


Annual Report 2018/19

Year ended 31st
March 2019

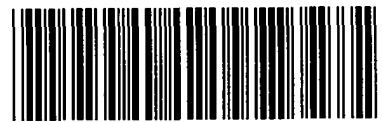
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Anthony playing with nurse Lisa


Helen & Douglas House
hospice care for children

FRIDAY



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#283

COMPANIES HOUSE



Our Vision

Every life a full life;
every death a
dignified death

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About Us

Who We Are

Helen & Douglas House hospice improves the lives of local terminally ill children and their families living in Oxfordshire and the surrounding counties.

We are the world's first children's hospice and we care for children and their families at our hospice in Oxford, at home or in hospital with life-enhancing care.

Our personalised care makes it possible for families to create happy memories which will last forever. This includes respite stays, pain relief, symptom management, end-of-life care and bereavement support for parents and siblings.

We are a local charity and we need to raise c£3.5m each year to fund our work.

Our vision

Every life a full life; every death a dignified death.

Our mission

- To enable children and their families with life shortening conditions to live as well and as fully as possible, to the end of their lives.
- To provide palliative care at a specialist level to babies, children and young people through medical and nursing expertise and emotional and practical support.
- To support the families and carers of young people through their shortened life, through their death and into bereavement.
- To be a regional centre of excellence in palliative care, based in Oxford, working closely with professionals in hospitals and in the community, to plan and provide local support tailored to individual needs.



We are creative and resourceful

We are open and honest

We are committed to partnership

We lead by example

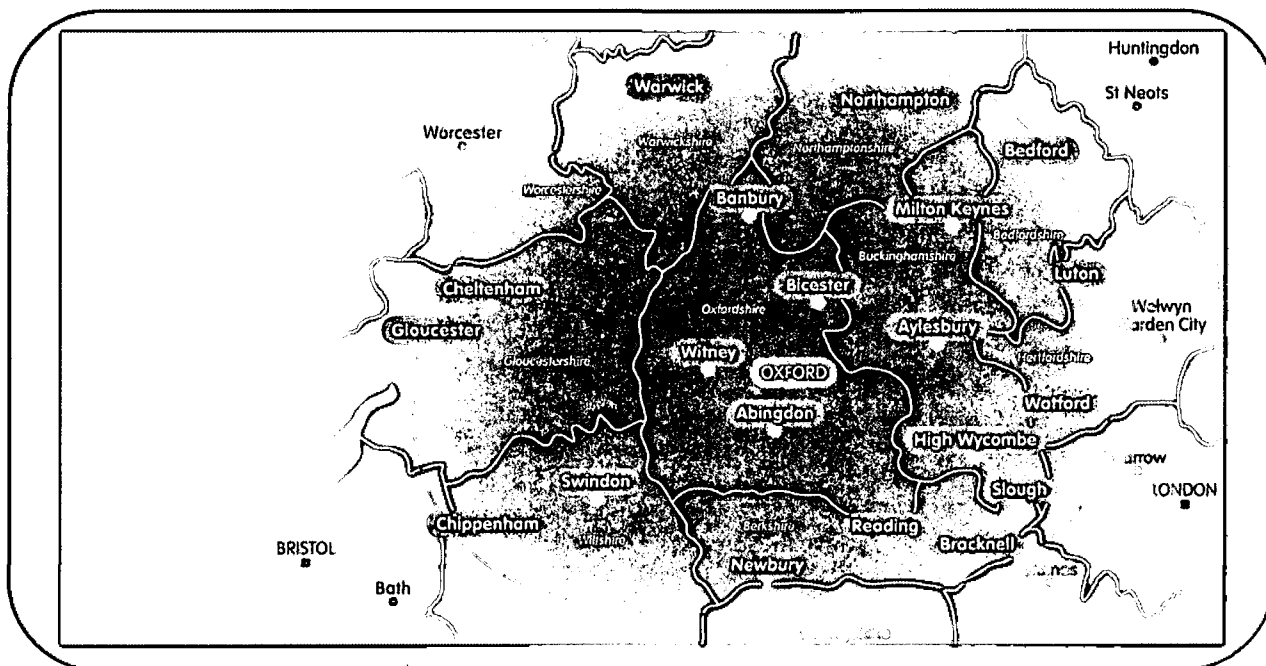
**OUR
VALUES**

We are caring

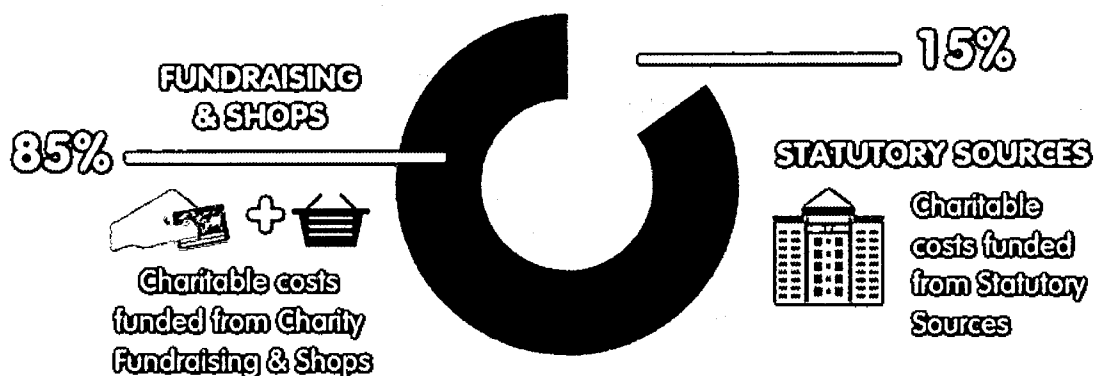
About Us

Our geographical area

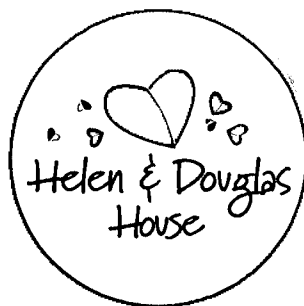
We are based in Oxford and care for families in Oxfordshire and the surrounding counties. This map illustrates our core catchment area for new referrals.



Where does Helen & Douglas House receive its money from?



Our History



1982

Helen House opened as the world's first children's hospice

1987

Second UK Children's hospice, Martin House, opened with staff trained by Helen House

2001

The first siblings' support activity took place

2004

Douglas House opened as the world's first young adults' hospice

2008

The Volunteering Team was set up



2012

Start of a pioneering new Home and Care Team Volunteering Programme

1985

Creation of our Bereavement Support Team

1995

First children's hospice outside the UK, in Canada, based on the Helen House model

2003

Our first shop opened

2007

'The Children of Helen House' BBC2 Documentary broadcast nationally and then revisited in 2009

2011

A new Outreach Nursing Team started supporting families in their own homes



2018

Douglas House closed in June. Helen House remains open to care for terminally ill children aged 0-18

1666



Bed nights of care
for our patients

286



Patients were
cared for by the
hospice

31



Shops in
Oxfordshire, Berkshire,
Buckinghamshire,
Wiltshire and
Gloucestershire

707

Volunteers who help with
fundraising, patient care,
maintenance, driving,
gardening, catering and in our
shops. Our home volunteers
also help to support families
in their own home

Economic
value of
84,000
volunteer
hours



£754K

↑41%



Total income
from gifts in wills
was up on
last year

588



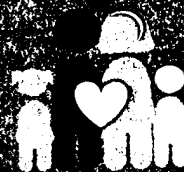
Admissions for
overnight and
day care

135



The number of
conditions the young
people who we care
for could have, many
of which are rare

145



Families, patients,
parents, carers and
siblings cared for by
our Family Support
Team



76

Patients who were
cared for by our
Outreach Nursing
Team across our
region

Total spend
was down on
last year

↓26.3%

Our year
in numbers

Chair of Trustees' Statement



It has been a noteworthy year for Helen & Douglas House and on behalf of my fellow Trustees I wish to open by saying thank you to all our supporters because without your loyalty and generosity we simply would not exist. You have many reasons for wishing to support us and we are very grateful to you for funding our work. I hope you will continue to help us because there is a constant need and we truly appreciate your support.

Equally, I wish to thank all staff and volunteers at Helen & Douglas House for their amazing dedication, energy and commitment to this marvellous charity. Everyone who works at the organisation is entirely focused on the needs of the local children and families we care for. I wish to thank them all for all they do and for their care and compassion which makes such a difference to the lives of the children we look after.

Whilst it is necessary to employ experts in their field within the organisation, we also rely heavily on our dedicated volunteers. For every one member of staff we also have 3.5 volunteers who help us across fundraising, finance, HR, retail, housekeeping, gardening, catering as well as the care team. They donate their time, skills and expertise for the benefit of the cause. The value of their work far exceeds what they save the charity by donating their time and are we are indebted to them for their commitment.

We have had a remarkable year, both financially and operationally and we have successfully

appointed extremely talented people into some key roles. This progress will enable us to flourish in an environment which continues to be ever more challenging. In May 2019 Hospice UK published the findings of a survey they conducted amongst UK hospices who, collectively, care for over 200,000 adults and children every year in the UK. They report that three quarters of UK hospices say their statutory income has been cut or frozen so we were very pleased to receive our first funding from Oxfordshire Clinical Commissioning Group this year.

Helen & Douglas House is sadly not alone in having to navigate a challenging environment and the changes we made last year have been instrumental in securing the service for the future. I am delighted to report that the decisions we took in 2018 to reduce costs in line with a predictable, sustainable income have stabilised and strengthened our financial position. After many years of deficit we have concluded the 2018/19 year with a notable budgetary surplus which is an incredible and important achievement.

The Executive team, led by Clare Periton, have taken some tough decisions which were not popular but necessary and I wish to acknowledge their courage and determination.

We have now returned to our core mission of caring for babies, children and young people and we are also taking the opportunity to review how to develop the service to respond to the long term needs of children living with life limiting conditions. Our ambition in terms of service is to care for more children wherever and whenever they need us, whether that is at our hospice, at home, in hospital or in other community setting.

