



Helen & Douglas House

(A Company Limited by Guarantee)

Registered Charity No 1085951

Registered Company No 04120488

Accounts for the year ended 31 March 2012



Helen & Douglas House  
Accounts for the year ended 31 March 2012

Trustees	Sister F Dominica A R Cooper (Resigned September 2011) D W Shorey (Resigned November 2011) Mrs S Haywood D Craig A Wilkinson Mrs T Hill Mrs E Drew J Tennent (Appointed March 2012) S Forth (Appointed March 2012)
Chief Executive	T H Hill
Company Secretary	G Baker
Solicitors	HMG Law LLP 126 High Street Oxford OX1 4DG
Independent Auditors	Critchleys LLP Greyfriars Court Paradise Square Oxford OX1 1BE
Bank	National Westminster Bank PLC 121 High Street Oxford OX1 4DD
Investment Managers	The Central Board of Finance for the Church of England Senator House 85 Queen Victoria Street London EC4V 4ET
Registered Office	126 High Street, Oxford OX1 4DG
Principal Office	14a Magdalen Road Oxford OX4 1RW
Charity Number	1085951
Company Number	04120488

## **Trustees' Report**

### **Structure, governance and management**

Helen House and Douglas House were each originally established under the aegis of the Society of All Saints Sisters of the Poor, a registered charity and Anglican religious community for women, whose Mother House is in Oxford. The two hospices are built within the grounds of the Society's Convent.

On 1st April 2002 the funds and activities of both Helen House and Douglas House were transferred to a new charitable company, limited by guarantee, and then known as The Oxford Respices for Children and Young People. The company's name was changed by Special Resolution to "Helen & Douglas House" in June 2005.

The charity's trustees are appointed by its members who for the time being are the trustees of the Society of All Saints Sisters of the Poor. One third of the nominated trustees must retire at each Annual General Meeting of the charity. Trustees retiring by rotation are eligible for re-appointment.

The chief executive is responsible for organising an induction programme for new trustees and on-going training for all trustees. Each trustee receives a trustee induction file on appointment. This and on-going training are based on material provided by Help the Hospices, the umbrella body of the hospice movement in the United Kingdom.

Whilst the trustees have, and accept, ultimate responsibility for directing the charity's affairs they have delegated authority for day-to-day operational decisions to the chief executive, who reports to them at the bi-monthly meetings of the board.

Each child or young adult in the charity's care is allocated a named member of staff for each period of duty to ensure that she or he and her/ his family are given individual attention. The family is also allocated a key-worker/ team who acts/act as a link between the health professionals involved in a child's or young adult's care and her or his family.

The ethos of Helen & Douglas House fosters partnerships between staff, children, young adults and their families/ carers. During a respite stay the staff aim to maintain the child's or young adult's normal routine whenever possible but to also make the 'now' as special and enjoyable as possible. Treatments/ consultations available at Helen House and Douglas House include symptom management, pain relief, physiotherapy, complementary therapies such as aromatherapy and music therapy, end-of-life care and bereavement support.

The trustees had a clear strategic focus based on a plan for the four years 2008 to 2012 ("We are 25! But Still Learning"). Financial projections that represent the cost of the plan's annual out-working were presented to the trustees for scrutiny and approval. The plan's progress was monitored by the board through the bi-monthly reports and monthly management accounts submitted to it by the chief executive and members of the management team. The key achievements for 2011/12 based on the 2008 to 2012 strategic plan are noted in this report.

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Helen & Douglas House (Trading) Limited, a wholly-owned subsidiary of Helen & Douglas House, was established to generate funds for the charity from the sale mostly of donated goods, with a small element of new goods in the sales-mix. In April 2006 a decision was taken to directly account for the sale of donated goods through the charity rather than channelling them through the trading company. The sale of new goods continues to be accounted for through Helen & Douglas House (Trading) Limited. The results of the subsidiary company have been incorporated into these financial statements.

The trustees, who are also directors of the charity for the purposes of the Companies Act, submit their annual report and the audited financial statements for the year ended 31st March 2012. Legal and administrative information set out on page 1 forms part of this report. The annual report and financial statements comply with the SORP, other current statutory requirements and the charity's memorandum and articles of association.

### **Objectives and activities**

The objectives of Helen & Douglas House are the relief of sickness and stress, in particular

- To offer palliative care, support and friendship to people aged 0-40 who are suffering with life-limiting illnesses,
- To offer relief to relatives by offering short-term residential care for sufferers, their families and their carers,
- To assist families and carers with the care of the sufferer and to offer support throughout the illness and in bereavement.

The charity's overarching aims are to do all that it can to make as good as possible the short lives of the children and young people in its care and to support their families/ carers.

The year 2011/12 was the final year of the charity's four-year strategic cycle. Focussed on the children, young adults and their families and carers **"Choice"** is the thematic core of the strategy. The plan's title "We are 25! But Still Learning" describes a charity that has never ceased to learn since its establishment in 1982. The plan is predicated on four principal strategic objectives

- 1 To be the Hospice that Families choose
- 2 To be the Charity that Donors and Volunteers Choose to Support
- 3 To be the Employer of Choice
- 4 To be the Partner Chosen by Statutory, Voluntary and Commercial Agencies

Most of the charity's activities with children and young adults are carried out in the settings of Helen House and Douglas House, where residential-respite and end-of-life care are provided. Bereaved families are usually supported at home.

