CLAIRE HOUSE

England & Wales · Charity number 1004058

Details

Status	Registered
Legal form	Charitable company
Company number	02620240
Registered	1991-09-02
Register	View on the Charity Commission register

Contact

Address	Claire House Children's Hospice Clatterbridge Road Wirral CH63 4JD
Phone	01513430883
Email	info@clairehouse.org.uk
Website	www.clairehouse.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF ILLNESS AND SUFFERING IN SUCH WAYS AS THE COMPANY SHALL FROM TIME TO TIME THINK FIT IN THE UNITED KINGDOM AND IN PARTICULAR IN THE NORTH WEST OF ENGLAND, NORTH WALES AND THE ISLE OF MAN.

Activities: Claire House helps seriously and terminally ill babies, children and young adults in Merseyside, Cheshire and North Wales. It provides end of life care, emergency respite, hospital support and day care, in addition to short breaks for children with complex needs. It also provides counselling, therapy and bereavement support for the whole family, while a child is living and after they die.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, People With Disabilities

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Geography

- **Area of benefit:** UNITED KINGDOM.
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£10,929,035	£12,625,965	£17,633,858	232
2024-03-31	£10,613,077	£11,218,861	£19,391,265	214
2023-03-31	£11,987,415	£9,342,952	£19,789,853	173
2022-03-31	£11,747,054	£7,949,991	£17,408,791	166
2021-03-31	£9,654,945	£8,295,284	£13,548,919	214

Trustees

Name	Role	Appointed
Catherine Greening		2023-03-27
Dr Andrew Selby		2022-03-07
Dr Frederick Andrew Ian Riordan		2025-09-29
Jonathan Bagley		2022-03-07
Leila Williams		2020-05-19
Stewart McKie		2023-09-25

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CLAIRE HOUSE

England & Wales - Charity number 1004058

Accounts



Claire House
CHILDREN'S HOSPICE

TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

CHAMPION ACCOUNTANTS LLP
Statutory Auditors, 2nd Floor, Refuge House, 33-37 Watergate Row, CHESTER, CH1 2LE

Registered Charity No. 1004058 Company No. 02620240

WELCOME TO OUR 2024–25 ANNUAL REPORT



For Harlow, aged two, who now uses the hospice, Claire House provides a safe place to play and thrive. For mum Zoey, it's also a reminder of the support she received when we cared for her son Liam, who died aged seven.

"Thanks to Claire House, I have got all my special memories of my son Liam, and they are giving my daughter Harlow the chance of life."

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REPORT OF THE TRUSTEES

INCLUDING DIRECTOR'S REPORT AND STRATEGIC REPORT FOR THE YEAR ENDED 31 MARCH 2025

The Trustees, who are also the Directors for the purposes of company law, present their report and the consolidated financial statements of the Charity and its subsidiary for the year ended 31 March 2025. These are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

CHAIR AND CEO'S REPORT



This year saw Claire House in the first year of our ambitious strategy, where we aim to open new services and a second hospice in Liverpool and further establish ourselves as a leader in children's palliative care.

At Claire House, we have always passionately pursued our vision: One day, every baby, child and young adult who is seriously or terminally ill, will receive the very best care and support, together with their family, wherever and whenever they need it.

We are bound to this vision; we know we are delivering outstanding care, but we are not reaching all those who need it. In Liverpool, demand is growing faster than in other areas, with 60% of referrals now from Liverpool. In the next 15 years, 80% of caseload growth is expected to be from Liverpool.

Therefore, the future development of our beautiful site in West Derby, close to Alder Hey Children's Hospital in Liverpool is vital. We already offer a range of day services from the site, but by 2029, we hope to provide all our outstanding and innovative services from a new hospice in Liverpool, as well as from our precious first site on the Wirral.

Alongside this bold vision, as we grow, we will not compromise the care we already provide on the Wirral and within our community. We have now been providing outstanding care for 26 years.

During 2024/25, we supported 496 babies, children and young people, including 124 at the end of their lives.

We continued to develop our innovative services, such as our rapid response work where we bring all the services offered at the hospice into the family home at the toughest of times – including emergency and end-of-life care, responding to crises round the clock.

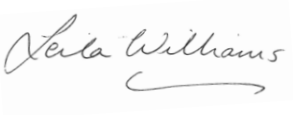
Highlights this year included us taking on a Palliative Care Activities and Family Support Worker to provide emotional support and counselling to siblings, especially those who are about to be, or are, newly bereaved.

We continued to make significant improvements to our Wirral site, refurbishing our kitchen and dining room, the teen and children's lounges, our Butterfly Suites and hydrotherapy pool to ensure our beautiful building continues to be a wonderful place for the babies, children and young adults who stay with us, as well as a safe-haven for their families.

We have been there to give families a break from the pressures of caring for a seriously ill child, providing short breaks and respite care. Families have also wanted breaks and support during the daytime, with planned day care sessions increasing by 43% over the last two years. Children can be collected from home, taken to the hospice or on an outing. For example, Sophie loves going bowling and for lunch, then back to Claire House for a little girly pamper, she often bosses the staff around whilst parents have a break and spend time together.

Despite a difficult economic and political climate making fundraising challenging, our income was strong and our reserves robust, which allowed us to continue planning for the future. Thank you to all our magnificent supporters who have sustained our vital services and brought our dreams for the future just a little bit closer to reality.

In the years ahead, we hope more children than ever will rely on our help. We are determined to rise to this challenge by providing the highest quality care for children and families, now and into the future. Our work is driven by a clear and ambitious vision; by the dedication of our supporters; and by the babies, children, young adults, and families we support, who guide and inspire us every day.



Leila Williams
Chair of the Board of Trustees



David Pastor
Chief Executive Officer

WHY CLAIRE HOUSE EXISTS AND OUR VISION

It is heartbreaking that the number of babies, children and young adults expected to die before adulthood is increasing every year. The impact of this on the child and on their family is huge, and the thought of any family facing this alone is truly unimaginable.

We cannot stop children from dying, but we can ensure that families facing this painful journey are supported throughout their child's life, through their loss, and for as long as is needed afterwards.

Right now, we cannot reach everyone who needs our support, and we cannot meet the immense demand for our services.

We are committed to leading the way in children's palliative and end-of-life care; expanding services and building a second hospice in Liverpool; and growing an incredible workforce to meet the rising demand. To do this we need to inspire our community to be a part of this exciting journey and not stop until, together, we can say that no family faces heartbreak without the support they so desperately deserve.

OUR VISION is that every baby, child and young adult who is seriously or terminally ill, receives the very best care and support, together with their family, wherever and whenever they may need it.



OUR PLANS FOR THE NEXT FOUR YEARS

BY 2029 WE WILL:

BE DELIVERING LEADING CARE SERVICES

We will be closer to reaching every baby, child, young adult and family, ensuring they can get the high-quality services that they need, wherever they need them.

HAVE BUILT A NEW CHILDREN'S HOSPICE IN LIVERPOOL

We will be delivering care at and from our two sites (Wirral and Liverpool).

HAVE GROWN AN INCREDIBLE WORKFORCE

We will be recognised as an outstanding employer and be able to find, keep and inspire the workforce that we need to achieve our ambitions.

HAVE RAISED TRANSFORMATIVE AMOUNTS OF MONEY

We will have inspired our whole community to join us on our exciting journey, raising enough money to grow Claire House and meet the ever-increasing demand for our services.

HAVE EMBRACED DIGITAL TRANSFORMATION

We will have embedded digital solutions and be better able to meet the needs of the families that Claire House exists to support.





HOW WE HELPED CHILDREN AND THEIR FAMILIES DURING 24/25 – THE BREAKDOWN:

CARE TOWARDS OR AT THE END OF LIFE – PROVIDED TO 124 BABIES, CHILDREN AND YOUNG ADULTS

who died during 2024-25 (of which 38 were antenatal deaths). This was received at home, in the hospice, or in hospital.

FAMILIES – 496 SUPPORTED.

This includes families whose child received care at any point during the year, including those who were discharged or whose child died during 2024/25.

HYDROTHERAPY POOL SESSIONS – 436.

This includes aquatic therapy and Family Splash sessions in our pool.

TOTAL RESPITE CARE (PLANNED OR UNPLANNED) – 1,682 NIGHTS.

PLAY SESSIONS – 663.

Face-to-face sessions for 120 babies, children and young adults.

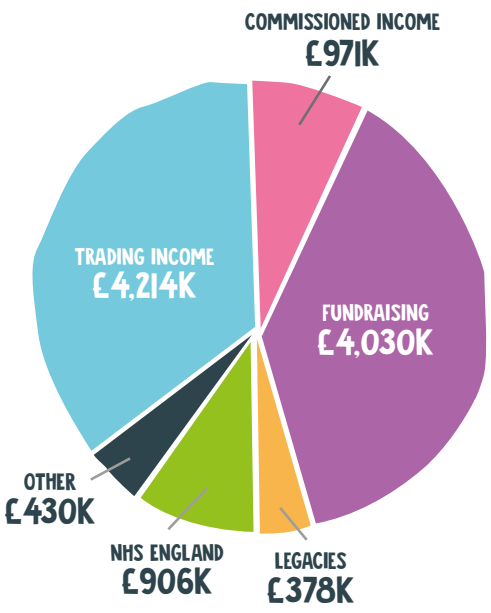
COUNSELLING SESSIONS – 1,233.

Provided to children, young adults, their siblings and parents, face-to-face or remotely both before and after bereavement.

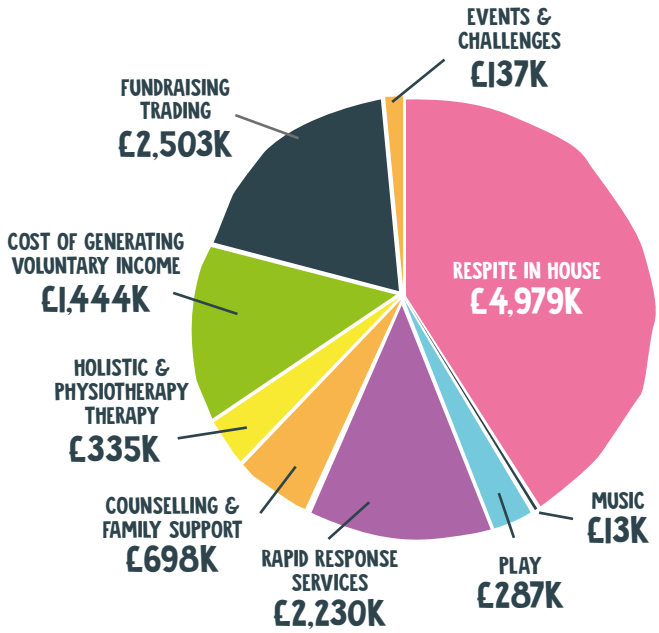
DAY CARE SESSIONS – 294.

At the hospice, in the family home, or on day care trips out in the community.

HOW WE RAISED OUR MONEY



HOW WE SPENT OUR MONEY





THE MERCER FAMILY STORY

"Preparing to welcome our new baby, we couldn't have been more excited. We especially couldn't wait to tell our daughter Niamh she would be a big sister!

But our dreams of any future adventures as a family of four became uncertain after our 12-week scan.

Our Baby Ella was diagnosed with Edwards' syndrome, a genetic condition that affects babies in the womb.

Fortunately, Claire House was there for us every step, from the scan to every hospital appointment and throughout my pregnancy.

Ella was born just before lockdown, and she passed away the next day in hospital. We were heartbroken.

As the world was going crazy, Claire House looked after us and kept our family safe during a vulnerable time.

We were then supported by Claire House for a second time when things didn't go right with our daughter Libby less than two years later.

At 20 weeks, we'd attended our routine baby scan and told things didn't look right. To think it was happening again was hard to comprehend. But we were still in touch with Claire House.

With Libby, we never found out what it was. Every hospital appointment was emotionally draining, hearing our little one would pass away and was in discomfort, but Claire House was alongside us.

Staying in the Butterfly Suite wasn't sad for Niamh. It was cosy and comfortable. The Butterfly Team was so respectful and thoughtful, knowing when we needed support or space.

And the counselling sessions also helped us to support Niamh. She had seen my tummy grow and was waiting for these little babies to arrive. We were grieving together as a family.

Thanks to Claire House, we've got treasured memories – something we can now share with our baby, Freya.

We feel lucky we had Claire House when we needed them."

JO AND JOHN PAUL MERCER, WHO WERE SUPPORTED AFTER LOSING THEIR BABY DAUGHTERS, ELLA IN 2020 AND LIBBY IN 2022.

STRATEGIC REPORT

OUR CARE SERVICES

The services we provide both at the hospice, at home and in the community have a massive impact on seriously and terminally ill children and their families.

This year Claire House published its first ever Impact report, some key statistics from the report are as follows:

- **90% OF FAMILIES** said Claire House had a positive impact and improved their quality of life
- **83% OF BEREAVED FAMILIES** reported mental health improvements
- **100% OF CHILDREN** reported improved emotional wellbeing
- **75% OF YOUNG ADULTS** felt more at ease with their circumstances

To see the full report visit: www.clairehouse.org.uk/about-us/what-we-do/our-impact/



THE CARE AND SUPPORT WE PROVIDE IS:

- Planned care (respite stays at the hospice or home, day care and groups for different ages)
- Unplanned or emergency care (which includes end-of-life care, symptom management and breaks provided at times of crisis because of a healthcare or social emergency)



- 24/7 Rapid Response Team who provide highly specialist nursing and end-of-life care, be it at home, hospital or in the hospice. This team is supported by our Palliative Care Consultant who works jointly with Claire House and Alder Hey Children's Hospital
- Perinatal support, working closely with Liverpool Women's Hospital and other neonatal units across Cheshire and Merseyside for families before and after birth when it is recognised that a baby may not survive for long
- Clinical therapies such as physiotherapy and aquatic therapy that can help with symptom management and mobility
- Young adult end-of-life and transition support, working closely with adult palliative care and teenage and young adult oncology partners
- Psychology, counselling and bereavement support for the family
- Sibling support
- Complementary, play and music therapies
- Butterfly Suites and bereavement support

CARE SERVICE AIMS AND ACHIEVEMENTS

Our care team continues to innovate, offering outstanding services and more choice to families. After a period of rapid growth when we introduced our perinatal services, over the last six years referrals have stabilised with more than half of all our referrals now being antenatal or in the first month of life. Whilst our overall caseload remains stable, we offered more end-of-life care this year than in previous years.

Sixty percent of referrals are from Liverpool and the surrounding areas on the north side of the Mersey, showing that the further development of services and the site in Liverpool will be of great benefit to families. The amount of planned day care sessions has increased by 43% over the last two years, whilst complementary therapy and counselling services increased to meet demand, showing how much families value these services.

DEATHS AND END-OF-LIFE

The Rapid Response Team provides 24/7 direct support when a child is receiving end-of-life care. During the last 12 months, Claire House supported more deaths than ever before (124), of which 60% were either antenatal or under one month; testament to the excellent working relationship we have with Liverpool Women's Hospital, allowing us to receive referrals at an increasingly early stage.

Wherever possible, we offer choice in place of care and place of death, enabling more families to choose to be at home or at the hospice than the national average.

BUTTERFLY SUITE AND BEREAVEMENT SUPPORT

When a child dies, our Butterfly Team is on hand to support families at the most difficult time of their lives. Families can stay at the hospice whilst their child is in one of our Butterfly Suites, cooled rooms that offer an alternative to a funeral directors. The team are specialists in everything from assisting with funeral arrangements, to helping families to decorate the Butterfly Suites with mementos and arranging for family and friends to visit. They will also support families who wish for their child to stay at home ahead of their funeral, providing specialist support and equipment.



"Claire House looked after us and made us feel safe at the toughest time."

JO AND JOHN PAUL MERCER, WHO WERE SUPPORTED AFTER LOSING THEIR BABY DAUGHTERS, ELLA IN 2020 AND LIBBY IN 2022.

HARLOW'S STORY

Harlow was born prematurely at 31 weeks. Her brother Liam was cared for by Claire House and died in 2021.

"We found out she had congenital heart defects and had hypoplastic right lung. She also wasn't tolerating her feeds. And even after she started being fed through an IV, she wasn't thriving or developing. Harlow was in and out of hospital as she needed extra support with her breathing.



After everything with Liam, to find out that Harlow was so unwell, I was in a bad place. But to have Claire House there, it changed everything. I didn't feel alone anymore.

Claire House supported us throughout Liam's condition and especially while he was in hospital. Even when he wasn't well enough to come home, they enabled us to leave the ward and come to their West Derby site for his birthday. It was truly special.

But I'll never be able to thank them enough for the support they gave once Liam passed away. The team supported me through the whole funeral process. They did loads of memory making with us, getting Liam's handprints and making necklaces. And even after the funeral, they stayed in touch and remembered every key date.

Coming to the Claire House Baby Group with Harlow has meant so much. When she stays at Claire House, it truly means I can just be mum. The team take over her medical needs.

It was hard that sometimes Liam did not want to go home as he thought hospital was home. I did not want that for Harlow.

Being in hospital is tough for me because it brings back such bad memories. Claire House made it possible for us to get out of hospital and go home.

ZOEY HORROCKS, MUM OF HARLOW, TWO, AND LIAM WHO WAS SEVEN WHEN HE DIED, FROM WEST DERBY.

MEET SOPHIE JENKINS, OUR NEW PALLIATIVE CARE ACTIVITIES AND FAMILY SUPPORT WORKER

"In my role, I do a wide range of things, but I especially work with families who could soon be, or are, receiving end-of-life care.

I help siblings understand what grief is, so they know the process they're going to go through.

If I meet a child before their sibling passes away, I like to check in and let them know what could be coming.

They can ask me what is happening and what might happen. And then, after their brother or sister has died, I make sure they've got the right strategies to help deal with their grief.

I know navigating feelings you've never had before is difficult and scary. I let people know to give things a go. It might take time, but that is ok and we'll be there for them along the way."





UNPLANNED / EMERGENCY RESPITE

Offering help to families when they really need it is an important part of our services. Unplanned respite could be requested because of a family crisis, or due to a healthcare or social emergency.

PERINATAL AND BABY SUPPORT SERVICES

At Claire House, we understand how life-changing and overwhelming it can be to receive difficult news about your baby's health. Our Perinatal Team offers specialist, compassionate support to families from as early as the 12-week scan, right through pregnancy and up to 18 months after birth.

Whether families are facing a complex diagnosis, navigating neonatal care, or coping with uncertainty, our team is there every step of the way. We offer emotional and practical support at hospital appointments, during scans, and at home, ensuring no one feels alone.

Families benefit from personalised care, including antenatal classes with hypnobirthing techniques, parallel birth planning to prepare for the worst as well as the best outcomes, and memory-making opportunities such as bump photography and heartbeat recordings. We also provide complementary therapies like reflexology and reiki to ease stress and promote wellbeing.

If a baby needs neonatal care, we work closely with hospital teams to ensure parents feel supported and included. Once home, our Claire House Baby Group connects families with each other and with specialist services, creating a safe space to talk, share, and build confidence.

"Perinatal referrals have grown significantly over the past decade. And what was once a rare service has become a vital lifeline for so many. Our role is to support families through pregnancy, birth, their baby's life and, if needed, their baby's death. We provide a safe, compassionate space where parents can express their wishes and explore emotions. Even in the hardest moments, we help families to find comfort and hope in their journey."



KATRINA WILLIAMS, PERINATAL PALLIATIVE CARE NURSE CONSULTANT.

Our team also supports siblings, helping them understand and cope with changes in their family.

Through every moment, hopeful or heartbreaking, Claire House is here, offering expert care and heartfelt compassion when families need it most.

WELLBEING AND THERAPIES

The Wellbeing and Therapies Team consists of counsellors, a music therapist, complementary therapists and volunteers. This team also hosts a programme of regular parent, sibling and family events, as well as providing bereavement support. This year, the teams have better integrated their services to ensure families get the support they need.



"Meeting other parents and sharing a night with people who have the same struggles without feeling judged. We cried, we laughed and we danced together, I just wish it was under different circumstances."

A PARENT WHO ATTENDED A BRYAN ADAMS CONCERT WITH OTHER BEREAVED PARENTS.

YOUNG ADULT SERVICE

At Claire House, we have a bespoke Young Adults service for our teenagers and young people with life-limiting illnesses up to the age of 25. The young adults we support are treated with the utmost respect and dignity.

This year some of our social group went on a fantastic residential trip to the Bendrigg Trust, an activity centre in the Lake District.

They took part in canoeing, abseiling, rock climbing, archery and visited Windermere.





"I enjoyed all the great activities that I have never been able to do before such as rock climbing, crate building and abseiling.

"The whole week was amazing, and I got to do new experiences with my friends who I wouldn't usually get to do this with. I got to go on Lake Windermere which I had never been to before and overall had an excellent time."

LIAM, ONE OF THE YOUNG ADULTS WHO ATTENDED THE EVENT.

"Thank you everyone for arranging the trip for me and the lads to go on, and for supporting me to do activities that I never thought I'd be able to do.

"I think the trip also allowed me to come out of my comfort zone to do things I may have never had the confidence to do and I'm proud of myself for doing so."

LUKE ONE OF THE YOUNG ADULTS WHO ATTENDED THE EVENT.

STATUTORY FUNDING

Claire House has a close working relationship with NHS Cheshire and Merseyside Integrated Care Board (ICB) and the local NHS Places in our catchment area. Eight of the nine NHS Places within the ICB commission unplanned/emergency respite nights at the hospice, plus palliative and end-of-life care in the community. NHS Liverpool Place and NHS St Helens Place also commission a perinatal service. During 2024-25, we have been working closely with the one remaining NHS Place (Cheshire East), with a view to establishing the baseline data needed to

develop a commissioning arrangement with them. The total value of ICB commissioned income for 2024-25 was £953,050.

We have been heavily involved in the national campaign to retain the Children's Hospice Grant. In 2024-25 this was worth £910,000 to Claire House, up from just below £900,000 in the previous year. As the future of the grant remains uncertain, we will continue to campaign for its retention.

We also received a capital grant of £175,126 from the Department of Health and Social Care in 2024-25 and expect to receive an additional £513,514 in 2025-26. This grant is restricted to capital expenditure and we are free to choose whether to apply this to the capital build at Claire House Liverpool, or elsewhere as the charity needs.

FEEDBACK ON OUR SERVICES, INCLUDING DETAILS OF OUR LATEST CQC REPORT

In 2019, we were proud to be rated as 'Outstanding' by the Care Quality Commission (CQC). According to the report, parents of children who used Claire House services said:

"It's a fantastic place. My daughter loves it there. The staff are excellent," and "The aftercare has been superb". We have had three virtual CQC reviews focussing on infection control and service provision and development as we emerged from the pandemic period, with positive feedback and no concerns raised and our CQC 'Outstanding' remains in place. We had two formal complaints in 2024-25. The complainants were happy with the response we provided.

READ THE REPORT HERE: WWW.CQC.ORG.UK/LOCATION/1-116772470



"I help ensure that the care we provide is of the very highest standards and meets the needs of our children, young people and their families and carers."

VIVIENNE REDMOND, THE NEW QUALITY AND GOVERNANCE LEAD NURSE



"Whether she's playing in the hospice garden, doing arts and crafts or having time in the hydrotherapy pool, Isla loves being at Claire House! And when she's there having fun, I can have some focused time with her sisters. I can relax and recharge. It truly means so much as I know she's having a great time with the wonderful team. Claire House has given Isla a better chance at being able to enjoy her life. For me, that's everything."

FIONA, FROM BOOTLE, WHOSE SERIOUSLY ILL DAUGHTER ISLA IS SUPPORTED BY CLAIRE HOUSE.



OUR ESTATES AND FACILITIES



2024–25 has been another transformative year as we continued to invest in our Wirral hospice (pictured right) and our Liverpool site (below), creating more welcoming, and therapeutic spaces for the children and families we support.

This year, on the Wirral, we refreshed the playroom, kitchen and dining room, the teen and children's lounges, our Butterfly Suites and hydrotherapy pool.

INVESTING IN OUR LIVERPOOL DREAM

We know the greatest step to achieving our vision will be to build a second children's hospice in Liverpool, expanding all our services across two sites and breaking down barriers to accessing our care.

As a result of many years of hard work, and with the help of our wonderful supporters, we are the proud owners of a perfectly located site. Claire House Liverpool is in West Derby, very close to Alder Hey Children's Hospital, and is ready to realise its full potential.

From this site, we currently offer a range of services including day care, complementary therapies and counselling. However, plans (architects' illustration right) are in motion to develop a full hospice that will be able to offer 24/7 care by 2029.





"We wanted our son Josh to pass at Claire House, but he was too ill to be taken to Wirral. It was just too far. If the West Derby site was up and running, we absolutely would have preferred him to be transferred there. We always wanted him to pass at Claire House. We wouldn't have chosen a hospital for him, as caring as Alder Hey was."



BEREAVED MUM KATE JONES FROM WARRINGTON, WHOSE FAMILY ARE SUPPORTED BY CLAIRE HOUSE.

OUR FUNDRAISING

In 2024/25, Claire House Children's Hospice experienced another incredible year of fundraising, driven by the generosity and passion of our supporters. The Claire House Lottery raised a record £1.7 million of vital, regular income, while giving supporters a fun and easy way to contribute every week. We know that three in 10 of the children we care for are currently funded by thoughtful gifts left to the charity by those who include us in their Wills. Promoting legacy giving has been a particular priority for Claire House during this period and we joined 142 other UK hospices in a national awareness campaign to help supporters understand the long-lasting impact that leaving a gift in a Will can have.

KEY HIGHLIGHTS:

Local businesses, once again, offered unwavering support. The Redrow Charity Ball raised an outstanding £74,511 in one night—highlighted by a £21,000 bid for a canvas painted by the children—contributing to Redrow North West's total donation of £100,130 through a year of creative fundraising. David Wilson Homes also played a huge role, raising £69,057 through a variety of staff-led activities.

The GOLD Charity Ball, hosted by our ex Board Chair, Helen Watson, brought in another £25,000, adding to her personal total of over £75,000. Alongside these headline events, thousands took part in challenge events like marathons, skydives, and triathlons, as well as family favourites including the Claire Bear 3k and the sparkling success of "Claire House Does Strictly." None of this would be possible without the incredible dedication of the local community, whose kindness ensures Claire House can continue delivering expert care and emotional support to children and families who need it most.



HEIDI POWER!

9-year-old Heidi set off on an epic challenge this year to travel the distance between the 12 original football league teams. Heidi first visited Deepdale Stadium, home of Preston North End and finished at The Hawthorns, where West Bromwich Albion play. She fundraised for both Alzheimer's Research UK and Claire House, covering the equivalent of 215 miles.



GIFTS IN WILLS

People continue to honour the children and families we support by including gifts in their Wills. We value every single one of these gifts – no matter what the size. Collectively, each year, these make such a difference. We are very grateful for donations we receive today, and thanks to people choosing to include a gift in their Will, they help support our future too.

TRUSTS AND FOUNDATIONS

This year has seen the third and final year of funding from BBC Children in Need for our Play Services. The most wonderful memories have been made, with plenty of smiles and laughter, thanks to their generous support.

Many thanks to Morrisons Foundation and Together for Short Lives who funded the renovation of our dining room. The space sits at the heart of the hospice, providing an inviting, relaxing place to grab a coffee, meet with staff or have meals together as a family. A big thank you to the Marian Elizabeth Trust, who help us reach so many local children that need us by generously funding vital roles within our care team.

