



Helen & Douglas House
(A Company Limited by Guarantee)

Registered Charity No 1085951

Registered Company No 04120488

Accounts for the year ended 31 March 2013

TUESDAY



A15 *A2NXA137* 24/12/2013 #387
COMPANIES HOUSE

Helen & Douglas House
Accounts for the year ended 31 March 2013

Trustees	Duncan Craig Sister Frances Dominica Elizabeth Drew (Chair) Shaun Forth Sarah Haywood Theresa Hill John Tennent (Treasurer) Andrew Wilkinson
Chief Executive	Tom Hill
Director of Clinical Services	Clare Edwards
Director of People, Resourcing & Operations	Sarah Westmorland
Director of Income Generation	Lindsey Rennard
Director of Finance	Richard Quayle
Company Secretary	Gary 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

Helen & Douglas House
Accounts for the year ended 31 March 2013

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.

Helen & Douglas House aims to foster partnerships between staff, children, young adults and their families/carers. During a respite stay the staff aim, whenever possible, to maintain the child's or young adult's normal routine and also to 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 continued to have a clear strategic focus in 2012/13. The direction of travel for the new strategic cycle 2012 to 2016 was set out in the new strategic plan entitled 'Raising the bar & securing the future'. 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 2012/13 are noted in this report.

Helen & Douglas House
Accounts for the year ended 31 March 2013

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 2013. 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 and 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 2012/13 was the first year of the charity's new four-year strategic cycle. The pursuit of excellence in all aspects of the charity's operations and financial sustainability are the core themes of the strategy. These themes are reflected in the plan's title "Raising the bar & securing the future". The plan is predicated on four principal strategic objectives:

- 1 To provide excellent, innovative care to children and young adults with palliative care needs, and their families
- 2 To provide robust and sustainable sources of income through effective delivery of an integrated retail and fundraising plan, supported by clear consistent brand-messaging and media coverage
- 3 To increase organisational capacity and sustainability through effective supporting services and human-capital management/ development practices
- 4 To improve the finance function of the organisation to ensure that legal requirements are fulfilled, business plans informed and the financial future of the organisation is sustained

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 & Douglas House
Accounts for the year ended 31 March 2013

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

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 2012/13 are here described within the context of the objectives set out in the strategic plan

1. The provision of care

At 31 March 2013 the charity was actively caring for 240 children and young adults living with progressive life-shortening conditions (2011/12 244). In addition practical and psycho-social support were provided to the families of these children and young adults

In the year under review there were 821 patients stays (2011/12 819) representing 3,238 bed-nights (2011/12 3,394). This maintained an average of a 4-day stay per patient. Bereavement support was provided to 62 families (2011/12 68)

Year-on-year the case-load of the two hospices has remained steady. Referrals and the actual number of patients cared for during the year have, however, increased. In 2004/05 the charity provided residential, end-of-life care to six patients. During 2012/13 the charity provided end-of-life care to 48 children and young adults (2011/12 35)

Clinical services have continued to develop informed by an evolving understanding of the requirements and possibilities for age-appropriate and condition-appropriate palliative care

In the last two years there has been significant investment in the medical team, the consolidation of the role of Nurse Consultant and the establishment of a Research, Education and Development (RED) team

The members of the medical team and the Nurse Consultant have engaged in significant "in-reach" to acute hospitals and are now well respected by medical and nursing colleagues in hospitals across the Thames Valley. This close working has resulted in the senior members of the medical team and the Nurse Consultant being awarded honorary

Helen & Douglas House
Accounts for the year ended 31 March 2013

NHS contracts that permit them to work alongside colleagues in the Oxford University Hospitals. This is a clear endorsement of the specialist knowledge and expertise that has developed at Helen & Douglas House. The charity is now perceived as an integral component of the care pathway providing valuable resources that aim for seamless care for the children and young adults that we serve.

The Nurse Consultant is the link between community healthcare, hospitals, family homes and the hospice. The post, which was initially set up as a 'pilot' in 2010, was made permanent in September 2012. The work of the Nurse Consultant has greatly assisted the families of newly-diagnosed children to come to terms with the fact that their sons/daughters have conditions that will shorten their lives. Her experience of symptom management is also a very valuable resource not only to families but to other healthcare professionals in community and hospital settings.

In the year under review Helen and Douglas House supported the training of two Registered Nurses to become independent prescribers of medicines.