I believe we have an important contribution to make to the care of children with life limiting

Chair of Trustees' Statement

conditions nationally and I was thrilled to chair two recent symposiums this year, with an audience of some of our committed supporters in the magnificent settings of Christ Church College Library and Blenheim Palace. We were joined by some of the country's leading paediatric consultants to explore some of the ethical and moral dilemmas which affect the care and treatment of children.

I am delighted that the organisation has delivered on its ambition to balance the organisation's budget and I am excited about the prospect of further developing the service to continue to meet the needs of the children and their families who rely on our care. I remain confident and proud of the team at Helen & Douglas House and believe wholeheartedly that we will continue to play a significant role in the children's hospice sector.

Finally I would like to thank the Trustees for their invaluable contribution to the work and success of Helen & Douglas House



Ian Blair

Chair of Trustees

Date: 17 July 2019

Chief Executive's Statement



I am extremely pleased to report that Helen & Douglas House had a positive end to the financial year. Our aspiration for the organisation at the beginning of the year was to achieve stability and we have made real progress towards achieving this goal.

During this year we have continued to look after babies, children and families at the most desperate of times, and whilst these times are unimaginable for most of us we have been able to offer compassionate care, dignity and hope.

Every day I witness the incredible care that is provided by our medical, nursing and support teams. I am very proud of what they do, whether that's providing highly technical and complex care or helping a family take their dying baby into the garden so they can feel the sun and the breeze on their faces; or indeed making an Easter bonnet with a sibling for an Easter egg hunt. Everything they do helps families create happy memories.

It would be remiss of me to not reference the sadness that we all felt by the very difficult decision to close the Douglas House young adult service in 2018 due to a shortfall in funding. I am sorry for how the decision affected our staff, volunteers and most importantly the young adults we cared for, however I am confident that we made the right decision to secure a future for the organisation. We are now working closely with another local children's health care provider to explore how the Douglas House space can be used for the benefit of children and young people.

As you will see from our accounts, we have ended the year with a surplus compared to a deficit budget. It must be noted that this is in part due to the volatility of legacy income but successes in retail and fundraising must also be applauded as the environment for income generation is a very challenging one. Looking into the future we will be investing in service development and improving the environment for children and families according to need and financial sustainability.

During this year there have been some significant changes to both the Executive Team and the Senior Nursing Team. We have planned for this succession and have been able to recruit gifted individuals who I am looking forward to working with over the coming years.

During this transitional year we have continued to have the support of Her Royal Highness the Duchess of Cornwall and an undoubted highlight in our year is when the children of Helen House visit Clarence House to decorate Her Royal Highness' Christmas Tree. This is complemented by wider community support from several MPs in our region and we are proud to have the cross party support from Anneliese Dodds, Layla Moran and Victoria Prentice who support us both with fundraising locally but also nationally in respect of representing local service providers as part of wider discussions about adequate hospice care funding.

Starting this new financial year I am excited about lots of things; developing our services for children and families, the rolling out of associate nurse apprenticeships and working with the NHS both locally and nationally to improve the provision and commissioning of children's palliative care. I am confident that armed with an amazing team of staff and volunteers together with ambition to develop the service aligned to need and funding, we have an

Chief Executive's Statement

extremely bright future and will be able to offer vital care to families in need for many years to come.

Finally, I am delighted to commend this annual report to you, it has been both a challenging and transformational year and this report will illustrate that we have made great progress and this is testament to the compassion, tenacity and foresight of the staff and volunteers whom I am privileged to work with.



Clare Periton

Chief Executive Officer

Date: 17 July 2019

Strategic Report

Building a sustainable future

Our committed long term supporters, many of whom have been with us since the organisation launched, together with others who take an interest in our development, know only too well that the last few years have been ones of considerable change and scrutiny.

Our governance structure has changed, we have a new chair of trustees and some new and highly skilled and experienced board members. We have reviewed and improved some of the processes in our clinical service and how we record training. We have reshaped our service and associated structures as a result of our strategic intent to build an organisation that is financially stable and sustainable.

We have come through these challenges and changes extremely well and have delivered on our commitment. In 2018/19 a deficit budget was set of £(1.319m) but we ended the year with a surplus of £0.530m partly through the good fortune of some generous gifts in wills, but largely as a result of much improved performance in fundraising and retail.

Planning for managed growth

We are currently working to the current, but adapted 5 year strategy until 2021 and operating conditions have meant that to date we have needed to focus primarily on two key aims; financial sustainability and accountability and governance. Looking ahead we will continue to manage our financial health and at the same time place additional focus on our impact, community, technology and partnerships which will help us evolve and grow for the future based on need and funding.

Our 2019 priorities

Developing the service to ensure it continues to be safe and responsive to patient needs

We launched a consultation with families and health care professionals to understand the different needs of these groups to ensure that the service we build together is relevant, sustainable and fit for the future. Within this consultation there is an emphasis on the views and aspirations of the young people who receive care as we recognise that they are the experts and they can influence the direction of our development. We wanted to understand the needs of these stakeholders in the context of provision of services by other organisations as well as the unique strengths and presence of Helen & Douglas House.

On receipt of this piece of work we will plan how to develop and grow our offer to children and their families.

We have worked and will continue to work with our local commissioning groups with the view to increase the proportion of funding from statutory sources such as the NHS. This has resulted in a contribution from Oxfordshire CCG for the first time.

Building an environment we can be proud of by investing in facilities and equipment

It is important we invest in facilities and equipment which enhances and future proofs our working and care spaces. We have already refurbished part of our accommodation for families using the donated services of a number of organisations and in partnership with interior designer Laurence Llewellyn-Bowen, a long term supporter of the charity. This ensured we rejuvenated outdated accommodation to provide modern, comfortable and private living

spaces where families can rest and recover. This work will continue through 2019 and into 2020 with projects planned to redesign the gardens for the benefit of children and families, refurbish the second family flat and also to create a leisure space for teenagers because Helen House is currently organised and designed with very young children in mind.

Enhancing our profile and reputation both locally and nationally

Our reputation continues to be an important area of focus and development and we will seek ways to further enhance our reputation both at a local level and nationally for the benefit of the organisation and the children and families we care for.

Our clinical leadership team have an important and influential voice in the field of children's palliative care both locally and nationally and will continue to participate in thought leadership research, education, quality improvement and patient safety projects including the following ongoing research and service development.

DIPPER. Funded by National Institute of Health Research. Looking at the use of transmuscular diamorphine for breakthrough pain in community and of life care.

PARAMOUNT. Funded by Great Ormond Street Hospital/Sparks. Looking at improving symptom management in community end of life care by looking at assessing pain and developing a tool to support families.

We have had a key role in developing and disseminating standards and pathway for children who are ventilated and have presented this at a national level.

We are committed to maintaining this high level of contribution and we will ensure we develop our staff to their full potential and grow future leaders in children's palliative care.

Following widespread and significant changes across the organisation it is right that we review our name and logo to ensure it is clear to both those we support and who support us, who we are and what we do. This work will be informed by the views of our supporters, staff and families. Our aim is to ensure that we maximise opportunities to drive income, volunteering and support.

Attracting, retaining and rewarding the best people

The success of our organisation relies on our ability to attract and retain the highest quality staff and volunteers. We have introduced measures to help us recruit and retain the very best - including reviewing elements such as performance related reward and recognition. We undertook an extensive staff and volunteer engagement survey and are acting on the findings. We have created forums for staff and volunteers alike to share ideas, comment on developments and support the shaping of the charity's future.

As an organisation, we have agreed the importance of a unified approach in involving volunteers in all areas of the Hospice's work. 2019-2020 will see the finalisation of our Volunteering & Community Engagement Strategy which aims to ensure that volunteering services can respond to the changing patients' and their families' needs, the external environment and how people choose to give their time and skills now and into the future. Volunteering will be at the heart of new service development and ways of bringing in income. We want every volunteer, whoever they are,

Trustees' Report Clinical Review

wherever they are based, whatever their role, to have a consistently great experience from the moment they choose us to offer their time and talents until they step down from their role, recognising and celebrating their achievements and the impact they have on patients, their families, the services we can provide and the income we can bring in.

We will continue to focus on these our 2019 priorities in the year ahead.

Overview

This has been a year of change for the clinical service. The closure of Douglas House has meant that care is now focused on children from birth to 18 years. Delivering care to children who will die young does differ from any other group of people. Palliative care for children and young people, is an active and total approach to care. It should be delivered from the point of diagnosis throughout a child's life and through to the end of their life.

Last year a new service model was approved for Helen & Douglas House which committed to

delivering care both in house and as a community service to young people, with a life-limiting condition from diagnosis until just before their 19th birthday. This included the transition and training of some Douglas House staff who chose to transfer to Helen House after the closure of the adult service. They were joined at Oxford Brookes University by the Helen House learning disability nurses to undertake a course that focused on caring for the sick child.

At Helen & Douglas House we ensure that we can meet the physical, emotional and spiritual needs of the child and their family. The staff who made the decision to transfer from Douglas House joined the Helen House team and have embraced this philosophy and their skills, energy and creativity have brought something new to the workforce.

Senior Leadership Team Recruitment

In a time of national shortage of nurses and care workers we have been able to recruit successfully into all of the new posts and to ensure succession planning for the key senior nursing roles including the Clinical Governance



Isaac and care team Jackie meeting our Easter Chicks

Trustees' Report Clinical Review

and Compliance Lead who has previous experience in both the NHS and hospice sector and has particular expertise in patient safety and developing a culture of both learning from incidence and excellence.

The new Head of Community Services has previously worked as a Children's Community Nurse but more recently has been a Service Lead for community children's services and is widely known for developing services for young people transitioning into adult palliative care services.

The Head of In-patient Services also has a background as a Service Lead for children's community services and has formerly managed a children's respite centre.

A new Director of Clinical Services joined us from a 24/7 Hospice at Home service and brings strong leadership experience in palliative care.

We believe that this is an incredibly strong clinical leadership team, with the ability to lead and drive service improvement and delivery.

