliver £1.144m in income
- securing a successful corporate charity of the year partnership with Macfarlanes
- having a successful 20th anniversary charity Ball in March raising £180k
- continued long standing support from The Amy Winehouse Foundation for our hugely popular music therapy
- developing and launching an integrated calendar of dynamic fundraising events.

Infrastructure and technology that delivers

- delivering better use of our Care database and incident reporting systems, including efficiencies in processes, better use of electronic recording, delivering service improvements and further embedding best practice
- upgrading of the hospice's wi-fi infrastructure
- implementing improved measures and training to protect against cyber-security and equipment vulnerability
- installing hybrid meeting and training equipment in our Training and Education Room
- implementing more consistent and supportive IT equipment in shops
- identifying and implementing a system that automates financial workflow processes
- carrying out an IT training needs analysis to support learning and development priorities.

Rigorous governance and strong leadership

- recruiting six new trustees to the Board, further enhancing the depth of governance skills and experience to oversee the running of the charity and the delivery of our strategy
- implementing a new governance committee structure to support delivery of new strategy and further enhance ongoing governance oversight, risk management and leadership
- implementing the Board Assurance Framework to provide assurance to the Board that it is operating safely and effectively in delivering our multi-year strategy
- developing an annual operational plan with key priorities to track progress in delivering our strategy
- delivering new induction and training programme for trustees.

Our approach to raising voluntary income

Our supporters raised over £3.3m during the year.

We are very grateful to the many very generous donors, organisations and supporters who help make our work possible – we are extremely lucky to have wonderful volunteers who underpin so much of what we achieve.

Our fundraising focuses on seven main areas:

- the solicitation and stewardship of donations or entries to a lottery being paid either by direct debit or as cash gifts
- running Haven House events and entering individuals into third party activities
- partnerships with businesses, schools, community groups and other organisations
- soliciting gifts from trusts, foundations and statutory partners
- supporting members of the public to conduct their own fundraising activities
- shops and online retail selling donated goods
- gifts in wills.

We also received gift aid on monetary donations, events sponsorship and donations to our shops.

Taking responsibility for our actions

The charity is a member of the Fundraising Regulator scheme and thereby entitled to use the Regulator's logo on its fundraising materials. It operates in accordance with the Code of Fundraising Practice and is an organisational member of the Chartered Institute of Fundraising.

As a charity registered with the Fundraising Regulator, we are committed to ensuring our fundraising is legal, open, honest, respectful, and most importantly safe for our supporters.

Our fundraising programmes are compliant with the Safeguarding Policy, and the key aspects of the policy are incorporated in our training programmes and inductions.

We also operate a whistleblowing policy (Free to Speak Up) and a complaints' policy and process, as required by the Code of Fundraising Practice.

Voluntary income complaints

We take all complaints / constructive feedback very seriously and have a robust approach to handling any issues raised. During 2022/23, 100% of complaints were investigated and satisfactorily resolved.

We received:

- 7 complaints related to our retail operations
- 2 complaints related to the Lottery

These complaints should be seen in the context of almost 128,000 marketing emails, over 37,000 direct mail items, 1,379 people taking part in our events and third-party events, and engagement with 87 businesses. The retail complaints are in the context of over 140,000 customer transactions in our 7 shops and our on-line retail operation.

There were no instances where a complaint was required to be referred to the Fundraising Regulator, Ofcom, the Information Commissioner's Office or any other regulatory body.

Our Volunteers

We have over 380 active volunteers who have traditionally supported the hospice, tirelessly helping us with many activities and a wide variety of roles. We have continued to engage with all our volunteers with regular newsletters and virtual updates.

Our invaluable team of volunteers continually provide support across a whole range of areas, including acting as trustees or committee members, working in our shops, supporting our wide range of

fundraising and family events, maintaining our beautiful grounds and counting cash collections. We are extremely lucky to have wonderful volunteers who underpin so much of what we achieve.

2.2. Financial review

Total income in 2022/23 was £5.321m, an increase of 19% (£846k) on 2021/22.

Despite challenges in some areas, the broad range of our fundraising income streams resulted in fundraising income overall meeting expectations. Higher than expected levels of statutory income during the year meant that over 36% of our income came from statutory funding and the NHSE grant (2021/22 28%). This primarily reflected a significant increase in the year in funding from North East London ICB.

Total expenditure in 2022/23 was £5.176m, an increase of 17% (£761k) on 2021/22. The higher level of spend reflects the ongoing investment to deliver against the growing demand for our services as well as higher payroll and other operating costs reflecting the background of higher cost inflation. The level of spend on our Charitable Activities remained constant at over 64% of our total expenditure.

Overall, the above performance resulted in a net operating surplus of £145k (2021/22 £60k). As part of plans to invest coming out of the Covid-19 pandemic period, we began the financial year planning for a budget deficit. The better than budgeted overall result for the year is due mainly to additional unexpected statutory income we received from North East London ICB to support our ongoing work.

Our total funds reduced during the year by £32k to £5.11m at the end of 2022/23. This reduction includes the net loss on our investment portfolio of £176k (2021/22 net gain of £55k) that reflects the challenges in stock market conditions during the year.

Reserves policy

At 31 March 2023, the charity's total reserves were £5.110m (2022: £5.142m), all of which are unrestricted funds (2022: £5.136m unrestricted; £6k restricted).

The Board considers that the key issues that free reserves need to cover are to pay our operating costs for a number of months, ensure we have the funds to cover redundancy costs and that we have a proportionate amount set aside to pay for a reasonable settlement of financial obligations related to our shop leases.

As a result, the target free reserves policy is set as the sum of:

- between 3-4 months of next year's total cash expenditure;
- estimated total staff redundancy costs;
- 12 months of lease rental costs for the shops.