Helen House is an eight-bedded children's hospice, which, as much as it can be, is a home-from-home where each child has her or his own bedroom, parents may choose to sleep in the same room as their child or in family accommodation that provides comfort and complete privacy.

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Douglas House is a seven-bedded hospice for young adults where each young person has her or his own en-suite bedroom, family members and/or carers accompanying the young person are accommodated in family accommodation that provides comfort and complete privacy

### **The charity and public benefit**

The trustees have had regard to the Charity Commission's guidance on public benefit in carrying out the charity's objectives. There is no discrimination, and any child or young adult who suffers from a life-shortening illness and her or his family can benefit from the charity's services

### **Achievements and performance**

Following the format of previous years' reports, the charity's achievements and performance for 2011/12 are here described within the context of the four main objectives set out in the strategic plan for 2008/12

#### **The families' choice**

- At 31st March 2012 the charity was actively supporting 244 children and young adults living with progressive life-shortening conditions, and their families (2011 234). Over the financial year there were 819 patient-stays (2011 810) representing 3,459 bed-nights (2011 3,284). In addition, families of 68 (2011 70) deceased patients received bereavement support throughout the year
- The skills and expertise of the charity's medical team further developed in 2011/12. With access to palliative care consultants specialist palliative care is now embedded in the care delivered at both Helen House and Douglas House. The consultants continue to share their knowledge and expertise with Oxford Radcliffe Hospital Trust's paediatric and neonatal intensive care units and the teenagers' and young adults' multi-disciplinary team based at Oxford's Nuffield Orthopaedic Centre
- The improvements to the building and fabric of Douglas House were completed in the early part of the year. These have made a great difference to Douglas House guests' experiences of the service

#### **The charity that volunteers and donors choose to support**

- The remarkable growth in volunteer numbers has continued in the year under review. At 31<sup>st</sup> March 2011 the charity reported that it had recruited its 1,000<sup>th</sup> volunteer. At 31<sup>st</sup> March 2012 there were in the region of 1,400 volunteers supporting the work of Helen & Douglas House. It is estimated that the economic value of voluntary contributions in the year under review was in the region of £969k (2011 £750k). Two thirds of volunteers work in the charity's shops, of which there were 35 at the year end. Ten percent of volunteers are associated in some way with the hospice houses (care team support, catering, gardening, administration and fundraising). The remaining volunteers fall into the category of 'ad hoc' volunteers who can be called upon when support is needed in large numbers to assist with fundraising activities

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- The integration of volunteers into the care teams at both Helen House and Douglas House has continued throughout the year. In addition the charity trained its first group of volunteers to provide support to families at home
- Internship programmes have continued to be mutually beneficial to the interns and the charity
- In June 2011 the charity's volunteers were awarded The Queen's Award for Voluntary Service. Mr Tim Stevenson, the Lord Lieutenant of Oxfordshire, presented the Award on behalf of Her Majesty at the Volunteers' Conference held in Henley on Thames on 14<sup>th</sup> June 2011. This wonderful accolade was justly deserved
- On 20<sup>th</sup> October 2011, the Charity's Patron, Her Royal Highness, the Duchess of Cornwall, hosted a beautiful event at her London home. After greeting guests at Clarence House Her Royal Highness led them to St James's Palace where, before dinner, they were entertained by musicians from the London Chamber Orchestra. Her Royal Highness's patronage is greatly appreciated.
- Fundraising activities continued apace throughout 2011/12. The Financial Review (see later) analyses the results for the year
- Throughout 2011/12 Helen & Douglas House increased the number of corporate partnerships. In addition to financial support the charity's corporate friends also carried out, without charge, several key projects designed to improve efficiency of fundraising and administration. Towards the end of the year around twenty corporate friends committed themselves to providing on-going advice to Helen & Douglas House through the formation of a Corporate Advisory Group
- In July 2011 state-of-the-art IT equipment for the use of patients was presented by Lifelites – a London-based charity that has provided specialist IT equipment to each of the UK's 44 children's hospices. Helen & Douglas House, and the entire children's hospice movement, are indebted to our friends in Lifelites
- Childish Things, the Oxford-based comedy and music review, was once again a sell-out - this year for three nights. We are indebted to the comedians and musicians who for the last eight years have helped to realise the fundraising potential of this amazing event
- A further 5 shops were added to the Helen & Douglas House network in 2011/12 – Windsor, Swindon, Woodley, Caversham and Chalfont St Peter. This brings the retail network to 35 shops. At 31<sup>st</sup> March 2012 plans were in place to open a further two shops

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**The employees' choice**

- In 2011 92% of employees indicated satisfaction with Helen & Douglas House as their employer. A survey will be carried out in 2012/13
- In 2010/11 the charity experienced an unprecedented expansion in employee recruitment reflecting the increased number of retail shops and developments in clinical areas. This has necessitated an expansion of the people resourcing and operations' team. Some economies of scale have been effected which have led to improved management in the internal service departments
- Helen & Douglas House prides itself on the provision of healthy and safe working environments. Health and Safety matters are regularly reported to both trustees' and managers' meetings. No significant Health and Safety deficiency was noted in the year under review