How we support children and families

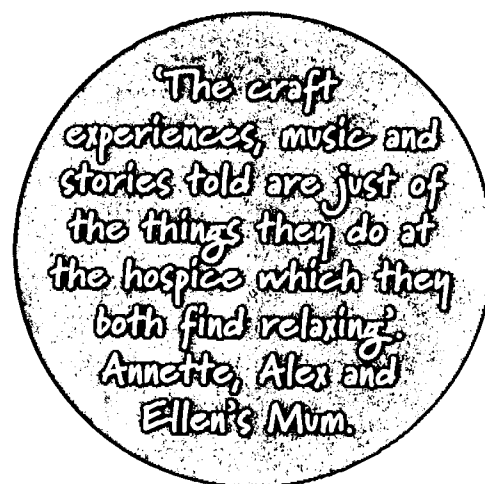
Our aim is to deliver the right care at the right time for families. When your child has a life limiting condition, much of your control is taken away. The more flexibility that we can offer to our families the more choice that they have.

In House

Our bed availability is currently below previous years but our careful planning and communication with families and booking systems has meant that we have met each child's allocation of respite nights as well as offering symptom management and end of life care to children at the time when it is needed.

This ability to be responsive at the time of greatest need is a key component of the provision of children's palliative care.

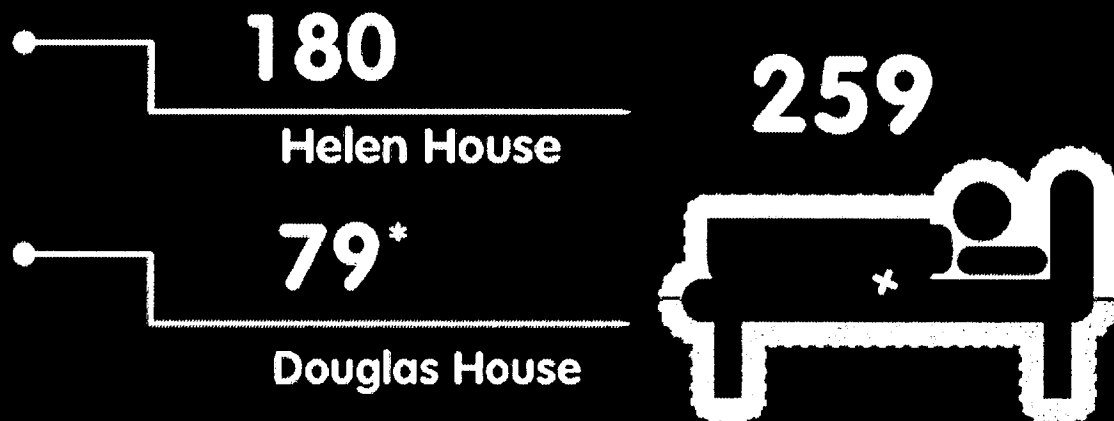
When a family stays at Helen House their child receives the highest level of personalised care from specialist doctors, nurses and carers. We have successfully maintained our nurse recruitment to enable us to always have at least two nurses on each day shift, supported by our team of experienced, skilled and competent care staff. We also have a team of staff dedicated to ensuring that play is a fundamental part of each child's stay. Our partnership with the Oxford Hospital School means that we have a teacher who works in house every school day, enabling children to access education during their stay.



Community Services

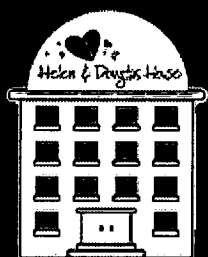
Our community services ensure that the care that we deliver within Helen and Douglas House continues for 52 weeks of the year. Some families may choose never to stay at Helen and Douglas House and receive all of their palliative care at home, others chose the flexibility of being able to be at home for long periods, just coming into Helen and Douglas House for a break from the intensity of care or at times of instability, be it a deterioration in a child's condition or near the end of life.

TOTAL PATIENTS ON CASELOAD OVER THE YEAR



*As of Feb 2018 - last count before closing decision

ADMISSIONS FOR OVERNIGHT AND DAYCARE



588

506 Helen House

82 Douglas House

BED-NIGHTS OF CARE (PRE-AND POST-DEATH)



1,666

1,283 Helen House

383 Douglas House

DAYCARE SESSIONS



49

49 Helen House

0 Douglas House

Trustees' Report Clinical Review

Our community team visit children at home to assess and advise on symptom management. They support parents and children but importantly support local teams to develop the skills to offer care at home, knowing that they can contact our nurses and medical team 24/7.

For a family, caring for a child with complex needs and a life-limiting condition can be exhausting, stressful and the number of services involved can be baffling. Our social worker can help families navigate through their local services and will liaise with local social workers.

Now that young people leave our service at 18 years old it is essential that as a palliative care service, we are involved in each young person's planning for entering adult services. Our new Youth Worker gets to know each young person from 14 years upwards, helping to identify their needs and their aspirations and being part of the transition process. Another aspect of this post is to create opportunities for social engagement for teenagers with life-limiting conditions. This natural time of change for any young person can



Finley enjoying some crafts

be challenging and isolating. Events such as the bi-monthly Network Saturdays give young people the opportunity to meet, talk and have fun with others who understand and share their thoughts, feelings and challenges. These events are run by the Youth Worker with support from the care team and our amazing volunteers.

The other group of young people who we offer a service to are the brothers and sisters of the children who receive care at Helen and Douglas House. We know that healthy siblings of children with complex health needs experience more problems with interpersonal relationships, psychological issues, functioning at school, and getting involved with sports and hobbies than their peers. Our sibling's team provide 1:1 support either at home or at school to those siblings that may be finding things difficult at certain times. They also provide social activities once a month to bring these young people together and they are planning a residential trip in the summer.

The provision of emotional, psychological and spiritual support is essential throughout a child and families palliative care journey from the point of diagnosis through caring for a child, anticipating the loss of your child through death and into bereavement. Our team of counsellors will support families during their stay and at home. They run monthly coffee mornings for parents and grandparents. We also host a pioneering group for fathers. Being a bereaved father is often isolating. The group allows fathers the opportunity to navigate their grief by sharing their stories and feelings with others who have also experienced the loss of their child.

All of these services are available to families who prefer to use our community service as well as those who come to the hospice.

Trustees' Report

Clinical Review

Hub and Spoke

In our annual report last year we described plans for new posts, jointly with our local health trusts. These have not come to fruition.

However, our medical and outreach team have invested time and energy into developing close working relationships with all of the community children's nursing teams within our

commissioning care groups' catchment areas and with other charities delivering care to children within their own home. Every month these teams come together at Helen and Douglas House to share good practice and learn from each other.

What is next?

2018/19 has been a year of consolidation of our new model of care. We have achieved our aims in the way that we had planned and we are so proud of the resilience of our established workforce and the enthusiasm, expertise and vision of the new members of our clinical service team. From a secure base we can now develop our services to meet the needs of more young people and their families. We want to ensure that we develop in a meaningful way, remaining within the parameters of sustainable funding. The first step is to go out to consultation with our staff, children and families and stakeholders to hear what they want. This will help to inform where our initial investment should be focused. In the meantime, there will be a review of how we can extend our bereavement and support work to more families. We will also look at all of our systems and processes to make sure that we are optimising our current beds whilst maintaining the essential flexible element of the service. We will continue to offer high quality, individualised care at the right time and in the right place wherever that child and family chooses.

What our families tell us:

'Summer gets the help she needs and the chance to enjoy herself. She calls Helen & Douglas House her little holiday and can never wait to pack to come.' Cienna, Summer's Mum

'Helen & Douglas House opened more than just its doors to us. They opened their hearts and we gained another family.' Libby, 'Alexandra's Mum'

'Helen & Douglas House provide Sienna with a welcoming and safe place to go and are sensitive to the needs of our family. In that way it feels a lot like coming home; a safe haven.' Kay, Sienna's Mum



Hannah in the therapy pool with her family

'It is just so amazing to be here. What a wonderful thing to invite us to. It really feels like a friend has asked us into their home.' Daniela, Anthony's Mum



Alisha with care team Hannah



Ellie with teacher Louise

'As soon as we came here we loved it straight away. I was like "oh places like this do exist and I can have a break". Our regular stays give me the rare chance to relax and cuddle my babies, whilst the staff give me the opportunity to recharge'.
Shailza, Riley and Stanley's Mummy



Children, families and care team
on our Pyjama Day event

'Coming here
makes such a difference
to us all, it gives me the
opportunity to do things
with Finley's sister Lucie
and also time to rest. It's a
little taste of heaven.'
Michaela, Finley's Mum

We have only just
started our Helen &
Douglas House journey, but
I have been particularly
overwhelmed by the
wonderful serenity and
happiness I have found
here.' Camilla, Meriel's
Mum.



Hannah with care team Sarah



Isaac with care team Kim
and volunteer Julie

'Without Helen & Douglas
House we would be
exhausted. We would be
lost without their help. It
is such a relief to walk
through the door. Helen &
Douglas House is an amazing
place.' Mary, Jack's
Mummy.

Trustees' Report

Fundraising and Retail Review

Our approach to fundraising, working with professional fundraisers and commercial participators

Our fundraising function comprises 14 staff. These staff work in teams organised by income source to generate funds for HDH to fund our vision. The Data and Supporter Services team manage all enquiries from the public, manage our donor database and data selections for other fundraising activity, and ensure we operate in line with fundraising and data protection regulation.

Our Events and Supporter Partnerships team focus on raising money through our own events, third party events, working with corporate partners and local businesses, community groups, churches, schools and individuals who take on their own fundraising activity.

We also raise funds through Trusts and other Grant making bodies, direct marketing campaigns and appeals, and building relationships with high net worth individuals who donate significant sums to support our work.

We work with commercial third party organisations to recruit players to our lottery and donors giving a regular gift. This activity is primarily through door-to-door and some private site (events and shopping centres) canvassing.