The above amounts to a target free reserves level ranging between £1.846m and £2.315m. Free reserves at 31 March 2023 were £3.414m (2022: £3.327m), significantly above the target range. However, we are anticipating annual deficits going forward in the medium term as we continue to:

- grow the investment in our services and reach as part of our new strategy
- refocus our fundraising and make investment in developing its capability and capacity
- invest in our people and their skills to ensure that we can maximise our impact for the benefit of BCYP and their families that we currently and look to support
- invest in IT, the wider business systems and other infrastructure projects that support the delivery of our work and will provide a greater platform for future growth.

Free reserves include a designated fund of £353k (2021/22 £353k) remaining to be invested in strategic service development. Note 19 of the financial statements summarises the current position on when that specific designated fund will be utilised.

Risk assessment and management

The charity takes risk seriously and undertakes risk assessments in all key areas throughout the year. Risks are assessed on the basis of their likelihood and potential impact, and there are mitigation strategies in place to manage them. Risk registers were discussed and reviewed by the various sub-committees of the Board during the year.

Risk management and reporting processes have included:

- the systematic reporting to and updating by the Board of a Strategic Risk Register
- oversight of the charity's risk management and reporting processes by the Finance and Resources Committee
- increased responsibilities for sub-committees in their role as regards the reporting of changes in risks
- improved incident recording and monitoring.

Following the completion of the Governance Review, the Integrated Governance and Risk Committee (IGRC) was established in January 2023 as a sub-committee of the Board and is accountable for ensuring an integrated approach to all areas of governance, including corporate, financial, income generating and marketing, and clinical. The Committee's membership includes a minimum of three trustees, with the Senior Management Team in attendance at its meetings. Key aspects of its role include:

- leading on the development and monitoring of integrated governance and risk arrangements across the charity to ensure that the organisation delivers key priorities and manages risk efficiently, including safety, quality, finance, and income generation and marketing
- providing the Board with assurance that the Board Assurance Framework and Strategic Risk Register are maintained and updated appropriately, and that the organisation can demonstrate that effective controls and assurances are in place to mitigate risk
- ensuring adherence to the Care Quality Commission's (CQC) registration requirements and other relevant regulatory requirements for quality and safety as well as monitoring the charity's response to the outcome of CQC inspections and ensure that appropriate actions are taken to any recommendations or warning notices
- ensuring adherence with Companies House and Charity Commission regulations.

A Risk Management Adviser participates on our Health & Safety and Premises Committee, offering specific advice on health and safety risks.

The Clinical Governance and Risk sub-committee meets quarterly with clinical representation from the Board to oversee the quality of the service and safeguard high standards of care. This sub-committee is accountable for evidence-based care, service user involvement, risk management, continuous professional development and clinical audit review and reports to the IGRC.

The Safeguarding Committee meets quarterly, is chaired by a clinical trustee with representation from the designated lead nurse from the local Integrated Care System (ICS). This sub-committee also now reports to the IGRC.

The most significant key strategic risks for the year (and mitigation for those risks) are set out below:

Key strategic risks

Mitigations include:

People- Failure to recruit and retain the right staff and volunteers

- structured recruitment procedures in place, with flexibility to respond differently for difficult to recruit roles
- clinical pay structures currently following Agenda for Change
- external pay awards review completed with affordable solution for non-AFC staff
- training programmes in place
- people strategy workstreams taking place, including use of external consultants around better communication, training and development
- opportunities for development being offered to staff where possible

Strategic- Failure to make sufficient positive impact in our work

- feedback very positive from families
- integrated posts in place within NHS working alongside health & social care partners
- service offerings are kept under review
- very positive feedback from Commissioners
- peer review carried out in 2023, overseen by IGRC
- Board Assurance Framework now in place

Financial- Failure to achieve long term financial sustainability

- wide diversity of income streams
- monthly management accounts and regular review of forecasts in place
- structured budgeting and forward projections process
- monthly cash flow forecasting
- no high dependency on one or two specific funders
- positive working relationships with Commissioners
- investments managed by external investment managers within set policy
- experienced finance team leadership

Care- Failure to respond adequately to risk of infectious disease / pandemic

- Clinical risk register in place with Clinical Governance and Risk Committee oversight
- SMT addresses changing areas of risk, when required
- staff Covid testing and protocols for BCYP and families in place in accordance with NHS guidelines
- on-going dynamic risk assessments in place
- all front line hospice staff encouraged to be Covid vaccinated

Operational- Failure to have the right technology infrastructure

- ongoing IT and business systems investment
- multiple systems and IT infrastructure cyber-security safeguarding measures in place, supported by staff

- training and plans for further Cyber Essentials developments in the coming year
- expert external data protection officer in place
- new intranet system being implemented
- review of use of care database and incident management system has been carried out with improvements implemented and further developments planned

Investment policy

The charity uses the services of investment manager Brewin Dolphin for the investing of surplus funds in a portfolio of listed investments.

The charity's primary objectives for investing are to achieve a balance of income and capital growth on a total return basis and to have sufficient liquidity to respond to pressures on day-to-day cash (if required).

Given the pursuit of a total return mandate, along with future expected asset class returns and low inflation, CPI + 3% has been set as the long-term performance target to pursue alongside the risk category benchmark of the portfolio. This target will continue to be subject to annual assessment as part of the annual review of the performance of the investment portfolio and Brewin Dolphin as investment manager.

Whilst our investment policies have no specific ethical restrictions, we ensure that processes are in place with Brewin Dolphin to ensure that our investments are not in conflict with the charity's objectives and we expect Brewin Dolphin to integrate environmental, social and governance aspects into their investment decision-making, providing evidence where appropriate.

During the year, our investments earned an income return of 2.7% (2021/22 2.4%) and had a reduction on the opening capital value of 5.5% (2021/22 increase of 4%).

At the year end, our investments managed by Brewin Dolphin in the Long-Term Reserves Fund totalled £1.800m.

Going concern

The Board of Trustees have specifically assessed the financial status and going concern of the charity and related risks and has concluded that Haven House has sufficient resources to continue its operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements.