We are grateful to all the Trusts and Foundations who have kindly supported us this year, thank you.



CORPORATE SUPPORTERS

We are incredibly thankful for the unwavering support of our corporate partners, whose efforts have significantly contributed to our mission. M&S Bank went the extra mile—literally—by walking the Sandstone Trail, taking on the Spanish 3 Peaks challenge and hosting their annual golf day. They've now raised an outstanding £300,000 to date.

An incredible combination of ultramarathons, skydives and more has brought Trustland Construction's total raised to a whopping £101,000.

Barratt Homes skydiving challenge brought their total to over £152,000. Redrow continued their tradition of hosting another spectacular ball, bringing their total contribution to £287,000.

Eurogold's hugely successful golf day added over £50,000 to their ongoing support for Claire House. And Mowgli's "pound on the bill" initiative at their Water Street restaurant, along with their beloved annual dog show, has raised an incredible £330,000 to date.

We're also grateful to the 237 corporate volunteers, from 32 different companies, who completed 1,106 hours of volunteering across our Liverpool and Wirral sites last year.

OUR APPROACH TO FUNDRAISING

We know if we're able to raise more money, we can help more children. Building trust with our supporters and demonstrating their impact is central to our fundraising philosophy. This year, we asked supporters how we are doing and 95% agreed or strongly agreed Claire House treats them well, 91% said we always thank them appropriately and 94% said they hear from us just the right amount.

OUR FUNDRAISING STANDARDS

Donors to Claire House can be assured that we comply with the regulatory standards for fundraising. We are registered with the Fundraising Regulator, the Gambling Commission, the ICO and committed to the Code of Fundraising Practice and the other laws and regulations we are required to adhere to. We require any third parties to also be signed up to the Code.

Our in-house fundraising team use professional fundraisers to help us deliver certain fundraising initiatives, such as lottery and regular giving recruitment. This involves face-to-face recruitment in venues and on a door-to-door basis. We also sometimes use telephone fundraising agencies. They are used for legacy, lottery and regular giving recruitment campaigns. We view every third party as an extension of our in-house team and we provide thorough inductions for all new staff. We also invite them into the hospice bi-annually to keep up to date with our work.

We have safeguards in place when working with suppliers so that we protect our supporters and the reputation of our charity. We log all communications on our fundraising customer relationship management system and have clear ways of ensuring that no supporter is subjected to persistent approaches. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us.

HELPING SUPPORTERS AND ADDRESSING COMPLAINTS

We are passionate about improving and we value feedback on how our supporters think we can do this. Our website outlines our complaints policy and clearly explains how an individual can complain. We received four supporter complaints in 2024-25, that were dealt with to all parties' satisfaction.

RETAIL



The Retail Department has had another successful year, raising £2.4m – an 11% increase on last year and 18% above budget. Frodsham, St Helens, and Great Homer Street shops saw the highest growth, reflecting the continued dedication and hard work of our teams.

We raised an impressive £233k through Gift Aid, and our single ticket lottery sales rose to 31,223 – a remarkable 158% increase on last year. This income alone is enough to fully fund the Wirral Hospice for 2.5 days.

Environmental responsibility remains a priority, with our shops increasing landfill savings to 314 tonnes through recycling, waste reduction, and sustainable practices.

Looking ahead, we remain focused on training, staff development, and opening larger superstores that will also house our expanding online shop operation.



"I like the idea of working somewhere you can make a real difference. Every donation bag that comes in is like an adventure, and you never quite know what you're going to find."

MATT MCGEAGH (CENTRE), MANAGER OF THE HESWALL AND NESTON SHOPS

STAFF, VOLUNTEERS AND INFRASTRUCTURE

Although Claire House is the name given to our buildings and facilities, it is our dedicated staff and volunteers who ensure we provide outstanding care to so many children and their families.

In November 2024 we were thrilled to be named the 15th Best Charity to Work for in the UK by Best Companies (a leading employee engagement specialist). In 2025, for the second consecutive year, we have proudly maintained our 2 Star Accreditation from the Best Companies, a recognition awarded to organisations with outstanding levels of employee engagement.

Claire House has an amazing team of 600 volunteers. According to our Impact Report, volunteering has a lasting positive effect, with 63% of volunteers reporting improved mental health. Many volunteers also build new friendships (85%) and 84% have learned more about what we do.



VOLUNTEER STORY

"Volunteering at Claire House means a lot to me. It's good for my mental health and the enjoyment I get out of it. I mix with a lovely group of friends and get to see the gardens evolve from winter through to summer. We sometimes get families commenting how lovely the gardens look and how that makes them feel. If you've got time to volunteer I'd say give it a go, because you'll get a lot out of it."

FRAN (CENTRE), WHO IS PART OF THE VOLUNTEER GARDENING TEAM AT CLAIRE HOUSE.





LOOKING AFTER THE ENVIRONMENT



At Claire House, we are committed to looking after the world we live in. In 2025, we re-established our Green Group, with representatives from across the organisation looking at what we can do to improve our sustainability.

Our Retail Team also play a role in helping the environment, as they re-sell preloved clothes. Last year, our shops increased landfill savings to 314 tonnes through recycling, waste reduction, and sustainable practices.

EQUALITY, DIVERSITY AND INCLUSION (EDI)

To reach every child and young person who needs us, we need to reduce barriers and reach out into different communities.

Whilst our data is limited, it shows in 24/25 we received a slightly higher proportion of referrals from ethnic minority groups in comparison with the demographic makeup of our catchment area. This can be attributed to in-reaching into NHS settings, particularly Liverpool Women's Hospital.

The Equality, Diversity and Inclusion (EDI) Group was set up in 2021 to raise awareness, help inform staff and build our contacts within more diverse communities. The group continues to go from strength to strength, running the Faith at End of Life training for our staff and celebrating a wide range of cultural holidays and events.

"Families who do not speak English as a first language can feel isolated from the community and the team around their child, so enabling clear communication with us and other medical professionals is essential. We can help set up medical appointments, so parents have more time to spend with their child. If required, we use a translation service to communicate difficult information about a child's symptoms or managing medications and ensure the family have a voice to ask questions and be a part of their child's care."

KATE BOSWELL, NURSING ASSOCIATE.



FINANCIAL REVIEW



Claire House has continued to receive fantastic support, enabling the charity to provide vital care and support to the children and families who need us. Despite an uncertain external environment, we maintained a strong financial position.

Due to the continued support and generosity of our supporters, and the dedication of our staff and volunteers, the charity has spent £8.5m (2023-24: £7.5m) on care for dying children and other service-related activities.

Income has increased to £10.9m (2023-24: £10.6m). This is a result of growth in our trading income, from both our shops and through our lottery. During the financial year, Claire House has also received £175,126 from Hospice UK under the Department of Health and Social Care Capital Grant Programme. This has been invested in a variety of assets across the organisation that will help the organisation to continue to deliver care to the children and families who need us today and in the future.

Claire House continues to receive funding from the Integrated Care Boards of £953,050 (2023-24: £861,316). In addition to this, Claire House received a continuation of its NHS England grant of £906,213 (2023-24: £880,990), designed to provide an element of interim public sector funding until a more reliable funding structure is implemented. This grant has been extended into 2025-26. NHS England also provided a grant of £173,661 (2023-24: £135,549) towards the NHS pension contribution incurred by the organisation.

Claire House maintained its strong relationships with public healthcare commissioners, who invested in services, which provided both a cost saving to the NHS and better outcomes for the child and the family.

The Fundraising Team generated a total net income during this period of £4.2m (2023-24: £4.7m), income from the public and corporate bodies has remained strong whilst legacy income has dropped after several strong years.

As mentioned above, income from trading continues to grow, reaching £4.1m (2023-24: £3.7m), this includes Retail income which has grown to £2.4m (2023-24: £2.2m), this trend is expected to continue as consumers increasingly choose to shop in charity shops due to cost of living pressures and an increased focus on sustainability.

Investments during the year contributed £426,858 (2023-24: £293,341).

Cost pressures have been felt across the organisation. Claire House has sought to maintain competitive remuneration for staff to ensure the finest team is in place to provide our services on both our Liverpool and Wirral sites. Investment has also been made in systems and IT to ensure we are in the best place to support our children and families now and in the future. Our strong financial position has also allowed us to invest in our future strategy and in particular our plans for the development of our Liverpool site.

Overall, as of 31 March 2025, Claire House had a deficit of unrestricted funds before movements on investments of £1,710,009 (2023-24: £304,981).

Whilst a deficit in the current year was expected due to continuing investment across the organisation, Claire House is confident that it has the resources to meet the deficit and the investment made will benefit the children and families who will need us in the future.

INVESTMENT POWERS & POLICY

As of 31 March 2025, £3,843,042 of the charity's reserves were managed by Rathbones, with due consideration of risk and of ethical issues. The investment policy was discussed and agreed by the charity's Investment Committee and also with the full Trustee body.

RESERVES POLICY

The Trustees have established the level of reserves that the charity ought to have as £4.2m after a detailed analysis of the financial risks to which it is exposed. This reflects the financial security it would require should one of its significant funding streams dip, and the time it would take to replace any such diminished funding while still maintaining services. An example of this would be a change in the NHS England grant or a drop in gifts in Wills, a vital yet unpredictable source of support.

As of 31 March 2025, Claire House held approximately £4.2m in free reserves (excluding designated funds).

Given our strong financial position, the Trustees have agreed to designate £11.1m (2023-24: £12.2m) of total funds for the future development of Claire House to meet the needs of the seriously and terminally ill children and their families who we support both now and in the future. This includes significant investment in care services, our workforce, income generation, our Liverpool site and digital solutions, as set out in our plans for the next five years. We believe it is vital that we invest these funds for the future good of the babies, children, young adults and families Claire House will need to support. The reduction in the designated reserves during the year reflects our progress towards these objectives.

The Trustees believe that the reserves held will protect the charity and ensure its future progress, with the overall aim that every dying child, and their family, gets the very best support when and where it is needed.

PRINCIPAL RISKS AND UNCERTAINTIES

IMPACT OF NURSE VACANCIES

Whilst our salary review (we now meet the NHS Agenda for Change salaries) has given us more confidence in our ability to recruit and retain nurses, staffing is still a challenge due to the national nurse shortage and remains one of the biggest limiting factors on our ability to provide safe care to as many children as possible.

GLOBAL POLITICAL AND ECONOMIC UNCERTAINTY

Global political and economic uncertainty make long-term planning challenging. Rapid shifts in government policies, conflicts, inflation, and economic instability can impact funding, operational costs, and the communities we serve. As a result, the organisation must remain agile, constantly adapting to navigate an unpredictable landscape.

LACK OF CLARITY AROUND LONG-TERM GOVERNMENT FUNDING

The future of government funding for hospices remains unclear. Last year we received the Children's Hospice Grant (£906,213 in 2024/25) and a capital grant of £175,126 from the Department of Health and Social Care (we expect to receive an additional grant in 2025-26). Whilst we are very grateful for this, there are no long-term funding plans for hospices across the UK, making financial planning very difficult. Along with Hospice UK and Together for Short Lives we continue to call on the government to take a long-term approach to funding end-of-life and palliative care.





GOVERNANCE STRUCTURE AND MANAGEMENT OF CLAIRE HOUSE

GOVERNING DOCUMENT AND LEGALITIES

Claire House is a company limited by guarantee, not having share capital, and governed by its Articles of Association.

Claire House is registered as a charity with The Charity Commission, with its principal object to offer palliative, end-of-life care and support to children who have life threatening or terminal illnesses, and their families.

The Charity is registered with the Care Quality Commission as a hospice for children and young people from 0-25 and is subject to regular inspection. Its most recent inspection carried out in October 2019 rated Claire House as 'Outstanding'. Read the details of the report by visiting: www.cqc.org.uk/location/1-116772470

APPOINTMENT OF TRUSTEES

As set out in the Articles of Association the Board of Trustees should consist of no less than three and no more than 12 Members.

Trustees normally serve for a maximum of six years, although in exceptional circumstances (as happened this year) the Board may, with the unanimous consent of all the Trustees, decide that such a Trustee may put themselves forward for reappointment to a maximum of eight years to help the charity manage emergent risks, as well as a robust succession process.

If a Trustee position becomes available, or if the Board decides that an individual with a particular skillset would be beneficial to the charity's governance, an open recruitment process is conducted usually involving an external publicity campaign to find the best possible candidates for the role.

All Trustees are subject to enhanced Disclosure and Barring Service (DBS) checks and rigorous reference checks.

TRUSTEE INDUCTION, TRAINING AND DEVELOPMENT

New Trustees undergo an induction process to ensure that they understand their legal obligations under charity and company law, the content of the Articles of Association, the Board and decision-making process, the strategic plan and the recent performance of the Charity.

The Trustees complete an annual personal development plan and undertake a regular skills and performance audit to understand how they can learn, develop and grow as a Board.

Every meeting ends with a review of that meeting, again to ensure that the Board is constantly striving to enhance its performance.

ORGANISATION

The Board of Trustees administers the Charity and meets once every three months. There is a separate trading subsidiary, Claire House Shops Limited, which has a separate Board of Directors. The Board is supported by a number of committees made up of Board members, volunteer subject matter experts and the relevant members of the Executive team.

These committees are: Clinical Governance; Health and Safety; People (which includes volunteering as well as paid staff); Finance, Investment, Risk and Opportunity (FIRO); and the Strategic Programmes Steering Group (SPSG).

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations the CEO has delegated authority, within the terms of delegation approved by the Trustees, for all operational matters.

The Trustees set the long-term goals for the organisation and the CEO translates this into a strategy and business plan which is then delivered by the CEO and the Executive Team.

PAY POLICY FOR SENIOR STAFF

The Trustees are committed to ensuring that there is a clear process in place for the setting of salaries within the Charity, and that all staff are paid fairly for their roles and responsibilities.

This is achieved by having every role evaluated, including key management personnel, and regularly benchmarked against similar roles in other comparable organisations.

In March 2024, all roles were reviewed to ensure we were paying competitive rates, as informed by Croners Pay and Reward Services and the Charity Retail Association for non-care roles and NHS Agenda for Change for care roles. Changes were implemented in April 2024. Since then we have matched the NHS Agenda for Change uplifts.

RELATED PARTIES

Claire House Shops Limited is a wholly-owned subsidiary of Claire House (via two £1 shares) and is consolidated as part of these accounts. Claire House Shops Limited sells merchandise and receives commission on the sale of Gift Aided donations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Name	Claire House
Charity Registration Number:	1004058
Company Registration Number:	02620240
Trustees (in the period and at the date of approval):	Leila Williams Dr Helen Butterworth (resigned 30 June 2025) Dr Ian Sinha (resigned 24 June 2024) Dr Andrew Selby Jonathan Bagley Catherine Greening Stewart McKie Alison Gow (appointed 24 June 2024)
Principal and Registered Office:	Claire House Children's Hospice Clatterbridge Road Bebington Wirral, Merseyside CH63 4JD
Key Management personnel In the period and at the date of approval:	
Company Secretary:	Tamsin Harrison
Chief Executive:	David Pastor
Director of Care:	Janet Sutherland Oakes (resigned 31 July 2025) Lesley Fellows (appointed 01 August 2025)
Director of Income Generation:	Gillian Nove
Director of Strategy and Operations:	Kirsty Taylor (appointed 01 June 2024
The Charity's professional advisors are as follows:	
Auditors:	Champion Accountants LLP 2nd Floor Refuge House 33-37 Watergate Row Chester, CH1 2LE
Bankers:	Lloyds Bank plc Liverpool Law Courts Liverpool, L2 1TS
Solicitors:	Lees & Partners 44-45 Hamilton Square Birkenhead, Wirral, CH41 5AR
Investment Manager	Investec Wealth & Investment Limited The Plaza 100 Old Hall Street Liverpool, L3 9AB

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Charity Trustees (who are also the directors of Claire House for the purposes of company law) are responsible for preparing a Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Charity Trustees to prepare financial statements for each year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the 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 accounting estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any
- material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make them 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.

In approving the Trustees' Annual Report we also approve the Strategic Report, included therein, in our capacity as company directors.

Signed by order of the Trustees by:

L WILLIAMS

Chair of the Board of Trustees



Date: 23/09/25

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS AND TRUSTEES OF CLAIRE HOUSE FOR THE YEAR ENDED 31 MARCH 2025

OPINION

We have audited the financial statements of Claire House Children's Hospice (the 'charity') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, 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 charitable company's affairs as of 31 March 2024 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and – have been prepared in accordance with the requirements of the Companies Act 2006.

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 accounts section of our report. We are independent of the group and the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

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

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

- the information given in the Report of the Trustees, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and the strategic report included within the Report of the Trustees 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and the strategic report included within the Report of the Trustees.

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

- adequate accounting records have not been kept by the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- The charity's 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, the Trustees who are also the directors of the charity for the purpose 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 charity'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 charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements 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 based on these financial statements.

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

EXTENT TO WHICH THE AUDIT IS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

The responsibility for the prevention and detection of irregularities, including fraud, lies with the trustees and with those charged with governance. The objectives of our audit in respect of irregularities and fraud are to assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient, appropriate audit evidence regarding the assessed risks and to respond appropriately to fraud or suspected fraud identified during the audit.

AUDIT PROCEDURES

We determine significant applicable laws and regulations through discussion with those charged with governance and our own knowledge of the industry and design audit procedures to help identify instances of non-compliance with those laws and regulations that may have a material effect on the financial statements.

Our approach is to consider the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102 and the Companies Act 2006) and the relevant tax compliance regulations in the UK; the nature of the industry; the business performance and the key drivers for management remuneration; the control environment and the procedures in place to address identified risks, including management override, non-compliance with laws and regulations and to prevent and detect fraud or irregularity. We communicate identified laws and regulations throughout our team and remain alert to any indications of noncompliance throughout the audit.

Our procedures are designed to provide reasonable assurance that the financial statements are free from material misstatement or error and include: enquiries of management and of staff in key compliance functions; review of minutes of meetings of those charged with governance; review and testing of manual journals and significant transactions outside the normal course of business; review of financial statement disclosures and testing to supporting documentation; performance of analytical procedures.

We are not responsible for preventing non-compliance and due to the inherent limitations of an audit, as described above, the audit cannot be relied upon to detect all instances of non-compliance with laws and regulations.

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

USE OF OUR REPORT

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

ANDREW HOPWOOD BSC (HONS) FCA
(Senior Statutory Auditor)
for and on behalf of;
Champion Accountants LLP
Chartered Accountants
Statutory Auditor

2nd Floor Refuge House
33-37 Watergate Row
Chester
CH1 2LE

Date:

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

INCOME AND ENDOWMENTS FROM

	Notes	Unrestricted Funds £	Restricted Funds £	2025 Total Funds £	2024 Total Funds £
Income and endowments from:					
Donations and legacies	2	3,602,391	1,711,813	5,314,204	5,407,901
Charitable activities	3	971,263	-	971,263	914,840
Other trading activities	4	4,213,585	-	4,213,585	3,961,826
Investments	5	426,858	-	426,858	293,341
Other	6	3,125	-	3,125	35,169
Total income and endowments		**9,217,222**	**1,711,813**	**10,929,035**	**10,613,077**

EXPENDITURE ON

Raising funds:					
Costs of generating voluntary income	7	1,441,818	2,400	1,444,218	1,235,821
Fundraising trading: cost of goods sold and other costs	8	2,503,134	-	2,503,134	2,345,307
Events & challenges costs	9	136,971	-	136,971	121,097
Investment management charge		21,799	-	21,799	19,751
Charitable activities	10/11	6,823,508	1,696,335	8,519,843	7,496,885
Total expenditure		**10,927,230**	**1,698,735**	**12,625,965**	**11,218,861**
Surplus/(deficit) of income over expenditure before net gains/(losses) on investment		(1,710,008)	13,078	(1,696,930)	(605,784)
Net (Losses)/Gains on revaluation of investment assets	12	(60,479)	-	(60,479)	207,198
Net movement in funds		**(1,770,487)**	**13,078**	**(1,757,409)**	**(398,586)**
Reconciliation of funds					
Total funds brought forward		17,113,412	2,277,855	19,391,267	19,789,853
Total funds carried forward		**15,342,925**	**2,290,933**	**17,633,858**	**19,391,267**

The Statement of Financial Activities includes all gains and losses recognised during the year. All Income and Expenditure derive from continuing activities.

The notes on pages 28-47 form part of these financial statements.

CONSOLIDATED AND CHARITY BALANCE SHEET

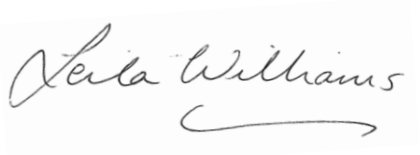
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Group 2025 £	Group 2024 £	Charity 2025 £	Charity 2024 £
Fixed Assets					
Tangible Assets	17	6,156,644	5,875,867	6,156,644	5,875,867
Intangible Assets	19	60,749	-	60,749	-
Investments	20	3,843,042	4,247,814	3,843,044	4,247,816
		10,060,435	10,123,681	10,060,437	10,123,683
Current Assets					
Stock	21	6,271	1,570	-	-
Debtors	22	819,650	1,266,494	871,693	1,278,132
Cash at bank and in hand		7,581,887	8,778,783	7,533,812	8,763,263
		8,407,808	10,046,847	8,405,505	10,041,395
Liabilities					
Amounts falling due within one year	23	(834,385)	(779,263)	(834,385)	(776,113)
Net current assets		7,573,423	9,267,584	7,571,120	9,265,282
Net assets		17,633,858	19,391,265	17,631,557	19,388,965

THE FUNDS OF THE CHARITY

Restricted income funds	25	2,290,933	2,277,855	2,290,933	2,277,855
Unrestricted funds:					
General fund	26	4,223,868	4,913,410	4,221,567	4,911,110
Designated reserve	26	11,119,057	12,200,000	11,119,057	12,200,000
Total funds		17,633,858	19,391,265	17,631,557	19,388,965

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



L Williams - Chair

Company Number: 02620240

The notes on pages 28-47 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	£	2025 £	2024 £
Net Cashflow from operating activities	29		(1,373,497)	45,057
Cashflow from investing activities				
Income from other fixed asset investment	5	140,607		118,445
Interest received	5	286,252		174,896
Payments to acquire tangible fixed assets	17	(598,538)		(449,199)
Payments to acquire intangible assets		(52,483)		
Acquisition of other investments	20	(2,008,742)		(1,037,339)
Disposal proceeds of tangible fixed assets		3,125		8,170
Disposal of investments		2,885,145		733,456
Net Cashflow from investing activities			655,366	(451,571)
Net increase in cash and cash equivalents			(718,131)	(406,514)
Cash and cash equivalents at the beginning of the year			8,823,900	9,230,414
Cash and cash equivalents at the end of the year			8,105,769	8,823,900

CASH AND CASH EQUIVALENTS CONSIST OF

Cash and cash equivalents consist of:		
Cash at bank and in hand	7,581,887	8,778,783
Short term deposits	523,882	45,117
Cash and cash equivalents at the end of the year	**8,105,769**	**8,823,900**

The notes on pages 28-47 form part of these financial statements.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025 (CONTINUED)

1. ACCOUNTING POLICIES

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales. The address of the registered office is Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, Merseyside, CH63 4JD.

ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective January 2019 – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note below.

The financial statements are prepared in sterling, which is the functional currency of the charity, rounded to the nearest pound.

Claire House is a public benefit entity as defined by FRS 102.

BASIS OF CONSOLIDATION

The Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and the Consolidated Statement of Cash Flows include the financial statements of the company and its subsidiary, Claire House Shops Limited, made up to 31 March 2025. There are uniform policies across the group and intra group transactions are eliminated on consolidation. Consolidation is on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the charity has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006. The charity has also taken advantage of the exemption afforded by the SORP, not to present a separate Cashflow statement for the parent charity.

The deficit of the charity for the year ended 31 March 2025 was £1,757,408 (2024: £398,586).

GOING CONCERN

The Trustees have considered the on-going situation with regards to the cost of living challenges, shortage of nursing staff and wider economic and political environment as part of their going concern assessment. The view of the trustees is that, whilst they acknowledge that costs may continue to rise in some areas and regular giving may be difficult for some supporters, the trustees believe that the charity has enough reserves to cope with the increase in costs and a reduction in income. With regards to the retention and recruitment of new care staff, the trustees are aware of the ongoing work being carried out by the Executive team in reviewing pay and benefits and benchmarking against the NHS to ensure we continue to attract and retain staff within Claire House. The trustees are comfortable that the charity will be able to meet its liabilities for the coming 12 months.

In reaching their conclusion, the trustees have reviewed the charity's cash flows, operating forecasts and reserves position, applying sensitivity analysis as appropriate. After consideration of all factors, the trustees continue to adopt the going concern basis in preparing the financial statements.

THE FUNDS OF THE CHARITY

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds which have been set aside by the Trustees for specific purposes. The aim and use of each designated fund is set out in the notes to the Financial Statements.

Restricted funds are funds which are used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against these funds. The aim and

use of each restricted fund is set out in the notes to the Financial Statements.

Investment income and gains are allocated to the appropriate funds.

INCOMING RESOURCES

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy, except where sponsorship and monies are received for a Claire House Event which is to take place in the next financial year, and the funds are deferred.

For legacy income, entitlement is the earlier of the Charity being notified of an impending distribution or the legacy being received.

Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the Charity where this can be quantified and a third party is bearing the cost. No amounts are included in the Financial Statements for the services donated by volunteers.

Gifts in kind are included at valuation (over £100) and recognised upon receipt.

Gift Aid receivable / income tax receivable and investment income are accounted for on an accruals basis.

RESOURCES EXPENDED

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating voluntary income are those incurred in seeking voluntary contributions and do not include costs of disseminating information in support of the charitable activities.

Fundraising trading costs are those incurred in relation to the selling of donated and bought in goods as well as costs associated with running the members' lottery.

Events and challenges costs are those costs incurred in arranging fundraising events and sponsored challenges.

Charitable activity costs are those costs incurred directly in support of expenditure on the objects of the Charity.

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

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties together with specific governance costs related to legal and audit matters.

Support costs are those incurred in providing finance, human resources (HR), information and communication technology (ICT) and maintenance services, together with chief executive office costs (CEO).

GOVERNMENT GRANTS

Grants receivable are included in the Financial Statements when approval of the grants has been confirmed to the Charity, or when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy.

TANGIBLE FIXED ASSETS

Tangible fixed assets costing more than £2,000 are capitalised at cost including any incidental expenses of acquisition.

When a new lease is signed, the fitting out of the shop is capitalised. All significant refits of existing shops are also capitalised. Alterations and repairs are expensed.

DEPRECIATION

Depreciation is calculated so as to write off the cost of an asset (excluding land), less its estimated residual value, over the useful economic life of that asset as follows:

Freehold property	**2% straight line**
Equipment	**written off over 5-7 years**
Fixtures and fittings	**written off over 3-7 years**
Motor vehicles	**written off over 3-7 years**
Shop fixtures and fittings	**written off over the shorter of the length of the lease or 5 years**

Where it has been identified that the recoverable amount of a fixed asset is below its net book value the asset is written down to its recoverable amount and the impairment loss is recognised in the Statement of Financial Activities.