Fundraising Regulation and the Code of Fundraising Practice

Helen & Douglas House is registered with the Fundraising Regulator and our fundraising team is committed to adhering to the Regulator's Code of Fundraising Practice. We are also a

member of the Institute of Fundraising and work to the standards laid out in their guidance.

For the period under review we have no significant incidence of non-compliance with the Code of Fundraising Practice or Institute of Fundraising guidance.

The charity's Fundraising Policy stresses our commitment to the Code, ethical considerations regarding donation acceptance, and how we carry out due diligence in relation to our partners.

Complaints

In the Financial year 2018/19, we received donations from nearly 10,000 supporters. In the same period we received eight complaints. Three were in relation to our lottery fundraising, two in relation to our annual Santa Run, and three in relation to our regular giving campaign where we ask donors to sign up to a monthly direct debit. We responded to all complainants appropriately.

Vulnerable people

The charity adheres to the Code of Fundraising Practice in its dealings with people who we identify as vulnerable, and we are mindful of the Institute of Fundraising's guidance. We only work with third party commercial participators who are committed to protecting vulnerable people and who also adhere to the Code.

Monitoring the activity of third parties

All materials used by third party commercial participators are drafted and reviewed by the charity. The training of fundraising staff by third party commercial participators is overseen and

Trustees' Report

Fundraising and Retail Review

regularly attended by representatives of the charity. Third party fundraising staff are periodically shadowed whilst canvassing the public. Recordings of telephone calls with donors conducted by third party commercial participators are reviewed regularly.

Contracts with third party commercial participators contain complaint and vulnerable people clauses scrutinised and agreed with the charity. All complaints received by third party commercial participators are shared with the charity.

Fundraising undertaken by members of the public is supported by the charity. Guidance is provided together with materials to ensure consistency, transparency and compliance.

Fundraising Review

We are very proud to say that we have maintained our fundraising performance and our income at the end of financial year 2018/19 is in line with our long term forecasts. This performance is particularly encouraging after a year of change for the organisation as well as political and economic uncertainty externally and whilst many other charities, both in the hospice sector and elsewhere continue to find fundraising challenging.

Third Sector media is reporting that charities are finding the income generation environment tough with donations to the top 10 fundraising charities appearing to have stalled over the past three years. This has however been masked by a growth in legacy income and there is much discussion about how the sector generally reports on and budgets for this unpredictable and volatile source of income.

[1] [caf-uk-giving-2019-report-an-overview-of-charitable-giving-in-the-uk](#)

The CAF UK Giving survey 2019 shows that, yet again, charitable giving is declining as is trust in charities. "For the third year running significantly fewer people say they are giving money. The proportion of people giving money to charity either by donating or via sponsorship has seen a steady decline between 2016 and 2018 (69% to 65% in 2018). Trust in charities has decreased significantly since 2016 from 51% to 48% of respondents agreeing that they believe charities to be trustworthy". [1]

Against this backdrop we exceeded our budget and achieved a net contribution (fundraising income less direct fundraising costs) of £1.858m against a budget of £1.613m. This is 4.4% less than we raised in financial year 2017/18 with direct fundraising costs at 38% of total fundraising income. This is because we did not receive two significant grants from charitable foundations - one specifically for work in Douglas House which is no longer a service we provide.

We have continued to evolve how we communicate with our supporters, showing the depth and breadth of the work we do and the impact we make to the families we care for. We are also working hard to ensure we meet the expectations of our supporters both in what we tell them about our work, and how we tell them, thereby ensuring that we respect their wishes.

Once again we controlled our costs closely and reduced our spending in comparison with the previous financial year by a small amount but with a full team in place. We budgeted to spend £1.312m and spent £1.140m, this is 13% under budget and 1% less than we spent in the previous financial year.

In addition we are focusing on how we measure our activity to ensure we are focusing on the right things and using time and resource wisely. We are aiming to develop a set of measures that

Trustees' Report

Fundraising and Retail Review

demonstrate return on investment both for our own activity and in comparison to the wider sector.

Changes across the senior fundraising team have also given us the opportunity to launch a fundraising strategy review – looking at all our income streams and where we will invest and divest.

Our fundraising focus areas for next year will be;

- Bringing in a new Head of Fundraising to help refine our activity and grow areas where we know there is opportunity for growth.
- Acting on learning from the fundraising review and refreshing our fundraising strategy.
- Conducting a brand review to ensure our visual identity communicates the unique characteristics and culture of the organisation so that the audience easily recognises our logo and associates it positively with the cause.
- Revising our fundraising and marketing processes and ways of working to ensure our supporters get the best service and support as efficiently and effectively as possible.
- Working with colleagues in the retail team to ensure we are making the most of the opportunities this valuable community touchpoint offers the charity.
- Building a robust network of committed families, volunteers, staff and supporters who can advocate and share Helen & Douglas House with their networks and fundraise for us.

Retail Review for 2018 to 2019

Retail has had an exceptional year. The team have grown their income considerably on previous years and controlled costs to achieve a net contribution (retail income less direct retail costs) of £0.943m against a budget of £0.600m. The strategy has focused on reducing costs and

focusing on each shop within its individual locality. This has paid considerable dividends with an increase of 57% net contribution against budget and a 79% increase on financial year 2017/18.

Cost control has been a significant factor in achieving this outstanding performance and the team have reduced their expenditure by 25% compared to the previous financial year. They have done this by questioning every cost incurred that is not a fixed cost (e.g. rent, business rates, utilities etc.) and looking for alternative ways to do things.

We recruited a new Head of Retail to lead the strategy work initiated in 2018 by a previous interim retail Director and to restructure and grow the function. We have restructured the team, focusing on support for shop staff and have reviewed our pay structure and staffing model to ensure we reward performance, reflect the complex nature of some of our shops and the net contribution they make to the overall contribution. All of this combines to ensure we are an attractive local employer and are responsive to market conditions.

We closed our retail warehouse and relocated the senior retail team to the hospice site in Oxford. We scaled back our new goods and e-commerce activity and instigated an in-depth review into how best to manage these activities in order to achieve an acceptable return on investment. This review is ongoing.

During year we made the difficult decision to close 5 of our retail units as it was no longer cost effective to continue trading. We are currently operating with 31 retail units which includes one shop which will close at the end of July 2019 for the same reason.

Simultaneously we have invested in our shops, with volunteer help, to create a brighter, fresher,

Trustees' Report

Fundraising and Retail Review

more inviting place to work, volunteer and shop. Part of this has involved introducing a new till system which makes us more efficient and better able to manage stock and GiftAid. We have invested in IT and have put in place digital data collection which has made Gift Aid sign up easier and more efficient – this has increased our GiftAid by over 10% over the last 12 months.

We will continue to roll out a shop improvement plan and ensure at the same time that our teams are trained and competent in the areas of health and safety, risk assessments, safeguarding and volunteering.

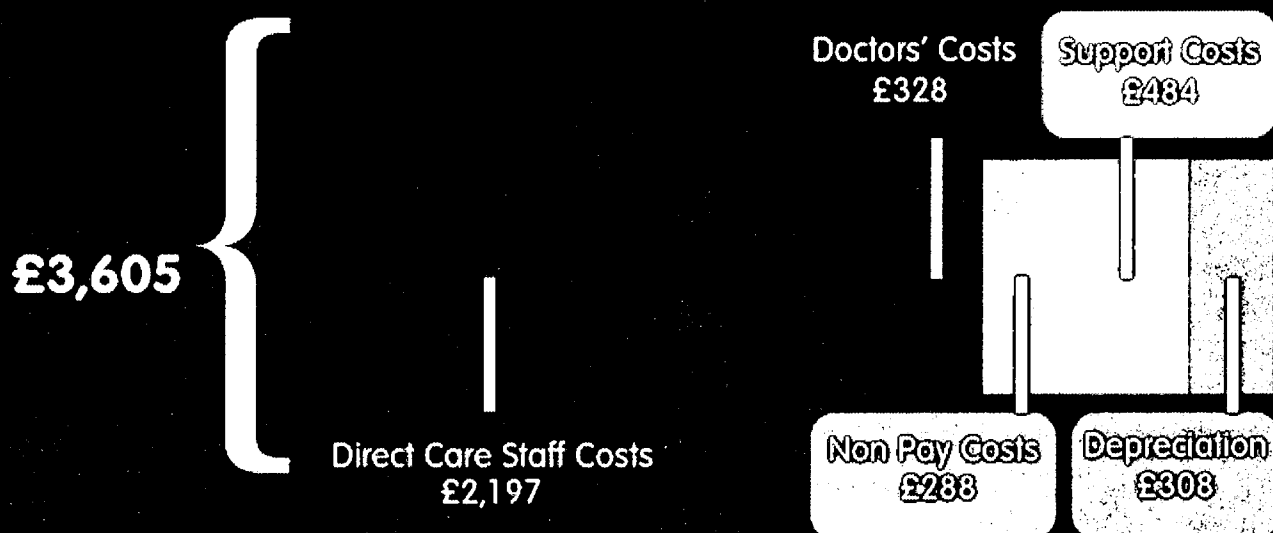
In the year ahead we intend to focus on driving this excellent performance to contribute even more to hospice care.

In addition to this we have identified the following development areas for the retail sector;

- Working with colleagues in fundraising to ensure we are making the most of the opportunities.
- Review our retail offer and identify any missing opportunities within our current model.
- Review and analyse our existing portfolio and look for ways to deliver more from shops, and where this is not possible we will review our options.
- Focus on our people and the development and performance of our team and shops.
- Finally, investing in our volunteers will be a priority area for us, focusing on volunteer reward and recognition, as our retail chain could not continue to operate without the dedicated support of almost 500 volunteers who continue to deliver for us.

Charitable Income and Expenditure 2018/19

Charitable Expenditure 2018/19 (£000)



Income Contributions 2018/19 (£000)



Financial Review

There was a surplus on unrestricted funds of £0.591m and a deficit on restricted funds of (£0.061m), resulting in a consolidated increase in funds for the year ended 31 March 2019 of £0.530m (2018: (£2.424m) decrease in funds).