2.3 Plans for the future

Throughout the years our focus has always been with the child and their family. This remains our top priority as we look to the future. We hold strong to our vision that care and compassion should be at the forefront of everything we do.

We continue to strive to be the 'best in class', sector leading and staying committed to making a vital difference to the hundreds of children and families we support. There is more to do, there are more families to care for, more children who deserve to smile and should enjoy every moment that they are here. At the time of writing there are over 3,000 children who urgently need access to palliative care services locally, and this is increasing.

The next few years are crucial, and our strategy for the future outlines the need for us to reach these children. We believe every family should have a choice of where their child is supported, either at the hospice or at home. We want to break down the barriers associated with the word “hospice” and assist in early help. Our priority is to reach more families and continue to work with our partners in health and social care to facilitate early discharge from hospital, prevent admission back into hospital and provide much loved play, music therapy, hydro therapy, physio and yoga.

Key focus for 2023/24

The philosophy of children's palliative care is to promote the best possible quality of life and care for every BCYP with a life-limiting or life-threatening condition and their family. Giving families real choice is key to this approach. Our vision relies on a high performing clinical team renowned for excellence and innovation. Ultimately our ambition is nothing less than becoming an outstanding provider of safe and compassionate care, working in partnership with all who use our services. To achieve this, we will strengthen our already established relationships with our neighbouring children's hospices and local health and social care partnerships. We will work with our local ICS (North East London Health and Care Partnership) to support the delivery of 'Integrated Care Systems' within North East London to drive transformation of children's palliative care at local level and improve outcomes for BCYP. This partnership working will support the delivery of the NHS Long Term Plan commitments in North East London.

In 2023/24 we will continue to embed our care strategy in our practice to achieve our vision 'To deliver the best quality care for extraordinary children and their families when and where they choose'. We continue to work towards our core values:

In summary, the charity has identified the following key themes for 2023/24:

- We continue to work towards our core values: respectful, safe, compassionate, professional.
- We continually strive to improve both the experience and outcomes of the BCYP we support in order to deliver the highest standards of care. This includes developing Quality Performance Indicators (QPI's) across the three domains: service user safety, clinical effectiveness, service user experience.

Our programme of work for our five key enabling priorities in 2023/24 includes:

Strong, expert and compassionate teams

- completing a clinical scoping exercise to provide an in-depth insight into the operations of our Care directorate, and to critically analyse our broad range of services to ensure they are high quality, efficient, impactful and sustainable for the future
- developing and implementing a “One Team” approach to how we deliver our services to ensure we maximise the number of BCYP and their families that we can reach and support
- carrying out and delivering the results of a staff learning and development review
- implementing an organisational wide approach for our culture, values and behaviours
- implementing the recommendations from April 2023 of the independent pay and benefits review.

An inspiring local charity of regional significance

- carrying out work to understand more the current needs of our local population with a focus on engaging our richly diverse communities
- increasing focus on neonatal referrals and transition pathways
- ensuring palliative and end of life care for children continues to be championed across North East London using findings from the Palliative Care Needs Assessment
- working with North East London ICB to maximise the impact of available matched funding for 2023/24 by targeting greatest need

- carrying out a product and brand review to underpin greater brand awareness and more fundraising opportunities.

Sustainable growth in funding and resources

- delivering an engaging and successful programme of fundraising and family events to celebrate our 20th birthday
- making a step change in building our trust and corporate bid pipeline
- investing in our supporter database to engage more supporters and greatly enhance our supporter journey offering
- in the midst of increased funding pressures within the NHS, working with Together for Short Lives and ICBs to get sufficient clarity on available funding beyond 2023/24 so that we can develop further growth plans with greater confidence
- developing a new retail strategy for the next stage of growth.

Infrastructure and technology that delivers

- implementing a new intranet solution to improve communication across the charity and enable more effective use of our significant information resources that support our work
- delivering a new cost effective and environmentally responsive printing solution
- further investment in better use of our Care database and incident management system
- implementing the second stage of IT and internet investment in our shops
- continuing to implement further measures to protect the charity against cyber-security threats
- reviewing our business systems and further IT needs to develop a longer term investment plan for further enhancing how we support our vital work.

Rigorous governance and strong leadership

- completing an environment sustainability audit and developing an environmental strategy that supports a sustainable future
- further embedding the specific skills and experience of our board and other volunteers to support developments in service delivery, fundraising and marketing
- completing the final stages of the recommendations of the governance review.

The delivery of our key priorities are supported by an annual operational delivery plan and linked to objectives set for the Senior Management Team.

3. Structure, governance and management

Haven House Foundation is a company limited by guarantee, is incorporated in the United Kingdom and is governed by its Memorandum and Articles of Association dated 3 April 2012. It is registered as a charity with the Charity Commission. Our working name is Haven House Children's Hospice. Membership of the Company is limited to the Trustees of the Charity and there are currently 13 members each of whom agrees to contribute £10 in the event of the charity winding up.

Organisational structure

The Board of Trustees, which can have an unlimited number of members, governs the charity. The Board is ultimately responsible for running the charity to ensure that it acts in the best interests of life-limited and life-threatened children and young people, and their families, who are the charity's beneficiaries.

The Board approves the charity's strategy and future direction following advice from the charity's staff and after consultation and discussion with the charity's stakeholders. They set the policy and financial framework for the charity's staff, volunteers, contractors and others so that they can work together

effectively to achieve the charity's aims. They also ensure the charity complies with the law and they safeguard the charity's assets.

The Board met four times during this accounting period. All trustees give their time voluntarily and receive no benefit from the charity. Any expenses reclaimed from the charity are set out in note 8 to the financial statements.

A Chief Executive Officer is appointed by the Board of Trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including care, fundraising, finance and employment matters.

Remuneration policy is overseen by the charity's Remuneration Committee on behalf of the Board of Trustees. Pay and benefits are referenced to NHSE pay settlements for clinical staff and to external benchmarks for non-clinical staff and senior management, including the use of an external organisation.