**The partner of choice for public-sector, voluntary and commercial agencies**

- Throughout 2011/12 Helen & Douglas House carried out a major exercise across the charity's catchment area to assess the needs of children and young adults who require palliative care, and those of their families. In addition the exercise mapped existing services that support children and young people who have life-shortening conditions. The mapping exercise provides, for the first time in the charity's history, a solid foundation for determining how Helen & Douglas House addresses need. The report has informed the development of the strategic plan for the period to 2016
- The Department of Health maintained its financial support for the charity's medical team through a Section 64 Grant of £273k (2011 £273K). Financial contributions from local authorities and primary care trusts towards the cost of residential care were £325k – a fall of 12% on the contribution of £371k received in 2011
- Overall the amount of statutory income received in the year, £620k, represented a 48% reduction in the figure for 2011 (£1,185k). The statutory income in 2011 was exceptional due to the receipt of £519k of one-off grants for capital works and service development
- In the previous year's report mention was made of the Government's review of palliative care funding and the hope that a tariff-based payment system would shortly be developed. The recommendations from the review resulted in the establishment of several 'pilot' schemes around the country in order to collect data. The decision on statutory funding for palliative care is now unlikely to be made until 2015
- Oxfordshire Hospital School this year renewed its contract with Helen & Douglas House. The Hospital School provides a part-time teacher who works with the children at Helen House. We continue to be indebted to the Hospital School and Oxfordshire County Council for this very practical support
- Helen & Douglas House continued to be actively engaged in the UK's hospice movement. Over the years the charity has benefited from its connections with national umbrella bodies such as Help the Hospices, Children's Hospice UK and ACT. In

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August 2011 Helen & Douglas House gave its wholehearted support to the merger of Children's Hospice UK and ACT. The merged organisation, known as Together for Short Lives, aims to represent all those with an interest in paediatric palliative care – hospices, other charities, professionals and families

- Worldwide interest in the work of Helen & Douglas House continued throughout the year. In addition to on-going support for the rapidly-developing children's hospice movement in Japan the charity, in 2011/12, welcomed visitors from Taiwan, Kenya, Russia and Hungary

## **Financial review**

### Incoming resources

Compared with the previous year overall income decreased by 16% to £9,316k (2010/11 £11,087k). Total income for 2010/11, however, was exceptional due to the receipt of two substantial Department of Health Grants (£519k) and a large legacy (£1,999k). If the exceptional items are excluded the income from donations, gifts and activities increased by 11% to £7,295k (2010/11 £6,545k).

Income from activities for generating funds increased by 17% to £4,167k (2010/11 £3,557k). This was due to additional shops, maturing sales profiles of existing shops and increased income from the Helen & Douglas House Lottery.

The 48% year-on-year decrease in income from charitable activities was due to the two one-off Department of Health Grants previously mentioned. The Section 64 grant received from the Department of Health remained unchanged at £273k (2010/11 £273k). Income received from Primary Care Trusts and Local Authorities as contributions towards patient care decreased by 12% to £325k (2010/11 £371k).

### Resources expended

The charity has continued its strategy of investing in fundraising and retailing with the aim of developing sustainable income streams for the future.

Resources expended in 2011/12 increased by 18% to £10,612k (2010/11 £9,008). The charity has used some of the additional income received in 2010/11 to invest in fundraising programmes designed to provide flows of sustainable future income.

Costs of generating voluntary income include expenditure on further promotion of the Helen & Douglas House Lottery. Income from the Lottery in the current year was £84k (2010/11 £40k).

The increased costs associated with trading are due to the full-year effect of new shops which opened in 2010/11, the opening in the current year of additional shops in Windsor, Swindon, Woodley, Caversham and Chalfont St Peter and the costs of operating a second warehouse. The increased shop network has led to an increase in the number of vans and drivers required to service it.



In the light of current economic forecasts the trustees anticipate that c£113k of unrestricted reserves will be required to be spent in 2012/13 to maintain service continuity

### **Investment Policy**

The Charity has a policy of investing in pooled funds managed by CCLA Investment Management Ltd (the Central Board of Finance of the Church of England). The aim is to preserve the real capital value of the investments held by the charity, while at the same time maximising income. Investments are divided between equity funds, fixed interest funds, property funds and cash. The percentage proportions of the portfolio are reviewed at least annually and, under the guidance of CCLA Investment Management Ltd, amended according to the anticipated market conditions and organisational needs. The quarterly reports from CCLA's Social Responsibility Investigation Unit confirm to the trustees that the CBF funds' managers adopt a rigorous approach to corporate social responsibility in line with their instructions on environmental, ethical and social codes.

### **Investment performance 2011/12**

Overall income from investments (including bank interest and rental income) increased by 15% to £428k (2010/11 £373k). Most of this income relates to the investments held by CCLA.

The largest part of the investment with CCLA is held in an equity fund. The return on this fund has been positive, although its capital value is just recovering from the stock market fall in September 2011.

Towards the end of the financial year, on the advice of CCLA, a decision was taken to realise two of the CCLA investment funds – i.e. the Deposit Fund and the Fixed Interest Securities Funds. This action was necessary to alleviate pressure on cash-flow.

In addition to the investment funds managed by CCLA the charity invested in two bonds issued by other financial institutions. One is a short-term bond for 6 months, the second is a three year stepped bond. It is intended that bond investments will maximise the short-term return on cash.