We have experienced a small reduction in total income over the last 12 months of (£0.352m, 3.8%). However, much of this difference pertains to retail shop unit closures and lower statutory funding as a result of the change in service. There were areas of growth at income stream level when comparing with the previous financial year:

- Donation & Legacy income increased by £168k (+4.9%)
- Lottery income increased by £17k (+5%)
- Retail gift aid increased by £67k (+32%)

As a result of the organisation restructure there was a significant reduction in expenditure (£3.1m) compared to the previous year. As well as a reduction in hospice care costs there were also substantial cost reductions in trading activities through a streamlining of the retail operation.

Expenditure is split into two categories – Raising Funds and Charitable Activities. Within raising funds expenditure, the costs of raising donations and legacies decreased by 4.4% and on trading activities (retail network and lottery) decreased by 25%. Expenditure on raising funds was lower than anticipated due to vacant posts that have subsequently been filled.

Expenditure on charitable activities is categorised between Hospice Care and Bereavement. There was a 15% reduction in the level of expenditure on bereavement due to further changes in the structure of the team, however the decrease in hospice activities costs of 34% is predominantly

due to the closure of the young adult service in June 2018. 2019/20 will be the first year where the costs incurred solely relate to the new service model.

There was a fairly significant movement in the value of our investments held by CCLA with an increase of 8.9% in the fund value. No withdrawals were made from the fund during 2018/19 and the increase is as a result of unrealised gains of £328k.

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 managed to an acceptable level. The risk management strategy forms part of the annual planning process against which the Trustees regularly review progress. The Trustees review the risk register twice a year. The Trustees seek to anticipate future risks by undertaking risk analysis as part of the long-term strategic planning programme.

Trustees' Report Financial Review

The table below summarises our three main risks and control procedures that are in place:

Risk	Management
<p>Failure to safeguard service users, staff and volunteers Due to the conduct of a member of staff or volunteer or organisational change</p>	<ul style="list-style-type: none"> • Robust safeguarding policy and procedure • Safeguarding team • Safeguarding framework developed 2018 • Safeguarding steering group introduced January 2019 • Representatives in different departments • Board reporting and nominated Board member • Safe recruitment procedures • Rolled out training to retail • Posters in all shops and departments • Reporting culture • Mandatory training in safeguarding - new supplier sourced • Retail Training to be reviewed and rolled out • Risk assessments • Posters being rolled out across the organisation
<p>Failure to control income and expenditure Failure to achieve budgeted income and expenditure due to activities or circumstances within our control or influence.</p>	<ul style="list-style-type: none"> • Income sources • Employ competent people • Financial appraisal of projects • Budget reporting by fundraising activity • Maintaining a profile with CCGs and LAs • Lobbying politicians • Consolidation of a new retail model • Consolidation of the Fundraising team
<p>Electronic Communication Failure A breakdown of the organisation's electronic and telephonic communication systems</p>	<ul style="list-style-type: none"> • Robust back up and security measures • IT Support contracts • Clear handover and communications as a result of staff leaving • Disaster recovery plan • Out of hours on call support • Emergency mobile phone and personal mobile phones available for the care staff

Trustees' Report Financial Review

Investment Policy

The charity invests in pooled-funds currently managed by CCLA Investment Management Ltd. Investments are held primarily in equity funds. The portfolio is 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 ethical codes.

The aim is to maximise total annual return on a portfolio of prudently and ethically invested financial assets. In addition to the £328k of unrealised gains in the year, there were investment income payments totalling £133k.

Reserves Policy

Reserves are held to enable us to continue to help beneficiaries and 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.

Our policy is to have free reserves of at least six months' cost of providing charitable activities.

Summary of reserves 31 March 2019	
	£'000
Unrestricted Reserves at 31 March 2019	11,466
Less the value of fixed assets	5,551
Less amounts allocated or designated	3,098
'Free' reserves at 31 March 2019	2,817

As at March 2019, it costs c£265k per month to provide hospice care, family support and bereavement care. The level of free reserves, therefore, represents just under ten months' running costs. The monthly cost has reduced significantly as a result in the change of service model.

Allocated/Designated Amounts

Helen & Douglas House makes several allocations from its unrestricted reserve. These cover:

- Unexpired lease commitments for retail shops
- Funds to cover overspends related to maternity leave or long-term absence
- Funds to cover redundancy, should the charity become unviable in the future

Remuneration policy

The organisational remuneration policy sets out the principles that the charity follows, but specifically:

- Equal pay for work of equal value
- Cost of living
- National Living Wage
- Pensions & Benefits
- Staff paid outside Agenda for Change

It is reviewed annually by the remuneration committee.

Pay Scales and Rates

The charity has aligned pay to at least that of the NHS for clinical staff which has meant that it has benefitted from the ability to attract Registered nurses to work in Hospice Care.

As at 31 March 2019, with the exception of the CEO, Retail, Executive team and Doctors, all employees are paid on a scale largely aligned to Agenda for Change pay points. Retail and the Executive team had a 2.5% cost of living increase in 2018/19.

The CEO salary is approved by the Chair of Trustees and doctors' sessional rates are determined by the Department of Health.

The minimum hourly rate paid in 2018/19 was £8.10, which was above the National Living Wage.

Pension Schemes

The charity offers two pension schemes.

- NHS Pension

Employees who join, having paid into an NHS pension in the previous 12 months, are entitled to re-join the NHS Scheme.

- Employer's Pension

Employees are able to join one of two schemes.

There is a higher contribution rate scheme that has been in operation for some time. This requires the employee to contribute 6% and the charity 7%. If the employee chooses not to join this scheme and meets the requirements, they will be automatically enrolled into a scheme offering the minimum level of contributions (2018/19: 3% for employee & 2% for employer). Staff must choose to opt out of the auto-enrolment scheme if they do not wish to join.

Going Concern Basis

The charity has considered its future cost base and compared it with projected income streams.

It is acknowledged that there is a varied level of certainty around some income streams and that costs have continued to increase. The restructure and subsequent service model change have put the charity on a firmer financial footing, the aim is to counteract inevitable cost increases through income growth in both Fundraising and Trading activities.

The Trustees believe that the charity is well placed to manage our risks successfully. There are no material uncertainties about the group and charity's ability to continue as a going concern.

Administrative Details

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 31 March 2019. The annual report and financial statements comply with the Charities Act 2011, the Companies Act 2006, Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015), and the charity's memorandum and articles of association.

Trustees' Report

Governance and Administration

The table below is a list of all trustees covering the relevant reporting period and the Assurance Committee they sit on.

	Clinical Governance	Organisational Audit and Health & Safety	Finance and Income Generation	People and Remuneration
Lord Blair of Boughton				
Katherine Boyce	✓	✓		
Sir Stephen Bubb				
Elizabeth Drew			✓	
Yvette Gayford (retired January 2019)				
David Gye			✓	✓
Golin Love			✓	
Sister Jean Raphael		✓		
Melanie Rogers (Appointed April 2019)	✓			
Annewen Rowe (Appointed April 2019)		✓		
Martin Wildsmith (Appointed April 2019)			✓	
Ian Watson (Appointed April 2019)				✓
Professor Andrew Wilkinson	✓			
Nicholas Wilkinson				
Gatherine Worswick				

Trustees' Report

Governance and Administration

Key Management Personnel

Chief Executive Officer	Clare Periton
Director of Clinical Services	Andrea Lambert (appointed January 2019)
Director of Support Services	Jenny Rigby (appointed August 2018)
Director of Income Generation	Hazel Bedford
Director of Finance and IT	Mark Stowe
Interim Medical Director	Dr Emily Harrop (appointed March 2019)
Director of People Resourcing & Operations	Sarah Westmorland (resigned May 2018)
Director of Quality, Compliance & Commissioning	David Savage (contract terminated October 2018)
Director of Clinical Services	Elizabeth Leigh (resigned March 2019)
Director of Retail (interim)	Chris Coe (contract terminated August 2018)

Company Secretary

Mike Cooper

Solicitors

Coffin Mew, Brooklands, 48 Newbury Street, Wantage, OX12 8DF

Independent Auditors

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

Banks

National Westminster Bank plc, 32 Cornmarket Street, Oxford, OX1 3HA

Barclays Bank plc, 54 Cornmarket Street, Oxford, OX1 3HB

Investment managers

CCLA, Senator House, 85 Queen Victoria Street, London, EC4V 4ET

Trustees' Report

Governance and Administration

The charity and public benefit

Helen & Douglas House accepts patients based on an objective assessment of need against defined criteria and in-line with principles adopted nationally for children and young people with palliative care needs (ref. Together for Short Lives). We operate a principle of equity of access to care, according to assessed need, and offer services to any member of the public within those criteria without discrimination (subject to operating capacity).

We provide care free-of-charge to our beneficiaries. We are only able to do this through the generosity of public donations and through our continual pursuit of a fair funding contribution from statutory sources. For every £1 received of statutory money, the charity itself generates a further £5.58 of income from voluntary donations, representing a significant return on investment for the state.

The trustees have had regard to the Charity Commission's guidance on public benefit in carrying out the charity's objectives and are satisfied that any eligible child or young people, and their family members/carers, can benefit from the charity's services.

Organisation 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 (ASSP), 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 14 October 2016, a Special Resolution was adopted by the Trustees of the ASSP which gave Helen & Douglas House independence from their organisation structure.

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 Hospice UK, the umbrella body of the hospice movement in the United Kingdom, and the Charity Commission.

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 quarterly meetings of the board.

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 profit of the trading subsidiary was £50k (2018: £97k). The lower value is due to the gradual phasing out of most new goods products within the retail network.

Trustee board members

One member of the trustee board has a beneficial interest in the charity and is a parent whose child died in Helen House. The remaining trustees do not have a beneficial interest.

A Sister of All Saints Sisters of the Poor is a Trustee of Helen & Douglas House.

Trustees' Report

Trustee's Responsibilities

Trustees' responsibilities

The trustees (who are also directors of Helen & Douglas House for the purposes of company law) are responsible for preparing the trustees' annual report, including the strategic report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and group and of the incoming resources and application of resources, including the income and expenditure, of the group for that period. 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy, at any time, the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and group and hence, for taking reasonable steps for the prevention and

detection of fraud and other irregularities.