Hospice and community services operate from The White House in Woodford Green on the edge of North East London and Essex. In addition, the charity operates seven retail shops located across our area and an on-line retail operation.

Governance

All Directors of the Company are also Trustees of the charity - there are no other Trustees. The Directors are appointed for an initial term of four years. At the end of the first term, they can be re-elected for one more term. They must then stand down but can be re-elected after a gap of one year. The charity has Trustees' indemnity insurance for the benefit of its Trustees.

Following the completion of the Governance Review in 2022, the charity has implemented a Board Assurance Framework and a new committee governance structure from January 2023 to further strengthen its governance arrangements and to support the delivery of the charity's multi-year strategy.

The Board Assurance Framework describes the integrated governance and internal control processes within the charity and the methods by which the Board and executive leadership of the charity receive assurance that it is operating safely and effectively. It is a strategic but comprehensive method for the effective and focused management of the principal risks that may prevent or limit the charity from achieving its strategic priorities. It also helps to inform decision-making and prioritisation of work relating to the delivery of the charity's strategic priorities.

The new committee governance structure means that four committees now report to the Board as follows:

Finance and Resources Committee
Integrated Governance and Risk Committee
Integrated Service Development Committee
Income Generation and Marketing Advisory Committee

Each of the above committees meet a minimum of four times per annum, provide reports to each Board meeting and include a minimum of two trustees as part of their membership. Additional meetings are scheduled when required.

In addition, the Integrated Governance and Risk Committee is supported by three operational committees – Health and Safety, Clinical Risk and Governance, and Safeguarding.

Recruitment and appointment of Trustees

Following the governance review in 2022, six new trustees were appointed to the Board of Trustees, strengthening the range of skills on the Board as well as replacing trustees that had retired. Simon

Boston was appointed Treasurer and Chair of the Finance and Resources Committee in October 2022 as Ian Ailles was appointed Chair of the Board of Trustees upon Frances Daley's retirement in October 2022. The current Board of Trustees consists of 13 members.

Induction and training of Trustees

New trustees are given a role description setting out their duties and responsibilities and a copy of the New Trustee Information Pack. This includes the annual report and accounts, memorandum and articles of the organisation, vision and strategy information and Charity Commission guidance relating to the role and responsibility of being a trustee. Trustees also spend time with management and other staff to obtain greater understanding of the various activities of the charity as well as attending structured trustee training.

Working with other children's hospice organisations

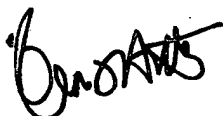
The charity is a member of Together for Short Lives, a charity representing children's hospices in the UK and Hospice UK, a charity representing all hospices in the UK. Both charities also have non-hospice members, covering organisations across the wider palliative and children's palliative care fields.

The charity is also a member of CHaL (Children's Hospices across London), a registered charity (1151317) and registered company (08248052). The directors are the Chief Executives of the six member children's hospices.


Auditors

Following a routine re-tendering process, Sayer Vincent LLP were appointed auditors during the year. Sayer Vincent LLP have indicated their willingness to continue in office and in accordance with the provisions of the Companies Act it is proposed that they be reappointed auditors for the ensuing year.

The Annual Report, which includes the Strategic Report, was approved by the Board of Trustees on 20 September 2023 and signed on its behalf by the Chair of the Board and the Treasurer.



Ian Ailles
Chair



Simon Boston
Treasurer

Date: 20 September 2023

Haven House Foundation

Legal and administrative details

Board of Trustees

Ian Ailles (Chair)
Rachel Brodie
Matt Barrett
Simon Boston (Treasurer) (appointed 3 October 2022)
William Cooke (appointed 1 January 2023)
Emma Devereux
Jonathan Harding
Lucy Mavers (appointed 1 January 2023)
Deirdre Mullner (appointed 1 January 2023)
Mohamed Omer
Stuart Rose (appointed 1 January 2023)
Liesbeth Rubinstein-Newman (appointed 1 January 2023)
Ghislaine Stephenson

Retirements

Frances Daley (resigned 3 October 2022)

Life Presidents

Col (Retd.) Alan Hall MBE
Anne Mallinson
Christine Mansell

Patrons

Rt. Hon. Sir Iain Duncan Smith MP
Martin Ellice
Barry Hearn OBE
Vicki Michelle MBE
Ben Shephard
Ray Winstone

Ambassadors

Rochelle Humes
Harry Kane MBE
Billie Shepherd
Greg Shepherd
Mark Wright

Senior Management team

Siân Wicks	Chief Executive Officer (until May 2023)
Gary Seager	Interim Chief Executive Officer (from May 2023)
Martin Mears	Director of Income Generation and Marketing

Haven House Foundation

Senior Management team (contd.)

Richard Penney	Director of Finance
Sarah Spackman	Director of Human Resources and Facilities
Eileen White	Director of Care (until September 2023)

Principal Bankers

National Westminster Bank PLC
Chingford Branch
Chatham Customer Service Centre
Western Avenue
Chatham Marine
Kent ME4 4RT

Auditors

Sayer Vincent LLP
Invicta House
108-114 Golden Lane
London EC1Y 0TL

Risk Management and Health and Safety Adviser

Cooper Safety Associates LLP
Barn Cottage
Malacca Farm
West Clandon
Surrey GU4 7UG

Pharmacy

Specialist pharmacist for palliative and end of life care
Guy's and St Thomas' NHS Foundation Trust

Registered Office

The White House
Mallinson Park
High Road
Woodford Green
Essex
IG8 9LB

Charity number: 1044296

Company number: 3000171

Haven House Foundation - Financial Statements

Trustee responsibilities in relation to the financial statements

The Board of Trustees (who are also directors of Haven House Foundation for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The trustees present their report and the audited financial statements for the year ended 31 March 2023. Reference and administrative information set out on pages 18-19 forms part of this report. The financial statements comply with current statutory requirements, the articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. This trustees' annual report includes a directors' report as required by company law.