### **Reserves policy**

The trustees annually review the level of reserves to ensure they are adequate. Reserves are held to secure the future of the charity. They provide investment income, cash resources for capital projects and a subsidy for years when income does not match expenditure.

Total reserves comprise several elements

- Restricted Reserves
- Endowment Reserve
- Unrestricted tangible fixed assets
- Free reserves

From its free reserve the Charity has made several provisions and designations. These include provisions for identified uninsured risks as well as designations for future capital

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schemes, unexpired lease commitments for retail shops and emergency maintenance work. The allocation at the 31 March 2012 was £5,021k. The table below shows the amount of free reserves.

	£000
Unrestricted Reserves at 31 March 2012	14,529
Less value of unrestricted fixed assets	5,348
	9,181
Less amount allocated or designated	5,021
'Free' Reserves' at 31 <sup>st</sup> March 2012	4,160

With monthly operating costs of approximately £850k the charity's free reserves represent around five months running costs. The aim is to have a minimum of six months running costs. Hence free reserves of £5.1m.

### **Unrestricted funds (note 13)**

At 31 March 2012 the charity's unrestricted funds amounted to £14.5 million (2010/11 £15.7 million). Of this £5.3m is represented by the value of fixed assets. The remaining £9.2m is made up of investments and net current assets.

### **Restricted funds (note 15)**

Voluntary income from Trust donors increased in 2011/12. Due to restrictions on the funding it has not been possible to spend all of the money. A new format Restricted Funds note is included to highlight each fund and the movement in the year.

The most significant fund is the money held for Helen House. These are funds raised before the building of Douglas House and are considered restricted for the use of Helen House with its commitment to care for children and their families. The fund now stands at £1.2 million (2010/11 £1.4 million).

### **Risk management**

The trustees examined the principal areas of the charity's operation and considered the major risks in these areas. The trustees consider the charity's systems are such that these risks are mitigated to an acceptable level.

The risk management strategy forms part of the annual planning process against which the trustees regularly review progress. The trustees not only review the annual plans but also seek to anticipate future risks by undertaking a regular four-year planning programme.

With regard to financial risk, the trustees believe that the current level of Helen & Douglas House's readily realisable reserves, combined with the annual review of the controls over key systems, will provide sufficient resources in the event of unplanned, adverse conditions.

### **Plans for the future**

In line with the strategic plan for 2012-16 the trustees have identified the following as priority activities for 2012/13

- Embed the new strategic plan This will include preliminary work on reviewing the charity's values, leading to a review of the Vision and Mission statements
- To consider new opportunities that enable children and young adults to be cared for in a variety of settings
- To reduce distress during illness and at the end of life
- To work in partnership with NHS and voluntary organisations to improve the services offered by Helen & Douglas House
- To promote education, research and development in specialist palliative care
- To maximise the potential of volunteer involvement in all aspects of the charity's work
- To further advance a 'quality' agenda using PQASSO (Practical Quality Assurance System for Small Organisations) and the development of Key Performance Indicators (KPIs) across the entire organisation
- To develop the trading potential of the retail network

### **Trustee board members**

The members of the trustee board, who are also directors under the terms of the Companies Act, are set out on page 1 The members of the trustee board have no beneficial interest in the group or the charity

### **Trustees' responsibilities**

The trustees 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 Practices)

Company and charity law require 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 its incoming resources and application of resources, including the income and expenditure, of the charitable company for the year In preparing these financial statements the trustees are 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 charitable company will continue in operation

The trustees have overall responsibility for ensuring that the charity has an appropriate system of controls, financial and otherwise The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the

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financial position of the charity and enable them to ensure that the accounts comply with the Charities Acts. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees confirm that so far as they are aware, there is no relevant audit information of which the charity's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

**Auditors**

A resolution proposing that Critchleys LLP be re-appointed as auditors of the charity will be put to the Annual General Meeting.

**On behalf of the Trustees**



Trustee

15 November 2012

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF**

**HELEN & DOUGLAS HOUSE**

We have audited the financial statements of Helen & Douglas House for the year ended 31 March 2012 which comprise the Consolidated Statement of Financial Activities, the Summary of Income and Expenditure Account, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Cash Flow Statement and the related notes. These financial statements have been prepared under the historical cost convention (as modified by the revaluation of certain fixed assets) and the accounting policies set out therein.

This report is made solely to the 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 company's members those matters we are required to state to them in an auditors' 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of trustees and auditors**

As explained more fully in the Trustees' Responsibilities Statement set out on page 10, 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 fair view.

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's [(APB's)] Ethical Standards for Auditors.