Reflective practice and ongoing learning have always underpinned the clinical work of Helen & Douglas House. The Research, Education and Development (RED) Team, which was established in the previous year, has facilitated access to excellent teaching and learning opportunities. The members of the RED Team are engaged in several research projects and, in addition, are supporting others in developing research skills.

Recognising the potential that bereavement has for negatively impacting physical and psychological health Helen & Douglas House has made a substantial investment in its Family Support and Bereavement Team (FSBV). In 2012/13 the team consolidated work that encourages mutual support e.g. the Dad's Group and the Parent Support Group each of which is run predominately by parents. During the year the team facilitated two support groups for newly-bereaved parents in addition to developing a grandparents' support group and running several bereavement workshops.

The FSBV team also promotes the psychological well-being of brothers and sisters of the child affected by a life-shortening condition. During 2012/13 two residential camps for siblings were held. These were not only greatly enjoyed by the children but very positively evaluated.

2. Sustainable income

Trading

One permanent shop and one temporary shop were added to the Helen & Douglas House network in 2012/13. Towards the end of the financial year the decision was taken to cease trading from the temporary shop. The shop at Oxford's Templars' Square Shopping Centre also ceased to trade this year.

Helen & Douglas House
Accounts for the year ended 31 March 2013

At 31 March 2013 the charity had 35 shops Trading income and associated costs are as follows -

	2012/13 £'000	2011/12 £'000
Trading income	4,357	4,083
Staff pay and on-costs	(1,755)	(1,528)
Rents, Rates, Utilities etc	(2,237)	(2,172)
Net Profit (before depreciation and central costs)	365	383

Fundraising

In November 2012 the charity celebrated the 30th anniversary of the opening of Helen House and the birth of the worldwide Children's Hospice Movement The 30th anniversary of Helen House provided many opportunities for raising awareness of the charity's work These included a beautiful photographic exhibition capturing the essence of Helen & Douglas House's work which was on show at eight key locations throughout the charity's operational area

A star-studded Forget-me-not Ball took place in September in the splendid surroundings of Syon Park, Richmond The actors Tom Hollander, Ralph Fiennes and Sir Michael Gambon were amongst the 250 guests who attended the Ball and helped the charity to raise an amazing £142k from the event

Celebrations continued in October when over 500 people, including current service users and bereaved families, volunteers, staff, supporters, trustees and local dignitaries, attended a Thanksgiving Service at Christchurch Cathedral, Oxford The Bishop of Norwich gave a moving address and a Helen & Douglas House choir sang 'The Sanctuary', a song especially composed for the occasion by Ceridwen Rees, the music therapist at Helen House

A 30th anniversary appeal raised c£36k One third of these donors agreed to make regular gifts to the charity Corporate supporters also displayed great generosity in the anniversary year Special thanks needs to be paid to ICAP who chose Helen & Douglas House as a beneficiary charity of ICAP's global Charity Day ICAP presented its super gift to Sister Frances Dominica at a reception hosted by Mrs Samantha Cameron at 10 Downing Street ICAP's gift will be used to fund costs associated with the recruitment of two specialist palliative care nurses for two years We are extremely grateful for all these birthday gifts and for the hundreds of letters and greetings cards that wished the charity success for its second thirty years

A number of Charitable Trusts and Foundations generously supported specific aspects of Helen & Douglas House's care programme in 2012/13 Amongst these was an incredible grant of £100k from The Cancer Care Foundation towards the care and support of teenagers and young adults who are coping with cancer diagnoses BBC Children in Need donated £6.5k as an instalment of a three-year award for work with siblings and Allergan International gave £16k to be applied to outreach work

Overall income from donations and gifts (excluding legacies) in 2012/13 was £69k, or 2% higher than the comparable figure in 2011/12 Legacy income for the year ended 31st

Helen & Douglas House
Accounts for the year ended 31 March 2013

March 2013 amounted to £1,558k (2011/12 £973k) This incredible year-on-year increase of £585k or 60% demonstrates the unpredictability of this category of income

Fundraising income and associated costs are as follows -

	2012/13 £'000	2011/12 £'000
Donations, gifts and legacies	4,755	4,101
Costs of generating donations (Note 3 Fundraising)	(1,254)	(1,408)
Return on every £1 invested in generating voluntary income	£3 79	£2 91