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charity will continue in operation.

The Board of Trustees is responsible for keeping adequate accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and which enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

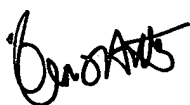
- There is no relevant audit information of which Haven House Foundation's auditors are unaware
- The Trustees have taken all steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Haven House Foundation website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of guarantees at 31 March 2023 was 13 (2022: 8). The Trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Approved by the Board of Trustees and signed on its behalf by:

Ian Ailles
Chair



Date: 20 September 2023

Independent auditor's report

To the members of

Haven House Foundation

Independent auditor's report to the members of Haven House Foundation

Opinion

We have audited the financial statements of Haven House Foundation (the 'charitable company') for the year ended 31 March 2023 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Haven House Foundation's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Independent auditor's report

To the members of

Haven House Foundation

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- The information given in the trustees' annual report, including the strategic report, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- The trustees' annual report, including the strategic report, has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report including the strategic report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- Adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- The financial statements are not in agreement with the accounting records and returns; or
- Certain disclosures of trustees' remuneration specified by law are not made; or
- We have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and

Independent auditor's report

To the members of

Haven House Foundation

fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the Finance and Resources Committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Haven House Foundation

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joanna Pittman (Senior statutory auditor)

26 September 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor
Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Haven House Foundation

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and legacies	2	1,544,518	-	1,544,518	1,771,753	-	1,771,753
Charitable activities							
Statutory funding for hospice care		1,409,723	-	1,409,723	779,176	-	779,176
Grants	3	104,241	593,375	697,616	103,120	529,029	632,149
Other trading activities	4	1,613,800	-	1,613,800	1,252,334	-	1,252,334
Investments	5	55,819	-	55,819	39,737	-	39,737
Total income		4,728,101	593,375	5,321,476	3,946,120	529,029	4,475,149
Expenditure on:							
Raising funds	6a	745,401	-	745,401	631,861	1,617	633,478
Shops	6a	829,674	-	829,674	715,444	5,664	721,108
Events and other fundraising activity	6a	252,051	-	252,051	222,579	2,318	224,897
Charitable activities							
Provision of hospice services	6a	2,749,691	599,520	3,349,211	2,313,761	521,531	2,835,292
Total expenditure		4,576,817	599,520	5,176,337	3,883,645	531,130	4,414,775
Net income / (expenditure) before net (losses) / gains on investments		151,284	(6,145)	145,139	62,475	(2,101)	60,374
Net (losses) / gains on investments		(176,688)	-	(176,688)	55,427	-	55,427
Net movement in funds		(25,404)	(6,145)	(31,549)	117,902	(2,101)	115,801
Reconciliation of funds:							
Total funds brought forward		5,135,715	6,145	5,141,860	5,017,813	8,246	5,026,059
Total funds carried forward		5,110,311	-	5,110,311	5,135,715	6,145	5,141,860

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19a to the financial statements.

Haven House Foundation

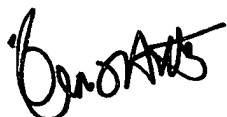
Balance sheet

Company no. 3000171

As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	12		1,696,621		1,808,785
Investments	13		1,800,337		1,905,909
			<u>3,496,958</u>		<u>3,714,694</u>
Current assets:					
Debtors	14	1,038,596		610,997	
Cash at bank and in hand		976,958		1,135,412	
		<u>2,015,554</u>		<u>1,746,409</u>	
Liabilities:					
Creditors: amounts falling due within one year	15	(402,201)		(319,243)	
			<u>1,613,353</u>		<u>1,427,166</u>
Net current assets					
			<u>5,110,311</u>		<u>5,141,860</u>
Total net assets					
The funds of the charity:	19a				
Restricted income funds					6,145
Unrestricted income funds:					
Designated funds		2,049,621		2,161,785	
General funds		3,060,690		2,973,930	
		<u>5,110,311</u>		<u>5,135,715</u>	
Total unrestricted funds					
			<u>5,110,311</u>		<u>5,141,860</u>
Total charity funds					

Approved by the trustees on 20 September 2023 and signed on their behalf by



Ian Ailles
Chair

Haven House Foundation

Statement of cash flows

For the year ended 31 March 2023

	2023 £	£	2022 £	£
Cash flows from operating activities				
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	(31,549)		115,801	
Depreciation charges	166,225		154,653	
Losses / (gains) on investments	176,688		(88,163)	
Dividends and interest from investments	(55,819)		(39,737)	
Loss on the disposal of fixed assets	690		-	
Increase in debtors	(427,599)		(33,814)	
Increase/(decrease) in creditors	82,958		(34,132)	
Net cash (used in) / provided by operating activities		(88,406)		74,608
Cash flows from investing activities:				
Dividends, interest and rents from investments	55,819		39,737	
Purchase of fixed assets	(54,751)		(259,609)	
Proceeds from sale of investments	427,807		226,524	
Purchase of investments	(498,922)		(269,007)	
Cash movement in investments	-		55,682	
Net cash used in investing activities		(70,048)		(206,673)
Change in cash and cash equivalents in the year		(158,454)		(132,065)
Cash and cash equivalents at the beginning of the year		1,135,412		1,267,477
Change in cash and cash equivalents due to exchange rate movements		-		-
Cash and cash equivalents at the end of the year		976,958		1,135,412

Analysis of cash and cash equivalents and of net debt

	At 1 April 2022 £	Cash flows £	Other non-cash changes £	At 31 March 2023 £
Cash at bank and in hand	1,135,412	(158,454)	-	976,958
Total cash and cash equivalents	1,135,412	(158,454)	-	976,958

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies

a) Statutory information

Haven House Foundation is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is The White House, Mallinson Park, Woodford Green, High Road, IG8 9LB.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

The Trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Going concern

The Trustees, through regular financial and cash flow reporting at meetings of the Board and more detailed ongoing monitoring by the Finance and Resources Committee (a Board sub-committee), are kept informed on an ongoing basis of the financial performance, forward income, expenditure, cash flow and reserves projections of the charity, including potential risks affecting the underlying financial assumptions. As a result, the Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

e) Income

Income, including voluntary income received by way of donations, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

The charity receives donated goods for resale in its shops. The Trustees consider that estimating the value of the donated goods is impractical due to the volume of low-value items received and the absence of detailed stock control systems and records. Therefore, donated goods for resale are not recognised on receipt, instead income is recognised when goods are sold.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Recognition of legacy income is dependent on the type of legacy. Pecuniary legacies are recognised when notification is received. Residuary legacies are recognised when entitlement is established, and the value can be measured reliably.