**Scope of the audit of the financial statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the [describe the annual report] to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF  
HELEN & DOUGLAS HOUSE (continued)**

**Opinion on financial statements**

In our opinion the financial statements

- give a true and fair view of the state of the group's and the parent charitable company's affairs as at 31 March 2012 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended, and
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011

**Opinion on other matter prescribed by the Companies Act 2006**

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements

**Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 requires us to report to you if, in our opinion

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us, or
- the parent charitable company 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



Robert Kirtland (Senior Statutory Auditor)  
for and on behalf of Critchleys LLP, Statutory Auditors

Greyfriars Court, Paradise Square, Oxford, OX1 1BE

Date 15 November 2012

*Critchleys LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006*

# Helen & Douglas House

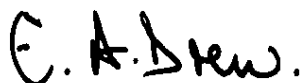
## Consolidated Statement of Financial Activities (including consolidated Income and Expenditure) for the year ended 31 March 2012

	NOTE	Restricted £000	Unrestricted £000	Endowment £000	Total £000	2010/11 £000
<b>Incoming resources</b>						
Incoming resources from generated funds						
Voluntary income						
Donations & gifts		247	2,881	0	3,128	2,988
Legacies		0	973	0	973	3,006
Activities for generating funds		0	4,167	0	4,167	3,557
Investment income		0	428	0	428	373
Incoming resources from charitable activities		620	0	0	620	1,163
Total incoming resources	<b>2</b>	<u>867</u>	<u>8,449</u>	<u>0</u>	<u>9,316</u>	<u>11,087</u>
<b>Resources expended</b>						
Cost of generating funds						
Costs of generating voluntary income		1	1,407	0	1,408	1,095
Costs of fundraising trading (shops)		0	4,422	0	4,422	3,426
Charitable activities						
Hospice care		839	3,675	0	4,514	4,247
Bereavement and family Support		13	243	0	256	204
Governance costs		0	12	0	12	36
Total resources expended	<b>3</b>	<u>853</u>	<u>9,759</u>	<u>0</u>	<u>10,612</u>	<u>9,008</u>
<b>Net (outgoing)/incoming resources</b>		14	(1,310)	0	(1,296)	2,079
Gains/(losses) on investments						
Realised	<b>6</b>	0	13	0	13	1
Unrealised	<b>6</b>	0	99	0	99	225
<b>Net movement in funds</b>		<u>14</u>	<u>(1,198)</u>	<u>0</u>	<u>(1,184)</u>	<u>2,305</u>
<b>Fund balances brought forward 31 March 2011</b>		1,454	15,727	51	17,232	14,927
<b>Fund balances carried forward 31 March 2012</b>		<u>1,468</u>	<u>14,529</u>	<u>51</u>	<u>16,048</u>	<u>17,232</u>

**Helen & Douglas House**  
(Registered company number 04120488)

	NOTE	Consolidated Balance Sheet		Helen & Douglas House Charity Balance Sheet	
		2011/12 £000	2010/11 £000	2011/12 £000	2010/11 £000
<b>Fixed Assets</b>					
Property		4,441	5,066	4,441	5,066
Fixtures & fittings		1,639	1,514	1,639	1,514
Motor vehicles		40	38	40	38
	<b>5</b>	<u>6,120</u>	<u>6,618</u>	<u>6,120</u>	<u>6,618</u>
<b>Investments</b>					
Investments	<b>6</b>	8,638	9,093	8,638	9,093
<b>Current Assets</b>					
Stock		279	242	5	5
Debtors	<b>7</b>	981	410	1,199	637
Investments (Short term)	<b>8</b>	209	31	209	31
Cash and bank		245	1,351	245	1,346
		<u>1,714</u>	<u>2,034</u>	<u>1,658</u>	<u>2,019</u>
<b>Current liabilities</b>					
Creditors	<b>9</b>	(424)	(513)	(378)	(506)
<b>Net current assets</b>		<u>1,290</u>	<u>1,521</u>	<u>1,280</u>	<u>1,513</u>
<b>Net assets</b>		<u>16,048</u>	<u>17,232</u>	<u>16,038</u>	<u>17,224</u>
<b>Accumulated Funds</b>					
Endowment		51	51	51	51
Restricted	<b>15</b>	1,468	1,454	1,468	1,454
Unrestricted	<b>13</b>	14,529	15,727	14,519	15,719
		<u>16,048</u>	<u>17,232</u>	<u>16,038</u>	<u>17,224</u>

These financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



E Drew (Chair of Trustees)  
15 November 2012



# Helen & Douglas House

## Consolidated Cash Flow Statement for the year ended 31 March 2012

	2011/12		2010/11	
	£000	£000	£000	£000
<b>Net cash flow from operating activities:</b>				
Net incoming/(outgoing) resources		(1,296)		2,079
Depreciation		656		574
(Gain)/loss on disposal of fixed assets		0		(2)
(Increase)/decrease in stock		(37)		(126)
(Decrease)/increase in creditors		(103)		(274)
Decrease/(increase) in debtors		(571)		50
(Increase)/decrease in current investments		(178)		(19)
		<u>(1,529)</u>		<u>2,282</u>
<b>Investing activities:</b>				
New investments	(200)		(1,000)	
Sale of investments	1,273		450	
J P Morgan interest	<u>0</u>		<u>(5)</u>	
		1,073		(555)
<b>Fixed assets</b>				
Additions	(664)		(614)	
Sale of fixed assets	<u>0</u>		<u>6</u>	
		(664)		(608)
<b>Increase/(Decrease) in cash balance</b>		<u><u>(1,120)</u></u>		<u><u>1,119</u></u>

### Movement in cash balances

	2012	2011	Change
	£000	£000	£000
Bank overdraft	(39)	(25)	(14)
Bank and cash balances	<u>245</u>	<u>1,351</u>	<u>(1,106)</u>
	<u><u>206</u></u>	<u><u>1,326</u></u>	<u><u>(1,120)</u></u>

## 1 Accounting policies

The following policies have been used consistently in dealing with items considered material in relation to the charity's accounts

### Accounting Basis

The accounts have been prepared in accordance with

- a) SORP 2005 and relevant accounting standards
- b) The Companies Act 2006
- c) the historical cost basis of accounting except for investments and investment property which have been included at market value

### Basis of consolidation

The consolidated financial statements comprise the accounts of Helen & Douglas House and its subsidiary made up to 31 March 2012. A separate statement of financial activities dealing with the results of the company has not been presented in accordance with section 408 of the Companies Act 2006. The trading results of the subsidiary are shown in note 6. The company has taken advantage of the exception contained in FRS8 and has therefore not disclosed transactions or balances with its subsidiary.