INTANGIBLE ASSETS

Intangible assets costing more than £2,000 are capitalised at cost including any incidental expenses of acquisition, development and installation costs.

AMORTISATION

Amortisation is calculated so as to write off the cost of an intangible asset, less its estimated residual value, over the useful economic life of that asset as follows:

- Website and software – written off over 5 years

Where it has been identified that the recoverable amount of an intangible asset is below its net book value the asset is written down to its recoverable amount and the impairment loss is recognised in the Statement of Financial Activities.

INVESTMENT ASSETS AND INCOME

Investments are recognised initially at fair value, which is normally transaction price, excluding transaction costs. Subsequently they are measured at fair value at the balance sheet date, subject to any permanent diminution in value. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals during the year. Investments donated to the Charity are included as income as soon as the market value can be established after receipt of the shares. Investments in subsidiaries are measured at cost less impairment.

STOCKS

Stocks consist of purchased goods for resale and consumables. Stocks are valued at the lower of cost or net realisable value. Items donated for resale or distribution are not included in the Financial Statements until they are sold or distributed.

DEBTORS

Debtors receivable within one year are recognised at transaction price. Any losses arising from impairment are recognised in expenditure.

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 form 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. Deferred income includes:

- Income received for events taking place after the balance sheet date
- Unreleased discounts from retail premises rent free periods
- Lottery income received for draws taking place after the balance sheet date

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of fixed asset investments which are subsequently measured at fair value where this can be reliably measured.

PENSION COSTS

The Charity contributes to the NHS Pension Scheme on behalf of qualifying employees and administers a defined contribution Pension Scheme for the benefit of its other employees. The assets of the scheme are held separately from those of the Charity. The annual contributions payable are charged to the Statement of Financial Activities.

OPERATING LEASES

Rentals paid under operating leases are charged to the income and expenditure on a straightline basis over the period of the lease.

INCENTIVES

Rent free periods granted as an incentive when negotiating a new lease are written off over the initial lease period.

TAXATION

As a registered charity, the company benefits from rates relief and is generally exempt from Income Tax, Corporation Tax and Capital Gains Tax, but not Value Added Tax.

VOLUNTEERS

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the Trustees Annual Report and note 2.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Donations				
General donations including gift aid	2,894,360	12,371	2,906,731	2,162,302
Company & Club	487,210	67,422	554,632	751,957
Trusts	(157,469)	345,052	187,583	238,789
Legacies	378,290	-	378,290	1,196,159
Gifts				
Donations in kind	-	31,968	31,968	42,155
Grants receivable				
Children's Hospice Grant	-	906,213	906,213	880,990
NHS England Capacity and Community Support Grant	-	175,126	175,126	-
NHS Pension contribution	-	173,661	173,661	135,549
	3,602,391	1,711,813	5,314,204	5,407,901

Income from donations and legacies was £5,314,204 (2024: £5,407,901) of which £3,602,391 (2024: £4,217,511) was unrestricted and £1,711,813 (2024: £1,190,390) was restricted.

We continue to see strong support from our volunteers and in the year to 31 March 2025. Our volunteer hours for the year were 67,808. This hourly contribution equates to a saving to Claire House of £706,559.

3. INCOME RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Clinical Commissioning Group funding	953,050	953,050	861,316
Provision of training	18,213	18,213	53,524
	971,263	971,263	914,840

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
General events	159,251	-	159,251	164,732
Income from other trading activities	1,702,327	-	1,702,327	1,558,539
Sales of goods/services	2,352,007	-	2,352,007	2,238,555
	4,213,585	-	4,213,585	3,961,826

Income from other trading activities was £4,213,585 (2024: £3,961,826) of which £4,213,585 (2024: £3,961,826) was unrestricted and £Nil (2024: £Nil) was restricted.

5. INVESTMENT INCOME

	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Interest from investment & properties	140,607	140,607	118,445
Bank interest receivable	286,252	286,252	174,896
	426,858	426,858	293,341

6. OTHER INCOME

	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Profit on disposal of assets	3,125	3,125	5,188
Donation of shares	-	-	29,981
	3,125	3,125	35,169

7. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Staff costs	950,792	-	950,792	802,856
Premises costs	3,703	-	3,703	2,330
Depreciation	12,064	-	12,064	13,022
Travel	30,362	2,400	32,762	33,153
Other costs	444,897	-	444,897	384,460
	1,441,818	2,400	1,444,218	1,235,821

Costs of generating voluntary income were £1,444,218 (2024: £1,235,821) of which £1,441,818 (2024: £1,233,421) was unrestricted and £2,400 (2024: £2,400) was restricted.

8. FUNDRAISING TRADING COST OF GOODS SOLD AND OTHER COSTS

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Staff costs	1,171,215	-	1,171,215	1,053,344
Premises costs	289,622	-	289,622	504,460
Depreciation	60,091	-	60,091	68,081
Travel	45,214	-	45,214	73,045
Other trading activity costs	562,691	-	562,691	517,904
Other costs	374,301	-	374,301	128,474
	2,503,134	-	2,503,134	2,345,307

Costs of fundraising trading were £2,503,134 (2024: £2,345,307) of which £2,503,134 (2024: £2,345,307) was unrestricted and £Nil (2024: £Nil) was restricted.

9. COSTS OF EVENTS AND CHALLENGES

	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Events and challenges	136,971	136,971	121,097

Costs of events and challenges were £136,971 (2024: £121,097) of which £136,971 (2024: £121,097) was unrestricted and £Nil (2024: £Nil) was restricted.

10. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds 2025 £	Restricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Hospice activities undertaken directly	3,925,704	1,692,774	5,618,478	4,784,063
Support costs	2,862,011	3,561	2,865,572	2,677,800
Governance costs	35,793	-	35,793	35,022
	6,823,508	1,696,335	8,519,843	7,496,885

Costs of charitable activities were £8,519,843 (2024: £7,496,885) of which £6,823,508 (2024: £6,008,092) was unrestricted and £1,696,335 (2024: £1,488,793) was restricted.

11. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Hospice activities undertaken directly £	Support costs £	Governance costs £	Total Funds 2025 £	Total Funds 2024 £
Staff costs	4,601,796	2,001,940	18,668	6,622,404	5,641,703
Premises costs	220,489	156,026	-	376,515	534,473
Depreciation	187,832	46,803	-	234,635	238,220
Professional fees	-	68,208	17,125	85,333	100,438
Operating costs	608,361	592,595	-	1,200,956	982,051
	5,618,478	2,865,572	35,793	8,519,843	7,496,885

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties, together with specific governance costs related to legal and audit matters.

12. GAINS/(LOSSES ON INVESTMENT ASSETS

	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Profit/(loss) on sale of investments	321,505	321,505	(24,430)
Gain/(loss) on investment assets (note 20)	(381,984)	(381,984)	231,628
	(60,479)	(60,479)	207,198

13. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2025 £	2024 £
This is stated after charging:		
Depreciation	301,456	319,328
Amortisation	8,038	-
Auditors remuneration		
- Audit of the financial statements	15,150	14,750
- Accountancy services	1,975	2,300
Profit/(loss) on fair value movement of investments	(381,984)	231,628
Operating lease costs:		
- Land and buildings	340,363	330,042

14. TRUSTEES' RENUMERATION

None of the Trustees received any remuneration, benefits in kind, or expenses during the year in respect of their duties as a trustee (2024: Nil).

15. ANALYSIS OF STAFF COSTS AND THE COST OF KEY MANAGEMENT PERSONNEL

	2025 £	2024 £
Wages and salaries	7,423,444	6,362,156
Social security costs	700,075	601,516
Pension costs	620,892	534,230
	8,744,411	7,497,903

The key management personnel of the parent charity and of its subsidiary, Claire House Shops Limited is comprised of the senior leadership team. The total employee benefits of the key management personnel were £692,134 (2024: £523,664).

16. PARTICULARS OF EMPLOYEES

The average number of staff employed during the year was 232 which includes 94 part time staff. The average number of full-time equivalent (FTE) staff employed during the year was 176. The average FTE is analysed by function as follows:

	2025 Number	2024 Number
Number of nursing staff	90	91
Number of administrative staff	31	26
Number of management staff	3	5
Number of fundraising staff	21	22
Number of retail staff	31	33
	176	177

During the year the number of employees who earned more than £60,000 was as follows:

	2025 Number	2024 Number
£60,000 - £70,000	5	-
£70,001 - £80,000	2	2
£80,001 - £90,000	1	1
£90,001 - £100,000	2	0
£100,001-£110,000	-	1
£110,001-£120,000	-	-
£120,001-£130,000	1	1

Total redundancy/termination payments in the year amounted to £48,735 (2024: £47,551).

17. TANGIBLE FIXED ASSETS

	Freehold Property £	Equipment, Fixtures and Fittings £	Motor Vehicles £	Total £
Cost				
At 1 April 2024	7,556,876	2,866,490	261,983	10,685,349
Additions	119,143	444,610	34,784	598,537
Disposals	-	-	(10,821)	(10,821)
Transfer of assets	-	(198,728)	-	(198,728)
At 31 March 2025	7,676,019	3,112,372	285,946	11,074,337
Depreciation				
At 1 April 2024	2,231,967	2,338,062	239,453	4,809,482
Charge for the year	149,949	135,793	15,714	301,456
Elimination on disposal	-	-	(10,821)	(10,821)
Transfer of assets	-	(182,424)	-	(182,424)
At 31 March 2025	2,381,916	2,291,431	244,346	4,917,693
Net Book Value				
At 31 March 2025	5,294,103	820,941	41,600	6,156,644
At 1 April 2024	5,324,909	528,428	22,530	5,875,867

18. CHARGES

There is a legal charge over the site of the Hospice in favour of the Secretary of State for Health.

A further legal charge was created over the Hospice's land on 27 March 2006 in favour of the National Lottery Charities Board. This charge relates to the £300,000 Big Lotto Grant.

Both charges will be enforced if the property ceases to be used as a Children's Hospice.

19. INTANGIBLE ASSETS

	Intangible Assets £	Total £
Cost		
At 1 April 2024	-	-
Additions	52,483	52,483
Disposals	-	-
Transfer of assets	198,728	198,728
At 31 March 2025	251,211	251,211
Amortisation		
At 1 April 2024	-	-
Charge for the year	8,038	8,038
Elimination on disposal	-	-
Transfer of assets	182,424	182,424
At 31 March 2025	190,462	190,462
Net Book Value		
At 31 March 2025	60,749	60,749
At 1 April 2024	-	-

Intangible assets include the Claire House website which has been rebuilt and redesigned during the year and software including development costs.

20. FIXED ASSET INVESTMENTS

	2025 £	2024 £
Market value as at 1st April 2024	4,247,814	3,883,512
Acquisitions at cost	2,008,742	1,067,320
Disposals at cost	(2,564,263)	(757,886)
Increase/(Reduction) in cash balances	478,765	(176,760)
Net investment gains /(losses) on revaluations in the year	(328,016)	231,628
Market value at 31 March 2025	3,843,042	4,247,814
Historical cost at 31 March 2025	3,696,895	3,720,837

20. FIXED ASSET INVESTMENTS (CONTINUED)

Analysis of investments at 31 March 2025 between funds	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Listed Investments			
Quoted fixed interested securities			
UK Government Stock	-	-	610,585
UK Fixed Interest	450,097	450,097	834,421
Overseas Fixed Interest	45,390	45,390	224,458
	495,487	495,487	1,669,464
Quoted Shares			
UK Equities	656,691	656,690	598,417
Overseas Equities	1,686,752	1,686,752	1,032,848
Property Funds	139,742	139,742	289,542
Infrastructure and Commodities	340,488	340,488	612,426
	2,823,673	2,823,672	2,533,233
	3,319,160	3,319,159	4,202,697
Other investments			
UK cash held as part of portfolio	523,882	523,882	45,117
	3,843,042	3,843,042	4,247,814

Charity investments include £2 investment in Claire House Shops Limited, see note 28 for further details.

Listed investments
Listed investments at a historical cost of £3,173,013 (2024: £3,675,719) (excluding donated shares) are held by the Group and Charity and had a market value of £3,843,042 at 31st March 2025 (2024: £4,247,814).

21. STOCK

	Group		Charity	
	2025 £	2024 £	2025 £	2024 £
Stock	6,271	1,570	-	-

22. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2025 £	2024 £	2025 £	2024 £
Amounts due from group undertakings	-	-	47,770	11,637
Income tax recoverable	88,121	168,341	88,121	168,341
VAT recoverable	127,627	89,059	127,627	89,059
Other debtors	116,671	415,208	120,944	415,209
Prepayments and accrued income	468,805	364,922	468,805	364,922
Legacies	18,426	228,964	18,426	228,964
	819,650	1,266,494	871,693	1,278,132

23. LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade creditors	242,093	198,522	242,093	198,522
PAYE and social security	169,478	145,959	169,478	145,959
Pension contributions	100,840	45,737	100,840	45,737
Accruals	270,534	296,302	270,534	293,152
Deferred income	51,440	92,743	51,440	92,743
	834,385	779,263	834,385	776,113

Deferred income	
Deferred income at 1 April 2024	92,743
Utilised in the year	2,230,835
Received in the year	2,189,532
Deferred income at 31 March 2025	51,440

Deferred income includes income received for events taking place after the balance sheet date, unreleased discounts from retail premises rent free periods and lottery income received for draws taking place after the balance sheet date.

24. OPERATING LEASE COMMITMENTS

	2025	2024
	£	£
Land and buildings:		
Within one year	289,271	141,358
Between one and five years	301,858	199,170
Later than five years	-	-
	591,129	340,528

25. RESTRICTED INCOME

Group and Charity

	Balance at 1 April 2024 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2025 £
64 Trust	178,756	-	18,150	160,606
Andrea Brabin	33,962	-	7,901	26,061
Children in Need	-	28,019	27,280	739
Chyah Davies Foundation	8,551	-	5,168	3,383
Department of Health	-	906,213	906,213	-
Dorothy Hall Fund	12,955	-	6,748	6,207
Duke Street Market	-	19,227	2,239	16,988
Equipment	35,555	-	5,027	30,527
Hayes Travel Foundation	-	11,505	11,505	-
Hospice Building	1,106,095	-	62,938	1,043,158
Hospice UK	-	175,126	5,198	169,928
James Tudor Foundation	-	9,510	9,510	-
Marian Elizabeth Trust	-	200,000	148,180	51,820
MBNA	-	30,601	30,601	-
Morrisions Foundation	29,259	1,010	5,158	25,111
New Liverpool Site	506,999	-	11,073	495,926
NHS Pension Scheme Grant	-	173,661	173,661	-
Mr Robert Crichton	-	8,685	8,685	-
Steven Gerrard Foundation	200,362	-	-	200,362
Southampton Hospitals Charity	143,938	-	116,004	27,933
Together for Short Lives Charitable Trust	-	56,498	55,458	1,041
Toy Trust	-	9,868	7,374	2,495
Under £5,000 and anon	21,423	49,922	42,697	28,648
Gifts in Kind	-	31,968	31,968	-
	2,277,855	1,711,813	1,698,735	2,290,933

25. RESTRICTED INCOME (CONTINUED)

Group and Charity

	Balance at 1 April 2023 £	Restated Balance at 1 April 2023 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2024 £
64 Trust	213,061	213,061	-	34,305	178,756
Andrea Brabin	39,975	39,975	-	6,013	33,962
Anne Duchess of Westminster's Charity	-	-	9,932	9,932	-
Children in Need	4,066	10,101	27,674	37,775	-
Chyah Davies Foundation	-	-	10,000	1,449	8,551
David & Ruth Lewis Family Charitable Trust	-	-	20,000	20,000	-
Department of Health	-	-	880,990	880,990	-
Dorothy Hall Fund	14,690	20,203	-	7,249	12,955
Equipment	18,442	34,873	7,952	7,270	35,555
Hollyhock Charitable Foundation	53,136	53,136	-	53,136	-
Hospice Building	1,642,255	1,100,065	34,484	28,454	1,106,095
Marian Elizabeth Trust	65,278	65,278	-	65,278	-
Morrisions Foundation	18,425	33,408	-	4,148	29,259
New Liverpool Site	16,443	518,236	-	11,238	506,999
NHS Pension Scheme Grant	-	-	135,549	135,549	-
Southampton Hospitals Charity	249,631	258,379	-	114,441	143,938
Steven Gerrard Foundation	202,386	202,386	-	2,024	200,362
Vehicles	2,150	-	-	-	-
Under £5,000 and anon	38,722	29,558	21,654	29,789	21,423
Gifts in Kind	(2)	-	42,155	42,155	-
	2,578,658	2,578,658	1,190,390	1,491,193	2,277,855

All restricted funds are included in the Charity accounts.

The following details on restricted funds apply to both the current and previous year.

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. In particular in the current year, we have received funding from Together for Short Lives to enable us to develop our dining room into a welcoming space for our children and families. And during the previous year Morrisons Foundation has funded further development of the Butterfly suites.

Vehicles are also important as they enable children to be safely transported either to/from the hospice or to exciting activities. In the current year, funding from Duke Street Market and MBNA have enabled us to replace old vehicles and add to our fleet.

These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

LIVERPOOL SITE

The 64 Trust and Steven Gerrard Foundation have both contributed to the development of our Liverpool site. These grants are released in line with the depreciation attributable to the costs incurred. Andrea Brabin has also contributed equipment and furnishings.

MEDICAL EQUIPMENT

We have been fortunate to receive a significant donation from the 64 Trust, which we are spending in many different areas, both capital and expenditure. Some of the income has been used to upgrade the hydrotherapy facilities and to provide a cuddle bed. A scan cot and mattress have been funded with the generous help of Dorothy Hall Fund.

FAMILY SUPPORT & PLAY

BBC Children in Need continue to support the Play Team, funding a project that focuses on therapeutic play. We have also received funding from the James Tudor Foundation for counsellors which support the whole family. This work is supported by toy donations from the Toy Trust and Mr Robert Crichton.

NURSING COSTS

The one-to-one care our families need means that nursing costs are a significant element of the cost of running Claire House. This year saw continued pressure on the Care team due to difficulties with recruitment. The Integrated Services team, who provide outreach care in the community and symptom management, continue to extend their services due to significant donations from the Marian Elizabeth Trust and Southampton Hospitals Charity. In previous years we have also seen support from the David and Ruth Lewis Family Charitable Trust and the Hollyhock Charitable Foundation.

All grants are written off to unrestricted funds as the costs are incurred..

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core Hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

This year further funding has been received from Hospice UK as part of government funding from the Department of Health and Social Care. This funding is aimed at capital expenditure and has been used for various items across the hospice and Liverpool site.

EQUIPMENT AND ACTIVITIES

We have also received generous donations in the current year from the Hays Travel Foundation to support a residential trip for our young adults. In previous years we have also received donations from the Chyah Davis Foundation and Anne Duchess of Westminster's Charity to support a wide variety of activites.

These grants for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provide our bread delivery free of charge and M53 Ford provide a vehicle for the Hospice to use. Last year we also had a generous gift of technology and support from Lifelites. Each year we also receive a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

26. UNRESTRICTED FUNDS

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2024	4,913,410	12,200,000	4,911,110	12,200,000
Incoming resources	9,217,222	-	9,217,221	-
Outgoing resources	(10,560,647)	(366,581)	(10,560,647)	(366,581)
Gains and losses	(60,479)	-	(60,479)	-
Release of designated reserves	714,362	(714,362)	714,362	(714,362)
Amounts designated in the year	-	-	-	-
As at 31 March 2025	4,223,868	11,119,057	4,221,567	11,119,057

Designated funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used for the development of Claire House to meet the needs of the seriously and terminally ill children and their families who we support both now and in the future. During the year the trustees have agreed to significantly increase the designated development reserve as significant investment in care services, our workforce, income generation, our Liverpool site and digital solutions are planned over the next 4 years.

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2023	15,611,195	1,600,000	15,608,894	1,600,000
Incoming resources	9,422,687	-	9,422,687	-
Outgoing resources	(9,727,668)	-	(9,727,668)	-
Gains and losses	207,198	-	207,198	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	(10,600,000)	10,600,000	(10,600,000)	10,600,000
As at 31 March 2024	4,913,410	12,200,000	4,911,110	12,200,000

Designated funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used to maintain the level of services needed to support our beneficiaries during the ongoing economic uncertainty caused by the pandemic, as well as providing a sinking fund to cover essential infrastructure costs and capital work at both the Wirral and Liverpool sites.

27. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets £	Intangible Assets £	Investments £	Net Current Assets £	Total 31 March 2025 £
Restricted Funds:					
64 Trust	160,606	-	-	-	160,606
Andrea Brabin	26,061	-	-	-	26,061
Children in Need	-	-	-	739	739
Chyah Davies Foundation	-	-	-	3,383	3,383
Dorothy Hall Fund	6,207	-	-	-	6,207
Duke Street Market	16,988	-	-	-	16,988
Equipment	30,527	-	-	-	30,527
Hospice Building	1,043,158	-	-	-	1,043,158
Hospice UK	169,928	-	-	-	169,928
Marian Elizabeth Trust	-	-	-	51,820	51,820
Morrisions Foundation	25,111	-	-	-	25,111
New Liverpool Site	495,926	-	-	-	495,926
Southampton Hospitals Charity	-	-	-	27,933	27,933
Steven Gerrard Foundation	200,362	-	-	-	200,362
Together for Short Lives Charitable Trust	-	-	-	1,041	1,041
Toy Trust	2,495	-	-	-	2,495
Under £5,000 and anon		-	-	28,648	28,648
Restricted Funds:	2,177,369	-	-	113,564	2,290,933

	Tangible Fixed Assets £	Intangible Assets £	Investments £	Net Current Assets £	Total 31 March 2025 £
Unrestricted Funds:					
General funds	3,979,275	60,749	183,844	-	4,223,868
Designated funds	-	-	3,659,198	7,459,859	11,119,057
Total funds	6,156,644	60,749	3,843,042	7,573,423	17,633,858

	Tangible Fixed Assets £	Intangible Assets £	Investments £	Net Current Assets £	Total 31 March 2024 £
Restricted Funds:					
64 Trust	178,756	-	-	-	178,756
Andrea Brabin	33,962	-	-	-	33,962
Chyah Davies Foundation	-	-	-	8,551	8,551
Dorothy Hall Fund	12,955	-	-	-	12,955
Equipment	35,555	-	-	-	35,555
Hospice Building	1,106,095	-	-	-	1,106,095
Morrisions Foundation	29,259			-	29,259
New Liverpool Site	506,999	-	-	-	506,999
Southampton Hospitals Charity	0	-	-	143,938	143,938
Steven Gerrard Foundation	200,362	-	-	-	200,362
Under £5,000 and anon	0	-	-	21,423	21,423
	2,103,943	-	-	173,911	2,277,855
Unrestricted Funds:					
General funds	3,771,924	-	-	1,141,486	4,913,410
Designated funds	-	-	4,247,814	7,952,186	12,200,000
Total funds	5,875,867	-	4,247,814	9,267,584	19,391,265

28. RELATED PARTY TRANSACTION

Claire House Shops Limited whose principal activities are the management of donors on behalf of Claire House, the sale of merchandise, and agency commission, is a wholly owned subsidiary (via 2 £1 shares) of Claire House and is consolidated as part of these accounts. Profits arising in the company are gift aided to the Charity on an annual basis. The directors of the company are appointed by the Trustees of the Charity.

The results for the year ended 31 March 2025 are as follows:

	2025 £	2024 £
Profit and loss account		
Sales	862,508	652,824
Expenses	(764,029)	(580,964)
Surplus for the year	98,480	71,860
Covenant to Charity	(98,480)	(71,860)
Retained profit	-	-
Taxation	-	-
Balance brought forward	2,301	2,301
Balance carried forward	2,301	2,301

The aggregate of net assets was:

	2025 £	2024 £
Assets	50,073	14,727
Liabilities	(47,770)	(12,424)
Shareholders' funds	2,303	2,303

There were no other outstanding balances with related parties as at 31 March 2025.

29. RECONCILIATION OF GROUP NET INCOME RESOURCES TO NET CASH INFLOW FROM GROUP OPERATIONS

	2025 £	2024 £
Net incoming resources	(1,696,930)	(605,785)
Donation of shares	-	(29,981)
Non-cash gift in kind	(31,968)	(42,155)
Income from investments	(140,607)	(118,445)
Interest receivable	(286,252)	(174,896)
Profit on disposal of fixed assets	(3,125)	(5,188)
Gain on the sale of investments	-	(24,430)
Depreciation on fixed assets	301,456	319,328
Amortisation on intangible assets	(8,038)	-
Decrease/(increase) in stock	(4,701)	6,575
(Increase)/decrease in debtors	441,546	547,959
Increase/(decrease) in creditors	55,122	172,076
Net cash inflow from operating activities	(1,373,497)	45,057

30. ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2024	Cash Flows	31 March 2025
	£	£	£
Cash at bank and in hand	8,944,934	(1,363,047)	7,581,887

31. PENSION COMMITMENTS

The charitable company makes contributions to two defined contribution pension schemes for its employees. One of the schemes for eligible employees is the NHS Superannuation Scheme. The level of contributions to this scheme is determined annually by the NHS Pensions Agency. The Charity has no further liability beyond the contributions determined. The assets of the schemes are held separately from those of the Charity.

The cost to the Charity for supporting the schemes for the year was £620.892 (2024: £534,230) which was offset by contributions made by the Department of Health of £173,661 (2024: £110,550).

The amount outstanding at the year-end was £72,974 (2024: £66,400).

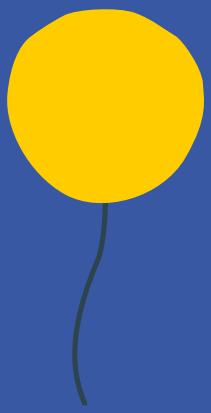
32. GUARANTEE

The Charitable Company is limited by guarantee and has no share capital. The members' liability is restricted to £1 each in accordance with the Memorandum and Articles.

33. RETAIL CONTRIBUTION

During the year, the Charity ran a chain of 17 (2024: 17) charity shops, the income and expenditure from which are included as part of these accounts. The contribution to the Charity from these shops is as follows;

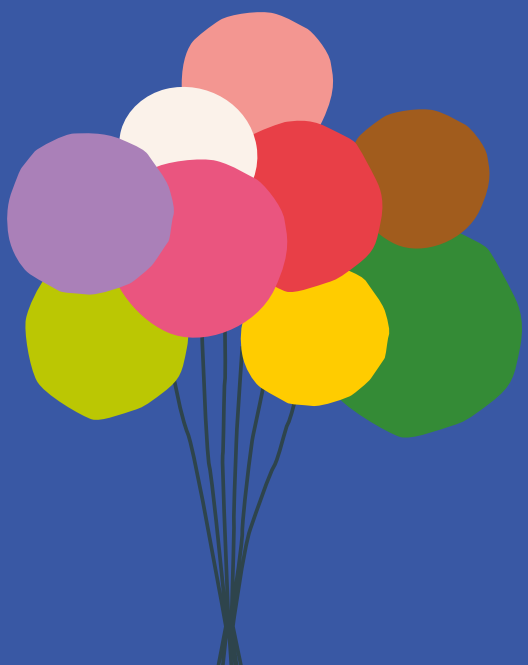
	2025	2024
	£	£
Sale of donated goods	1,333,774	1,362,329
Gift Aid and donated income from agency sales	948,021	782,209
Other income	87,881	124,698
	2,369,675	2,269,236
Costs	(1,813,734)	(1,702,466)
Net contribution	555,941	566,770



Claire House
CHILDREN'S HOSPICE

Claire House Children's Hospice
Clatterbridge Road, Bebington, Wirral, CH63 4JD

t. 0151 3344626 **w.** clairehouse.org.uk



CLAIRE HOUSE

England & Wales - Charity number 1004058

Accounts



Claire House
CHILDREN'S HOSPICE

TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

CHAMPION ACCOUNTANTS LLP
Statutory Auditors, 2nd Floor, Refuge House, 33-37 Watergate Row, CHESTER, CH1 2LE

Registered Charity No. 1004058 Company No. 02620240

WELCOME TO OUR 2023–24 ANNUAL REPORT



"We found out about Oliver's heart condition at my 20-week scan and Claire House helped us through that scary, uncertain time. We've had some stressful moments since, like when Oliver needed emergency surgery, but Claire House is always there. They're like family, still helping us to make special memories."