1 Accounting policies (continued)

f) Donations of gifts, services and facilities

Donated goods, facilities, and services in the financial statements comprise the provision of services and other gifts, and include discounts given for such goods and services where these are over and above normal commercial discount terms. These are included in the Statement of Financial activities at the value of the gift to the charity; a corresponding amount is then recognised in expenditure in the period of receipt or, in the case of capital items donated over the expected lifetime of the asset. Goods, facilities, and services donated for charitable activities are treated as restricted in nature, while those donated for support activities are treated as unrestricted. In accordance with the Charities SORP (FRS 102) volunteer time, including that of trustees, is not recognised.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

i) Expenditure and irrecoverable VAT

Expenditure is charged on an accrual's basis at cost inclusive of any VAT which cannot be recovered. Staff costs are allocated directly to the activity for which they are incurred. Costs of generating funds comprise the costs associated with attracting voluntary income (donations, legacies and grants), fundraising activities such as events and the costs of operating the charity's shops. Charitable expenditure comprises those costs incurred in the delivery of hospice services. It includes both costs which can be directly allocated and those of an indirect nature necessary to support them. Support costs, which include governance costs, have been allocated to activity cost categories based on staff costs

j) Allocation of support costs

Directly attributable support costs have been allocated as appropriate. Remaining support costs have been allocated across activities on the basis of average head count. These costs include providing Finance, HR for employees and volunteers, central Facilities and IT support. General costs related to the operation of The White House site are included in the overall Facilities costs for the organisation.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

- Improvements to property	Shorter of life of lease and 10% of cost
- Leasehold property	Shorter of life of lease and 2% of cost
- Plant and machinery	10% of cost
- Equipment	20% of cost
- Motor Vehicles	25% of cost

Notes to the financial statements

For the year ended 31 March 2023

1 Accounting policies (continued)

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Investments in subsidiaries

The charity has a wholly owned trading subsidiary, Haven House Trading Limited, which was incorporated in the United Kingdom and has not traded yet. The investment in the subsidiary is £1. Consolidated accounts have not been prepared because the trading subsidiary is dormant and immaterial to the group.

n) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

o) Cash at bank and in hand

Cash at bank and in hand includes working capital cash and deposits held at call within banks.

p) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

q) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

r) Pensions

The pension costs charged in the financial statements represent the contributions payable by the charity during the period in accordance with FRS 102.

The charity operates a defined benefit scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries based on periodic valuations.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay, plus 0.08% administration fee. As a transitional arrangement that started in 2019 and has continued through 2022/23, the employer pays 14.38% to the scheme.

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. This scheme was set up to meet the government's requirements regarding pension provisions for staff.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

2 Income from donations and legacies

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Donations	1,337,813	-	1,337,813	1,488,589	-	1,488,589
Legacies	137,736	-	137,736	47,575	-	47,575
Gifts in Kind	68,969	-	68,969	235,589	-	235,589
	1,544,518	-	1,544,518	1,771,753	-	1,771,753

Gifts in Kind represent donated goods and services, principally the band & services at the Ball at £35,000 (2022: £nil), Google advertising valued at £31,772 (2022: £69,275) and Garden of Reflection works at £nil (2022: £162,814).

3 Grants for charitable activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
NHS England Annual Grant		518,875	518,875		365,022	365,022
St James's Place Foundation	39,041	-	39,041	18,949	-	18,949
Pears Foundation	25,000	-	25,000	30,000	-	30,000
Albert Hunt Trust	20,000	-	20,000	20,000	-	20,000
The Amy Winehouse Foundation	-	20,000	20,000	-	10,497	10,497
The Childwick Trust	-	15,000	15,000	-	-	-
The London Marathon Charitable Trust Limited	-	13,000	13,000	-	-	-
Florence Nightingale Aid in Sickness Trust	-	12,000	12,000	-	14,250	14,250
The Baily Thomas Charitable Fund	-	10,000	10,000	-	-	-
Thomas J Horne	8,500	-	8,500	8,500	-	8,500
Charles S French	-	-	-	-	20,000	20,000
Jessie's Fund	-	-	-	-	10,000	10,000
MCKS Charitable Foundation	-	-	-	-	10,000	10,000
NHSE Covid-19 Emergency Grant	-	-	-	-	70,609	70,609
BBC Children In Need	-	-	-	-	9,901	9,901
Coronavirus Job Retention Scheme	-	-	-	-	16,183	16,183
Others	11,700	4,500	16,200	25,671	2,567	28,238
Total income from charitable activities	104,241	593,375	697,616	103,120	529,029	632,149

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

4 Income from other trading activities

	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Shops	1,144,669	-	1,144,669	882,953	-	882,953
Local Hospice Lottery	262,322	-	262,322	257,946	-	257,946
Events	197,162	-	197,162	49,518	-	49,518
Other fundraising	9,647	-	9,647	33,917	-	33,917
Local Authority Retail	-	-	-	28,000	-	28,000
	<u>1,613,800</u>	<u>-</u>	<u>1,613,800</u>	<u>1,252,334</u>	<u>-</u>	<u>1,252,334</u>

5 Income from investments

	2023 £	2022 £
Dividends on listed investments and other income	50,556	39,159
Interest on bank deposits	5,263	578
	<u>55,819</u>	<u>39,737</u>