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



Ian Blair
Chair of Trustees
Date: 17 July 2019



Riley and Stanley with their Mummy

'We have only been coming for five years, but it is hard to remember a time when you were not there for us. When we come, we get to be Mummy and Daddy and have the chance to relax with Max.' Claire, Max's Mummy

'It is just so amazing to be here. What a wonderful thing to invite us to. It really feels like a friend has asked us into their home.' Daniela, Anthony's Mummy



Finley during a cooking lesson



Alex and Nurse Lucy enjoying time in our therapy pool

'Before I worked here I had heard good stories from the families who had been here. I then came for a visit and was blown away by the atmosphere; the staff were lovely, there was joy in the building and most importantly, the person I had come to visit was so happy'. Rhian, Nurse

Independent auditor's report to the members of Helen & Douglas House

Opinion

We have audited the financial statements of Helen & Douglas House (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2019 which comprise the consolidated statement of financial activities, the group and parent charitable company balance sheets, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2019 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended.
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice.
- Have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the group financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our

audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- The trustees' use of the going concern basis of accounting in the preparation of the group financial statements is not appropriate; or
- The trustees have not disclosed in the group financial statements any identified material uncertainties that may cast significant doubt about the group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, including the strategic report, other than the group financial statements and our auditor's report thereon. Our opinion on the group financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the group financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the group financial statements

Independent auditor's report to the members of Helen & Douglas House

or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the group financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report, including the strategic report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 require us to report to you if, in our opinion:

- Adequate accounting records have not been kept by the parent charitable company, 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.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the parent 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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and section 151 of the

Independent auditor's report to the members of Helen & Douglas House

Charities Act 2011 and report in accordance with those Acts.

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

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the group's or the parent charitable company's internal control
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group's or the parent charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group or the parent charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable

Independent auditor's report to the members of Helen & Douglas House

company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Helen Elliott (Senior statutory auditor)
Date 17 July 2019
for and on behalf of Sayer Vincent LLP, Statutory
Auditor Invicta House, 108-114 Golden Lane,
LONDON, EC1Y 0TL.

Sayer Vincent LLP is eligible to act as auditor in terms of section 1212 of the Companies Act 2006.

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2019

	NOTE	Restricted funds £000	Unrestricted funds £000	Total funds 2018/19 £000	Total funds 2017/18 £000
Income from:					
Donations & legacies	2a	171	3,452	3,623	3,455
Charitable activities	2b	280	268	548	668
Other trading activities	2c	0	4,557	4,557	4,932
Investments	2d	0	157	157	194
Other	2e	0	20	20	8
Total		451	8,454	8,905	9,257
Expenditure on:					
Raising funds: Donations & legacies	3	27	1,275	1,302	1,362
Raising funds: trading activities		0	3,796	3,796	5,078
Charitable activities: Hospice care		460	2,916	3,376	5,095
Charitable activities: Bereavement		25	204	229	271
Total		512	8,191	8,703	11,806
Net income/(expenditure) before net gains on investments		(61)	263	202	(2,549)
Net gains on investments	6	0	328	328	125
Net movement in funds		(61)	591	530	(2,424)
Reconciliation of funds:					
Total funds brought forward		198	10,875	11,073	13,497
Total funds carried forward		137	11,466	11,603	11,073

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15 and the comparative prior year SOFA is disclosed in Note 17

Financial Statements

BALANCE SHEETS AS AT 31 MARCH 2019

	NOTE	Group		Charity	
		2018/19 £000	2017/18 £000	2018/19 £000	2017/18 £000
Fixed Assets - Tangible Fixed Assets	5				
Buildings		5,261	5,569	5,261	5,569
Fixture, fittings & equipment		269	232	269	232
IT Costs		16	11	16	11
Motor vehicles		5	16	5	16
		<u>5,551</u>	<u>5,828</u>	<u>5,551</u>	<u>5,828</u>
Fixed Assets - Investments					
Investments	6	4,547	4,219	4,547	4,219
Current Assets					
Stock		11	10	0	0
Debtors	8	515	550	515	551
Short term investments	9	1	1	1	1
Cash & bank		1,566	1,506	1,566	1,505
		<u>2,093</u>	<u>2,067</u>	<u>2,082</u>	<u>2,057</u>
Current liabilities					
Creditors	10	(588)	(1,041)	(587)	(1,039)
<i>(falling due in less than one year)</i>					
Net current assets		<u>1,505</u>	<u>1,026</u>	<u>1,495</u>	<u>1,018</u>
Net assets		<u><u>11,603</u></u>	<u><u>11,073</u></u>	<u><u>11,593</u></u>	<u><u>11,065</u></u>
Accumulated funds					
Unrestricted - Designated	15a	3,098	3,562	3,098	3,562
Unrestricted - General	15a	8,368	7,313	8,358	7,305
Restricted	15a	137	198	137	198
		<u><u>11,603</u></u>	<u><u>11,073</u></u>	<u><u>11,593</u></u>	<u><u>11,065</u></u>

Company Number : 4120488

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

Ian Blair (Chair of Trustees)



Date : 17 July 2019

STATEMENT OF CASH FLOW FOR THE YEAR ENDED 31 MARCH 2019

	2018/19 £000	2017/18 £000
Net cash flow from		
Cash flows from operating activities:		
Net income / (expenditure) for the reporting period	530	(2,424)
Adjustments for:		
Depreciation charges	430	560
(Gains) on investments	(328)	(125)
Dividends, interest and rent from investments	(157)	(194)
Loss/(profit) on disposal of fixed assets	(3)	13
Increase in stock	(1)	76
Increase / (Decrease) in creditors	(453)	548
Decrease in debtors	35	236
Net cash used in operating activities	54	(1,310)
Cash flows from investing activities:		
Dividends, interest and rents from investments	157	194
Proceeds from the sale of fixed assets	3	6
Purchase of fixed assets	(154)	(113)
Purchase of investments	0	0
Proceeds from the sale of investments	0	1,545
Net cash provided by investing activities	6	1,632
Increase/(decrease) in cash balance	60	322
Movement in cash balances		
Start of year	1,506	1,184
End of year	1,566	1,506
Change	60	322

Helen & Douglas House
Notes to accounts for the year ended 31 March 2019

1 Accounting policies

Statutory information

Helen & Douglas House is a company limited by guarantee and is incorporated in England, registered in England and Wales (No. 4120488).

It is a registered charity in England and Wales (No. 1085951).

The registered office address and principal place of business is **14a Magdalen Road, Oxford OX4 1RW**.

The following accounting policies have been used consistently with items considered material in relation to the group accounts.

Basis of preparation

The accounts have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK & the Republic of Ireland (FRS 102) (effective 1 January 2015) – (Charities SORP FRS 102), the Financial Reporting Standard applicable in the UK & the Republic of Ireland (FRS 102) (September 2015) and the Companies Act 2006.

The consolidated financial statements comprise the accounts of Helen & Douglas House and its trading subsidiary, Helen & Douglas House (Trading) Limited, made up to 31 March 2019. The trading results of the subsidiary are shown in note 6. Transactions and balances between the charitable company and its subsidiary have been eliminated from the consolidated financial statements. Balances between the two companies are disclosed in the notes of the charitable company's balance sheet.

A separate statement of financial activities, or income and expenditure account, for the charitable company itself is not presented because the charitable company has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006

Public benefit entity

Helen & Douglas House meets the definition of a public benefit entity under FRS 102.

Going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

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

Investment in subsidiaries

The investment in subsidiaries is at cost.

Helen & Douglas House Notes to accounts for the year ended 31 March 2019

Income

- Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.
- Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, and performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.
- Income received in advance of the provision of a specific service is deferred until the criteria for income recognition are met.
- Cash donations are credited to the Statement of Financial Activities as received.
- Where assets have been donated a cash equivalent value 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.
- In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.
- Investment income is accounted for on an accruals basis.
- Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.
- Income raised through the 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. Retail Gift Aid is included on an accruals basis.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

Charitable activities (Hospice Care)	The direct cost of running Helen House and Douglas House, Clinical management, Medical Team and direct support services of Catering, Domestic and Facilities teams.
Charitable activities (Bereavement)	The cost of the operation of the family support and bereavement team.
Costs of raising funds	The cost incurred to receive voluntary contributions as well as the cost of activities with a fundraising purpose.
Trading activities	The cost related to running our network of shops and our Lottery operation.

Helen & Douglas House
Notes to accounts for the year ended 31 March 2019

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support services

Expended resources are allocated to the particular activity where the cost relates directly to the activity. The cost of overall management and administration of each activity, comprising salary and overhead costs of central functions, is apportioned on the following basis:

Support Area	Basis of apportionment to the four main cost areas
Finance	Based on the combined value of income and expenditure
CEO Office	Apportionment based on the % time allocated by individual employees
Governance	Apportionment based on the total cost in each area
IT	Apportionment based on the % time allocated by individual employees
Public Relations & Marketing	Apportionment based on the % time allocated by individual employees
People, Volunteering & Resources	A combination of allocation methods used based on an individual employee role, including; recruitment numbers, number of employees and number of volunteers

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Debtors

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

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Creditors and provisions

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

Helen & Douglas House
Notes to accounts for the year ended 31 March 2019

Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund. Funds restricted for the purchase of fixed assets are transferred to unrestricted funds once the asset has been acquired.

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

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

Stock

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

Tangible fixed assets

Items of expenditure are capitalised where the purchase price exceeds £1,000.

Depreciation charges are allocated to activities on the basis of the use of the related assets in those activities.

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

Buildings	2.5%
Building Improvements	10.0%
Fixtures & fittings	15.0%
Computer equipment	33.3%
Motor vehicles	25.0%

Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Listed investments

Investments are a basic form of financial instrument and are initially recognised as their transaction value and subsequently measured at their fair value as at the balance sheet date, using the closing quoted market value. Any change in the fair value will be recognised in the Statement of Financial Activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains / (losses) on investments" in the Statement of Financial Activities.