AMELIA CHRISTIE, WHOSE SON OLIVER IS SUPPORTED BY CLAIRE HOUSE.

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REPORT OF THE TRUSTEES

INCLUDING DIRECTOR'S REPORT AND STRATEGIC REPORT FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also the Directors for the purposes of company law, present their report and the consolidated financial statements of the Charity and its subsidiary for the year ended 31 March 2024. These are also prepared to meet the requirements for a Directors' report and accounts for Companies Act purposes.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

CHAIR AND CEO'S REPORT

This year saw Claire House going from strength to strength, as we laid the foundations for transformational change.

There comes a time in the development of all charities when we must revisit our vision and decide – grow and do more; or play it safe and stay the same.

At Claire House, we have always passionately pursued our vision: One day, every baby, child and young adult who is seriously or terminally ill, will receive the very best care and support, together with their family, wherever and whenever they need it.

We are bound to this vision; we know we are delivering outstanding care, but we are not reaching all those who need it. The future development of our hospice in Liverpool is central to achieving this by growing our capacity to provide care and enabling us to influence the care provided by others.

Alongside this bold vision, as we grow, we will not compromise the care we already provide at our precious hospice on the Wirral, built and sustained by the generosity of our community. We have now been providing outstanding care here for 25 years.

During 2023/24, we supported 494 babies, children and young people, including 100 at the end of their lives.

We continued to develop our innovative services, such as our rapid response work where we bring all the services offered at the hospice into the family home at the toughest of times – including emergency and end of life care, responding to crises round the clock.

We employed a Clinical Psychologist to enhance the emotional support and counselling we provide in ever more complex situations.

We made significant improvements throughout our Wirral site to ensure our beautiful 25-year-old building continues to be a wonderful place for the babies, children and young adults who stay with us, as well as a safe haven for their families.

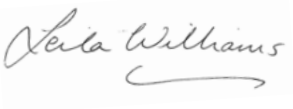
We have been there to give families a break from the pressures of caring for a seriously ill child, providing short breaks and respite care, and we have increased the amount of day care sessions we offer by 116% compared to last year.



Despite a difficult economic and political climate, making fundraising challenging, our income was strong and our reserves robust, which allowed us to start planning for the future. Thank you to all our magnificent supporters who have sustained our vital services and brought our dreams for the future just a little bit closer to reality.

The next year will see us re-igniting our plans, which were paused due to Covid, to build a second hospice in Liverpool. By 2029, we'll be able to provide all our outstanding and innovative services from a new hospice in Liverpool, as well as from the Wirral.

We know that in the future more children than ever before will need our support. We are committed to meeting this challenge by offering the very best care to children and families, this year and in the years to come. We do this inspired by our bold and exciting vision; our supporters who give us confidence that together we will succeed; and the babies, children, young people and families we serve who show us the way.



Leila Williams
Chair of the Board of Trustees



David Pastor
CEO

WHY CLAIRE HOUSE EXISTS AND OUR VISION

It is heartbreaking that the number of babies, children and young people expected to die before adulthood is increasing every year. The impact of this on the child and on their family is huge, and the thought of any family facing this alone is truly unimaginable.

We cannot stop children from dying, but we can ensure that families facing this painful journey are supported throughout their child's life, through their loss, and for as long as is needed afterwards.

Right now, we cannot reach everyone who needs our support, and we cannot meet the immense demand for our services.

We are committed to leading the way in children's palliative and end of life care; building a second hospice in Liverpool; and growing an incredible workforce to meet the rising demand. To do this we need to inspire our community to be a part of this exciting journey and not stop until, together, we can say that no family faces heartbreak without the support they so desperately deserve.

OUR VISION is that every baby, child and young adult who is seriously or terminally ill, receives the very best care and support, together with their family, wherever and whenever they may need it.



OUR PLANS FOR THE NEXT FIVE YEARS

BY 2029 WE WILL:

BE DELIVERING LEADING CARE SERVICES

We will be closer to reaching every baby, child, young adult and family, ensuring they can get the high-quality services that they need, wherever they need them.

HAVE BUILT A NEW CHILDREN'S HOSPICE IN LIVERPOOL

We will be delivering care at and from our two sites (Wirral and Liverpool).

HAVE GROWN AN INCREDIBLE WORKFORCE

We will be recognised as an outstanding employer and be able to find, keep and inspire the workforce that we need to achieve our ambitions.

HAVE RAISED TRANSFORMATIVE AMOUNTS OF MONEY

We will have inspired our whole community to join us on our exciting journey, raising enough money to grow Claire House and meet the ever-increasing demand for our services.

HAVE EMBRACED DIGITAL TRANSFORMATION

We will have embedded digital solutions and be better able to meet the needs of the families that Claire House exists to support.

HOW WE HELPED DYING CHILDREN AND THEIR FAMILIES – THE BREAKDOWN:

489
(437 LAST FINANCIAL YEAR)

nights of emergency (unplanned) care provided, which includes end-of-life care and breaks provided at times of crisis because of a healthcare or social emergency.

1,260
(1,733 LAST FINANCIAL YEAR)

nights of planned respite delivered at the hospice. Whilst this number is down on last year, demand remains high and the team have done an excellent job managing bookings whilst dealing with nurse shortages (a situation mirrored across the country).

1,804
(1,073 LAST FINANCIAL YEAR)

face-to-face play sessions with children, babies and young adults.

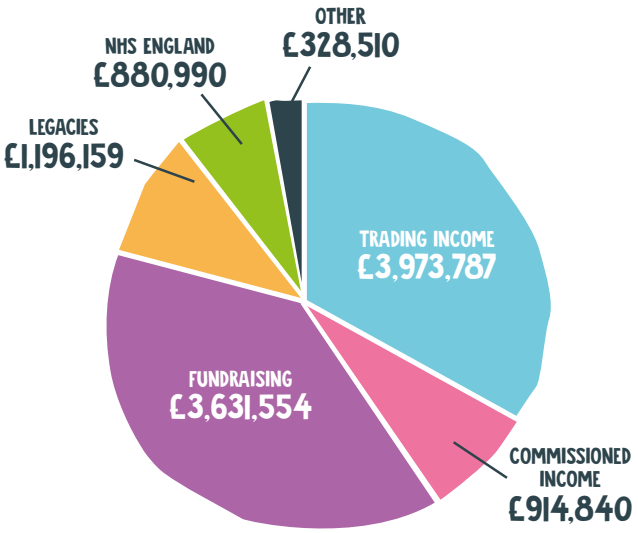
494
(456 LAST FINANCIAL YEAR)

babies, children and young people, and their families, got the care and support they needed (this includes families who are currently receiving care, as well as those who were discharged or died during 23-24).

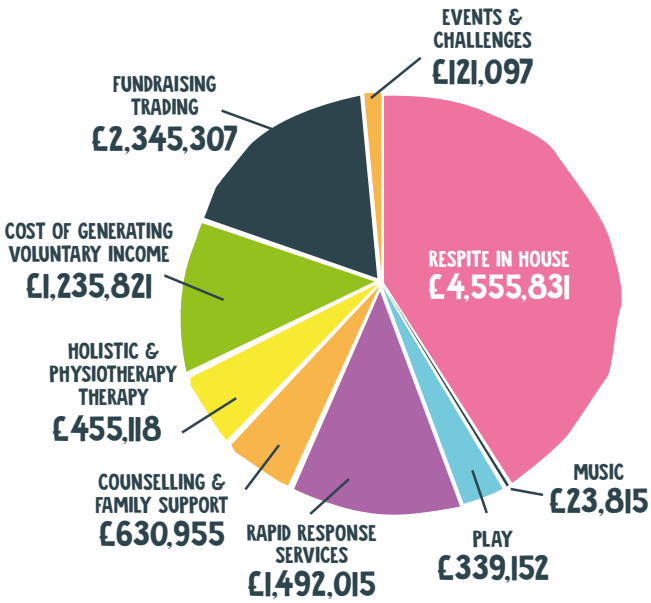
100
(107 LAST FINANCIAL YEAR)

children and families supported at end of life or following a death at home, in the hospice, or in hospital.

HOW WE RAISED OUR MONEY



HOW WE SPENT OUR MONEY







LUKE'S STORY

We found out our baby had a chromosome abnormality at our 12-week scan.

They later told us he had a heart defect and was measuring small, so I was advised to have a planned C-section. Luke was born at 37 weeks and taken straight to the neonatal unit.

Tests showed Luke had Cornelia de Lange syndrome. He is also visually and hearing impaired and relies on oxygen.

Luke was very up and down in those first couple of weeks in neonatal, but I was still hopeful we would be home soon. Then he got sepsis and pneumonia. At that point, we were introduced to Claire House.

For us, it was incredible to speak to other parents at baby group who knew the difference Claire House makes. We didn't feel alone as there were other people who had their struggles.

There are times when it can feel too much, when Luke has had chest infections or very disturbed nights. That is why we are grateful to Claire House.

Luke now comes in for respite. It's amazing because we can recharge our batteries and focus on his brothers, Jacob and Dylan, knowing Luke is having the best time at the hospice.

Luke loves everything sensory, so he loves going into the hydrotherapy pool and watching the lights. He can be cheeky, and this side is always on display at Claire House.

Claire House has become a much-needed lifeline for us. We don't know what the future holds for Luke. There are so many obstacles and hurdles, there is never a dull moment with him. But we know Claire House is there for us.

DIANE TICKLE, WHOSE SON LUKE COMES TO CLAIRE HOUSE

STRATEGIC REPORT

OUR CARE SERVICES

The services we provide at the hospice, at home and in the community have a massive impact on seriously and terminally ill children and their families.

THE CARE AND SUPPORT WE PROVIDE IS:

- Planned care (respite stays at the hospice or home, day care and groups for different ages)
- Unplanned or emergency care (which includes end-of-life care, symptom management and breaks provided at times of crisis because of a healthcare or social emergency)
- 24/7 Rapid Response team who provide highly specialist nursing and end-of-life care, be it at home, hospital or in the hospice. This team is supported by our Palliative Care Consultant who works jointly with Claire House and Alder Hey Children's Hospital
- Perinatal support, working closely with Liverpool Women's Hospital and other neonatal units across Cheshire and Merseyside for families before and after birth when it is recognised that a baby may not survive for long
- Clinical therapies such as physiotherapy and aquatic therapy
- Young adult end of life and transition support, working closely with adult palliative care and teenage and young adult oncology partners





- Psychology, counselling and bereavement support for the family
- Sibling support
- Complementary, play and music therapies
- Butterfly Suites and bereavement support.

CARE SERVICE AIMS AND ACHIEVEMENTS

Our care team continues to innovate, offering outstanding services and more choice to families. After a period of very rapid growth when we introduced our perinatal services, over the last five years referrals have stabilised with 59% of all our referrals now being perinatal.

Many referrals are now from the Liverpool (north) side of the Mersey, showing that developing new services and further development of the site in Liverpool would be of great benefit to families.

2023/24 was our busiest year for unplanned emergency respite, and end-of-life care was up 11% on the previous year. The amount of planned day-care, complementary therapy and counselling services we offered also increased to meet demand.



DEATHS AND END-OF-LIFE

The Rapid Response Team of highly skilled nurse specialists provides 24/7 direct support when a child is receiving end of life care. During the last 12 months, we continued to prioritise end of life care and provided more nights of care than in the previous year (up by 11%), giving families a choice of where their child died, whether that be at home, in the hospice or in hospital.

This included enabling critically ill babies and children to be transferred out of the neonatal and critical care units to their preferred place of death (hospice or home).

BUTTERFLY SUITE AND BEREAVEMENT SUPPORT

When a child dies our Butterfly Team (above) is on hand to support families at the most difficult time of their lives. Families can stay at the hospice whilst their child is in one of our Butterfly Suites, cooled rooms that offer an alternative to a funeral home. The team are specialists in everything from assisting with funeral arrangements, to helping families to decorate the Butterfly Suites with mementos and arranging for family and friends to visit. They will also support families who wish for their child to stay at home ahead of their funeral, providing specialist support and equipment.



"When our beautiful daughter Lillian passed, our lives were turned upside down. But Claire House was with us every step of the way. They wrapped their arms around us and took over, helping us to make memories, prepare to say goodbye and heal our wounds. It's something we're so grateful for and will never forget."

LOUISE, WHOSE FAMILY WAS SUPPORTED BY CLAIRE HOUSE'S BUTTERFLY TEAM

MEET DR BETH WARD, CLINICAL PSYCHOLOGIST

Whether it's helping children, teenagers and families to understand their emotions, or being there in a crisis, Dr Beth Ward is on hand.

Beth has joined Claire House as our first Clinical Psychologist – a crucial member of the care team, supporting the psychological well-being of children with life-limiting or terminal illnesses, as well as their families and hospice staff.

Based full-time at Claire House, her work involves assessment; individual, family and group therapy; and working with medical professionals to understand the emotional needs of families.

She says: "I'm trained to help people understand their emotions, thoughts and relationships and work with families to help them cope during a profoundly challenging time.

"I've worked with a range of different families with lots of different needs. Some have experienced bereavement, while others may have struggled with their child's condition suddenly deteriorating.

"I also train staff, helping them to recognise and respond to psychological distress in children and families, and support them to manage the emotional toll of their work to ensure they can continue to provide amazing care."

Beth works closely with the Rapid Response team to offer immediate help in times of crisis as an alternative to planned counselling sessions.

Supporting children and families holistically, she also works with other professionals including schools, social workers, doctors and nurses.



Working alongside the Family Support team, Beth ensures families get the most appropriate support. This could be anything from identifying a depressed brother or sister who needs one-to-one therapy to supporting a couple whose child has complex care needs, or arming a distressed young adult with coping strategies to manage their cancer diagnosis.

UNPLANNED / EMERGENCY RESPITE

Offering help to families when they really need it is an important part of our services. Unplanned respite could be requested because of a family crisis, or due to a healthcare or social emergency.

PERINATAL AND BABY SUPPORT SERVICES

When parents get heartbreaking news about their baby's health, our Perinatal team is by their side to offer support.

Claire House helps families deal with difficult news during pregnancy, as early as the 12-week scan, and up to 18 months after a baby is born – meaning no one copes alone.

We give emotional support during pregnancy and birth, both at home and at appointments, as well as offering antenatal classes and memory making to create precious moments with bump or baby. And when life feels too hard, our complementary therapies, such as reflexology and reiki, provide some much-needed relaxation.

Our team has now grown, with four associate nurse specialists, a midwife and a trainee assistant practitioner, led by a nurse consultant, all offering perinatal palliative care.

A Butterfly co-ordinator and a counsellor offer a listening ear and practical help, with support extending to specific therapies to help with post-traumatic stress disorder linked to birth trauma.

KATRINA WILLIAMS, PERINATAL PALLIATIVE CARE NURSE CONSULTANT, SAYS: "Ten years ago, perinatal referrals for hospice support were few and far between. We now have more than 150 referrals every year.

"Our aim is to support families through their pregnancy, birth, baby's life and death by creating a safe, compassionate, and caring environment for parents to explore their wishes and process their emotions, as well as encouraging them to find hope and meaning through their journey."

The team continues to support families when a baby is discharged from hospital, inviting them to our baby groups where they can chat to other parents in a similar situation.

If a baby dies, our monthly Butterfly Babies bereavement group at Claire House Liverpool provides parents with a safe environment to talk about their grief and meet other families with shared experiences.



"Going to the baby group at Claire House was amazing. I could be around other parents like us in a safe environment. I didn't feel quite so alone.

At Claire House, Luca sees children in wheelchairs like him and seems so comfortable. For me, I get to speak to other adults who just understand and that's so important."

VICKY, WHOSE SON LUCA ATTENDS STAY & PLAY SESSIONS AT CLAIRE HOUSE

"It's important for me to maintain a healthy social life and a strong friendship group. The social group allows me to do this. I feel like I can be myself when I'm there and I trust the staff, which is important to me. We also have a great laugh together and make good memories!"

JORDAN, 23, WHO HAS BEEN COMING TO CLAIRE HOUSE SINCE HE WAS SEVEN YEARS OLD, ATTENDS THE HOSPICE'S YOUNG ADULTS SOCIAL GROUP.





"I am based within the Young Adult service and I work closely with our teenagers and young adults aged 14 years and over to support their transition into the adult world. I also run social groups each month where young adults aged 14 plus get together at Claire House Liverpool for lots of fun and games, food and peer support. I am passionate about supporting young people to make the most of their lives, have fun and learn from each other to support them throughout their lives."

DOUGY OLIVER, YOUNG ADULT PRACTITIONER. THE SOCIAL GROUP WAS SET UP IN 2019. NOW, ACROSS DIFFERENT SESSIONS, ALMOST 30 CHILDREN, TEENAGERS AND YOUNG ADULTS MEET FOR FUN AND GAMES AT OUR LIVERPOOL SITE.

YOUNG ADULT SERVICE

At Claire House, we have a bespoke Young Adults service for our teenagers and young people with life-limiting illnesses. The young adults we support are treated with the utmost respect and dignity. Our team also ensures they are heard, putting their voices and wishes at the centre of their care.

Teens and young adults can take part in social activities, get help transitioning from the hospice to adult services and are given specialist palliative care. This year, we have increased our upper age range from 23 to 25 years.

STATUTORY FUNDING

We work with NHS Cheshire and Merseyside Integrated Care Board (ICB) and the local NHS Places in our catchment area. All NHS Places within the ICB commission unplanned/emergency respite nights at the hospice, plus palliative and end of life care in the community. NHS Liverpool Place and NHS St Helens Place also commission a perinatal service. During 2023-24, NHS Wirral Place funded a project to improve the transition to adults' services.

We have been heavily involved in the national campaign to retain the Children's Hospice Grant. In 2023-24 this was worth almost £900,000 to Claire House; campaigning has led to a one-year rollover, including a small inflationary uplift, so Claire House will receive £910,000 in 2024-25. As the future of the grant remains uncertain, we will continue to campaign for its retention.

FEEDBACK ON OUR SERVICES, INCLUDING DETAILS OF OUR LATEST CQC REPORT

In 2019, we were proud to be rated as 'Outstanding' by the Care Quality Commission (CQC). According to the report, parents of children who used Claire House services said: "It's a fantastic place. My daughter loves it there. The staff are excellent," and "The aftercare has been superb".

We have had three virtual CQC reviews focussing on infection control and service provision and development as we emerged from the pandemic period, with positive feedback and no concerns raised and our CQC 'Outstanding' remains in place. In 2023-24 we had no formal complaints from service users.



"Claire House plays a massive part in our lives. It lets me completely switch off and take a breath. Faye always has the biggest smile there. She loves the hydrotherapy pool, music therapy, arts and crafts and movie nights. And as a family, we've made memories together. I honestly don't know what we'd do without Claire House."

JOANNE, WHOSE DAUGHTER FAYE HAS PLANNED RESPITE STAYS AT CLAIRE HOUSE.

READ THE REPORT HERE:
CQC.ORG.UK/LOCATION/1-116772470





OUR ESTATES AND FACILITIES

2023-24 was an exciting year as we continued to refresh our hospice on the Wirral, refurbishing the children's bedrooms, putting new flooring in the hospice, and generally updating the whole site.

We know the greatest step to achieving our vision will be to build a second children's hospice in Liverpool, expanding our services across two sites and breaking down barriers to accessing our care.

As a result of many years of hard work, and with the help of our wonderful supporters, we are the proud owners of a perfectly located site. Claire House Liverpool is in West Derby, very close to Alder Hey Children's Hospital, and is ready to realise its full potential.

From this site we currently offer a range of services including daycare, complementary therapies and counselling. However, this year we set plans in motion to develop a full hospice that will be able to offer 24/7 care.





"The exciting ambitions that Claire House is committed to achieving will have a huge impact on patients under the care of Alder Hey. Families will have greater choice in their child's place of death when there are 24/7 children's hospice facilities just a stone's throw away."

DR SARAH MAHONEY, PAEDIATRIC INTENSIVE CARE CONSULTANT AT ALDER HEY.

OUR FUNDRAISING



Our supporters are at the heart of everything we do. Claire House exists because our community has taken us to its heart over three decades. This year was no exception, as our fundraised income reached £4.4m.

Our events have bounced back to pre-pandemic levels, and we've had a record-breaking year for runs, cycles, treks, and challenges. Runners alone raised more than £200,000 in 2023-24 as they pounded the pavements in Liverpool, Chester, Manchester, London, Barcelona, New York and beyond. Our annual Claire House Does Strictly event raised £72,000 – double last year's total.

We continue to rely on the income that comes from lottery players and regular givers. Since its creation our lottery has raised more than £10million, making it the most predictable source of income at Claire House (2023-24 raised £1.6m). With 30,000 lines played weekly and more than 2,000 prizes each year, our supporters win while Claire House wins too.

KEY HIGHLIGHTS:

GIFTS IN WILLS

Our supporters continue to honour us by including gifts in their wills to support Claire House. In 2023-24 this was £1.2m, which makes up 27% of our fundraised income. One in five children we care for is funded by gifts in wills. We are very grateful for donations we receive today, and thanks to supporters choosing to include gifts in their wills, they help support our future too.

TRUSTS AND FOUNDATIONS

Thanks must go to BBC Children in Need, who support our Sibling Events Programme and our Play Service, both bringing light and laughter to our children and young people during the most difficult times.

Many thanks to Southampton Hospitals Charity, who are in the second year of funding two key roles in the hospice: Young Person's Support Worker and Clinical Psychologist.

A big thank you to the Marian Elizabeth Trust, who help us reach so many local children that need us by generously funding vital roles within our care team.

Thanks to HSBC in the Community for funding a full refurbishment of both the Teen Lounge and Quiet Lounge, ensuring children and young people have the best experiences at our Wirral hospice.

We are very grateful to all the Trusts and Foundations that have generously supported us this past year.

CORPORATE SUPPORTERS

We're very proud that our Corporate Volunteering programme has allowed us to engage with hundreds of supporters from many businesses, and grateful for all the work they've done for us.

PIPPA'S INCREDIBLE FUNDRAISING EFFORTS

Pippa, 10, has been working hard over the last few years to reach her target of raising £3,000 for Claire House. With help from her friends and four-year-old sister Erin, she has cycled 250 miles in 2021, taken on a million-step challenge in 2022 and has now walked and cycled 100 miles in January 2024.

Throughout these amazing challenges she has taken on wind, rain, snow, and even a broken arm, and nothing has ever stopped her. Pippa is one of our true Claire House Heroes!





This has equated to 24 businesses through the doors, 212 volunteers in total and 1,020 hours of essential work being carried out in Claire House Liverpool.

Some of our biggest and best supporters have continued to support Claire House and have now raised an amazing amount of money for us.

We continue to have a special relationship with housebuilders such as Barratt Homes and Redrow. So far, the Barratt partnership has raised £123,070, while Redrow's fundraising work has raised £117,815.

We have been the house charity for Mowgli Street Food on Water Street in Liverpool since December 2016. The partnership with Mowgli has raised £312,276 to date.

The total raised by businesses in 2023-24 was £751,957.

OUR APPROACH TO FUNDRAISING

We know if we're able to raise more money, we can help more children. Building trust with our supporters and demonstrating their impact is central to our fundraising philosophy. This year, we asked supporters how we are doing and 95% agreed or strongly agreed Claire House treats them well, 91% said we always thank them appropriately and 94% said they hear from us just the right amount.

OUR FUNDRAISING STANDARDS

Donors to Claire House can be assured that we comply with the regulatory standards for fundraising. We are registered with the Fundraising Regulator, the Gambling Commission, the ICO and committed to the Code of Fundraising Practice and the other laws and regulations we are required to adhere to. We require any third parties to also be signed up to the Code.

Our in-house fundraising team use professional fundraisers to help us deliver certain fundraising initiatives, such as lottery and regular giving recruitment. This involves face-to-face recruitment in venues and on a door-to-door basis. We also sometimes use telephone fundraising agencies. They are used for lottery and regular giving recruitment campaigns.

We view every third party as an extension of our in-house team and we provide thorough inductions for all new staff. We also invite them into the hospice bi-annually to keep up to date with our work. We have safeguards in place when working with suppliers so that we protect our supporters and the reputation of our charity.

We log all communications on our fundraising customer relationship management system and have clear ways of ensuring that no supporter is subjected to persistent approaches. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us.

HELPING SUPPORTERS AND ADDRESSING COMPLAINTS

We are passionate about improving and we value feedback on how our supporters think we can do this. Our website outlines our complaints policy and clearly explains how an individual can complain. We received four supporter complaints in 2023-24, that were dealt with to all parties' satisfaction.

RETAIL



The Retail Department demonstrated exceptional performance, with income of £2.3m outperforming the budget by £696k.

Despite challenges in the market sector, the dedication and hard work of our teams led to remarkable achievements across our shops. We celebrated the opening of the new Connah's Quay shop and the re-opening of the Great Homer Street shop as a donation centre, which has boosted stock donations. Our Gift Aid and eBay operations continue to thrive, and the rollout of the single ticket lottery sales project was successful.

This financial year, we remain focused on staff training and personal development, as well as opening new stores and refurbishing our Chester superstore. In addition to these exciting projects, our shops remain dedicated to supporting the environment by reducing waste, promoting recycling, and championing sustainable practices.



"For many in Liverpool, the Wirral, North Wales and surrounding areas, retail is the public face of Claire House. That's why it's so important we spread the word about what we do and our exciting plans for the future."

SAM ROBERTS, WHO IS A RETAIL DRIVER FOR CLAIRE HOUSE

EQUALITY, DIVERSITY AND INCLUSION (EDI)

To reach every child and young person who needs us, we need to reduce barriers and reach out into different communities. The Equality, Diversity and Inclusion (EDI) group was set up in 2021 to raise awareness, help inform staff and build our contacts within more diverse communities. The group continues to go from strength to strength, running the Faith at End of Life training for our staff and celebrating a wide range of cultural holidays and events.

"We wish to provide an inclusive environment to everyone who uses our services. We aim to broaden our diversity to better serve our workforce, supporters and communities."

CLAIRE JONES, CARE COORDINATION TEAM LEADER AND A MEMBER OF THE EDI GROUP.

LOOKING AFTER THE ENVIRONMENT

At Claire House, we are committed to looking after the world we live in. In March, we conducted an Energy Assessment at our Wirral site run by the VCSE Energy Efficiency Scheme. Work is now underway to act on the findings of the assessment, including applying for funding to replace old timber windows and upgrading our lighting to all be LED.