All income from investments is unrestricted.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

6a Analysis of expenditure (current year)

	Raising funds £	Shops £	Events and other fundraising activity £	Charitable activities Provision of Hospice Services £	Governance costs £	Support costs £	2023 Total £	2022 Total £
Staff costs (Note 8)	457,353	403,429	148,949	2,061,943	26,420	626,413	3,724,507	3,162,062
Other direct costs	113,133	270,688	66,293	650,731	2,362	-	1,103,207	973,708
Finance	11,473	-	-	-	7,967	17,969	37,409	41,199
Human Resources & Volunteering	-	-	-	-	-	98,888	98,888	85,260
Facilities & other White House costs	-	-	-	-	-	100,032	100,032	72,890
Information Technology	-	-	-	-	-	112,293	112,293	79,656
	581,959	674,117	215,242	2,712,675	36,749	955,595	5,176,337	4,414,775
Support costs	155,475	155,557	36,809	607,754	-	(955,595)	-	-
Governance costs	7,967	-	-	28,782	(36,749)	-	-	-
Total expenditure 2023	745,401	829,674	252,051	3,349,211	-	-	5,176,337	
Total expenditure 2022	633,478	721,108	224,897	2,835,292	-	-		4,414,775

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

6b Analysis of expenditure (prior year)

	Raising funds £	Shops £	Events and other fundraising activity £	Charitable activities Provision of Hospice Services £	Governance costs £	Support costs £	2022 Total £
Staff costs (Note 8)	374,744	353,913	124,531	1,697,346	2,196	609,332	3,162,062
Other direct costs	109,521	233,411	58,614	572,162	-	-	973,708
Finance	12,773	-	-	-	12,000	16,426	41,199
Human Resources & Volunteering	-	-	-	-	-	85,260	85,260
Facilities & other White House costs	-	-	-	-	-	72,890	72,890
Information Technology	-	-	-	-	-	79,656	79,656
	497,038	587,324	183,145	2,269,508	14,196	863,564	4,414,775
Support costs	134,439	131,458	41,027	556,640	-	(863,564)	-
Governance costs	2,001	2,326	725	9,144	(14,196)	-	-
Total expenditure 2022	633,478	721,108	224,897	2,835,292	-	-	4,414,775

Haven House Foundation**Notes to the financial statements****For the year ended 31 March 2023****7 Net (expenditure) / income for the year**

This is stated after charging / (crediting):

	2023 £	2022 £
Depreciation	166,225	154,653
Loss on disposal of fixed assets	1,074	-
Operating lease rentals payable:		
Property	226,900	210,400
Other	13,591	9,127
Auditor's remuneration (excluding VAT):		
Audit	12,528	10,000

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023 £	2022 £
Salaries and wages	3,201,379	2,711,372
Social security costs	316,675	254,663
Employer's contribution to defined contribution pension schemes	206,453	196,027
	3,724,507	3,162,062

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2023 No.	2022 No.
£60,000 - £69,999	4	1
£70,000 - £79,999	-	1
£80,000 - £89,999	1	1
£90,000 - £99,999	1	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £488,596 (2022: £431,399).

Trustees were neither paid nor received any other benefits from employment with the charity in the year (2022:£nil). No charity trustee received payment for professional or other services supplied to the charity (2022:£nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £233 (2022:£nil)) incurred by 1 (2022:0) members relating to attendance at meetings of the Trustees.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 104 (2022: 102).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2023 No.	2022 No.
Provision of hospice services	40	39
Raising Funds	12	12
Shops	14	14
Support & Governance	16	14
	82	79

10 Related party transactions

There are no related party transactions to disclose for this financial year (2022:£nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

11 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

Cost	Improvements to Property £	Leasehold land and buildings £	Fixtures and fittings £	Computer equipment £	Motor vehicles £	Total £
At the start of the year	2,047,540	783,146	918,380	202,989	52,089	4,004,144
Additions in year	5,990	-	16,746	32,015	-	54,751
Disposals in year	(155,649)	-	(168,294)	(66,927)	(900)	(391,770)
At the end of the year	1,897,881	783,146	766,832	168,077	51,189	3,667,125
Depreciation						
At the start of the year	1,056,759	200,896	746,604	152,390	38,710	2,195,359
Charge for the year	64,669	15,667	55,158	26,271	4,460	166,225
Eliminated on disposal	(155,070)	-	(168,293)	(66,817)	(900)	(391,080)
At the end of the year	966,358	216,563	633,469	111,844	42,270	1,970,504
Net book value						
At the end of the year	931,523	566,583	133,363	56,233	8,919	1,696,621
At the start of the year	990,781	582,250	171,776	50,599	13,379	1,808,785

All of the above assets are used for charitable purposes.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

13 Investments

Listed Investments

	2023 £	2022 £
Fair value at the start of the year	1,905,909	1,830,458
Additions at cost	498,922	269,007
Disposal proceeds	(427,807)	(248,983)
Net (loss) / gain on change in fair value	(176,688)	55,427
	<u>1,800,336</u>	<u>1,905,909</u>
Fair value at the end of the year	<u>1,800,336</u>	<u>1,905,909</u>

Investments comprise:

	2023 £	2022 £
UK Bonds and Equities	482,013	542,600
Non UK Bonds and Equities	1,157,827	1,174,676
Private Equity and Property	93,179	131,551
Cash	67,317	57,082
	<u>1,800,336</u>	<u>1,905,909</u>

Unlisted Investment

Investment in Trading Subsidiary	<u>1</u>	<u>1</u>
----------------------------------	----------	----------

14 Debtors

	2023 £	2022 £
Trade debtors	587,030	248,623
Other debtors	28,610	39,753
VAT Debtor	32,722	27,930
Prepayments	102,515	93,215
Accrued income	287,719	201,476
	<u>1,038,596</u>	<u>610,997</u>

15 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	77,529	67,946
Other creditors	127,406	61,412
Amounts due to associated undertakings	1	1
Accruals	142,826	123,047
Deferred income (note 16)	54,439	66,837
	<u>402,201</u>	<u>319,243</u>

16 Deferred income

Deferred income comprises funding that relates to specific time periods that have not yet occurred and the release of rent free periods within our leases

	2023 £	2022 £
Balance at the beginning of the year	66,837	114,473
Amount released to income in the year	(66,837)	(114,473)
Amount deferred in the year	54,439	66,837
Balance at the end of the year	<u>54,439</u>	<u>66,837</u>

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

17 Pension scheme

The charity operates a defined benefit pension scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme, but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries on the basis of periodic valuations. The pension cost for the year was £114,459 (2022: £100,761).