Highlights of Donations and Gifts to Helen & Douglas House in 2012/13

INDIVIDUAL GIVING

Over £680k was raised from individual donations and pledges

Almost 4,000 people donate using regular giving Direct Debits or a Standing Order This raised c£382k - an average donation of £8 per donor, per month

CORPORATE GIVING

Thanks to the following Companies that made significant donations in 2012/13

- ICAP
- Holiday Lettings
- MEM Consumer Finance Ltd
- Packpost International
- Lewis Silkin LLP

COMMUNITY

£24k - Phyllis Court Charity of the year
£15k - Whittlebury Fair shopping event
£12k - Lashings Cricket Match held at Magdalen College in July 2012

CHILDISH THINGS '9'

Two nights of comedy and music that raised over £70k.
Performers included Al Murray, Rob Brydon, Newton Faulkner and Out of the Blue

ACTIVITIES

£58k Oxford Santa Run
£30k Circuit of the Cotswolds
£20k Oxford Half Marathon
£20k India Trek
£5k Pooches in the Park

TRUSTS & FOUNDATIONS

£100k - Cancer Care Foundation
£16k - Allergan International
£12.5k - Thomas Cook Children's Charity
£6.5k - BBC Children In Need

Helen & Douglas House
Accounts for the year ended 31 March 2013

Public-sector support

The Department of Health maintained its financial support for the charity's medical team through a Section 64 Grant of £273k (2011/12 £273K). Financial contributions from local authorities and primary care trusts towards the cost of residential care amounted to £416k – an increase of 28% on the contribution of £325k received in 2011/12. Total income from the public-sector in 2012/13 £711k for (2011/12 £620k), representing 14% (2011/12 13%) of the cost of providing care.

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 and Together for Short Lives.

3 Organisational capacity

Volunteering

At 31 March 2013 Helen & Douglas House had c1,250 volunteers supporting its work. It is estimated that the economic value of voluntary contributions in the year under review was c £1,064k (2011/12 c£969k). Around 800 volunteers work in the charity's shops. A further c120 volunteers are associated, in some way, with the hospice houses (care team support, catering, gardening, administration and fundraising). The remaining volunteers fall into an 'ad hoc' category. These individuals are willing to be called upon when support is needed in large numbers e.g. to assist with fundraising activities.

The integration of volunteers into the care teams at both Helen House and Douglas House continued throughout the year. Supporting families at home is now an established role for volunteers.

Internship programmes have continued to be mutually beneficial to the interns and the charity.

Staff

In 2012/13 Helen & Douglas House conducted a staff survey to gauge levels of job satisfaction and motivation. The majority of staff who took part in the survey responded positively, showing a clear understanding of how their work fits with the aims of the organisation. Overall staff satisfaction was reported to be very high (89%), with the majority of the Helen & Douglas House workforce feeling motivated and appropriately challenged in their roles. Staff also felt that Helen & Douglas House 'champions' equality in the workplace, has good Terms and Conditions of employment and provides healthy

and safe working environments. The results of the survey will inform the development of a leadership development programme that will be trialled in 2013/14

Financial review

Previous sections provide detailed analyses of the charity's income and expenditure for 2012/13

1. Investment policy

The charity invests 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, whilst 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 the trustees' instructions on environmental, ethical and social codes.

2. Investment performance 2012/13

Total income from investments (including bank interest and rental income) increased by 9% to £468k (2011/12 £428k). Most of this income represents the return on 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, growing steadily through the year. A substantial (unrealised) increase in capital value occurred between January and March 2013.

In addition to the investment funds managed by CCLA the charity has a short-term bond with another financial institution. The aim is for bond investments to maximise the short-term return on cash.

3. Reserves policy

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. Each year the trustees review the adequacy of reserves.

Total reserves comprise

- Restricted Reserve
- Unrestricted tangible fixed assets
- Free reserves

From its unrestricted reserves the charity has, at 31st March 2013, made provisions and designations amounting to £4,919k. These include provisions for identified uninsured risks in addition to designations for future capital schemes, unexpired lease commitments for retail shops and emergency maintenance work.

Helen & Douglas House
Accounts for the year ended 31 March 2013

The table below shows how free reserves at 31 March 2013 have been determined

	£000
Unrestricted Reserves at 31 March 2013	14,702
Less the value of unrestricted fixed assets	(5,739)
Less amounts allocated or designated	(4,919)
'Free' reserves at 31 March 2013	4,044

It currently costs c£400k per month to provide hospice care, family support and bereavement care. The level of free reserves therefore represents around ten months running costs. The aim is to have a minimum of 12 months running costs in reserves.