### Income resources

Cash donations are credited to the Statement of Financial Activity as received.

Where assets have been donated a cash equivalent is included. Donated assets with a value of less than £5,000 are not included in the accounts because it would not be economical to establish a fair value.

Legacies are recognised when the charity has been notified that it is a beneficiary, the amount is determinable or money is received.

A significant contribution is made by volunteers throughout the year and the value of these donated services is not reflected in the accounts.

Investment income is accounted for on an accruals basis.

Income raised through shops is recognised on a receipts basis.

Tax recoverable on amounts received by way of gift aid is included in the accounts on a receivable basis.

### Resources expended

Expenditure is recognised on an accruals basis, any irrecoverable VAT is included.

Costs of generating funds comprise the costs associated with attracting voluntary income and the costs of the trading for fundraising purposes including the charity's shops.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those support costs of an indirect nature to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, e.g. per capita or estimated usage.

Expenditure relating to recruitment of lottery players is apportioned over the period that the player is anticipated to be a member. Currently estimated at five years.

### Depreciation

Depreciation is calculated on a straight line basis using the following rates for different classes of assets:

Buildings	2%
Fixtures & fittings	15%
Computer equipment	33.3%
Motor vehicles	25%

A surplus or deficit arising from the disposal of a fixed asset is adjusted on the depreciation charge for the year.

### Stock

Stock is valued at the lower of cost and net realisable value. Stocks of donated goods are not valued.

### Investments

Investments are stated at market value. Changes in value are shown as unrealised gains or losses in the SOFA. Investment properties are revalued on a five year basis.

## 1 Accounting policies (continued)

### Taxation

No corporation tax is payable due to the charitable status of the parent company. Taxable profits generated by the trading subsidiary are transferred to the parent company under gift aid.

### Pension costs

The company operates a defined contribution scheme for the benefit of its employees and contributes to the NHS pension scheme for employees who are eligible. These contributions are written off against profits in the year they are payable.

### Operating leases

Rentals applicable to operating leases are charged to the SOFA over the period in which the cost is incurred.

### Endowment funds

These are donated funds where the donor wishes the capital to be retained and only the income applied for running the charity.

### Restricted funds

These are funds where the donor has placed restrictions on how they are spent. Funds donated for specific residents are treated as restricted for costs of the house they reside in. Funds donated explicitly for one of the houses are treated as a restricted fund for the use in running that house. Funds for the purchase of fixed assets are transferred to unrestricted funds once the asset has been acquired.

### Unrestricted funds

These funds represent donations where donors have imposed no restrictions.

## 2 Incoming Resources

### Activities for generating funds

	2012 £000	2011 £000
Sales of donated and bought-in goods	3,826	3,229
Gift Aid on sales of donated goods	190	209
Web sales	37	25
Theatre tickets	7	19
Lottery income	84	40
Other	23	35
	<u>4,167</u>	<u>3,557</u>

### Investment Income

Rental Income	55	18
Investment Funds and dividend income	353	338
Bank & building society interest	20	17
	<u>428</u>	<u>373</u>

### Charitable activities

Section 64 - Children's Hospice and Children's Hospice at Home grant *	273	273
NHS and Local Authority contributions to cost of patient care	325	371
Oxfordshire PCT grant towards employers' NHS Pension contributions	22	0
Department of Health grant for Douglas House **	0	246
Department of Health grant for palliative care in the Thames Valley ***	0	273
	<u>620</u>	<u>1,163</u>

\* All the grant is applied towards the cost of providing a medical service

\*\* The capital grant was used to enhance the environment for young adult patient care in Douglas House

\*\*\* The grant was part of the Department of Health's £30m funding programme for Children's Palliative Care and was applied to service developments that can support patients and families in the Thames Valley

Helen and Douglas House  
Notes to the Accounts for the year ended 31 March 2012

	£000	£000	£000	£000	£000	2012 £000	2011 £000
3 Resources expended	Hospice Care	Bereavement	Fundraising	Shops	Governance	TOTAL	TOTAL
Staff	3,547	215	612	1,528	3	5,905	5,089
Non-Staff costs	285	17	621	2,172	9	3,104	2,616
Central Support Costs	396	24	175	352	0	947	729
Depreciation	286	0	0	370	0	656	574
	<u>4,514</u>	<u>256</u>	<u>1,408</u>	<u>4,422</u>	<u>12</u>	<u>10,612</u>	<u>9,008</u>

Central support costs are Finance, Human Resources, Volunteering, ICT and Corporate Office. They are apportioned to activity areas on a usage basis.

The 2011 comparator above has been amended to reflect a more appropriate split of central support costs.