The charity does not acquire complex financial instruments.

Helen & Douglas House
Notes to accounts for the year ended 31 March 2019

Investment properties

Investment properties are measured initially at cost and subsequently included in the balance sheet at fair value. Investment properties are not depreciated. Any change in the fair value is recognised in the Statement of Financial Activities. The valuation method used to determine fair value will be stated in the note to the accounts.

Taxation

No corporation tax is payable due to the charitable status of the parent company. Taxable profits are generated by the Trading subsidiary and are transferred as a gift to the parent company.

Pension costs

The Charity operates its own defined contribution scheme, currently provided by Scottish Widows. In addition some employees are entitled to be members of the NHS pension scheme. For the Charity to allow the employee to continue with membership of the NHS Pension Scheme they must have paid into it in the 12 months prior to joining the Charity.

The NHS Pension Scheme is an unfunded, defined benefit scheme for NHS employers, GP Practices and other bodies allowed under the direction of the Secretary of State. The scheme is not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the Charity of participating in the scheme is taken as equal to the contributions payable to the scheme for the accounting period.

Operating leases

Rentals applicable to operating leases are charged on a straight line basis over the period of the lease.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2019

2	<u>Income</u>	2018/19 £000	2017/18 £000
2a	Donations	2,669	2,779
	Legacies **	954	676
		3,623	3,455
	** - at 31 March 2019 there was c£210k in the legacy pipeline (at 31 March 2018 c£300k)		
2b	Charitable activities		
	NHS England Children's Hospice Grant (See Note 15a)	280	280
	NHS and Local Authority contributions to cost of care	268	388
		548	668
2c	Trading activities		
	Sales of donated and bought in goods	3,778	4,247
	Gift Aid on sales of donated goods	274	207
	Web sales	42	34
	Lottery income	329	312
	Other	135	132
		4,558	4,932
2d	Investments		
	Rent income	23	23
	Fund and Dividend income	133	171
		156	194
2e	Other income	20	8
	Total Income	8,905	9,257

3 Expenditure - Current Year

	Hospice Care	Bereavement	Fundraising	Trading	2018/19 TOTAL
	£000	£000	£000	£000	£000
Pay costs	2,341	184	734	1,613	4,872
Non-pay costs	282	6	406	1,671	2,365
Central support costs (<i>see below</i>)	445	39	162	390	1,036
Depreciation	308	0	0	122	430
	3,376	229	1,302	3,796	8,703
Central Support Costs:	£000	£000	£000	£000	£000
Finance	30	2	55	90	177
CEO Office	116	14	61	74	265
Governance	8	1	4	10	23
IT	58	7	7	72	144
People & Resourcing Team	233	15	35	144	427
	445	39	162	390	1,036

3 Expenditure - Prior Year

	Hospice Care	Bereavement	Fundraising	Trading	2017/18 TOTAL
	£000	£000	£000	£000	£000
Pay costs	3,751	230	664	2,107	6,752
Non-pay costs	334	6	483	2,272	3,095
Central support costs (<i>see below</i>)	649	35	215	500	1,399
Depreciation	361	0	0	199	560
	5,095	271	1,362	5,078	11,806
Central Support Costs:	£000	£000	£000	£000	£000
Finance	54	3	64	114	235
CEO Office	131	13	82	69	295
Governance	13	1	4	13	31
IT	44	6	25	50	125
People & Resourcing Team	407	12	40	254	713
	649	35	215	500	1,399

	2018/19 £000	2017/18 £000
Auditor's remuneration (excluding VAT):		
Audit of these financial statements	18	16
Audit of financial statements of subsidiary	1	1
Operating lease rentals - Property	1,000	1,084
Operating lease rentals - Other	21	29

4 Salaries and employees

The number of permanent employees and (Full Time Equivalent status) as at 31 March 2019 & 31 March 2018, by function was:

	2018/19		2017/18	
Nursing, medical and care	55	(39.86)	91	(71.80)
Fundraising	19	(17.87)	19	(17.87)
Management & administration	19	(17.12)	22	(18.22)
Retail	78	(72.49)	83	(86.36)
Estates, domestic and catering	9	(7.63)	14	(12.24)
	180	(154.97)	229	(206.49)

The organisation employed people on bank contracts (zero hours). In 2018/19 there were 41 individuals who worked 9.34 FTE (2017/18: 40 individuals, 10.55 FTE).

Staff salary costs:

	£000	£000
Salaries***	4,723	6,543
National Insurance Contributions	432	577
Pension Contributions	311	416
	5,466	7,536
Agency, advertising and other employee costs	298	267
	5,764	7,803

*** - includes actual & accrued redundancy costs

Employee emoluments: *

	2018/19	2017/18
£120,000 - £129,999 ^^	0	1
£90,000 - £99,999	1	0
£80,000 - £89,999	0	1
£70,000 - £79,999	1	1
£60,000 - £69,999	2	1

* - Excludes Employer NI and Pension

^^ - Includes redundancy payment

Key management personnel (as defined in the Trustees' Annual Report) total remuneration was **£445,761** (2017/18: £528,310)**

** - Includes Employer NI and Pension

Termination payments ***

In 2018/19 the Charity had **48** (2017/18: 31) termination payments that amounted to **£278,645** (2017/18: £120,763)

*** - any redundancy costs are included within the termination payments total.

4 Salaries and employees (continued)

Pension costs

Total pension contributions charged to the statement of financial activity, by scheme

	2018/19 £000	2017/18 £000
Charity defined contribution scheme	172	192
NHS pension scheme	139	224
	311	416

Volunteers

The number of individuals who volunteered for the group is set out in the table below:

	Number of volunteers		Number of hours volunteered		Economic value of the hours (£)	
	2018/19	2017/18	2018/19	2017/18	2018/19	2017/18
Care	107	106	9,100	10,900	81,300	87,000
Fundraising	22	22	700	1,100	6,700	10,000
Retail	562	663	72,900	97,200	653,100	767,600
Other	16	16	1,300	1,900	13,700	18,500
Total	707	807	84,000	111,100	754,800	883,100

5 Fixed Assets

	Land & Buildings £000	Building Improvements £000	Fixtures, fittings & equipment £000	IT Cost £000	Motor vehicles £000	Total £000
Cost						
At 1 April 2018	7,568	1,343	1,745	196	70	10,922
Additions	-	5	127	22	-	154
Disposals	-	-	(205)	-	-	(205)
At 31 March 2019	7,568	1,348	1,667	218	70	10,871
Depreciation						
At 1 April 2018	(2,747)	(595)	(1,513)	(185)	(54)	(5,094)
Charged in year	(189)	(123)	(90)	(17)	(11)	(430)
Eliminated on disposal	-	-	205	-	-	205
At 31 March 2019	(2,937)	(718)	(1,398)	(202)	(65)	(5,320)
Net book value						
At 31 March 2019	4,631	630	269	16	5	5,551
At 1 April 2018	4,821	748	232	11	16	5,828

Douglas House property assets continue to be recognised in the financial statements as the expectation is the assets will continue to deliver benefits to the Charity.

6 Investments

	2018/19 £000	2017/18 £000
CCLA - Investment Fund	4,016	3,688
Other listed investments (Bonds and Shares)	261	261
Investment property	270	270
	4,547	4,219
Market value at 1 April 2018	4,219	5,639
M&G Purchase	-	-
Proceeds from sale of investments	-	(1,545)
Net gain on revaluation	328	125
Market value at 31 March 2019	4,547	4,219

Investment property was valued at its market value as at 20th May 2019. The valuation was provided by PJS Property Consultancy

7 Subsidiary Undertaking

The charity owns the whole of the issued ordinary shares of Helen & Douglas House (Trading) Limited, a company incorporated in England (Co. Number : 05090748). The subsidiary is used for non-primary purpose trading activities. All activities have been consolidated on a line by line basis in the statement of financial activities. Available profits are distributed under gift aid to the charitable company. The Chair of Trustees, Treasurer and CEO of the charitable company are also directors of Helen & Douglas House (Trading) Limited.

A summary of the company's results are as follows:

	2018/19	2017/18
	£000	£000
Turnover	73	339
Cost of sales	(22)	(241)
Gross profit	51	98
Administrative expenses	(1)	(1)
Profit on ordinary activities before taxation	50	97
Taxation on profit on ordinary activities	-	-
Profit for the financial year	50	97
Retained earnings brought forward	8	8
Profit for the financial year	50	97
Profits distributed to parent under gift aid	(50)	(97)
Retained earnings carried forward	8	8

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. All movements in equity are included within the statement above.

Parent charity

The parent charity's gross income and the results for the year are disclosed as follows:

	2018/19	2017/18
	£000	£000
Gross income	8,832	8,918
Result for the year	530	(2,424)

8 Debtors

Trade debtors
Investment income receivable
Accrued income
Accrued legacy income
Prepayments
Subsidiary undertakings
VAT recoverable
Other debtors

Group		Charity	
2018/19	2017/18	2018/19	2017/18
£000	£000	£000	£000
31	36	31	36
10	11	10	11
39	51	39	51
10	12	10	12
350	359	350	359
0	0	0	1
64	59	64	59
11	22	11	22
515	550	515	551

9 Current asset investments

CBF Deposit Fund

Group		Charity	
2018/19	2017/18	2018/19	2017/18
£000	£000	£000	£000
1	1	1	1

10 Creditors

Trade creditors
Social security and other taxes
Other creditors
Accruals and deferred income

84	96	84	96
96	129	96	129
239	263	240	263
169	553	167	551
588	1,041	587	1,039

11 Trustee Remuneration

No trustees (2018: None) received remuneration for their office. No trustees (2017/18:1) were reimbursed for expenses (2017/18 £117) for representing the charity.