4. Unrestricted funds (note 13)

At 31 March 2013 the charity's unrestricted fund amounted to £14.7 million (2011/12 £14.5 million). Of this £5.7m is represented by the value of fixed assets. The remaining £8.9m comprises investments and net current assets.

5. Restricted funds (note 15)

The most significant fund relates to resources held specifically for Helen House. These funds were raised before the building of Douglas House and are therefore restricted for paediatric care. At 31 March 2013 the fund amounted to £1.0 million (2011/12 £1.2 million).

Risk management

The trustees examined the principal areas of the charity's operations and reviewed the major risks associated with each. The trustees consider that 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 four-year strategic planning programmes.

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 2013/14:

- To further 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.

Helen & Douglas House
Accounts for the year ended 31 March 2013

- 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 public-sector 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 to develop of Key Performance Indicators (KPIs) across the entire organisation
- To consolidate and grow 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 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

Helen & Douglas House
Accounts for the year ended 31 March 2013

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



Elizabeth Drew

30 July 2013

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 2013 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 11, 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.

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 2013 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

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

13 November 2013

Helen & Douglas House

Consolidated Statement of Financial Activities
(including consolidated Income and Expenditure)
for the year ended 31 March 2013

	NOTE	Restricted £000	Unrestricted £000	Endowment £000	Total £000	2011/12 £000
Incoming resources						
Incoming resources from generated funds						
Voluntary income						
Donations & gifts		476	2,721		3,197	3,128
Legacies			1,558		1,558	973
Activities for generating funds	2 a		4,524		4,524	4,167
Investment income	2 b		468		468	428
Incoming resources from charitable activities	2 c	711			711	620
Total incoming resources		1,187	9,271	0	10,458	9,316
Resources expended						
Cost of generating funds						
Costs of generating voluntary income		1	1,253		1,254	1,408
Costs of fundraising trading (shops)			4,789		4,789	4,422
Charitable activities						
Hospice care		1,193	3,528		4,721	4,514
Bereavement and family Support		25	299		324	256
Governance costs			12		12	12
Total resources expended	3	1,219	9,881	0	11,100	10,612
Net (outgoing)/incoming resources Before Transfers		(32)	(610)	0	(642)	(1,296)
Gross transfers between funds	16	51		(51)		
Net (outgoing)/incoming resources After Transfers		19	(610)	(51)	(642)	(1,296)
Gains/(losses) on investments						
Realised	6		24		24	13
Unrealised	6		759		759	99
Net movement in funds		19	173	(51)	141	(1,184)
Fund balances brought forward 31 March 2012		1,468	14,529	51	16,048	17,232
Fund balances carried forward 31 March 2013		1,487	14,702	0	16,189	16,048

Helen & Douglas House
Consolidated Balance Sheet
As at 31st March 2013
(Registered company number 04120488)

	NOTE	2012/13 £000	2011/12 £000
Fixed Assets			
Property		4,330	4,441
Fixtures & fittings		1,371	1,639
Motor vehicles		38	40
	5	<u>5,739</u>	<u>6,120</u>
Investments			
Investments	6	9,421	8,638
Current Assets			
Stock		118	279
Debtors	7	1,085	981
Investments (Short term)	8	29	209
Cash and bank		216	245
		<u>1,448</u>	<u>1,714</u>
Current liabilities			
Creditors	9	<u>(419)</u>	<u>(424)</u>
Net current assets		1,029	1,290
Net assets		<u><u>16,189</u></u>	<u><u>16,048</u></u>
Accumulated Funds			
Endowment	16	0	51
Restricted	15	1,487	1,468
Unrestricted	13	14,702	14,529
		<u><u>16,189</u></u>	<u><u>16,048</u></u>

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

E Drew (Chair of Trustees)

E A Drew.