We have committed that sustainable construction will be at the heart of our plans to develop the Liverpool site.

Our Retail team also play a role in helping the environment, as they re-sell preloved clothes. Last year, we recycled nearly 29 tonnes of clothes that would otherwise have gone into landfill (enough to fill 58 Olympic-sized swimming pools to the brim!).

STAFF, VOLUNTEERS AND INFRASTRUCTURE

Although Claire House is the name given to our buildings and facilities, it is our dedicated staff and volunteers who ensure we provide outstanding care to so many children and their families.

Staff health and wellbeing continue to be high on the agenda. We take a holistic approach - mental, physical, social and financial, and recognise the benefits to both our employees and Claire House. We have also continued our work to offer competitive salaries to retain and attract the skills and experience required to achieve our ambitions.

We are very grateful for the support of our 472 volunteers, who work tirelessly across the organisation. This year, we continued the campaign to recruit more volunteers and ensure those we do have know their contribution is really valued.



TINA'S VOLUNTEERING STORY

Claire House Liverpool receptionist Tina Pearson tells how becoming a volunteer helped her to heal after losing her dad and her partner.

She says: "It's changed my life. I just love it. Every day is different. You feel valued by everyone – from the staff and the contractors to the families.

"For me, this has been part of my healing process. You see some difficult lives, but you know you're doing your bit. Just having a five-minute chat and making a cup of tea can make all the difference.

"Volunteering has been part of my recovery. Challenging myself to do something different was scary. I never thought this would be what retirement looked like, but it's sheer joy for me.

"It's nothing like I've ever done before, but I'd recommend other people give volunteering a try for themselves."

FINANCIAL REVIEW

Claire House has continued to receive fantastic support, enabling the charity to help the children and families who need us. Despite external factors including the cost of living, we maintained a strong financial position.

Due to the continued support and generosity of our supporters, and the dedication of our staff and volunteers, the charity has spent £7.5m (2022-23: £5.7m) on care for dying children and other service-related activities.

Income remains strong at £10.6m (2022-23: £12.0m), although it is down on the previous year due to lower legacy and trust income which naturally fluctuates.

Claire House continues to receive funding from the Integrated Care Boards of £861,316 (2022-23: £908,980) with the reduction due to the centralisation of contracts.

In addition to this, Claire House received a continuation of its NHS England grant of £880,990 (2022-23: £745,745), designed to provide an element of interim public sector funding until a more reliable funding structure is implemented. This grant has been extended into 2024-25. NHS England also provided a grant of £135,549 (2022-23: £117,111) towards the NHS pension contribution incurred by the organisation.

Claire House maintained its strong relationships with public healthcare commissioners, who invested in services, which provided both a cost saving to the NHS and better outcomes for the child and the family.

The Fundraising Team generated a total net income during this period of £4.4m (2022-23: £6.8m), income from the public and corporate bodies has remained strong whilst legacy income has dropped after several strong years.

Income from trading continues to grow, reaching £4.0m (2022-23: £3.1m), this includes Retail income which has held at £2.3m (2022-23: £2.2m). This trend is expected to continue as consumers increasingly choose to shop in charity shops due to the current cost of living crisis.

Investments during the year contributed £293,341 (2022-23: £145,537).

Cost pressures have been felt across the organisation. Claire House has sought to maintain competitive remuneration for staff to ensure the finest team is in place to provide our services on both our Liverpool and Wirral sites. Investment has also been made in systems and IT to ensure we are in the best place to support our children and families now and in the future.

Overall, for the year ended 31 March 2024, Claire House had a deficit of unrestricted funds before movements on investments of £304,981 (2022-23: surplus of £2,418,017).

Whilst a deficit in the current year was expected due to continuing investment across the organisation, Claire House is confident that the investment made will benefit the children and families who will need us in the future.



INVESTMENT POWERS & POLICY

As of 31 March 2024, £4,247,814 of the charity's reserves were managed by Investec, with due consideration of risk and of ethical issues. The investment policy was discussed and agreed by the charity's Investment Committee and also with the full Trustee body.

RESERVES POLICY

The Trustees have established the level of reserves that the charity ought to have as £4.3m after a detailed analysis of the financial risks to which it is exposed. This reflects the financial security it would require should one of its significant funding streams dip, and the time it would take to replace any such diminished funding while still maintaining services. An example of this would be a change in the NHS England grant or a drop in gifts in wills, a vital yet unpredictable source of support.

As of 31 March 2024, Claire House held approximately £4.9m in general unrestricted funds.

Given our strong financial position, the Trustees have agreed to designate £12.2m (2022-23: £1.6m) of total funds for the future development of Claire House to meet the needs of the seriously and terminally ill children and their families who we support both now and in the future.

This includes significant investment in care services, our workforce, income generation, our Liverpool site and digital solutions, as set out in our plans for the next five years. We believe it is vital that we invest these funds for the future good of the babies, children, young people and families Claire House will need to support.

The Trustees believe that the reserves held will protect the charity and ensure its future progress, with the overall aim that every dying child, and their family, gets the very best support when and where it is needed.

PRINCIPAL RISKS AND UNCERTAINTIES

IMPACT OF NURSE VACANCIES

Whilst our salary review (we now meet the NHS Agenda for Change salaries) has given us more confidence in our ability to recruit and retain nurses, staffing is still a challenge due to the national nurse shortage, and remains one of the biggest limiting factors on our ability to provide safe care to as many children as possible.

POLITICAL UNCERTAINTY AND THE CHILDREN'S HOSPICE GRANT

The uncertain political outlook has meant that hospice funding from NHS England and our local Integrated Care Board (ICB) has remained unclear.

The future of the children's hospice grant, which funds a fifth of our care, remains uncertain after the 24/25 financial year. The grant is due to be distributed locally but we do not have any clarity on how this will work in practice and are unlikely to until the next Government settles in. Losing the grant would not close the hospice, but would put more pressure on the delivery of our services, our fundraising teams and our supporters. Therefore, we will continue to work with Together for Short Lives, which represents children's hospices across the UK, to lobby government to ensure the grant stays in place.



GOVERNANCE STRUCTURE AND MANAGEMENT OF CLAIRE HOUSE

GOVERNING DOCUMENT AND LEGALITIES

Claire House is a company limited by guarantee, not having share capital, and governed by its Articles of Association.

Claire House is registered as a charity with The Charity Commission, with its principal object to offer palliative, end of life care and support to children who have life threatening or terminal illnesses, and their families.

The Charity is registered with the Care Quality Commission as a hospice for children and young people from 0-25 and is subject to regular inspection. Its most recent inspection carried out in October 2019 rated Claire House as 'Outstanding'. Read the details of the report by visiting: www.cqc.org.uk/location/1-116772470

APPOINTMENT OF TRUSTEES

As set out in the Articles of Association the Board of Trustees should consist of no less than three and no more than 12 Members.

Trustees normally serve for a maximum of six years, although in exceptional circumstances (as happened this year) the Board may, with the unanimous consent of all the Trustees, decide that such a Trustee may put themselves forward for reappointment to a maximum of eight years to help the charity manage emergent risks, as well as a robust succession process.

If a Trustee position becomes available, or if the Board decides that an individual with a particular skillset would be beneficial to the charity's governance, an open recruitment process is conducted usually involving an external publicity campaign to find the best possible candidates for the role.

All Trustees are subject to enhanced Disclosure and Barring Scheme checks and rigorous reference checks.

TRUSTEE INDUCTION, TRAINING AND DEVELOPMENT

New Trustees undergo an induction process to ensure that they understand their legal obligations under charity and company law, the content of the Articles of Association, the Board and decision-making process, the strategic plan and the recent performance of the Charity.

The Trustees complete an annual personal development plan and undertake a regular skills and performance audit to understand how they can learn, develop and grow as a Board.

Every meeting ends with a review of that meeting, again to ensure that the Board is constantly striving to enhance its performance.

ORGANISATION

The Board of Trustees administers the Charity and meets once every three months. There is a separate trading subsidiary, Claire House Shops Limited, which has a separate Board of Directors. The Board is supported by a number of committees made up of Board members, volunteer subject matter experts and the relevant members of the Executive team.

These committees are: Clinical Governance; Health and Safety; People (which includes volunteering as well as paid staff); Finance, Investment, Risk and Opportunity (FIRO); and the Strategic Programmes Steering Group (SPSG).

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations the CEO has delegated authority, within the terms of delegation approved by the Trustees, for all operational matters.

The Trustees set the long-term goals for the organisation and the CEO translates this into a strategy and business plan which is then delivered by the CEO and the Executive Team.

PAY POLICY FOR SENIOR STAFF

The Trustees are committed to ensuring that there is a clear process in place for the setting of salaries within the Charity, and that all staff are paid fairly for their roles and responsibilities.

This is achieved by having every role, including key management personnel, evaluated by an external specialist and regularly benchmarked against similar roles in other comparable organisations.

In March 2024, all roles were reviewed to ensure we were paying competitive rates, as informed by Croners Pay and Reward Services and the Charity Retail Association for non-care roles and NHS Agenda for Change for care roles. Changes were implemented in April 2024.

RELATED PARTIES

Claire House Shops Limited is a wholly-owned subsidiary of Claire House (via two £1 shares) and is consolidated as part of these accounts. Claire House Shops Limited sells merchandise and receives commission on the sale of Gift Aided donations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Name	Claire House
Charity Registration Number:	1004058
Company Registration Number:	02620240
Trustees (in the period and at the date of approval):	Dr E Baildam (resigned 26 June 2023) L Williams (appointed Chair September 2023) M Thomas (resigned 25 March 2024) Dr H J Butterworth Dr Ian Sinha (resigned 24 June 2024) Dr Andrew Selby Jonathan Bagley Catherine Greening Stewart McKie (appointed 25 September 2023) Alison Gow (appointed 24 June 2024)
Principal and Registered Office:	Claire House Children's Hospice Clatterbridge Road Bebington Wirral, Merseyside CH63 4JD
Key Management personnel In the period and at the date of approval:	
Company Secretary:	Lian Rogan (resigned 14 June 2023) Tamsin Harrison (appointed 01 February 2024)
Chief Executive:	D Pastor
Director of Care:	J Sutherland Oakes
Director of Income Generation:	G Nove
Director of Strategy and Operations:	K Taylor (appointed 01 June 2024)
The Charity's professional advisors are as follows:	
Auditors:	Champion Accountants LLP 2nd Floor Refuge House 33-37 Watergate Row Chester, CH1 2LE
Bankers:	Lloyds Bank plc Liverpool Law Courts Liverpool, L2 1TS
Solicitors:	Lees & Partners 44-45 Hamilton Square Birkenhead, Wirral, CH41 5AR
Investment Manager	Investec Wealth & Investment Limited The Plaza 100 Old Hall Street Liverpool, L3 9AB

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Charity Trustees (who are also the directors of Claire House for the purposes of company law) are responsible for preparing a Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Charity Trustees to prepare financial statements for each year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the 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 accounting estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make them 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.

In approving the Trustees' Annual Report we also approve the Strategic Report, included therein, in our capacity as company directors.

Signed by order of the Trustees by:

L WILLIAMS

Chair of the Board of Trustees



Date: 23/09/24

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS AND TRUSTEES OF CLAIRE HOUSE FOR THE YEAR ENDED 31 MARCH 2024

OPINION

We have audited the financial statements of Claire House Children's Hospice (the 'charity') and its subsidiaries (the 'group') for the year ended 31 March 2024 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, 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 charitable company's affairs as of 31 March 2024 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and – have been prepared in accordance with the requirements of the Companies Act 2006.

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 accounts section of our report. We are independent of the group and the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

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

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

- the information given in the Report of the Trustees, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and the strategic report included within the Report of the Trustees 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and the strategic report included within the Report of the Trustees.

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

- adequate accounting records have not been kept by the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- The charity's 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, the Trustees who are also the directors of the charity for the purpose 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 charity'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 charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements 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 based on these financial statements.

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

EXTENT TO WHICH THE AUDIT IS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

The responsibility for the prevention and detection of irregularities, including fraud, lies with the trustees and with those charged with governance. The objectives of our audit in respect of irregularities and fraud are to assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient, appropriate audit evidence regarding the assessed risks and to respond appropriately to fraud or suspected fraud identified during the audit.

AUDIT PROCEDURES

We determine significant applicable laws and regulations through discussion with those charged with governance and our own knowledge of the industry and design audit procedures to help identify instances of non-compliance with those laws and regulations that may have a material effect on the financial statements.

Our approach is to consider the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102 and the Companies Act 2006) and the relevant tax compliance regulations in the UK; the nature of the industry; the business performance

and the key drivers for management remuneration; the control environment and the procedures in place to address identified risks, including management override, non-compliance with laws and regulations and to prevent and detect fraud or irregularity. We communicate identified laws and regulations throughout our team and remain alert to any indications of noncompliance throughout the audit.

Our procedures are designed to provide reasonable assurance that the financial statements are free from material misstatement or error and include: enquiries of management and of staff in key compliance functions; review of minutes of meetings of those charged with governance; review and testing of manual journals and significant transactions outside the normal course of business; review of financial statement disclosures and testing to supporting documentation; performance of analytical procedures.

We are not responsible for preventing non-compliance and due to the inherent limitations of an audit, as described above, the audit cannot be relied upon to detect all instances of non-compliance with laws and regulations.

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

USE OF OUR REPORT

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

ANDREW HOPWOOD BSC (HONS) FCA
(Senior Statutory Auditor)
for and on behalf of;
Champion Accountants LLP
Chartered Accountants
Statutory Auditor

2nd Floor Refuge House
33-37 Watergate Row
Chester
CH1 2LE

Date:

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

INCOME AND ENDOWMENTS FROM

	Notes	Unrestricted Funds £	Restricted Funds £	2024 Total Funds £	2023 Total Funds £
Income and endowments from:					
Donations and legacies	2	4,217,511	1,190,390	5,407,901	7,747,431
Charitable activities	3	914,840	-	914,840	1,009,308
Other trading activities	4	3,961,826	-	3,961,826	3,085,139
Investments	5	293,341	-	293,341	145,537
Other	6	35,169	-	35,169	-
Total income and endowments		**9,422,687**	**1,190,390**	**10,613,077**	**11,987,415**

EXPENDITURE ON

Expenditure on:					
Raising funds:					
Costs of generating voluntary income	7	1,233,421	2,400	1,235,821	1,056,777
Fundraising trading: cost of goods sold and other costs	8	2,345,307	-	2,345,307	2,422,274
Events & challenges costs	9	121,097	-	121,097	119,417
Investment management charge		19,751	-	19,751	18,262
Charitable activities	10/11	6,008,092	1,488,793	7,496,885	5,726,222
Total expenditure		**9,727,668**	**1,491,193**	**11,218,861**	**9,342,952**
Surplus/(deficit) of income over expenditure before net gains/(losses) on investment		(304,981)	(300,803)	(605,784)	2,644,463
Net (Losses)/Gains on revaluation of investment assets		207,198	-	207,198	(263,401)
Net movement in funds		**(97,783)**	**(300,803)**	**(398,586)**	**2,381,062**
Reconciliation of funds					
Total funds brought forward		17,211,195	2,578,658	19,789,853	17,408,791
Total funds carried forward		**17,113,412**	**2,277,855**	**19,391,267**	**19,789,853**

The Statement of Financial Activities includes all gains and losses recognised during the year. All Income and Expenditure derive from continuing activities.

The notes on pages 28-47 form part of these financial statements.

CONSOLIDATED AND CHARITY BALANCE SHEET

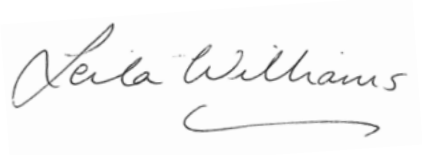
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Group 2024 £	Group 2023 £	Charity 2024 £	Charity 2023 £
Fixed Assets					
Tangible Assets	17	5,875,867	5,745,996	5,875,867	5,745,996
Investments	19	4,247,814	3,883,512	4,247,816	3,883,514
		10,123,681	9,629,508	10,123,683	9,629,510
Current Assets					
Stock	20	1,570	8,145	-	-
Debtors	21	1,266,494	1,814,453	1,278,131	1,823,501
Cash at bank and in hand		8,778,783	8,944,934	8,763,263	8,938,352
		10,046,847	10,767,532	10,041,394	10,761,853
Liabilities					
Amounts falling due within one year	22	(779,263)	(607,187)	(776,113)	(603,811)
Net current assets		9,267,584	10,160,345	9,265,281	10,158,042
Net assets		**19,391,265**	**19,789,853**	**19,388,964**	**19,787,552**

THE FUNDS OF THE CHARITY

Restricted income funds	24	2,277,855	2,578,658	2,277,855	2,578,658
Unrestricted funds:					
General fund	25	4,913,410	15,611,195	4,911,109	15,608,894
Designated reserve	25	12,200,000	1,600,000	12,200,000	1,600,000
Total funds		**19,391,265**	**19,789,853**	**19,388,964**	**19,787,552**

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



L Williams - Chair

Company Number: 02620240

The notes on pages 28-47 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	£	2024 £	2023 £
Net Cashflow from operating activities	28		45,057	3,521,354
Cashflow from investing activities				
Income from other fixed asset investment	5	118,445		91,734
Interest received	5	174,896		53,803
Payments to acquire tangible fixed assets	17	(449,199)		(332,283)
Acquisition of other investments	19	(1,037,339)		(416,395)
Disposal proceeds of tangible fixed assets		8,170		-
Disposal proceeds of investments		733,456		275,688
Net Cashflow from investing activities			(451,571)	(327,453)
Net increase in cash and cash equivalents			(406,514)	3,193,901
Cash and cash equivalents at the beginning of the year			9,230,414	6,036,513
Cash and cash equivalents at the end of the year			8,823,900	9,230,414
Cash and cash equivalents consist of:				
Cash at bank and in hand			8,778,783	8,944,934
Short term deposits			45,117	285,480
Cash and cash equivalents at the end of the year			**8,823,900**	**9,230,414**

CASH AND CASH EQUIVALENTS CONSIST OF

Cash at bank and in hand	8,778,783	8,944,934
Short term deposits	45,117	285,480
Cash and cash equivalents at the end of the year	**8,823,900**	**9,230,414**

The notes on pages 28-47 form part of these financial statements.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024 (CONTINUED)

1. ACCOUNTING POLICIES

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales. The address of the registered office is Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, Merseyside, CH63 4JD.

ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective January 2019 – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note below.

The financial statements are prepared in sterling, which is the functional currency of the charity, rounded to the nearest pound.

Claire House is a public benefit entity as defined by FRS 102.

BASIS OF CONSOLIDATION

The Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and the Consolidated Statement of Cash Flows include the financial statements of the company and its subsidiary, Claire House Shops Limited, made up to 31 March 2024. There are uniform policies across the group and intra group transactions are eliminated on consolidation. Consolidation is on a line-by-line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the charity has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006. The charity has also taken advantage of the exemption afforded by the SORP, not to present a separate Cashflow statement for the parent charity.

The deficit of the charity for the year ended 31 March 2024 was £398,586 (2023: £2,381,062).

GOING CONCERN

The Trustees have considered the on-going situation with regards to the cost of living challenges, shortage of nursing staff and wider economic and political environment as part of their going concern assessment. The view of the trustees is that, whilst they acknowledge that costs may continue to rise in some areas and regular giving may be difficult for some supporters, the trustees believe that the charity has enough reserves to cope with the increase in costs and a reduction in income. With regards to the retention and recruitment of new care staff, the trustees are aware of the ongoing work being carried out by the Executive team in reviewing pay and benefits and benchmarking against the NHS to ensure we continue to attract and retain staff within Claire House. The trustees are comfortable that the charity will be able to meet its liabilities for the coming 12 months.

In reaching their conclusion, the trustees have reviewed the charity's cash flows, operating forecasts and reserves position, applying sensitivity analysis as appropriate. After consideration of all factors, the trustees continue to adopt the going concern basis in preparing the financial statements.

THE FUNDS OF THE CHARITY

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds which have been set aside by the Trustees for specific purposes. The aim and use of each designated fund is set out in the notes to the Financial Statements.

Restricted funds are funds which are used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against these funds. The aim and

use of each restricted fund is set out in the notes to the Financial Statements.

Investment income and gains are allocated to the appropriate funds.

INCOMING RESOURCES

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy, except where sponsorship and monies are received for a Claire House Event which is to take place in the next financial year, and the funds are deferred.

For legacy income, entitlement is the earlier of the Charity being notified of an impending distribution or the legacy being received.

Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the Charity where this can be quantified and a third party is bearing the cost. No amounts are included in the Financial Statements for the services donated by volunteers.

Gifts in kind are included at valuation (over £100) and recognised upon receipt.

Gift Aid receivable / income tax receivable and investment income are accounted for on an accruals basis.

RESOURCES EXPENDED

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating voluntary income are those incurred in seeking voluntary contributions and do not include costs of disseminating information in support of the charitable activities.

Fundraising trading costs are those incurred in relation to the selling of donated and bought in goods as well as costs associated with running the members' lottery.

Events and challenges costs are those costs incurred in arranging fundraising events and sponsored challenges.

Charitable activity costs are those costs incurred directly in support of expenditure on the objects of the Charity.

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

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties together with specific governance costs related to legal and audit matters.

Support costs are those incurred in providing finance, human resources (HR), information and communication technology (ICT) and maintenance services, together with chief executive office costs (CEO).

GOVERNMENT GRANTS

Grants receivable are included in the Financial Statements when approval of the grants has been confirmed to the Charity, or when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy.

TANGIBLE FIXED ASSETS

Tangible fixed assets costing more than £2,000 are capitalised at cost including any incidental expenses of acquisition.

When a new lease is signed, the fitting out of the shop is capitalised. All significant refits of existing shops are also capitalised. Alterations and repairs are expensed.

DEPRECIATION

Depreciation is calculated so as to write off the cost of an asset (excluding land), less its estimated residual value, over the useful economic life of that asset as follows:

Freehold property	**2% straight line**
Equipment	**written off over 5-7 years**
Fixtures and fittings	**written off over 3-7 years**
Motor vehicles	**written off over 3-7 years**
Shop fixtures and fittings	**written off over the shorter of the length of the lease or 5 years**

Where it has been identified that the recoverable amount of a fixed asset is below its net book value the asset is written down to its recoverable amount and the impairment loss is recognised in the Statement of Financial Activities.

INVESTMENT ASSETS AND INCOME

Investments are recognised initially at fair value, which is normally transaction price, excluding transaction costs. Subsequently they are measured at fair value at the balance sheet date, subject to any permanent diminution in value. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals during the year. Investments donated to the Charity are included as income as soon as the market value can be established after receipt of the shares. Investments in subsidiaries are measured at cost less impairment.

STOCKS

Stocks consist of purchased goods for resale and consumables. Stocks are valued at the lower of cost or net realisable value. Items donated for resale or distribution are not included in the Financial Statements until they are sold or distributed.

DEBTORS

Debtors receivable within one year are recognised at transaction price. Any losses arising from impairment are recognised in expenditure.

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 form 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. Deferred income includes:

- Income received for events taking place after the balance sheet date
- Unreleased discounts from retail premises rent free periods
- Lottery income received for draws taking place after the balance sheet date

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of fixed asset investments which are subsequently measured at fair value where this can be reliably measured.

PENSION COSTS

The Charity contributes to the NHS Pension Scheme on behalf of qualifying employees and administers a defined contribution Pension Scheme for the benefit of its other employees. The assets of the scheme are held separately from those of the Charity. The annual contributions payable are charged to the Statement of Financial Activities.

OPERATING LEASES

Rentals paid under operating leases are charged to the income and expenditure on a straight-line basis over the period of the lease.

INCENTIVES

Rent free periods granted as an incentive when negotiating a new lease are written off over the initial lease period.

TAXATION

As a registered charity, the company benefits from rates relief and is generally exempt from Income Tax, Corporation Tax and Capital Gains Tax, but not Value Added Tax.

VOLUNTEERS

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the Trustees Annual Report and note 2.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Donations				
General donations including gift aid	2,157,543	4,759	2,162,302	2,285,091
Company & Club	710,223	41,734	751,957	453,058
Trusts	153,586	85,203	238,789	1,405,783
Legacies	1,196,159	-	1,196,159	2,727,679
Gifts				
Donations in kind	-	42,155	42,155	10,204
Grants receivable				
Childrens Hospice Grant	-	880,990	880,990	745,745
NHS England Capacity and Community Support Grant	-	-	-	2,760
NHS Pension contribution	-	135,549	135,549	117,111
	4,217,511	1,190,390	5,407,901	7,747,431

Income from donations and legacies was £5,407,901 (2023: £7,747,431) of which £4,217,511 (2023: £5,458,692) was unrestricted and £1,190,390 (2023: £2,288,739) was restricted.

We continue to see strong support from our volunteers and in the year to 31 March 2024, 472 individuals gave their time to support our work. Our average volunteer hours for the year was 41,867. This hourly contribution equates to a saving to Claire House of £436,254.

3. INCOME RESOURCES FROM CHARITABE ACTIVITES

	Unrestricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Clinical Commissioning Group funding	861,316	861,316	908,980
Provision of training	53,524	53,524	100,328
	914,840	914,840	1,009,308

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
General events	164,732	-	164,732	178,227
Income from other trading activities	1,558,539	-	1,558,539	1,507,001
Sales of goods/services	2,238,555	-	2,238,555	1,399,911
	3,961,826	-	3,961,826	3,085,139

Income from other trading activities was £3,961,826 (2023: £3,085,139) of which £3,961,826 (2023: £3,085,139) was unrestricted and £Nil (2023: £Nil) was restricted.

5. INVESTMENT INCOME

	Unrestricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Interest from investment & properties	118,445	118,445	91,734
Bank interest receivable	174,896	174,896	53,803
	293,341	293,341	145,537

6. OTHER INCOME

	Unrestricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Profit on disposal of assets	5,188	5,188	-
Donation of shares	29,981	29,981	-
	35,169	35,169	-

7. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Staff costs	802,856	-	802,856	738,311
Premises costs	2,330	-	2,330	1,735
Depreciation	13,022	-	13,022	15,036
Travel	30,753	2,400	33,153	10,639
Other costs	384,460	-	384,460	291,056
	1,233,421	2,400	1,235,821	1,056,777

Costs of generating voluntary income were £1,235,821 (2023: £1,056,777) of which £1,233,421 (2023: £1,054,377) was unrestricted and £2,400 (2023: £2,400) was restricted.

8. FUNDRAISING TRADING COST OF GOODS SOLD AND OTHER COSTS

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Merchandise costs	-	-	-	(9,780)
Staff costs	1,053,344	-	1,053,344	1,200,540
Premises costs	504,460	-	504,460	480,918
Depreciation	68,081	-	68,081	72,001
Travel	73,045	-	73,045	82,779
Other trading activity costs	517,904	-	517,904	464,943
Other costs	128,473	-	128,473	130,873
	2,345,307	-	2,345,307	2,422,274

Costs of fundraising trading were £2,345,307 (2023: £2,422,274) of which £2,345,307 (2023: £2,422,274) was unrestricted and £Nil (2023: £Nil) was restricted.

9. COSTS OF EVENTS AND CHALLENGES

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Events and challenges	121,097	-	121,097	119,417

Costs of events and challenges were £121,097 (2023: £119,417) of which £121,097 (2023: £115,644) was unrestricted and £Nil (2023: £3,773) was restricted.

10. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds 2024 £	Restricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Hospice activities undertaken directly	3,303,886	1,480,177	4,784,063	4,010,398
Support costs	2,669,184	8,616	2,677,800	1,685,474
Governance costs	35,022	-	35,022	30,350
	6,008,092	1,488,793	7,496,885	5,726,222

Costs of charitable activities were £7,496,885 (2023: £5,726,222) of which £6,008,092 (2023: £3,670,032) was unrestricted and £1,488,793 (2023: £2,056,190) was restricted.

11. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Hospice activities undertaken directly £	Support costs £	Governance costs £	Total Funds 2024 £	Total Funds 2023 £
Staff costs	3,923,960	1,699,771	17,972	5,641,703	4,590,101
Premises costs	187,513	346,960	-	534,473	267,168
Depreciation	175,141	63,079	-	238,220	219,439
Professional fees	-	83,388	17,050	100,438	63,210
Operating costs	497,449	484,602	-	982,051	586,304
	4,784,063	2,677,800	35,022	7,496,885	5,726,222

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties, together with specific governance costs related to legal and audit matters.

12. GAINS/(LOSSES ON INVESTMENT ASSETS

	Unrestricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Profit/(loss) on sale of investments	(24,430)	(24,430)	56,750
Gain/(loss) on investment assets (note 19)	231,628	231,628	(320,151)
	207,198	207,198	(263,401)

13. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2024 £	2023 £
This is stated after charging:		
Depreciation	319,328	306,536
Auditors remuneration		
- Audit of the financial statements	14,750	14,000
- Accountancy services	2,300	3,200
Profit/(loss) on fair value movement of investments	231,628	(320,151)
Operating lease costs:		
- Land and buildings	330,042	331,928

14. TRUSTEES' RENUMERATION

None of the Trustees received any remuneration, benefits in kind, or expenses during the year in respect of their duties as a trustee (2023: Nil).

15. ANALYSIS OF STAFF COSTS AND THE COST OF KEY MANAGEMENT PERSONNEL

	2024 £	2023 £
Wages and salaries	6,362,156	5,548,669
Social security costs	601,516	518,887
Pension costs	534,230	461,397
	7,497,903	6,528,953

The key management personnel of the parent charity and of its subsidiary, Claire House Shops Limited comprise the Chief Executive Officer, the Director of Care and the Director of Income Generation. The total employee benefits of the key management personnel were £523,664 (2023: £346,669).

16. PARTICULARS OF EMPLOYEES

The average number of staff employed during the year was 214 which includes 104 part time staff. The average number of full-time equivalent (FTE) staff employed during the year was 177. The average FTE is analysed by function as follows:

	2024 Number	2023 Number
Number of nursing staff	91	92
Number of administrative staff	26	23
Number of management staff	5	6
Number of fundraising staff	22	19
Number of retail staff	33	33
	177	173

During the year the number of employees who earned more than £60,000 was as follows:

	2024 Number	2023 Number
£60,000 - £70,000	2	1
£70,000 - £80,000	-	-
£80,000 - £90,000	1	1
£90,000 - £100,000	1	1

Total redundancy/termination payments in the year amounted to £47,551 (2023: £36,378).

17. TANGIBLE FIXED ASSETS

	Freehold Property £	Equipment, Fixtures and Fittings £	Motor Vehicles £	Total £
Cost				
At 1 April 2023	7,491,593	2,507,724	267,508	10,266,825
Additions	65,283	358,766	25,150	449,199
Disposals	-	-	(30,675)	(30,675)
At 31 March 2024	7,556,876	2,866,490	261,983	10,685,349
Depreciation				
At 1 April 2023	2,054,998	2,201,056	264,775	4,520,829
Charge for the year	176,969	137,006	5,353	319,328
Elimination on disposal	-	-	(30,675)	(30,675)
At 31 March 2024	2,231,967	2,338,062	239,453	4,809,482
Net Book Value				
At 31 March 2024	5,324,909	528,428	22,530	5,875,867
At 1 April 2023	5,436,595	306,668	2,733	5,745,996

18. CHARGES

There is a legal charge over the site of the Hospice in favour of the Secretary of State for Health.

A further legal charge was created over the Hospice's land on 27 March 2006 in favour of the

National Lottery Charities Board. This charge relates to the £300,000 Big Lotto Grant.
Both charges will be enforced if the property ceases to be used as a Children's Hospice.

19. FIXED ASSET INVESTMENTS

	2024 £	2023 £
Market value as at 1st April 2023	3,883,512	3,827,956
Acquisitions at cost	1,067,320	416,395
Disposals at cost	(757,886)	(217,038)
Increase/(Reduction) in cash balances	(176,760)	176,350
Net investment gains /(losses) on revaluations in the year	231,628	(320,151)
Market value at 31 March 2024	4,247,814	3,883,512
Historical cost at 31 March 2024	3,720,837	3,303,144

Analysis of investments at 31 March 2024 between funds

	Unrestricted Funds 2024 £	Total Funds 2024 £	Total Funds 2023 £
Listed Investments			
Quoted fixed interested securities			
UK Government Stock	610,585	610,585	425,216
UK Fixed Interest	834,421	834,421	541,824
Overseas Fixed Interest	224,458	224,458	314,046
	1,669,464	1,669,464	1,281,086
Quoted Shares			
UK Equities	598,417	598,417	492,939
Overseas Equities	1,032,848	1,032,848	813,417
Property Funds	289,542	289,542	294,705
Infrastructure and Commodities	612,426	612,426	715,885
	2,533,233	2,533,233	2,316,946
	4,202,697	4,202,697	3,598,032
Other investments			
UK cash held as part of portfolio	45,117	45,117	285,480
	4,247,814	4,247,814	3,883,512

Charity investments include £2 investment in Claire House Shops Limited, see note 27 for further details.

Listed investments
Listed investments at a historical cost of £3,675,719 (2023: £3,017,664) (excluding donated shares) are held by the Group and Charity and had a market value of £4,247,814 at 31st March 2024 (2023: £3,598,032).

20. STOCKS

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Stock	1,570	8,145	-	-

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Amounts due from group undertakings	-	-	11,637	9,048
Income tax recoverable	168,341	168,313	168,341	168,313
VAT recoverable	89,059	88,111	89,059	88,111
Other debtors	415,208	202,405	415,208	202,405
Prepayments and accrued income	364,922	818,461	364,922	818,461
Legacies	228,964	537,163	228,964	537,163
	1,266,494	1,814,453	1,278,131	1,823,501

22. LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Amounts due to group undertakings	-	-	-	-
Trade creditors	198,522	178,629	198,522	178,629
PAYE and social security	145,959	86,902	145,959	86,902
Pension contributions	45,737	64,604	45,737	64,604
Accruals	296,302	170,438	293,152	167,062
Deferred income	92,743	106,614	92,743	106,614
	779,263	607,187	776,113	603,811

Deferred income	
Deferred income at 1 April 2023	106,614
Utilised in the year	1,600,289
Received in the year	1,586,418
Deferred income at 31 March 2024	92,743

Deferred income includes income received for events taking place after the balance sheet date, unreleased discounts from retail premises rent free periods and lottery income received for draws taking place after the balance sheet date.

23. OPERATING LEASE COMMITMENTS

	2024 £	2023 £
Land and buildings:		
Within one year	274,608	320,825
Between one and five years	322,448	374,617
Later than five years	-	-
	597,056	695,442

24. RESTRICTED INCOME

Group and Charity

	Balance at 1 April 2023 £	Restated Balance at 1 April 2023 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2024 £
64 Trust	213,061	213,061	-	34,305	178,756
Andrea Brabin	39,975	39,975	-	6,013	33,962
Anne Duchess of Westminster's Charity	-	-	9,932	9,932	-
Children in Need	4,066	10,101	27,674	37,775	-
Chyah Davies Foundation	-	-	10,000	1,449	8,551
David & Ruth Lewis Family Charitable Trust	-	-	20,000	20,000	-
Department of Health	-	-	880,990	880,990	-
Dorothy Hall Fund	14,690	20,203	-	7,249	12,955
Equipment	18,442	34,873	7,952	7,270	35,555
Hollyhock Charitable Foundation	53,136	53,136	-	53,136	-
Hospice Building	1,642,255	1,100,065	34,484	28,454	1,106,095
Marian Elizabeth Trust	65,278	65,278	-	65,278	-
Morrisions Foundation	18,425	33,408	-	4,148	29,259
New Liverpool Site	16,443	518,236	-	11,238	506,999
NHS Pension Scheme Grant	-	-	135,549	135,549	-
Southampton Hospitals Charity	249,631	258,379	-	114,441	143,938
Steven Gerrard Foundation	202,386	202,386	-	2,024	200,362
Vehicles	2,150	-	-	-	-
Under £5,000 and anon	38,722	29,558	21,654	29,789	21,423
Gifts in Kind	(2)	-	42,155	42,155	-
	2,578,658	2,578,658	1,190,390	1,491,193	2,277,855

All restricted funds are included in the Charity accounts.

RESTRICTED INCOME (CONTINUED)

Group and Charity

	Balance at 1 April 2022 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2023 £
64 Trust	218,530	750,000	755,469	213,061
Andrea Brabin	-	40,200	225	39,975
Children in Need	-	41,341	37,275	4,066
David & Ruth Lewis Family Charitable Trust	-	10,000	10,000	-
Deingnbighshire Council	5,497	-	-	5,497
Department of Health	-	745,745	745,745	-
Dorothy Hall Fund	21,200	-	6,510	14,690
Equipment	18,442	-	-	18,442
Hollyhock Charitable Foundation	-	72,964	19,828	53,136
Hospice Building	1,686,766	-	44,511	1,642,255
Marian Elizabeth Trust	109,739	200,000	244,461	65,278
Morrisions Foundation	18,425	-	-	18,425
Liverpool Site	16,443	-	-	16,443
NHS Pension Scheme Grant	-	117,111	117,111	-
Shop Direct	25,518	-	25,518	(0)
Southampton Hospitals Charity	-	249,631	-	249,631
Steven Gerrard Foundation	202,386	-	-	202,386
Under £5,000 and anon	25,321	51,543	43,640	33,225
Vehicles	2,150	-	-	2,150
Gifts in Kind	1,864	10,205	12,069	(2)
	2,352,282	2,288,740	2,062,361	2,578,658

All restricted funds are included in the Charity accounts.

The following details on restricted funds apply to both the current and previous year.

RESTRICTED INCOME (CONTINUED)

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. During the current and previous year Morrisons Foundation has funded further development of the Butterfly suites. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

LIVERPOOL SITE

The 64 Trust and Steven Gerrard Foundation have both contributed to the development of our Liverpool site. These grants are released in line with the depreciation attributable to the costs incurred. Andrea Brabin has also contributed equipment and furnishings.

MEDICAL EQUIPMENT

We have been fortunate to receive a significant donation from the 64 Trust, which we are spending in many different areas, both capital and expenditure. Some of the income has been used to upgrade the hydrotherapy facilities and to provide a cuddle bed. A scan cot and mattress have been funded with the generous help of Dorothy Hall Fund.

FAMILY SUPPORT & PLAY

BBC Children in Need continue to support the Play Team, funding a project that focuses on therapeutic play. BBC Children in Need also fund our siblings events programme, supporting some of the brothers and sisters of the children we care for. Further work undertaken by the Play and Family Support teams are supported by a Tesco Community Grant and funds from Anne Duchess of Westminster's Charity. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COSTS

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. This year saw continued pressure on the Care team due to difficulties with recruitment. During the year the David and Ruth Lewis Family Charitable Trust and the Hollyhock Charitable Foundation continued to support our Care team as they have done in previous years.

Last year, the 64 Trust provided funding towards the recruitment of 5 new nurses and also towards a significant number of existing nursing staff enabling us to reach even more families.

The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due to significant donations from the Marian Elizabeth Trust and Southampton Hospitals Charity.

All grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core Hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provide our bread delivery free of charge and M53 Ford provide a vehicle for the Hospice to use. This year we have also had a generous gift of technology and support from Lifelites. Each year we also receive a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

25. UNRESTRICTED FUNDS

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2023	15,611,195	1,600,000	15,608,894	1,600,000
Incoming resources	9,422,687	-	9,422,687	-
Outgoing resources	(9,727,668)	-	(9,727,668)	-
Gains and losses	207,198	-	207,198	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	(10,600,000)	10,600,000	(10,600,000)	10,600,000
As at 31 March 2024	4,913,410	12,200,000	4,911,110	12,200,000

Designated funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used for the development of Claire House to meet the needs of the seriously and terminally ill children and their families who we support both now and in the future. During the year the trustees have agreed to significantly increase the designated development reserve as significant investment in care services, our workforce, income generation, our Liverpool site and digital solutions are planned over the next 5 years.

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2022	13,456,509	1,600,000	13,454,208	1,600,000
Incoming resources	9,698,676	-	9,698,676	-
Outgoing resources	(7,280,589)	-	(7,280,589)	-
Gains and losses	(263,401)	-	(263,401)	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2023	15,611,195	1,600,000	15,608,894	1,600,000

Designated funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used to maintain the level of services needed to support our beneficiaries during the ongoing economic uncertainty caused by the pandemic, as well as providing a sinking fund to cover essential infrastructure costs and capital work at both the Wirral and Liverpool sites.

26. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets £	Investments £	Net Current Assets £	Total 31 March 2024 £
Restricted Funds:				
64 Trust	178,756	-	-	178,756
Andrea Brabin	33,962	-	-	33,962
Chyah Davies Foundation	-	-	8,551	8,551
Dorothy Hall Fund	12,955	-	-	12,955
Equipment	35,555	-	-	35,555
Hospice Building	1,106,095	-	-	1,106,095
Morrisions Foundation	29,259		-	29,259
New Liverpool Site	506,999	-	-	506,999
Southampton Hospitals Charity	-	-	143,938	143,938
Steven Gerrard Foundation	200,362	-	-	200,362
Under £5,000 and anon	-	-	21,423	21,423
	2,103,943	-	173,911	2,277,855
Unrestricted Funds:				
General funds	3,771,924		1,141,486	4,913,410
Designated funds		4,247,814	7,952,186	12,200,000
Total funds	5,875,867	4,247,814	9,267,584	19,391,265

	Tangible Fixed Assets £	Investments £	Net Current Assets £	Total 31 March 2023 £
Restricted Funds:				
Andrea Brabin	-	-	39,975	39,975
Cheshire Freemasons	-	-	760	760
Children in Need	-	-	4,066	4,066
Deingnbighshire Council	5,497	-	-	5,497
Dorothy Hall Fund	14,690	-	-	14,690
DWF Foundation	-	-	1,065	1,065
Equipment	18,442	-	-	18,442
Ford of Britain Trust	-	-	3,000	3,000
Hollyhock Charitable Foundation	-	-	53,136	53,136
Hospice Building	1,642,255	-	-	1,642,255
Marian Elizabeth Trust	-	-	65,278	65,278
Morrisions Foundation	18,425	-	-	18,425
New Liverpool Site	16,443	-	-	16,443
Southampton Hospitals Charity	-	-	249,631	249,631
Steven Gerrard Foundation	202,386	-	-	202,386
Vehicles	2,150	-	-	2,150
64 Trust	180,877	-	32,184	213,061
Under £5000 and anon	-	-	28,400	28,400
Gifts in Kind	1	-	(3)	(2)
	2,101,166	-	477,492	2,578,658
Unrestricted Funds:				
General funds	3,644,830	3,883,512	8,082,853	15,611,195
Designated funds			1,600,000	1,600,000
Total funds	5,745,996	3,883,512	10,160,345	19,789,853

27. RELATED PARTY TRANSACTION

Claire House Shops Limited whose principal activities are the management of donors on behalf of Claire House, the sale of merchandise, and agency commission, is a wholly owned subsidiary (via 2 £1 shares) of Claire House and is consolidated as part of these accounts. Profits arising in the company are gift aided to the Charity on an annual basis. The directors of the company are appointed by the Trustees of the Charity.

The results for the year ended 31 March 2024 are as follows:

	2024 £	2023 £
Profit and loss account		
Sales	712,942	652,824
Expenses	(632,418)	(580,964)
Surplus for the year	80,523	71,860
Covenant to Charity	(80,523)	(71,860)
Retained profit	-	-
Taxation	-	-
Balance brought forward	2,301	2,301
Balance carried forward	2,301	2,301

The aggregate of net assets was:

	2024 £	2023 £
Assets	17,090	14,727
Liabilities	(14,787)	(12,424)
Shareholders' funds	2,303	2,303

There were no other outstanding balances with related parties as at 31 March 2024.

28. RECONCILIATION OF GROUP NET INCOME RESOURCES TO NET CASH INFLOW FROM GROUP OPERATIONS

	2024 £	2023 £
Net incoming resources	(605,785)	2,644,463
Donation of shares	(29,981)	-
Non-cash gift in kind	(42,155)	-
Income from investments	(118,445)	(91,734)
Interest receivable	(174,896)	(53,803)
Profit on disposal of fixed assets	(5,188)	-
Gain on the sale of investments	(24,430)	-
Depreciation on fixed assets	319,328	306,536
Decrease/(increase) in stock	6,575	12,611
(Increase)/decrease in debtors	547,959	892,383
Increase/(decrease) in creditors	172,076	(189,102)
Net cash inflow from operating activities	45,057	3,521,354

29. ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2023	Cash Flows	31 March 2024
	£	£	£
Cash at bank and in hand	8,944,934	(166,151)	8,778,783

30. PENSION COMMITMENTS

The charitable company makes contributions to two defined contribution pension schemes for its employees. One of the schemes for eligible employees is the NHS Superannuation Scheme. The level of contributions to this scheme is determined annually by the NHS Pensions Agency. The Charity has no further liability beyond the contributions determined. The assets of the schemes are held separately from those of the Charity.

The cost to the Charity for supporting the schemes for the year was £534,230 (2023: £461,397) which was offset by contributions made by the Department of Health of £110,550 (2023: £92,554).

The amount outstanding at the year-end was £66,400 (2023: £64,604).

31. GUARANTEE

The Charitable Company is limited by guarantee and has no share capital. The members' liability is restricted to £1 each in accordance with the Memorandum and Articles.

32. RETAIL CONTRIBUTION

During the year, the Charity ran a chain of 17 (2023: 17) charity shops, the income and expenditure from which are included as part of these accounts. The contribution to the Charity from these shops is as follows;

	2024	2023
	£	£
Sale of donated goods	1,362,329	1,365,103
Gift Aid and donated income from agency sales	782,209	819,637
Covid-19 Grants	-	-
Other income	124,698	54,822
	2,269,236	2,239,562
Costs	(1,702,466)	(1,957,330)
Net contribution	566,770	282,232

Claire House
CHILDREN'S HOSPICE

Claire House Children's Hospice
Clatterbridge Road, Bebington, Wirral, CH63 4JD

t. 0151 3344626 **w.** clairehouse.org

CLAIRE HOUSE

England & Wales - Charity number 1004058

Accounts



Claire House
CHILDREN'S HOSPICE

TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

CHAMPION ACCOUNTANTS LLP

Statutory Auditors, 2nd Floor, Refuge House, 33-37 Watergate Row, CHESTER, CH1 2LE

Registered Charity No. 1004058 Company No. 02620240

WELCOME TO OUR 2022–23 ANNUAL REPORT



"As a family, you have had a profound impact on our lives, becoming our second home and a source of unwavering support. Your care for Sauda goes beyond words. You provide her with the attention and tailored experiences she needs, making her stay eventful and filled with joy."

NAZNIN, WHOSE DAUGHTER SAUDA IS SUPPORTED BY CLAIRE HOUSE.

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REPORT OF THE TRUSTEES

INCLUDING DIRECTOR'S REPORT AND STRATEGIC REPORT FOR THE YEAR ENDED 31 MARCH 2023

The Trustees, who are also the Directors for the purposes of company law, present their report and the consolidated financial statements of the Charity and its subsidiary for the year ended 31 March 2023. These are also prepared to meet the requirements for a Directors' report and accounts for Companies Act purposes.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

CHAIR'S AND CEO'S REPORT



This year was a story of resilience: both of the children and families we support, and of Claire House itself. Having been pushed to their limits during the pandemic, families faced a cost-of-living crisis that tested them even further.

Throughout this time, we have always been there -offering emotional, practical and medical support, whilst constantly evolving our services to better meet families' needs. An example of this is the young adult leads we have appointed to help tailor our support for the young people who will become too old for Claire House services, and will need help to navigate adult social and specialist palliative care services.

End of life care continued to be at the centre of all that we do. We know we only have one chance to get this right and will always support families at the toughest of times. We have also been out in the community, taking the hospice's services to families' homes and responding to crises round the clock. This year we cared for 107 children at the end of their lives. To read about the impact of our end of life care work, turn to Finley's story on page 6.

We have also been there to give families a break from the pressures of caring for a seriously ill child, providing short breaks and respite care, and we have increased the amount of day care we offer from 112 sessions in 2021/22 to 203 sessions in 2022/23. We have expanded our family support and counselling teams to better meet the growing demand. Our services for young adults have been transformed as we have truly listened to their needs. This means that not only do we offer the right activities to those coming to the hospice, but we help those leaving find the support they need for the future.

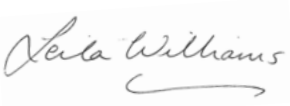
Most of our referrals are now babies who are less than one year old, so our perinatal team has pioneered new ways to support families whose babies have been diagnosed with a life-threatening condition during pregnancy, or after their baby was born.

Despite the current financial climate making fundraising more challenging, our income remained strong and our reserves robust. This has meant that we have had the stability to refocus on our dream of one day reaching each and every child who needs us – and to see through our commitment to those we already help. Particular thanks must go to those who showed their belief in our work by leaving a gift to Claire House in their will.

By the end of the year, we were able to restart our plans to develop a second hospice in Liverpool, which had to be paused during the pandemic. As the Liverpool site will take many years to reach its full potential as a 24/7 hospice, during 2022-23 we made significant improvements to both sites, with the aim of continuing to provide outstanding facilities for those who visit us. Thank you to those amazing organisations that funded these much-needed projects.

The future of Claire House is an ambitious and exciting one and we need everyone in our community to help shape it. We remain eternally grateful to our loyal supporters, strong partnerships with healthcare providers, and to those who have surprised us with some truly amazing one-off gifts.

As we look forward, evidence shows us that more children than ever before will need our support. We are committed to meeting this challenge by offering the very best care to children and families, both now and in the years to come.



Leila Williams
Chair of the Board of Trustees



David Pastor
CEO

WHY CLAIRE HOUSE EXISTS AND OUR VISION

WHEN YOUR CHILD IS DYING, YOU HAVE ONE CHANCE TO GET THEIR CARE ABSOLUTELY RIGHT.

At Claire House we go to extraordinary lengths to help seriously and terminally ill children make the most of the time they have, however long or short that time may be.

Claire House provides specialist nursing care to babies, children and young adults, both at the hospice and at home. This includes end of life care, emergency respite, hospital support, day care and a range of groups, in addition to short breaks allowing children with complex health needs to have fun whilst their parents get a well-deserved rest.

In partnership with other healthcare providers, we are leading the way in developing children's palliative and end of life care for the region.

But Claire House is about more than medical care. Our Counselling and Therapy Teams support the whole family, both while a child is living and after they die. Our Specialist Nurses and Butterfly Coordinators work with children and families to try to achieve their 'bucket lists', including memory making sessions to help them create cherished keepsakes that last a lifetime.





"Thanks to Claire House, I was able to experience one of the most precious memories and wishes we have asked for. Evie Kate wanted nothing more than to buy a swimming costume and, for the first time in four years, go swimming. She had so much fun and it's a memory I can treasure forever."

ABBIE, WHOSE DAUGHTER CAME TO CLAIRE HOUSE.

OUR PLANS FOR THE NEXT TWO YEARS

The additional funds that we have raised over the past few years present us with an incredible opportunity to invest in our future plans, so that we are significantly closer to achieving our vision.

WE WILL FOCUS ON:

STATE OF THE ART FACILITIES

Keeping children, young people, families and staff at the heart, we will start building a leading hospice facility in Liverpool and we will invest in and improve our Wirral facilities.

BEST PLACE TO WORK

We are committed to being the best employer and developing a culture that makes everyone feel proud. We will continue to build an outstanding employer reputation, to attract and retain the skills and experience required to achieve our ambitions.

LEADING CARE SERVICES

We will be a centre of excellence for children's palliative care, delivering outstanding services over two sites. We will continue to adapt and transform to meet the needs of children, young people and families. We will partner and collaborate to enhance our impact nationally.

TRANSFORMATIVE INCOME GENERATION

Achieving our aspirations needs a transformative sum of money. We are committed to growing our income by innovating and investing in our future. We will retain and grow our supporter family by keeping supporters at the heart of what we do.

HOW WE HELPED DYING CHILDREN AND THEIR FAMILIES – IN NUMBERS

456

(434 LAST FINANCIAL YEAR)

babies, children and young people, and their families, got the care and support they needed (this includes families who are currently receiving care, as well as those who were discharged or died during 2022-23)

107 (108)

families supported at end of life at home, in the hospice, or in hospital

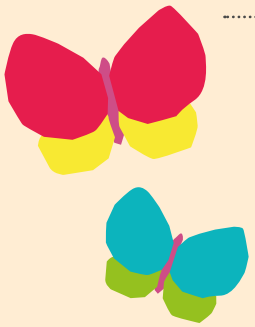


1,733 (955)

nights of planned respite delivered at the hospice, increasing now as we recover from Covid

342 (285)

nights of emergency (unplanned) care provided, which includes end-of-life care and breaks provided at times of crisis because of a healthcare or social emergency



29 (31)

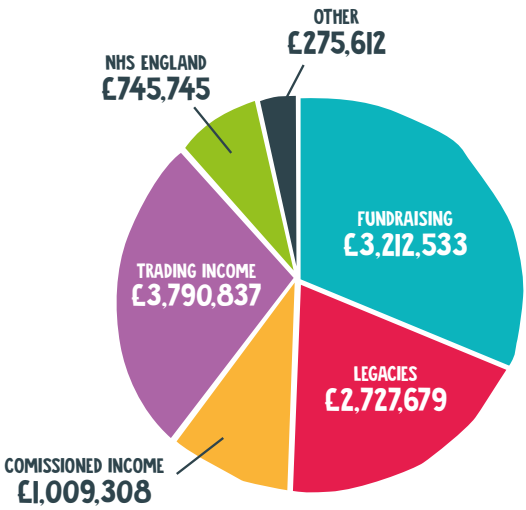
families who used the Butterfly Suite, a cooled room where children can stay after they die

1,160 (705)

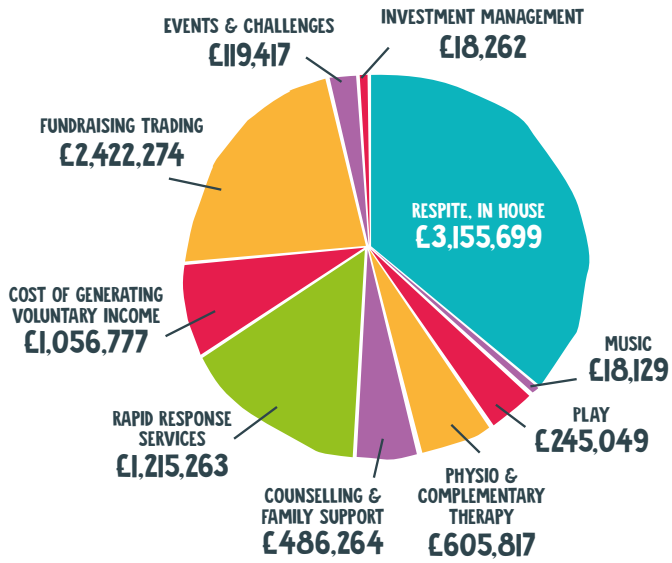
virtual and face to face counselling sessions



HOW WE RAISED OUR MONEY



HOW WE SPENT OUR MONEY





FINLEY'S STORY

Our son Finley arrived into the world in November 2021. Born at 23 weeks, he was fighting for his life from the moment he was born.