12 Leasing commitments

At the end of the year the Charity & Group had total commitments under non-cancellable leases as follows:

	Property		Other	
	2018/19 £000	2017/18 £000	2018/19 £000	2017/18 £000
Less than one year	879	962	43	55
Between one and five years	1,351	1,648	15	58
More than five years	0	0	0	0
	2,230	2,610	58	113

13 Related party transactions

Helen & Douglas House paid rent of **£46,747** (2017/18 £45,510) to The Society of All Saints, Sisters of the Poor. In addition there is a contribution of **£4,793** (2017/18 £5,250) to the maintenance of the communal garden. The trustees of The Society of All Saints were members of Helen & Douglas House until October 2016.

14 Analysis of group net assets between funds

	2018/19	2017/18
	£000	£000
General charitable funds	8,368	3,562
Designated funds	3,098	7,313
Non charitable trading funds	137	198
	11,603	11,073

The funds are represented by:

	Restricted	Designated	Unrestricted	2018/19
	£000	£000	£000	£000
Fixed Assets	0	0	5,551	5,551
Investments	0	3,098	1,449	4,547
Current assets	137	0	1,956	2,093
Current liabilities	0	0	(588)	(588)
	137	3,098	8,368	11,603

	Restricted	Designated	Unrestricted	2017/18
	£000	£000	£000	£000
Fixed Assets	0	0	5,828	5,828
Investments	0	3,562	657	4,219
Current assets	198	0	1,869	2,067
Current liabilities	0	0	(1,041)	(1,041)
	198	3,562	7,313	11,073

Financial Statements

15a Movements in funds (Current Year)

	Balance 01/04/2018 £000	Income £000	Expenditure £000	Transfers between funds £000	Balance 31/03/2019 £000
<u>Restricted funds</u>					
NHS England Children's Hospice Grant	0	280	(280)	0	0
Enablement	25		(25)	0	0
HH Play	4	11	(11)	0	4
HH Music	1	2	(1)	0	2
HH Art	3	0	(1)	0	2
HH In-Patient	0	5	(7)	0	(2)
Outreach work	10	60	(36)	0	34
Thames Valley Health Education	29	0	0	0	29
Clinical training	36	0	0	0	36
Clinical equipment	61	4	(1)	0	64
Volunteering	1	0	0	0	1
Doctors Team	0	89	(89)	0	0
Garden Flat Project	0	0	(33)	0	(33)
Digital marketing	28	0	(28)	0	0
	198	451	(512)	0	137
<u>Unrestricted Funds</u>					
<u>Designated Funds:</u>					
Lease Commitments	2,753	0	0	(464)	2,289
Redundancy Fund	500	0	0	0	500
Shop Fund	160	0	0	0	160
Maternity Fund	149	0	0	0	149
Total designated funds	3,562	0	0	(464)	3,098
<u>General Funds</u>	7,313	8,782	(8,191)	464	8,368
Total unrestricted funds	10,875	8,782	(8,191)	0	11,466
Total funds	11,073	9,233	(8,703)	0	11,603

Financial Statements

15b Movements in funds (Prior Year)

	Balance 01/04/2017 £000	Income £000	Expenditure £000	Transfers between funds £000	Balance 31/03/2018 £000
<u>Restricted funds</u>					
NHS England Children's Hospice Grant	0	280	(280)	0	0
Siblings work	0	0	(1)	1	0
FSBV Transition Costs	0	25	0	0	25
Art room	4	1	0	0	5
Activities	5	0	(1)	(1)	3
Outreach work	0	10	0	0	10
Thames Valley Health Education	29	0	0	0	29
Clinical training	36	0	0	0	36
Clinical equipment	55	7	(1)	0	61
Volunteering	0	1	0	0	1
Digital marketing	28	0	0	0	28
	157	324	(283)	0	198
<u>Unrestricted Funds</u>					
<i>Designated Funds:</i>					
Lease Commitments	2,668	0	0	85	2,753
Redundancy Fund	744	0	0	(244)	500
Shop Fund	600	0	0	(440)	160
Maternity Fund	150	0	0	(1)	149
Total designated funds	4,162	0	0	(600)	3,562
<u>General Funds</u>	9,178	9,058	(11,523)	600	7,313
Total unrestricted funds	13,340	9,058	(11,523)	0	10,875
Total funds	13,497	9,382	(11,806)	0	11,073

Helen & Douglas House
Notes to accounts for the year ended 31 March 2019

NHS England Children's Hospice Grant

The annual grant contribution funded by NHS England has been restricted to our provision of children's hospice care during the financial year, and fully used for that purpose.

NHS Clinical Commissioning Groups and Local Authorities

Funding contributions from a Clinical Commissioning Group (CCG) or Local Authority may be attributed to the care of a specific patient, or may be in respect of all care provided to patients registered with a GP in a particular CCG. In 2018/19 we had NHS contract and grant agreements with the following CCGs:

- NHS Buckinghamshire CCG £70,500
- NHS Milton Keynes CCG £20,961
- NHS Nene CCG £18,815
- NHS Oxfordshire CCG £75,000
- NHS Corby CCG £2,184
- NHS Swindon £19,875
- NHS Wiltshire CCG £22,500

All the funds received from public sector sources were fully used in the financial year for the purposes intended.

Enablement

To fund staff and project work related to patient enablement activities

HH Play

The income in this fund has been generated in order to invest into resources supporting play activities

HH Music

The income in this fund has been generated in order to invest in music therapy and activities for patients.

HH Art

The income in this fund has been generated in order to invest in art activities for patients.

HH In - Patient

The income in this fund has been generated in order to invest into resources supporting in-house patient care

Outreach Work

The aim of this fund is to cover costs of Outreach Workers who provide assistance in the patient's home.

Helen & Douglas House
Notes to accounts for the year ended 31 March 2019

Thames Valley Health Education

A fund of money to help continued development of clinical supervision within the organisation.

Clinical Training

A restricted fund of money to help pay for internal training of Helen & Douglas House clinical employees.

Clinical Equipment

This fund is for the donations we receive that are required to be spent on purchases of large items of clinical equipment.

Volunteering

Staff Cost or project work supporting volunteering across the organisation

Doctors Team

This fund supports the cost of Doctors or project work relating to the Doctors' team

Garden Flat Project

These costs are restricted as they have been incurred in anticipation of funding to be received in the new financial year. The project is to redesign and update patient family accommodation.

Digital Marketing

This restricted funding has been received to help pay for a Digital Marketing job within the Marketing Team. It is hoped that it will improve the on-line presence of the charity.

16 NHS pension scheme

Past and present employees are covered by the provisions of the two NHS Pension Schemes. Details of the benefits payable and rules of the Schemes can be found on the NHS Pensions website at www.nhsbsa.nhs.uk/pensions. Both are unfunded defined benefit schemes that cover NHS employers, GP practices and other bodies, allowed under the direction of the Secretary of State for Health in England and Wales. They are not designed to be run in a way that would enable NHS bodies to identify their share of the underlying scheme assets and liabilities. Therefore, each scheme is accounted for as if it were a defined contribution scheme: the cost to the NHS body of participating in each scheme is taken as equal to the contributions payable to that scheme for the accounting period.

Helen & Douglas House
Notes to accounts for the year ended 31 March 2019

In order that the defined benefit obligations recognised in the financial statements do not differ materially from those that would be determined at the reporting date by a formal actuarial valuation, the FReM requires that “the period between formal valuations shall be four years, with approximate assessments in intervening years”. An outline of these follows:

a) Accounting valuation

A valuation of scheme liability is carried out annually by the scheme actuary (currently the Government Actuary’s Department) as at the end of the reporting period. This utilises an actuarial assessment for the previous accounting period in conjunction with updated membership and financial data for the current reporting period, and is accepted as providing suitably robust figures for financial reporting purposes. The valuation of the scheme liability as at 31 March 2019, is based on valuation data as 31 March 2018, updated to 31 March 2019 with summary global member and accounting data. In undertaking this actuarial assessment, the methodology prescribed in IAS 19, relevant FReM interpretations, and the discount rate prescribed by HM Treasury have also been used.

The latest assessment of the liabilities of the scheme is contained in the report of the scheme actuary, which forms part of the annual NHS Pension Scheme Accounts. These accounts can be viewed on the NHS Pensions website and are published annually. Copies can also be obtained from The Stationery Office.

b) Full actuarial (funding) valuation

The purpose of this valuation is to assess the level of liability in respect of the benefits due under the schemes (taking into account recent demographic experience), and to recommend contribution rates payable by employees and employers.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019. The Department of Health and Social Care have recently laid Scheme Regulations confirming that the employer contribution rate will increase to 20.6% of pensionable pay from this date.

The 2016 funding valuation was also expected to test the cost of the Scheme relative to the employer cost cap set following the 2012 valuation. Following a judgment from the Court of Appeal in December 2018 Government announced a pause to that part of the valuation process pending conclusion of the continuing legal process.

17 Comparative SOFA

	Restricted funds £000	Unrestricted funds £000	Total funds 2017/18 £000	Total funds 2016/17 £000
Income from:				
Donations & legacies	44	3,411	3,455	3,701
Charitable activities	280	388	668	598
Other trading activities	0	4,932	4,932	5,162
Investments	0	194	194	219
Other	0	8	8	278
Total	324	8,933	9,257	9,958
Expenditure on:				
Raising funds: Donations & legacies	0	1,362	1,362	1,175
Raising funds: trading activities	0	5,078	5,078	4,942
Charitable activities: Hospice care	283	4,812	5,095	4,872
Charitable activities: Bereavement	0	271	271	304
Total	283	11,523	11,806	11,293
Net income/(expenditure) before net gains on investments	41	(2,590)	(2,549)	(1,335)
Net gains on investments	0	125	125	710
Net movement in funds	41	(2,465)	(2,424)	(625)
Reconciliation of funds:				
Total funds brought forward	157	13,340	13,497	14,122
Total funds carried forward	198	10,875	11,073	13,497

Space for Notes

Helen & Douglas House
14A Magdalen Road
Oxford OX4 1RW

Donate - Fundraise - Volunteer - Shop

www.helenanddouglas.org.uk
Fundraising@helenanddouglas.org.uk
01865 799150

Registered with



FUNDRAISING
REGULATOR

Company number 4120488
Registered charity number 1085951



Helen & Douglas House
hospice care for children