30 July 2013

Helen & Douglas House

Charity Balance Sheet

As at 31st March 2013

(Registered company number 04120488)

	NOTE	2012/13 £000	2011/12 £000
Fixed Assets			
Property		4,330	4,441
Fixtures & fittings		1,371	1,639
Motor vehicles		38	40
	5	<u>5,739</u>	<u>6,120</u>
Investments			
Investments	6	9,421	8,638
Current Assets			
Stock		5	5
Debtors	7	1,185	1,199
Investments (Short term)	8	29	209
Cash and bank		213	245
		<u>1,432</u>	<u>1,658</u>
Current liabilities			
Creditors	9	<u>(413)</u>	<u>(378)</u>
Net current assets		1,019	1,280
Net assets		<u><u>16,179</u></u>	<u><u>16,038</u></u>
Accumulated Funds			
Endowment	16	0	51
Restricted	15	1,487	1,468
Unrestricted	13	14,692	14,519
		<u><u>16,179</u></u>	<u><u>16,038</u></u>

E Drew (Chair of Trustees)

E.A. Drew

30 July 2013

Helen & Douglas House

**Consolidated Cash Flow Statement
for the year ended 31 March 2013**

	2012/13		2011/12	
	£000	£000	£000	£000
Net cash flow from operating activities:				
Net incoming/(outgoing) resources		(642)		(1,296)
Depreciation		640		656
(Gain)/loss on disposal of fixed assets		(5)		0
(Increase)/decrease in stock		161		(37)
(Decrease)/increase in creditors		34		(103)
Decrease/(increase) in debtors		(104)		(571)
(Increase)/decrease in current investments		180		(178)
		<u>264</u>		<u>(1,529)</u>
Investing activities:				
New investments	0		(200)	
Sale of investments	<u>0</u>		<u>1,273</u>	
		0		1,073
Fixed assets				
Additions	(260)		(664)	
Sale of fixed assets	<u>6</u>		<u>0</u>	
		(254)		(664)
Increase/(Decrease) in cash balance		<u>10</u>		<u>(1,120)</u>

Movement in cash balances

	2013	2012	Change
	£000	£000	£000
Bank overdraft	0	(39)	39
Bank and cash balances	<u>216</u>	<u>245</u>	<u>(29)</u>
	<u>216</u>	<u>206</u>	<u>10</u>

Helen and Douglas House
Notes to the Accounts for the year ended 31 March 2013

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 2013. 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 Activities 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 an accruals 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	2.0%
Fixtures & fittings	15.0%
Computer equipment	33.3%
Motor vehicles	25.0%

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.

Helen and Douglas House
Notes to the Accounts for the year ended 31 March 2013

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 in 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.

	2013 £000	2012 £000
2 Incoming Resources		
2 a Activities for generating funds		
Sales of donated and bought-in goods	4,048	3,826
Gift Aid on sales of donated goods	183	190
Web sales	78	37
Theatre tickets (commission)	6	7
Lottery income	167	84
Other	42	23
	<u>4,524</u>	<u>4,167</u>
2 b Investment Income		
Rental Income	74	55
Fund and dividend income	384	353
Bank & building society interest	10	20
	<u>468</u>	<u>428</u>
2 c 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	416	325
Oxfordshire PCT grant towards employer's NHS Pension contributions	22	22
	<u>711</u>	<u>620</u>

* The grant is fully applied towards the cost of providing a medical service.

Helen and Douglas House
Notes to the Accounts for the year ended 31 March 2013

	£000	£000	£000	£000	£000	2013 £000	2012 £000
3 Resources expended	Hospice Care	Bereavement	Fundraising	Trading	Governance	TOTAL	TOTAL
Staff	3,713	228	592	1,756		6,289	5,905
Non-staff costs	361	22	444	2,237		3,064	3,104
Central support costs	361	74	218	438	12	1,103	947
Depreciation	286			358		644	656
	<u>4,721</u>	<u>324</u>	<u>1,254</u>	<u>4,789</u>	<u>12</u>	<u>11,100</u>	<u>10,612</u>

Central support costs relate to Staff and Non-staff costs in Finance, Human Resources, Volunteering, ICT and Corporate Office. They are apportioned to activity areas on a usage basis.