Charitable expenditure includes:

Auditors' remuneration

Audit of these financial statements

4 16

Amount received by auditors in respect of audit of financial statements of subsidiary

1 2

Operating lease rentals - land and buildings

933 744

#### 4 Wages and salaries

The number of employees and (Full Time Equivalent status), as at 31 March 2012, by function was

Nursing, medical and care

Full time

2012 2011  
55 (55 00) 51 (51 00)

Part time

51 (32 80) 56 (36 15)

Fundraising (Cost of generating funds)

26 (22 51) 21 (18 60)

Management and administration

20 (18 55) 17 (14 56)

Retail

96 (73 39) 84 (60 29)

Estate, domestic and catering

16 (12 80) 15 (13 00)

264 (215 05) 244 (193 60)

Staff payroll costs

£000 £000

Salaries and wages

5,508 4,742

Social Security

461 406

Pension contributions

318 247

6,287 5,395

Agency, advertising and other

308 280

6,595 5,675

Employee emoluments

£60,000 - £70,000

3 1

£70,000 - £80,000

1 1

The number of volunteers who worked for the group without pay during the year was approx 1,400 (2011 approx 1,022)

#### Pension costs

The charity operates a defined contribution scheme and certain employees are entitled to be members of the NHS pension scheme. The NHS scheme is an unfunded, defined benefit scheme for NHS employers, General Practices and other bodies allowed under the direction of the Secretary of State. It is not possible for Helen & Douglas House to identify its share of the underlying scheme assets or liabilities. The scheme is accounted for as if it was a defined contribution scheme.

Contributions for both schemes are charged to the statement of financial activities as they accrue. The total charged for the year was £318k (2011 £247k).

**5 Fixed Assets - Group & Company**

	Buildings £000	Fixtures, Fittings & Equipment £000	Motor Vehicles £000	Total £000
<b>Cost</b>				
At 1 April 2011	6,443	3,243	165	9,851
Additions	(3)	625	42	664
Disposals	0	0	0	0
Removal of investment property	(551)	0	0	(551)
At 31 March 2012	<u>5,889</u>	<u>3,868</u>	<u>207</u>	<u>9,964</u>
<b>Depreciation</b>				
At 1 April 2011	1,377	1,729	127	3,233
Charged in year	116	500	40	656
Eliminated on disposal	0	0	0	0
Removal of investment property	(45)	0	0	(45)
At 31 March 2012	<u>1,448</u>	<u>2,229</u>	<u>167</u>	<u>3,844</u>
<b>Net Book Value</b>				
At 1 April 2011	<u>5,066</u>	<u>1,514</u>	<u>38</u>	<u>6,618</u>
At 31 March 2012	<u>4,441</u>	<u>1,639</u>	<u>40</u>	<u>6,120</u>

During the year, two properties were transferred from Buildings to Investment Properties to reflect the change in their use within the charity

**6 Investments**

	2011/12 £000		2010/11 £000	
	Cost	Market Value	Cost	Market Value
The Central Board of Finance of the Church of England				
<b>Fixed Interest Security Fund</b> 0 Units (149,350 Units 2010/11)	0	0	210	224
<b>Investment Fund</b> 619,094 Units (619,094 Units 2010/11)	3,415	6,809	3,415	6,821
<b>Property Fund</b> 803,480 Units (803,480 Units 2010/11)	980	961	980	950
	<u>4,395</u>	<u>7,770</u>	<u>4,605</u>	<u>7,995</u>
J P Morgan Equity Fund	0	0	1,035	1,035
Other Listed equity investments	87	53	87	63
Investment properties	506	615	0	0
Long Term Bond	200	200	0	0
	<u>5,188</u>	<u>8,638</u>	<u>5,727</u>	<u>9,093</u>
Market value at 1 April 2011		9,093		8,312
New investments		200		1,000
Proceeds from sale of investments		(1,273)		(450)
JP Morgan Net income rolled up		0		5
Transfer of properties from Fixed Assets		506		-
Unrealised gains		99		225
Realised gains		13		1
Market value at 31 March 2012		<u>8,638</u>		<u>9,093</u>

Investment properties were valued at their market value as at 31 March 2012. The valuation was conducted by Savills plc.

Helen & Douglas House (Trading) Limited, a company incorporated in England, is the wholly owned retail trading company of the Charity. A summary of the company's results are as follows:

	2012 £000	2011 £000
Sales	612	544
Cost of Sales	<u>(398)</u>	<u>(320)</u>
Gross Profit	214	224
Administrative Expenses	(4)	(4)
Gifted to Charity	<u>(210)</u>	<u>(220)</u>
Retained in subsidiary	0	0
Reserves brought forward	8	8
Reserves carried forward	<u>8</u>	<u>8</u>

Helen & Douglas House has a £2 investment in the trading subsidiary.