Paula and Kat, nurses from Claire House, came to see us. They visited regularly over the following weeks and months, and we always appreciated their friendly and gentle approach.

Finley took a turn for the worse and palliative care was suggested as the next step. After my husband Alex, Paula was the next person I called.

Kat was there for us all throughout Finley's final moments and also arranged for photography of Finley's final moments.

Finley's big brother Jasper was able to stay with us at the hospice after Finley died and had full access to all the wonderful facilities. He loved the art room and the playground. He loved playing with all the toys and the staff were wonderful with him.

We attended our first monthly 'Butterfly' parental bereavement group just two weeks after Finley's funeral. As I sat there the tears started to fall and I struggled to find the words to tell our story. The unspoken understanding between us all was one of our few comforts and still is today.

Losing Finley created overwhelming emotions alongside crippling isolation from some close to us who were sadly unable to acknowledge or understand the lasting significance of our loss. Connecting with others at the Butterfly Group has helped me to feel less alone.

Losing Finley has broken my heart and I can't imagine how we could have got through the last year without the care and support from Claire House. All the different elements of support we've received have been invaluable to us.

CHARLOTTE & ALEX BOUTON, WHOSE SON FINLEY CAME TO CLAIRE HOUSE

STRATEGIC REPORT

OUR CARE SERVICES

The services we provide both at the hospice, at home and in the community have a massive impact on seriously and terminally ill children and their families.

THE CARE AND SUPPORT WE PROVIDE IS:

- Planned care (respite stays at the hospice or home, day care and groups for different ages)
- Unplanned or Emergency care (which includes end-of-life care and breaks provided at times of crisis because of a healthcare or social emergency)
- 24/7 Rapid Response team who provide highly specialist nursing and end-of-life care, be it at home, hospital or in the hospice. This team is supported by our Palliative Care Consultant who works jointly with Claire House and Alder Hey
- Perinatal support, working closely with Liverpool Women's Hospital and other neonatal units across Cheshire and Merseyside for families before and after birth when it is recognised that a child may not survive for long
- Physio and Occupational Therapy support and Aquatic therapy
- Young adult and transition support, working closely with adult palliative care partners
- Counselling and bereavement support for the whole family
- Sibling support
- Complementary, play and music therapies
- Butterfly Suite & bereavement support





CARE SERVICE AIMS AND ACHIEVEMENTS

During 2022-23 we had the highest total caseload (456 children and young adults) since the hospice opened (up from 434 the previous year). Having made enormous inroads in perinatal care and working more closely within hospitals, we have continued to reach the most critically unwell babies and children at the earliest stage. 86% of referrals are now perinatal or from critical care. We also supported 805 bereaved families, up from 717 last year.

DEATHS AND END-OF-LIFE

The Rapid Response Team of highly skilled nurse specialists provides 24/7 direct support when a child is receiving end of life care. Over the last 12 months we continued to prioritise end of life care and supported an increased number of deaths, giving families a choice of where their child died, whether that be at home, in the hospice or in hospital.

This included enabling critically ill babies and children to be transferred out of the neonatal and critical care units to their preferred place of death (hospice or home).

"Claire House has also provided invaluable respite on a number of occasions when we have not been able to cope, usually when Pippa has been discharged from a stay in critical care, is still unwell, we are all exhausted and there is care package break down."

KATE, WHOSE DAUGHTER PIPPA COMES TO CLAIRE HOUSE.

BUTTERFLY SUITE AND BEREAVEMENT SUPPORT

When a child dies our Butterfly Team is on hand to support families at the most difficult time of their lives. Families can stay at the hospice whilst their child is in one of our Butterfly Suites, cooled rooms that offer an alternative to a funeral home. The team are specialists in everything from assisting with funeral arrangements, to helping families to decorate the Butterfly Suites with mementos and arranging for family and friends to come to visit. They will also support families who wish for their child to stay at home ahead of their funeral, providing specialist support and equipment.

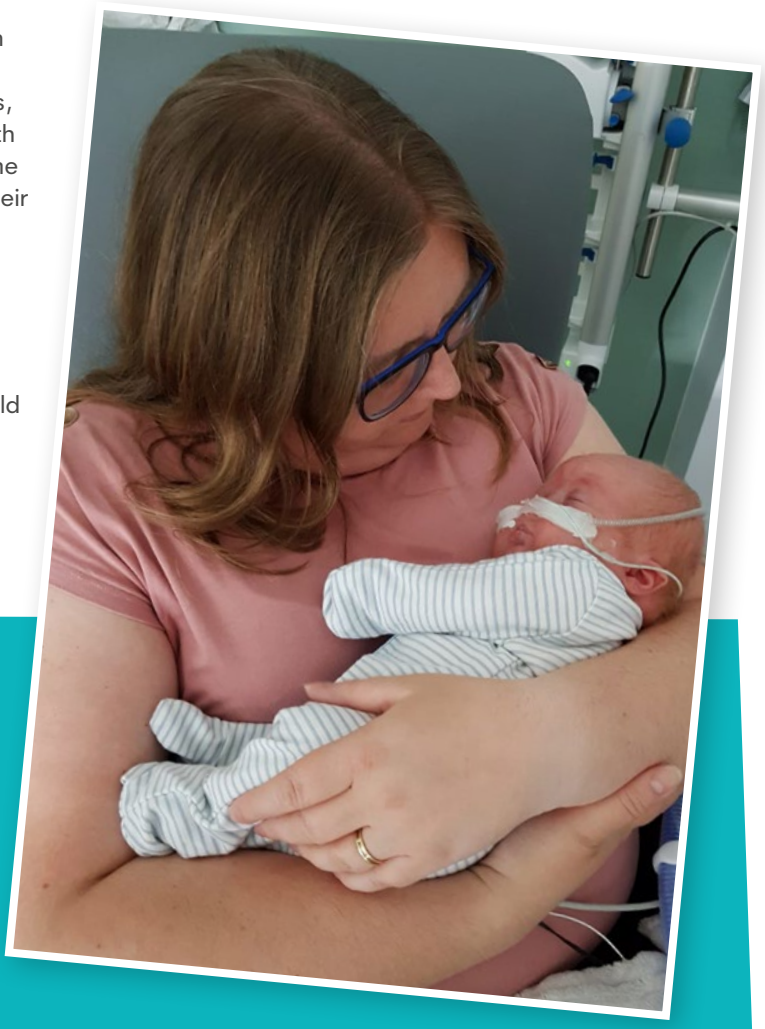
UNPLANNED / EMERGENCY RESPITE

Offering help to families when they really need it is an important part of our services. Unplanned respite could be requested because of a family crisis, or due to a healthcare or social emergency.

STATUTORY FUNDING

We continued to work with NHS Cheshire and Merseyside Integrated Care Board (ICB) and the local NHS Places in our catchment area. All NHS Places within the ICB commission unplanned/emergency respite nights at the Hospice, plus palliative and end of life care in the community. NHS Liverpool Place and NHS St Helens Place also commission a perinatal service which in-reaches into local hospitals, and NHS Wirral Place are currently funding a project to improve the transition process between children's and adults' services.

On a national level, we have been heavily involved in the campaign to retain the Children's Hospice Grant, which is worth almost £900,000 annually to Claire House, as its future remains uncertain.



"Norman and I started counselling and we joined the Butterfly Babies bereavement group. It helps being around people who understand what we've been through. Friends and family try but sometimes I don't think they know how to deal with it or how to react."

CAROL PLUMPTON WALSH WHO ATTENDS A CLAIRE HOUSE BEREAVEMENT GROUP.



"The social group has given me so much confidence in meeting new people, making friends and trying new things. It played a massive part in me feeling comfortable enough to go to uni, move out from home and make friends there."

LIAM ASHTON, 19, WHO HAS BEEN COMING TO CLAIRE HOUSE FOR 11 YEARS, ATTENDS THE HOSPICE YOUNG ADULTS SOCIAL GROUP.



FAMILY SUPPORT AND COUNSELLING

Looking after families' mental health and wellbeing is a key priority for Claire House, as we know this helps maintain resilience, now and in the future. The Family Support team of counsellors (staff and volunteers), a music therapist, a therapeutic sibling support worker and complementary therapists, plays an increasingly important role, providing a range of support for children, young people and the whole family.

This year we identified the need for a Clinical Psychologist, who will support families dealing with trauma and ensure we provide holistic support. We have now appointed to this role and are excited about the difference this will make to families in the coming years.





"I work with our teenagers and young adults supporting their transition into the adult world between the ages of 18-25. I make sure they have some support in the adult world and help them take charge of their own lives to understand their own care needs. I want the young adults to be fully involved in any decisions about their lives."

ANDY CURTIS, YOUNG ADULT COORDINATOR. THE CLAIRE HOUSE YOUNG ADULTS SOCIAL GROUP WAS SET UP IN 2019. NOW OVER 20 YOUNG PEOPLE MEET ONCE A MONTH.



YOUNG ADULTS SERVICE

Claire House has a bespoke young adults service, that aims to treat the teenagers and young adults who access our services with the utmost respect and dignity, and ensure their voices and wishes are put at the centre of their care.

The team coordinate social activities, help with the transition from the hospice to adult services and provide specialist palliative care.

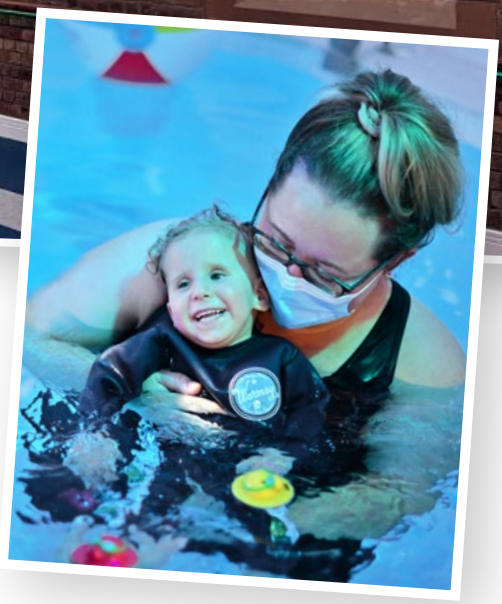
FEEDBACK ON OUR SERVICES, INCLUDING DETAILS OF OUR LATEST CQC REPORT

In 2019 we were proud to be rated as 'Outstanding' by the Care Quality Commission (CQC). According to the report, parents of children who used Claire House services said: *"It's a fantastic place. My daughter loves it there. The staff are excellent,"* and *"The aftercare has been superb"*.

We have had three virtual CQC reviews focussing on infection control and service provision and development as we emerged from the pandemic period, with positive feedback and no concerns raised and our CQC 'Outstanding' remains in place. In 2022-23 we had no formal complaints from service users.

READ THE REPORT HERE: WWW.CQC.ORG.UK/LOCATION/1-116772470





OUR ESTATES AND FACILITIES

Claire House has two sites, a full hospice on the Wirral and a second site in West Derby, Liverpool, from which we offer a range of services including daycare, complementary therapies and counselling.

Our aim is to provide the children and families who need us with the best possible facilities and during 2022-23 we have made significant improvements to the Liverpool and Wirral sites.

In the Wirral we refurbished the hydrotherapy pool. At our Liverpool site we reconfigured the flow of the building to ensure it works better and provides more privacy for the children, young adults and families who visit us.

In Liverpool we opened our new atrium, to provide a social space for young adults' activities, and also opened our new complementary therapy rooms, which provide a much more relaxing environment for those receiving treatments.

We know that opening a second hospice in Liverpool will help us with our ambition to reach every child and family who needs us, but during the pandemic we decided to pause our plans. In the coming year, as well as continuing with improvements to our Wirral site, we are excited about restarting our plans to develop a second hospice.





OUR FUNDRAISING

During another extraordinary year, defined by the cost-of-living crisis and squeezed budgets, our supporters have continued to step up by donating money or getting involved in fundraising events. In this financial year, our fundraised income reached £6.6m (2021-22: £6.4m), thanks to our local community who kept Claire House close to their hearts despite the challenging times.

After two pandemic years, there was renewed enthusiasm to have fun raising money with family, friends and work colleagues as sign ups to events continued to bounce back with record numbers of fundraising pages being set up online. As expected, recruitment and maintaining sign ups to our lottery and regular gifts proved a challenge but we discovered in our frequent thank you calls to supporters that there was no decline in passion for our cause which bodes well for the future.

KEY HIGHLIGHTS



CYCLING FOR LITTLE SISTER POPPY

Daisy, age 4, wanted to raise funds for Claire House in memory of her little sister Poppy Hope. After learning how to ride her bike, she cycled 3K around the Wirral and raised over £600.

Mum Jenna said: *"Our beautiful baby girl Poppy sadly passed away shortly after she was born in May 2020. With Poppy's second birthday approaching, Daisy wanted to do something special. She had just learnt to ride her bike, so decided that she would cycle for Claire House."*

GIFTS IN WILLS

We are forever grateful to those who leave us a gift in their Will. These vital gifts mean their support continues making a difference long after they are gone. In fact, 1 in 5 children we care for is funded by gifts in Wills. These gifts enable Claire House to make sure we will always be here for seriously and terminally ill children and their families.

CORPORATE SUPPORTERS

After a four-year partnership with M&S Bank, they have decided to extend the partnership for a further three years. So far, the partnership has raised £103,789. This is thanks to the energy and commitment of the staff, who have taken part in a series of events from golf days to butterfly bakes. We have been the house charity for Mowgli Street Food on Water Street in Liverpool since December 2016. The partnership has raised £256,820 to date and Mowgli are now planning future Dog Fests, as well as supporting us with "£1 on the Bill" and other fundraising activities with staff.



Barratt Homes have chosen Claire House as their charity of the year for both 2022 and 2023. On top of their fantastic fundraising work, raising an amazing £63,435, the team have also given up their time to volunteer at the hospice.

OUR APPROACH TO FUNDRAISING

We know that if we're able to raise more money, we can help more children. To achieve this, we continually focus on giving our supporters a fantastic experience, in the hope that they will continue to support Claire House for the long-term.

TRUSTS AND FOUNDATIONS

We are very grateful to the 64 Trust, who have donated £1 million to Claire House over the last two years. This generous donation helped us further develop our second site in Liverpool, including redeveloping our complementary therapy rooms, making improvements to the Wirral hospice, such as refurbishing the hydro pool, and funding some of our core services.

A big thank you to the Marian Elizabeth Trust which so generously funds several key roles in our Care team, helping us to reach every local child who needs our support. Thanks also to BBC Children in Need, who continue to support both our Play Service and Sibling Events Programme. Their loyal support over the years has positively impacted on hundreds of children and young people, helping them to smile through extremely difficult circumstances.

Many thanks to the Southampton Hospitals Charity, who allowed us to bid for some of the proceeds of the sale of the Banksy painting *Game Changer*. The grant has funded two new roles in our care team: a clinical psychologist and a young people's support worker.

We continue to be grateful to all the Trusts and Foundations who have supported us over the past year.

OUR FUNDRAISING STANDARDS

Donors to Claire House can be assured that we comply with the regulatory standards for fundraising. We are registered with the Fundraising Regulator and committed to the Code of Fundraising Practice. We require any third parties to also be signed up to the Code.

Our in-house fundraising team use professional fundraisers to help us deliver certain fundraising initiatives, such as lottery and regular giving recruitment. This involves face-to-face recruitment in venues and on a door-to-door basis. We also sometimes use telephone fundraising agencies. They are used for lottery and regular giving recruitment campaigns.

We view every third party as an extension of our in-house team and we provide inductions for all new staff. We also invite them into the hospice annually to keep up to date with our work. We have safeguards in place when working with suppliers so that we protect our supporters and the reputation of our charity.

We log all communications on our fundraising customer relationship management system and have clear ways of ensuring that no supporter is subjected to persistent approaches. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us.

HELPING SUPPORTERS AND ADDRESSING COMPLAINTS

We are passionate about improving and we value feedback on how our supporters think we can do this. Our website outlines our complaints policy and clearly explains how an individual can complain. We received no supporter complaints in 2022-23.

RETAIL

The retail department demonstrated exceptional performance, with income of £2.2m outperforming budget by £138k. The relocation of existing stores in Ellesmere Port and St Helens has contributed to this success. The department has also shown a commitment to the wellbeing of its staff, which has undoubtedly played a role in their high performance. However cost pressures have resulted in a decline in the contribution to £220k (2021-22: £320k). As we move into the new financial year, we aim to sustain good results with our main focus being on training and development, as well as new store openings.



STAFF, VOLUNTEERS AND INFRASTRUCTURE

Although Claire House is the name given to our buildings and facilities, it is our dedicated staff and volunteers who ensure we provide outstanding care to so many children and their families.

Staff health and wellbeing continue to be high on the agenda. We take a holistic approach - mental, physical, social and financial, and recognise the benefits to both our employees and Claire House. We have also continued our work to offer competitive salaries to retain and attract the skills and experience required to achieve our ambitions.

We are very grateful for the support of our 674 volunteers, who work tirelessly across the organisation. This includes our trustees, of whom Chair Eileen Baildam, John Gittins and Mark Thomas step down in the coming year.

This year we launched our first new volunteer led department in Liverpool and welcomed in lots of corporate volunteers to help maintain the site. Looking forward, we're building our work experience programme to offer opportunities to 20 young people in the area and continuing our 'Just One Hour' marketing campaign to attract more volunteers into shorter, more flexible roles.

EQUALITY, DIVERSITY AND INCLUSION

To reach every child and young person who needs us we need to reduce barriers and reach out into different communities. The Equality, Diversity and Inclusion (EDI) group was set up in 2021 to raise awareness, help inform staff and build our contacts within more diverse communities. This year's highlights include continuing with the Faith at End of Life training for our care staff and running Champions training to help identify staff members who can promote EDI across the organisation.

RECYCLING

Claire House is keen to play a positive role in protecting our environment. In 22-23 we recycled 188 tonnes of clothes through our Retail department.





VOLUNTEER STORY

"VOLUNTEERING HELPED ME TO BECOME MORE CONFIDENT AND HAPPIER."

Kerry who volunteers in the Claire House Hunts Cross shop has seen the benefits of giving a little bit of time to a good cause. *"When I first started, I had some issues with my health, I was feeling really low and I didn't talk much. Volunteering was a good way to keep me moving.*

"It's been a year now and it's helped massively. I'm more confident, I feel happier and I'm nearly three stone lighter! I'm a single mum of five and know how it feels when your child is sick. That's why I chose Claire House. It's good knowing that I'm giving back."

FINANCIAL REVIEW



Claire House has continued to receive fantastic support, enabling the charity to support the children and families who need us. Despite external factors including the cost of living crisis and the war in Ukraine, we maintained a strong financial position.

Due to the continued support and generosity of our supporters, and the dedication of our staff and volunteers, the charity has spent £6.0m (2021-22: £4.7m) on care for dying children and other service-related activities.

Income remains strong at £12.0m (2021-22: £11.7m) and consistent with the previous year, despite the loss of additional grants received in response to the Covid pandemic.

From 1st July 2022, the Clinical Commissioning Groups became Integrated Care Services and the way funding was managed and distributed changed. Under the Integrated Care Services, nine Clinical Commissioning Groups became one funding body in the area in which Claire House provides services. However we have not seen, and are not anticipating, any changes to the levels of current funding.

In addition to this, Claire House received a continuation of its NHS England grant of £745,745 (2021-22: £670,078), designed to provide an element of interim public sector funding until a more reliable funding structure is implemented. This grant has been extended into 2024/25. NHS England also provided a grant of £117,111 (2021-22: £91,853) towards the NHS pension contribution incurred by the organisation.

Claire House maintained its strong relationships with public healthcare commissioners, who invested in services which provided both a cost saving to the NHS and better outcomes for the child and the family. The total value of Clinical Commissioning Group funding in 2022-23 was £908,980 (2021-22: £796,005).

The Fundraising Team generated a total net income during this period of £6.6m (2021-22: £6.4m), inclusive of legacy income which increased by £0.5m compared to last year. Our legacies continue to remain our biggest source of funding, and this year we had a strong response to a new marketing and awareness campaign.

Now that we are returning to normal following the Covid pandemic we have seen an increase of funds raised from the many events organised by Claire House and our supporters. Our shops have seen an increase in income of £62,954, bringing total shops income to £2.2m (2021-11: £2.2m), this trend is expected to continue as consumers increasingly choose to shop in charity shops due to the current cost of living crisis. We have seen an increased trend in consumers choosing to shop in charity shops linked to the current cost of living crisis.

Investments during the year contributed £145,537 (2021-22: £102,946).

Cost pressures have been felt across the organisation. Claire House has sought to maintain competitive remuneration for staff to ensure the finest team is in place to provide our services. There has also been significant development of our Liverpool site throughout the year, with the ground floor now fully operational as an outpatient centre, including respite, counselling and complementary therapy rooms. Investment has also been made in systems and IT to ensure we are in the best place to support our children and families now and in the future.

Overall, as of 31 March 2023, Claire House had a surplus of unrestricted funds before movements on investments of £2,418,017 (2021-22: £3,788,214).

INVESTMENT POWERS & POLICY

As of 31 March 2023, £3,883,411 of the charity's reserves were managed by Investec, with due consideration of risk and of ethical issues. The investment policy was discussed and agreed by the charity's Investment Committee and also with the full Trustee body.

RESERVES POLICY

The Trustees have established the level of reserves that the charity ought to have as £3.6m after a detailed analysis of the financial risks to which it is exposed. It is a reflection of the financial security it would require should one of its significant funding streams dip, and the time it would take to replace any such diminished funding while still maintaining services. An example of this would be a change in the NHS England grant or a drop in gifts in wills, a vital yet unpredictable source of support.

As of 31 March 2023, Claire House held approximately £9.9 million in free reserves (excluding tangible fixed assets and Designated funds). The context of the charity's reserve fund is important: income remains unpredictable post-pandemic, with major risks including the cost of living crisis, the war in Ukraine, public sector funding reforms and fluctuating gifts in wills.

Further development of the Liverpool site will require significant investment and there is also a need to develop and modernise the services provided by Claire House and underlying infrastructure. The free reserves will enable the organisation to move forward with these plans over the coming years.

The Trustees believe that the reserves held will protect the charity and ensure its future progress, with the overall aim that every dying child, and their family, gets the very best support when and where it is needed.

PRINCIPAL RISKS AND UNCERTAINTIES

ECONOMIC UNCERTAINTY

High inflation and the cost-of-living crisis mean that goods and services cost us more, and our supporters don't have as much to give. However, due to strong financial foundations we are able to cope with fluctuations in prices. In terms of our income, a diversified fundraising base means our income also remains strong.

IMPACT OF NURSE VACANCIES

Whilst our salary review (we now meet the NHS Agenda for Change salaries) has given us more confidence in our ability to recruit and retain nurses, due to the national nurse shortage staffing is still a challenge and remains one of the biggest limiting factors on our ability to provide safe care.

STAFF WELLBEING

The mental health and wellbeing of our staff and volunteers remains a key concern. As with other organisations, we accept that anxiety and stress are likely to be prominent issues in the coming years and this could impact on our ability to deliver on our plans.

THE CHILDREN'S HOSPICE GRANT

The future of the children's hospice grant, which funds a fifth of our care, remains uncertain. However, after continuing talks with government and lobbying by Together for Short Lives, who represent hospices across the UK, we are optimistic that this important source of funding will continue. Losing the grant would not close the hospice but would put more pressure on our fundraising teams.





GOVERNANCE STRUCTURE AND MANAGEMENT OF CLAIRE HOUSE

GOVERNING DOCUMENT AND LEGALITIES

Claire House is a company limited by guarantee, not having share capital, and governed by its Articles of Association.

Claire House is registered as a charity with The Charity Commission, with its principal objectives to offer palliative, end of life care and support to children who have life threatening or terminal illnesses, and their families.

The Charity is registered with the Care Quality Commission as a hospice for children and young people from 0-25 and is subject to regular inspection. Its most recent inspection carried out in October 2019 rated Claire House as 'Outstanding'. Read the details of the report by visiting: www.cqc.org.uk/location/1-116772470

APPOINTMENT OF TRUSTEES

As set out in the Articles of Association the Board of Trustees should consist of no less than three and no more than 12 Members.

Trustees normally serve for a maximum of six years, although in exceptional circumstances (as happened this year) the Board may, with the unanimous consent of all the Trustees, decide that such a Trustee may put themselves forward for reappointment to a maximum of eight years to help the charity manage emergent risks, as well as a robust succession process.

If a Trustee position becomes available, or if the Board decides that an individual with a particular skillset would be beneficial to the charity's governance, an open recruitment process is conducted usually involving an external publicity campaign in order to find the best possible candidates for the role.

All Trustees are subject to enhanced Disclosure and Barring Scheme checks and rigorous reference checks.

TRUSTEE INDUCTION, TRAINING AND DEVELOPMENT

New Trustees undergo an induction process to ensure that they understand their legal obligations under charity and company law, the content of the Articles of Association, the Board and decision-making process, the strategic plan and the recent performance of the Charity.

The Trustees complete an annual personal development plan and also undertake a regular skills and performance audit to understand how they can learn, develop and grow as a Board.

Every meeting ends with a review of that meeting, again to ensure that the Board is constantly striving to enhance its performance.

ORGANISATION

The Board of Trustees administers the Charity and meets once every three months. There is a separate trading subsidiary, Claire House Shops Limited, which has a separate Board of Directors. The Board is supported by a number of committees made up of Board members, volunteer subject matter experts and the relevant members of the Executive team.

These committees are: Clinical Governance, Audit and Risk, Health and Safety, Investment, Income Generation & Comms and People (which includes volunteering as well as paid staff).

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations the CEO has delegated authority, within the terms of delegation approved by the Trustees, for all operational matters.

The Trustees set the long-term goals for the organisation and the CEO translates this into a strategy and business plan which is then delivered by the CEO and the Executive Team.

PAY POLICY FOR SENIOR STAFF

The Trustees are committed to ensuring that there is a clear process in place for the setting of salaries within the Charity, and that all staff are paid fairly for their roles and responsibilities. This is achieved by having every role, including key management personnel, evaluated by an external specialist and regularly benchmarked against similar roles in other comparable organisations.

In March 2023 all roles were reviewed to ensure we were paying competitive rates, as informed by Croners and Charity Retail for non-care roles and NHS Agenda for Change for care roles. Changes were implemented in April 2023.