Expenditure includes	£000	£000
Auditors' remuneration		
Fees paid to Auditors for non audit assignments	5	0
Audit of these financial statements	5	4
Amount received by auditors in respect of audit of financial statements of subsidiary	1	1
Operating lease rentals - land and buildings	<u>1,039</u>	<u>933</u>

4 Wages and salaries

The number of employees and Full Time Equivalent status, as at 31 March 2013, by function was	2013	2012
Nursing, medical and care	49 (49 00)	55 (55 00)
Full time	58 (34 19)	51 (32 80)
Part time	22 (17 96)	26 (22 51)
Fundraising (Cost of generating funds)	20 (17 29)	20 (18 55)
Management and administration	99 (76 74)	96 (73 39)
Retail	18 (14 81)	16 (12 80)
Estate, domestic and catering	<u>266 (209 99)</u>	<u>264 (215 05)</u>

Staff payroll costs	£000	£000
Salaries and wages	5,975	5,508
Social Security	505	461
Pension contributions	<u>352</u>	<u>318</u>
	6,832	6,287
Agency, advertising and other	<u>255</u>	<u>308</u>
	<u>7,087</u>	<u>6,595</u>

Employee emoluments		
£60,000 - £70,000	3	3
£70,000 - £80,000	2	1

The number of volunteers who worked for the group without pay during the year was approx 1276 (2012 approx 1,400)

Pension costs

The charity operates a defined contribution scheme. Some 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 £352k (2012 £318k)

Helen and Douglas House
Notes to the Accounts for the year ended 31 March 2013

5 Fixed Assets - group & company

	Buildings £000	Fixtures, Fittings & Equipment £000	Motor Vehicles £000	Total £000
Cost				
At 1 April 2012	5,889	3,868	207	9,964
Additions		241	19	260
Disposals		(1)	(15)	(16)
At 31 March 2013	5,889	4,108	211	10,208
Depreciation				
At 1 April 2012	1,448	2,229	167	3,844
Charged in year	111	508	21	640
Eliminated on disposal			(15)	(15)
At 31 March 2013	1,559	2,737	173	4,470
Net Book Value				
At 1 April 2012	4,441	1,639	40	6,120
At 31 March 2013	4,330	1,371	38	5,739

6 Investments

	2012/13 £000	2011/12 £000	2012/13 £000	2011/12 £000
	Cost	Market Value	Cost	Market Value
The Central Board of Finance of the Church of England Investment Fund 619,094 Units (619,094 Units 2011/12)	3,415	7,665	3,415	6,809
Property Fund 803,480 Units (803,480 Units 2011/12)	980	905	980	961
	4,395	8,570	4,395	7,770
Other Listed equity investments	87	36	87	53
Investment properties	506	615	506	615
Long Term Bond	200	200	200	200
	5,188	9,421	5,188	8,638
Market value at 1 April 2012		8,638		9,093
New investments		0		200
Proceeds from sale of investments		0		(1,273)
Transfer of properties from Fixed Assets		0		506
Unrealised gains		759		99
Realised gains		24		13
Market value at 31 March 2013		9,421		8,638

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:

	2013 £000	2012 £000
Sales	567	612
Cost of Sales	(414)	(398)
Gross Profit	153	214
Other Income		
Administrative Expenses	(1)	(4)
Gifted to Charity	(152)	(210)
Retained in subsidiary	0	0
Reserves brought forward	8	8
Reserves carried forward	8	8

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 2013

	Group		Company	
	2013	2012	2013	2012
	£000	£000	£000	£000
7 Debtors				
Trade debtors	45	80	45	80
Investment income receivable	32	19	32	19
Income tax recoverable	73	16	73	16
Accrued income	293	137	293	137
Prepayments	588	556	588	556
Subsidiary undertakings	0	0	100	234
VAT recoverable	37	71	37	55
Other debtors	17	102	17	102
	<u>1,085</u>	<u>981</u>	<u>1,185</u>	<u>1,199</u>
8 Current asset investments				
CAF Gold	28	8	28	8
CBF Deposit Fund	1	1	1	1
Bond	0	200	0	200
	<u>29</u>	<u>209</u>	<u>29</u>	<u>209</u>
9 Creditors				
Bank overdraft	0	39	0	0
Trade creditors	109	198	106	191
Social security and other taxes	142	139	142	139
Other Creditors	64	0	64	0
Accruals	104	48	101	48
	<u>419</u>	<u>424</u>	<u>413</u>	<u>378</u>

10 Trustee remuneration

No Trustee received any remuneration for their office

Two trustees received £537 (£944 2012) in reimbursement of expenses for representing the charity

11 Leasing commitments

Operating lease payments amounting to £991k (2012 £948k) are due within a year. The leases to which these amounts relate expire as follows

	2013	2012
	£000	£000
Less than one year	128	31
Between one and five years	813	650
After five years	50	267
	<u>991</u>	<u>948</u>

12 Transactions with related parties

Helen & Douglas House paid rent of £35,655 (2011/12 £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. Sister Frances Dominica is a member of The Society of All Saints, Sisters of the Poor.