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. The pension cost for the year represents contributions payable by the charity totalling £101,931 (2022: £93,361).

At the year end, £21,521 (2022: £24,788) was payable in respect of pension contributions.

18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,696,621	-	1,696,621
Investments	1,800,336	-	-	1,800,336
Net current assets	1,260,354	353,000	-	1,613,354
Net assets at 31 March 2023	3,060,690	2,049,621	-	5,110,311

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,808,785	-	1,808,785
Investments	1,905,909	-	-	1,905,909
Net current assets	1,068,021	353,000	6,145	1,427,166
Net assets at 31 March 2022	2,973,930	2,161,785	6,145	5,141,860

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

19a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
NHSE Annual Hospice Funding	-	518,875	(518,875)	-	-
Music Therapy Fund	-	20,000	(20,000)	-	-
Other	6,145	54,500	(60,645)	-	-
Total restricted funds	6,145	593,375	(599,520)	-	-
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,808,785	54,751	(166,915)	-	1,696,621
Strategic Service Development	353,000	-	-	-	353,000
Total designated funds	2,161,785	54,751	(166,915)	-	2,049,621
General funds	2,973,930	4,496,662	(4,409,902)	-	3,060,690
Total unrestricted funds	5,135,715	4,551,413	(4,576,817)	-	5,110,311
Total funds	5,141,860	5,144,788	(5,176,337)	-	5,110,311

The narrative to explain the purpose of each fund is given at the foot of the note below.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

19b Movements in funds (prior year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Fixed assets including equipment for care/other	2,101	-	(2,101)	-	-
NHSE Covid-19 Emergency Funding	-	70,609	(70,609)	-	-
NHSE Annual Hospice Funding	-	365,022	(365,022)	-	-
Coronavirus Job Retention Scheme	-	16,183	(16,183)	-	-
Music Therapy Fund	-	10,497	(10,497)	-	-
Other	6,145	66,718	(66,718)	-	6,145
Total restricted funds	8,246	529,029	(531,130)	-	6,145
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,702,215	259,025	(152,455)	-	1,808,785
Strategic Service Development	353,000	-	-	-	353,000
Total designated funds	2,055,215	259,025	(152,455)	-	2,161,785
General funds	2,962,598	3,742,523	(3,731,191)	-	2,973,930
Total unrestricted funds	5,017,813	4,001,548	(3,883,646)	-	5,135,715
Total funds	5,026,059	4,530,577	(4,414,776)	-	5,141,860

Purposes of restricted funds

The Fixed Asset fund consists of funds raised to fund the refurbishment of the hospice building and purchase of medical equipment.

NHSE awarded funding from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19 situation.

The NHS England hospice annual funding consists of funds received from NHS England to support existing hospice based palliative care, respite and community services.

The Coronavirus Job Retention Scheme fund consists of monies received directly for the payroll costs of staff on furlough during the pandemic.

The Music Therapy fund consists of funds received to fund the music therapy service.

Purposes of designated funds

The Fixed Assets fund represents the balance of fixed assets that has not been funded from restricted donations.

The Strategic Service Development fund consists of funds that are designated to support future service developments. None was spent in this financial year but it is planned to utilise £337k in 2023/24 with the remainder to be utilised in the following year.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

20 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property		Other	
	2023	2022	2023	2022
	£	£	£	£
Less than one year	226,900	210,400	13,591	9,127
One to five years	613,901	582,750	10,854	14,763
Over five years	-	242,600	-	-
	840,801	1,035,750	24,445	23,890

21 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £10.

Haven House Foundation - Financial Statements

Thank you

Our vital work would not be possible without the dedication and generosity of our large number of supporters and volunteers. We would like to thank all who have helped us to enable our children and their families to receive the care and support they need, when they need it. Though some have wished to remain anonymous, we would like to say a special thank you to the following organisations and individuals:

Alan Sullivan
Alex Reeves
Amy Winehouse Foundation
Assemble Media Group
Ben Shephard
BGC Partners
Billie and Greg Shepherd
Chigwell Group (Chigwell Construction)
CMC Markets
Condurache Lilana
Douglas Allen (Head Office Arun Estates)
East West Connect
EPIC Golf Society
Florence Nightingale Aid In Sickness Trust
Friends of Haven House
Galliard Homes Ltd
Gary Aylett
Harry Kane
Hollow Angling Society
Jeet Gathani & Rashmi Gathani
Jonathan B Harding
Jon Richardson
Korodi Ioan Claudiu
Luke Taylor
Macfarlanes LLP
Maria Borg Barthet
Mark Wright
Martin Ellice
Matchroom Sport Charitable Foundation
Michelle Vanlint
Ocean Holidays
Orbian Management
Partners of Haven House
Reena Kalia
Richard Barker
Roy Nottage
Sir Iain Duncan Smith
Sir Martin Sorrell
St Aubyn's School
St James's Place Charitable Foundation
Steve Shelton
Stewart Investors
The Albert Hunt Trust
The Baily Thomas Charitable Fund
The Childwick Trust
The London Marathon Charitable Trust Limited

Haven House Foundation - Financial Statements

The Media People
The Pears Foundation
Together for Short Lives
Trevor Long