Helen and Douglas House  
Notes to the Accounts for the year ended 31 March 2012

	Group		Company	
	2012	2011	2012	2011
	£000	£000	£000	£000
<b>7 Debtors</b>				
Trade debtors	80	47	80	47
Investment income	19	52	19	52
Income tax	16	48	16	48
Accrued income	137	0	137	0
Prepayments	556	180	556	180
Subsidiary undertakings	0	0	234	241
VAT	71	70	55	56
Other debtors	102	13	102	13
	<u>981</u>	<u>410</u>	<u>1,199</u>	<u>637</u>
<b>8 Current asset Investments</b>				
CAF Gold	8	12	8	12
CBF Deposit Fund	1	19	1	19
Bond	200	0	200	0
	<u>209</u>	<u>31</u>	<u>209</u>	<u>31</u>
<b>9 Creditors</b>				
Bank overdraft	39	25	0	25
Trade creditors	198	282	191	275
Social security and other taxes	139	123	139	123
Accruals	48	83	48	83
	<u>424</u>	<u>513</u>	<u>378</u>	<u>506</u>

**10 Trustee remuneration**

No Trustee received any remuneration for their office but two trustees received £944 (£574 2011) in reimbursement of expenses for representing the charity

**11 Leasing commitments**

Operating lease payments amounting to £948k (2011 £804k) are due within a year. The leases to which these amounts relate expire as follows

	2012	2011
	£000	£000
Less than one year	31	0
Between one and five years	650	52
After five years	267	752
	<u>948</u>	<u>804</u>

**12 Transactions with related parties**

Helen & Douglas House paid rent of £35,655 (2010/11 £35,655) to The Society of All Saints Sisters of the Poor. The members of Helen & Douglas House are trustees of The Society of All Saints Sisters of the Poor. A R Cooper and D W Shorey are trustees both of the company and the Society of All Saints Sisters of the Poor.

	2012	2011
	£000	£000
<b>13 Unrestricted funds</b>		
General charitable funds	14,521	15,719
Non charitable trading funds	8	8
	<u>14,529</u>	<u>15,727</u>

	Restricted	Unrestricted	Endowment	Total 2012	Total 2011
	£000	£000	£000	£000	£000
<b>The funds are represented by:</b>					
Fixed assets	772	5,348	0	6,120	6,618
Investments	477	8,110	51	8,638	9,093
Current assets	219	1,495	0	1,714	2,034
Current liabilities	0	(424)	0	(424)	(513)
	<u>1,468</u>	<u>14,529</u>	<u>51</u>	<u>16,048</u>	<u>17,232</u>

**14 Charitable company status**

Helen & Douglas House is a company limited by guarantee. The liability of the members of the charitable company is limited to a sum of £1 each payable towards the liabilities of the charitable company in the event of a liquidation.

Helen and Douglas House  
Notes to the Accounts for the year ended 31 March 2012

	Opening Balance 01/04/2011 £000	Income £000	Expenditure £000	Closing Balance 31/03/2012 £000
<b>15 Restricted Funds</b>				
Helen House Fund	1,434	-	185	1,249
Department of Health Section 64 Grant	-	273	273	-
PCT & Social Services	-	347	347	-
Home Volunteering Project	-	42	19	23
Art Room	-	1	-	1
Vodafone World of Difference	-	3	1	2
SHA Education Project	20	25	15	30
Helen House Kitchen & Flats	-	3	-	3
Wallace & Gromit Foundation	-	5	-	5
BBC Children in Need	-	13	13	-
TYAC - Teenagers and Young Adults with Cancer	-	5	-	5
Cancer Care Foundation	-	150	-	150
	<b>1,454</b>	<b>867</b>	<b>853</b>	<b>1,468</b>

#### Helen House Fund

This fund was established when Douglas House was built to preserve the money raised specifically for Helen House and is being used towards the running costs of Helen House. The fund is represented by the value of Helen House with the remainder used to fund the running of Helen House.

#### Department of Health Grant & PCT/Social Services

The Department of Health Section 64 grant was allocated to the cost of the medical team. A specific grant from Oxfordshire PCT was applied to the employer's pension contributions. Any monies received from a PCT or Social Service department are allocated against a specific patient and the cost of the House they stayed in. All these funds were fully used in the financial year.

#### Home Volunteering Project

This fund has been set up to enable Helen & Douglas House establish a home volunteering project. The project will recruit, train and supervise volunteers to provide practical support to patients and their families in their own homes. To date £42k has been received from three different funding sources.

#### Art Room

The income in this fund has been generated from the sale of items produced by the patients in the Douglas House Art Room. All income will be re-invested in resources for the Art Room.

#### Vodafone World of Difference

This is a Grant from the Vodafone World of Difference Foundation and has been used to employ a Fundraising Assistant for two months.

#### SHA Education Project

Helen & Douglas House is working in partnership with South Central Strategic Health Authority (SHA) to provide education for practitioners caring for children and young people at the end of life.

#### Helen House Kitchen

This fund is raising money to be applied to an upgrade of the kitchen in Helen House. The work is being planned for September 2013.

#### Wallace & Gromit Foundation

The fund will be used for Activities and Play Programme in Helen House. The programme provides each child with engaging activities that create fun, stimulation and relaxation. We are so keen to ensure that the individual can 'be a child' when life for so many is very difficult.

#### BBC Children in Need

The grant will be spent on providing support to siblings. This includes employing a sibling worker as well as activities for them, including two annual camps.

#### Teenagers and Young Adults with Cancer (TYAC)

To support work in Douglas House providing specialist care for teenagers and young adults suffering from non-curative cancer. Support from Charitable Trusts has enabled members of the Care Team to receive specific training to ensure they have the relevant skills to meet the demanding needs of this type of care.

#### Cancer Care Foundation

Helen & Douglas House has been awarded a significant grant from the Cancer Care Foundation to support nursing posts that are pivotal to the charity's ability to serve children with complex palliative care needs.