Helen and Douglas House
Notes to the Accounts for the year ended 31 March 2013

	2013	2012
	£000	£000
13 Unrestricted funds		
General charitable funds	14,694	14,521
Non charitable trading funds	8	8
	<u>14,702</u>	<u>14,529</u>

	Restricted	Unrestricted	Endowment	Total 2013	Total 2012
	£000	£000	£000	£000	£000
The funds are represented by					
Fixed assets	745	4,994	0	5,739	6,120
Investments	842	8,579	0	9,421	8,638
Current assets	0	1,547	0	1,547	1,714
Current liabilities	0	(419)	0	(419)	(424)
	<u>1,587</u>	<u>14,701</u>	<u>0</u>	<u>16,288</u>	<u>16,048</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.

	Opening Balance 01/04/2012 £000	Income £000	Expenditure £000	Closing Balance 31/03/2013 £000
15 Restricted funds				
Helen House Fund	1,249	0	185	1,064
Department of Health Section 64 Grant	0	273	273	0
PCT & Social Services	0	438	438	0
Home Volunteering Project	23	3	26	0
Community Outreach Project	0	16	4	12
Fundraising Support	2	0	1	1
SHA Education Project	30	0	26	4
Chaplain Fund	0	5	5	0
Helen House Kitchen & Flats	3	13	0	15
Sibling Work	0	7	14	-7
Play and Activities in Helen House	5	2	7	0
Cancer care for teenagers and young adults in Douglas House	155	129	175	109
Nursing Care in Helen & Douglas House	0	262	56	206
Art Room	1	0	1	0
Music Therapist	0	20	7	14
Transport Fund	0	18	0	18
Administration Support	0	1	1	0
	<u>1,468</u>	<u>1,187</u>	<u>1,219</u>	<u>1,436</u>
Gross Transfers Between Funds (Note 16)				
Care Staff Training Fund	0	51	0	51
	<u>1,468</u>	<u>1,238</u>	<u>1,219</u>	<u>1,487</u>

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 Services 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.

Helen and Douglas House
Notes to the Accounts for the year ended 31 March 2013

Community Outreach Project

During the Year the Charity received a donation from the Allergan International Foundation to enable it to employ two Outreach Workers. The aim is to provide assistance in the patients' home for short periods to help the family continue their support of the siblings or to carry out essential errands and meetings.

Fundraising Support

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.

Chaplain Fund

In order to support the spiritual needs of patients and families the Charity employs a Chaplain. The Chaplain is part of the Family Support and Bereavement Team. The post is kindly supported by the St Michael's and All Saints Charities.

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 and we have received funding from the Thomas Cook Charitable Trust.

Sibling Work

We provide support to siblings whose brothers and sisters receive care in Helen & Douglas House. We also provide bereavement support for children whose brothers and sisters have died. This area of care has been funded by BBC Children in Need.

Play and Activities in Helen House

The fund will be used for our 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. For the second year run running we received tremendous support from the Wallace & Gromit Children's Foundation.

Cancer care for teenagers and young adults in Douglas House

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. For this area of work we have received significant support from the Cancer Care Foundation, Karens' Big Smiles and the Caron Keating Foundation.

Nursing Care in Helen & Douglas House

We receive funding to be able to provide specialist nursing care to children and young adults. Over the past 12 months we have had restricted grants from the Eranda Foundation and ICAP to pay for nursing care.

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.

Music Therapist

This is for the cost of providing Music Therapy to children and their siblings in Helen House. For this particular area of care we have received grants from Jessies Fund, the Sweet Pea Charitable Trust, the Herbert & Peter Blagrove Charitable Trust and Coutts Charitable Trust.

Transport Fund

The Banbury Community Transport Association Ltd supports the transport needs of our patients and personnel.

Administration Support

We were able to increase and improve the Internet access for our patients through these donations from the Royal Masonic Trust of Great Britain.

16 Gross transfers between funds

Care Staff Training Fund

A fund that was formerly held as an endowment has been found to have been left as a restricted fund. This will pay for training of care staff and begin to be used in the 2013/14 financial year.