RELATED PARTIES

Claire House Shops Limited is a wholly-owned subsidiary of Claire House (via two £1 shares) and is consolidated as part of these accounts. Claire House Shops Limited sells merchandise and receives commission on the sale of Gift Aided donations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Name	Claire House
Charity Registration Number:	1004058
Company Registration Number:	02620240
Trustees (in the period and at the date of approval):	Dr E Baildam J Gittins M Thomas Dr H J Butterworth L Williams Dr Ian Sinha Dr Andrew Selby Jonathan Bagley Catherine Greening (appointed March 27th)
Principal and Registered Office:	Claire House Children's Hospice Clatterbridge Road Bebington Wirral, Merseyside CH63 4JD
Key Management personnel In the period and at the date of approval:	
Company Secretary:	J Wallace (retired Jun 22) Lian Rogan (appointed July 22 & resigned June 23)
Chief Executive:	D Pastor
Director of Care:	J Sutherland Oakes
Director of Income Generation	G Nove
The Charity's professional advisors are as follows:	
Auditors:	Champion Accountants LLP 2nd Floor Refuge House 33-37 Watergate Row Chester, CH1 2LE
Bankers:	Lloyds Bank plc Liverpool Law Courts Liverpool, L2 1TS
Solicitors:	Lees & Partners 44-45 Hamilton Square Birkenhead, Wirral, CH41 5AR
Investment Manager	Investec Wealth & Investment Limited The Plaza 100 Old Hall Street Liverpool, L3 9AB

TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The Charity Trustees (who are also the directors of Claire House for the purposes of company law) are responsible for preparing a Trustees' Annual Report and Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Charity Trustees to prepare financial statements for each year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the 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 accounting estimates that are reasonable and prudent;
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make them 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.

In approving the Trustees' Annual Report we also approve the Strategic Report, included therein, in our capacity as company directors.

Signed by order of the Trustees by:

L WILLIAMS

Trustee



Date: 4.12.23

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS AND TRUSTEES OF CLAIRE HOUSE
FOR THE YEAR ENDED 31 MARCH 2023

OPINION

We have audited the financial statements of Claire House Children's Hospice (the 'charity') and its subsidiaries (the 'group') for the year ended 31 March 2023 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, 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 charitable company's affairs as at 31 March 2023 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 accounts section of our report. We are independent of the group and the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

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

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

- the information given in the Report of the Trustees, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and the strategic report included within the Report of the Trustees 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and the strategic report included within the Report of the Trustees.

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

- adequate accounting records have not been kept by the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- the charity's 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; or

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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 charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

EXTENT TO WHICH THE AUDIT IS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

The responsibility for the prevention and detection of irregularities, including fraud, lies with the trustees and with those charged with governance. The objectives of our audit in respect of irregularities and fraud are to assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient, appropriate audit evidence regarding the assessed risks and to respond appropriately to fraud or suspected fraud identified during the audit.

AUDIT PROCEDURES

We determine significant applicable laws and regulations through discussion with those charged with governance and our own knowledge of the industry and design audit procedures to help identify instances of non-compliance with those laws and regulations that may have a material effect on the financial statements.

Our approach is to consider the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102 and the Companies Act

2006) and the relevant tax compliance regulations in the UK; the nature of the industry; the business performance and the key drivers for management remuneration; the control environment and the procedures in place to address identified risks, including management override, non-compliance with laws and regulations and to prevent and detect fraud or irregularity. We communicate identified laws and regulations throughout our team and remain alert to any indications of noncompliance throughout the audit.

Our procedures are designed to provide reasonable assurance that the financial statements are free from material misstatement or error and include: enquiries of management and of staff in key compliance functions; review of minutes of meetings of those charged with governance; review and testing of manual journals and significant transactions outside the normal course of business; review of financial statement disclosures and testing to supporting documentation; performance of analytical procedures.

We are not responsible for preventing non-compliance and due to the inherent limitations of an audit, as described above, the audit cannot be relied upon to detect all instances of non-compliance with laws and regulations.

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

USE OF OUR REPORT

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

SUSAN HARRIS MA ACA
(Senior Statutory Auditor)
for and on behalf of Champion Accountants LLP

Chartered Accountants
Statutory Auditor, 2nd Floor Refuge House,
33-37 Watergate Row, Chester, CH1 2LE

Date:

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	5,458,692	2,288,739	7,747,431	7,748,096
Charitable activities	3	1,009,308	-	1,009,308	816,932
Other trading activities	4	3,085,139	-	3,085,139	3,019,350
Investments	5	145,537	-	145,537	102,746
Other	6	-	-	-	59,730
Total income and endowments		9,698,676	2,288,739	11,987,415	11,747,054
EXPENDITURE ON					
Raising funds					
Cost of generating voluntary income	7	1,054,377	2,400	1,056,777	871,381
Fundraising trading: cost of goods sold and other costs	8	2,422,274	-	2,422,274	2,308,853
Events & Challenges Costs	9	115,644	3,773	119,417	60,044
Investment management charge		18,262	-	18,262	18,493
Charitable activities	10/11	3,670,032	2,056,190	5,726,222	4,691,220
Total expenditure		7,280,589	2,062,363	9,342,952	7,949,991
Surplus of income over expenditure before net gains/(losses) on investment		2,418,087	226,376	2,644,463	3,797,063
Net gains/(losses) on investment assets	12	(263,401)	-	(263,401)	62,809
Net movement of funds		2,154,686	226,376	2,381,062	3,859,872
Reconciliation of funds					
- Total funds brought forward		15,056,509	2,352,282	17,408,791	13,548,919
- Total funds carried forward		17,211,195	2,578,658	19,789,853	17,408,791

The Statement of Financial Activities includes all gains and losses recognised during the year. All Income and Expenditure derive from continuing activities.

The notes on pages 23-43 form part of these financial statements.

CONSOLIDATED AND CHARITY BALANCE SHEET

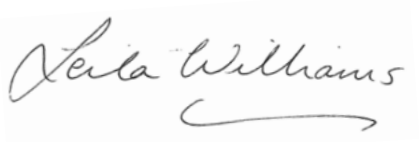
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Group 2023 £	Group 2022 £	Charity 2023 £	Charity 2022 £
Fixed assets					
Tangible assets	17	5,745,996	5,720,249	5,745,996	5,720,249
Investments	19	3,883,512	3,827,956	3,883,514	3,827,958
		9,629,508	9,548,205	9,629,510	9,548,207
Current assets					
Stocks	20	8,145	20,756	-	4,105
Debtors	21	1,814,453	2,706,836	1,823,501	2,720,175
Cash at bank and in hand		8,944,934	5,929,283	8,938,352	5,927,106
		10,767,532	8,656,875	10,761,853	8,651,386
Liabilities					
Amounts falling due within one year	22	(607,187)	(796,289)	(603,811)	(793,103)
Net current assets		10,160,345	7,860,586	10,158,042	7,858,283
Net assets		19,789,853	17,408,791	19,787,552	17,406,490

THE FUNDS OF THE CHARITY

Restricted income funds	24	2,578,658	2,352,282	2,578,658	2,352,282
Unrestricted funds:					
- General fund	25	15,611,195	13,456,509	15,608,894	13,454,208
- Designated reserve	25	1,600,000	1,600,000	1,600,000	1,600,000
Total funds		19,789,853	17,408,791	19,787,552	17,406,490

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



L Williams – Chair

Company Number: 02620240

The notes on pages 23-43 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

	Note		2023	2022
		£	£	£
Net Cashflow from operating activities	28		3,521,354	3,381,801
Cashflow from investing activities				
Income from other fixed asset investment	5	91,734		102,522
Interest received	5	53,803		424
Payments to acquire tangible fixed assets	17	(332,283)		(313,614)
Acquisition of other investments	19	(416,395)		(565,512)
Disposal proceeds of tangible fixed assets		-		310,051
Disposal proceeds of investments		275,688		327,288
Net Cashflow from investing activities			(327,453)	(138,841)
Net increase in cash and cash equivalents			3,193,901	3,242,960
Cash and cash equivalents at beginning of year			6,036,513	2,793,553
Cash and cash equivalents at the end of the year			9,230,414	6,036,513

CASH AND CASH EQUIVALENTS CONSIST OF

Cash at bank and in hand	8,944,934	5,929,283
Short term deposits	285,480	107,230
Cash and cash equivalent at the end of the year	9,230,414	6,036,513

The notes on pages 23-43 form part of these financial statements.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

1. ACCOUNTING POLICIES

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales. The address of the registered office is Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, Merseyside, CH63 4JD.

ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective January 2019 – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note below.

The financial statements are prepared in sterling, which is the functional currency of the charity, rounded to the nearest pound.

Claire House is a public benefit entity as defined by FRS 102.

BASIS OF CONSOLIDATION

The Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and the Consolidated Statement of

Cash Flows include the financial statements of the company and its subsidiary, Claire House Shops Limited, made up to 31 March 2023. There are uniform policies across the group and intra group transactions are eliminated on consolidation. Consolidation is on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the charity has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006. The charity has also taken advantage of the exemption afforded by the SORP, not to present a separate Cashflow statement for the parent charity.

The surplus of the charity for the year ended 31 March 2023 was £2,381,062 (2022: £3,859,872).

GOING CONCERN

The trustees have considered the on-going situation with regards to the cost of living challenges, shortage of nursing staff and the ongoing war in Ukraine as part of their going concern assessment. The view of the trustees is that, whilst they acknowledge that costs are going to significantly increase and we may see a decline in regular giving due to people being unable to afford to donate as well as keep up with their outgoings, the trustees believe that the charity has enough reserves to cope with the increase in costs and a reduction in income. With regards to the retention and recruitment of new care staff, the trustees are aware of the work being carried out by the Executive team in reviewing pay and benefits and benchmarking against the NHS to ensure we continue to attract and retain staff within Claire House. The trustees are comfortable that the charity will be able to meets its liabilities for the coming 12 months.

In reaching their conclusion, the trustees have reviewed the charity's monthly cash flows, applied sensitivity analyses as appropriate, and considered the various financial support measures that have been announced by the UK government. After

consideration of all factors, the trustees continue to adopt the going concern basis in preparing the financial statements.

THE FUNDS OF THE CHARITY

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds which have been set aside by the Trustees for specific purposes. The aim and use of each designated fund is set out in the notes to the Financial Statements.

Restricted funds are funds which are used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against these funds. The aim and use of each restricted fund is set out in the notes to the Financial Statements.

Investment income and gains are allocated to the appropriate funds.

INCOMING RESOURCES

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy, except where sponsorship and monies are received for a Claire House Event which is to take place in the next financial year, and the funds are deferred.

For legacy income, entitlement is the earlier of the Charity being notified of an impending distribution or the legacy being received.

Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the Charity where this can be quantified and a third party is bearing the cost. No amounts are included in the Financial Statements for the services donated by volunteers.

Gifts in kind are included at valuation (over £100) and recognised upon receipt.

Gift aid receivable / income tax receivable and investment income are accounted for on an accruals basis.

RESOURCES EXPENDED

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating voluntary income are those incurred in seeking voluntary contributions and do not include costs of disseminating information in support of the charitable activities.

Fundraising trading costs are those incurred in relation to the selling of donated and bought in goods as well as costs associated with running the members' lottery.

Events and challenges costs are those costs incurred in arranging fundraising events and sponsored challenges.

Charitable activity costs are those costs incurred directly in support of expenditure on the objects of the Charity.

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

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties together with specific governance costs related to legal and audit matters.

Support costs are those incurred in providing finance, human resources (HR), information and communication technology (ICT) and maintenance services, together with chief executive office costs (CEO).

GOVERNMENT GRANTS

Grants receivable are included in the Financial Statements when approval of the grants has been confirmed to the Charity, or when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy.

TANGIBLE FIXED ASSETS

Tangible fixed assets costing more than £2,000 (£1,000 prior to year ended 2012) are capitalised at cost including any incidental expenses of acquisition.

When a new lease is signed, the fitting out of the shop is capitalised. All significant refits of existing shops are also capitalised. Alterations and repairs are expensed.

DEPRECIATION

Depreciation is calculated so as to write off the cost of an asset (excluding land), less its estimated residual value, over the useful economic life of that asset as follows:

Freehold property	**2% straight line**
Equipment	**written off over 5-7 years**
Fixtures and fittings	**written off over 3-7 years**
Motor vehicles	**written off over 3-7 years**
Shop fixtures and fittings	**written off over the shorter of the length of the lease or 5 years**

Where it has been identified that the recoverable amount of a fixed asset is below its net book value the asset is written down to its recoverable amount and the impairment loss is recognised in the Statement of Financial Activities.

INVESTMENT ASSETS AND INCOME

Investments are recognised initially at fair value, which is normally transaction price, excluding transaction costs. Subsequently they are measured at fair value at the balance sheet date, subject to any permanent diminution in value. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals during the year. Investments donated to the Charity are included as income as soon as the market value can be established after receipt of the shares. Investments in subsidiaries are measured at cost less impairment.

STOCKS

Stocks consist of purchased goods for resale and consumables. Stocks are valued at the lower of cost or net realisable value. Items donated for resale or distribution are not included in the Financial Statements until they are sold or distributed.

DEBTORS

Debtors receivable within one year are recognised at transaction price. Any losses arising from impairment are recognised in expenditure.

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 form 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. Deferred income includes:

- Income received for events taking place after the balance sheet date
- Unreleased discounts from retail premises rent free periods
- Lottery income received for draws taking place after the balance sheet date

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of fixed asset investments which are subsequently measured at fair value where this can be reliably measured.

PENSION COSTS

The Charity contributes to the NHS Pension Scheme on behalf of qualifying employees and administers a defined contribution Pension Scheme for the benefit of its other employees. The assets of the scheme are held separately from those of the Charity. The annual contributions payable are charged to the Statement of Financial Activities.

OPERATING LEASES

Rentals paid under operating leases are charged to the income and expenditure on a straight-line basis over the period of the lease.

INCENTIVES

Rent free periods granted as an incentive when negotiating a new lease are written off over the initial lease period.

TAXATION

As a registered charity, the company benefits from rates relief and is generally exempt from Income Tax, Corporation Tax and Capital Gains Tax, but not Value Added Tax.

VOLUNTEERS

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the Trustees Annual Report and note 2.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Donations				
General donations including gift aid	2,281,395	3,696	2,285,091	1,881,479
Company & Club	446,858	6,200	453,058	1,565,152
Trusts	-	1,405,783	1,405,783	696,251
Legacies	2,727,679	-	2,727,679	2,259,225
Gifts				
Donations in kind	-	10,204	10,204	11,385
Grants receivable				
Childrens Hospice Grant	-	745,745	745,745	670,078
NHS England Capacity and Community Support Grant	2,760		2,760	471,834
NHS Pension Scheme contribution	-	117,111	117,111	91,853
Coronavirus Job Retention Scheme	-	-	-	19,912
Covid-19 Retail Grant	-	-	-	80,928
	5,458,692	2,288,739	7,747,431	7,748,096

Income from donations and legacies was £7,747,431 (2022: £7,748,096) of which £5,458,692 (2022: £5,911,887) was unrestricted and £2,288,739 (2022: £1,836,209) was restricted.

We continue to see strong support from our volunteers and in the year to 31 March 2023, 552 individuals gave their time to support our work. Our average volunteer hours for the year was 114,816. This hourly contribution equates to a saving to Claire House of £1,054,010.

3. INCOME RESOURCES FROM CHARITABE ACTIVITES

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Clinical Commissioning Group funding	908,980	908,980	796,005
Provision of training	100,328	100,328	20,927
	1,009,308	1,009,308	816,932

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds 2023 £	Restricted Funds 2023	Total Funds 2023 £	Unrestricted Funds 2022 £
General events	178,227	-	178,227	82,354
Income from other trading activities	1,507,001	-	1,507,001	1,400,556
Sale of goods / services	1,399,911	-	1,399,911	1,536,440
	3,085,139	-	3,085,139	3,019,350

Income from other trading activities was £3,085,139 (2022: £3,019,350) of which £3,085,139 (2022: £3,019,350) was unrestricted and £Nil (2022: £Nil) was restricted.

5. INVESTMENT INCOME

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Interest from investments & properties	91,734	91,734	102,522
Bank interest receivable	53,803	53,803	424
	145,537	145,537	102,946

6. OTHER INCOME

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Profit on disposal of assets	-	-	59,730
	-	-	59,730

7. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Staff costs	738,311	-	738,311	693,164
Premises costs	1,735	-	1,735	695
Depreciation	15,036	-	15,036	19,628
Travel	8,239	2,400	10,639	7,696
Other costs	291,056	-	291,056	204,198
	1,054,377	2,400	1,056,777	871,381

Costs of generating voluntary income were £1,054,377 (2022: £871,381) of which £1,054,377 (2022: £868,981) was unrestricted and £2,400 (2022: £2,400) was restricted.

8. FUNDRAISING TRADING COST OF GOODS SOLD AND OTHER COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total 2022 £
Merchandise costs	(9,780)	-	(9,780)	9,854
Staff costs	1,200,540	-	1,200,540	1,115,354
Premises costs	480,918	-	480,918	396,357
Depreciation	72,001	-	72,001	129,426
Travel	82,779	-	82,779	83,278
Other trading activity costs	464,943	-	464,943	448,286
Other costs	130,873	-	130,873	126,298
	2,422,274	-	2,422,274	2,308,853

Costs of fundraising trading were £2,422,274 (2022: £2,308,853) of which £2,422,274 (2022: £2,307,010) was unrestricted and £Nil (2022: £1,843) was restricted.

9. COSTS OF EVENTS AND CHALLENGES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Events and Challenges	115,644	3,773	119,417	60,044

Costs of events and challenges were £119,417 (2022: £60,044) of which £115,644 (2022: £60,044) was unrestricted and £3,773(2022: £Nil) was restricted.

10. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Hospice activities undertaken directly	2,002,836	2,007,562	4,010,398	3,446,123
Support costs	1,636,846	48,628	1,685,474	1,218,394
Governance costs	30,350	-	30,350	26,703
	3,670,032	2,056,190	5,726,222	4,691,220

Costs of charitable activities were £5,726,222 (2022: £4,691,220) of which £3,670,032 (2022: £2,868,103) was unrestricted and £2,056,190 (2022: £1,823,117) was restricted.

11. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Hospice Activities undertaken directly £	Support Costs £	Governance Costs £	Total Funds 2023 £	Total Funds 2022 £
Staff costs	3,452,103	1,121,898	16,100	4,590,101	3,551,486
Premises costs	165,150	102,018	-	267,168	192,127
Depreciation	154,252	65,187	-	219,439	269,144
Professional fees	-	48,960	14,250	63,210	53,892
Operating costs	238,893	347,411	-	586,304	624,571
	4,010,398	1,685,474	30,350	5,726,222	4,691,220

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties, together with specific governance costs related to legal and audit matters.

12. GAINS/(LOSSES ON INVESTMENT ASSETS

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Profit on sale of investment	56,750	56,750	46,447
Gain/(loss) on revaluation of investment assets (note 19)	(320,151)	(320,151)	16,362
	(263,401)	(263,401)	62,809

13. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2023 £	2022 £
This is stated after charging:		
Depreciation	306,536	418,205
Auditors remuneration		
- Audit of the financial statements	14,000	13,000
- Accountancy services	3,200	3,000
Profit/(loss) on fair value movement of investments	(320,151)	16,362
Operating lease costs:		
- Land and buildings	331,928	275,351

14. TRUSTEES' RENUMERATION

None of the Trustees received any remuneration, benefits in kind, or expenses during the year in respect of their duties as a trustee (2022: Nil).

15. ANALYSIS OF STAFF COSTS AND THE COST OF KEY MANAGEMENT PERSONNEL

	2023 £	2022 £
Wages and salaries	5,548,669	4,568,695
Social security costs	518,887	385,800
Pension costs	461,397	351,509
	6,528,953	5,306,004

The key management personnel of the parent charity and of its subsidiary, Claire House Shops Limited comprise the Chief Executive Officer, the Director of Care, the Head of Finance and the Director of Income Generation. The total employee benefits of the key management personnel were £346,669 (2022: £284,716).

16. PARTICULARS OF EMPLOYEES

The average number of staff employed during the year was 179 which includes 78 part time staff. The average number of full-time equivalent (FTE) staff employed during the year was 173. The average FTE is analysed by function as follows:

	2023 Number	2022 Number
Number of nursing staff	92	84
Number of administrative staff	23	20
Number of management staff	6	6
Number of fundraising staff	19	19
Number of retail staff	33	37
	173	166

During the year the number of employees who earned more than £60,000 was as follows:

	2023 Number	2022 Number
£60,000 - £70,000	1	1
£70,000 - £80,000	-	-
£80,000 - £90,000	1	-
£90,000 - £100,000	1	1

Total redundancy/termination payments in the year amounted to £36,378 (2022: £28,534).

17. TANGIBLE FIXED ASSETS

Group and Charity

	Freehold property £	Equipment, Fixtures and fittings £	Motor Vehicle £	Total £
Cost				
At 1 April 2022	7,268,037	2,398,997	267,508	9,934,542
Additions	223,556	108,727	-	332,283
Disposals	-	-	-	-
At 31 March 2023	7,491,593	2,507,724	267,508	10,266,825
Depreciation				
At 1 April 2022	1,908,166	2,048,418	257,709	4,214,293
Charge for year	146,832	152,638	7,066	306,536
Eliminated on disposal	-	-	-	-
At 31 March 2023	2,054,998	2,201,056	264,775	4,520,829
Net Book Value				
At 31 March 2023	5,436,595	306,668	2,733	5,745,996

18. CHARGES

There is a legal charge over the site of the Hospice in favour of the Secretary of State for Health.

A further legal charge was created over the Hospice's land on the 27 March 2006 in favour of the National Lottery Charities Board. This charge relates to the £300,000 Big Lotto Grant.

Both charges will be enforced if the property ceases to be used as a Children's Hospice.

19. FIXED ASSET INVESTMENTS

Group and Charity

	2023 £	2022 £
Market value as at 1 April 2022	3,827,956	3,570,161
Acquisitions at cost	416,395	565,512
Disposals at cost	(217,038)	(280,832)
Increase/(Reduction) in cash balances	176,350	(43,247)
Net investment gains/(losses) on revaluations in the year	(320,151)	16,362
Market value at 31 March 2023	3,883,512	3,827,956
Historical cost at 31 March 2023	3,303,144	3,105,687

Analysis of investments at 31 March 2023 between funds

	Unrestricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Listed Investments			
Quoted fixed interest securities			
- UK Government Stock	425,216	425,216	454,618
- UK Fixed Interest	541,824	541,824	558,537
- Overseas Fixed Interest	314,046	314,046	336,651
	1,281,086	1,281,086	1,349,806
Quoted Shares			
UK Equities	492,939	492,939	549,918
Overseas Equities	813,417	813,417	817,388
Property Funds	294,705	294,705	337,209
Alternative Assets	715,885	715,885	666,405
	2,316,946	2,316,946	2,370,920
Total of Listed Investments	3,598,032	3,598,032	3,720,726
Other Investments			
UK cash held as part of portfolio	285,480	285,480	107,230
	3,883,512	3,883,512	3,827,956

Charity investments include £2 investment in Claire House Shops Limited, see note 27 for further details.

Listed investments

Listed investments at a historical cost of £3,017,664 (2022: £2,998,457) (excluding donated shares) are held by the Group and Charity and had a market value of £3,598,032 at 31 March 2023 (2022: £3,720,726).

20. STOCKS

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Stock	8,145	20,756	-	4,105

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Amounts due from group undertakings	-	-	9,048	13,375
Income tax recoverable	168,313	148,382	168,313	148,382
VAT recoverable	88,111	54,372	88,111	54,372
Other debtors	202,405	69,027	202,405	68,991
Prepayments and accrued income	818,461	819,712	818,461	819,712
Legacies	537,163	1,615,343	537,163	1,615,343
	1,814,453	2,706,836	1,823,501	2,720,175

22. LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2023	2022	2023	2022
	£	£	£	£
Trade creditors	178,629	227,240	178,629	227,240
PAYE and Social Security	86,902	94,666	86,902	93,780
Pension contributions	64,604	47,653	64,604	47,653
Accruals	170,438	170,004	167,062	167,704
Deferred income	106,614	256,726	106,614	256,726
	607,187	796,289	603,811	793,103

Deferred income	£
Deferred income at 1 April 2022	256,726
Utilised in year	(256,726)
Received in year	106,614
Deferred income at 31 March 2023	106,614

23. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Land and buildings:		
Within one year	320,825	316,375
Between one and five years	374,617	581,501
Later than five years	-	-
	695,442	897,876

24. RESTRICTED FUNDS

Group and Charity	Balance at 1 April 2022 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2023 £
Andrea Brabin	-	20,200	225	19,975
Cheshire Freemasons	-	760	-	760
Children in Need	-	41,341	37,275	4,066
David & Ruth Lewis Family Charitable Trust	-	10,000	10,000	-
Denbighshire Council	5,497	-	-	5,497
Department of Health	-	745,745	745,745	-
Dorothy Hall Fund	21,200	-	6,510	14,690
DWF Foundation	-	2,000	935	1,065
Equipment	18,442	-	-	18,442
Ford of Britain Trust	-	3,000	-	3,000
Hollyhock Charitable Foundation	-	72,964	19,828	53,136
Hospice building	1,686,766	-	44,511	1,642,255
Marian Elizabeth Trust	109,739	200,000	244,461	65,278
Mike Edwards	-			-
Miss André Brabin	-	20,000	-	20,000
Morrisons Foundation	18,425	-	-	18,425
New Liverpool Site	16,443	-	-	16,443
NHS Pension Scheme grant	-	117,111	117,111	-
Shop Direct	25,518	-	25,518	-
Southampton Hospitals Charity	-	249,631	-	249,631
Steven Gerrard Foundation	202,386	-	-	202,386
Under £5000 and anon	25,322	45,783	42,705	28,400
Vehicles	2,150	-	-	2,150
64 Trust	218,530	750,000	755,469	213,061
Gifts in kind	1,864	10,204	12,070	(2)
	2,352,282	2,288,739	2,062,363	2,578,658

All restricted funds are included in the Charity accounts

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

MEDICAL EQUIPMENT

We have been fortunate to receive a significant donation from **The 64 Trust**, which we are spending in many different areas, both capital and expenditure. Some of the income has been used to upgrade the hydrotherapy facilities and to provide a cuddle bed. A scan cot and mattress have been funded with the generous help of **Dorothy Hall Fund**.

FAMILY SUPPORT & PLAY

BBC Children in Need continue to support the play team, funding a project that focuses on therapeutic play, together with a **Tesco Community Grant.** **BBC Children in Need** also fund our siblings events programme, supporting some of the brothers and sisters of the children we care for. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COSTS

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. This year saw significant pressure placed on the Care team due to difficulties with recruitment. **The 64 Trust** provided funding towards the recruitment of 5 new nurses and also towards a significant number of existing nursing staff. During the year the **David and Ruth Lewis Family Charitable Trust, Elaine Neary, Sandra Kirkham, Claude Ballard Southall Memorial Trust** and **Anwyl Homes Lancashire** have funded nursing roles that have enabled us to reach even more families. The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due to the donation from the **Marian Elizabeth Trust**. The grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

BUILDING PROJECTS

The 64 Trust is also contributing to the development of our Liverpool site. The grant is released in line with the depreciation attributable to the costs incurred.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provided our bread delivery free of charge. and **M53 Ford** provide a vehicle for the Hospice to use plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

Group and Charity	Balance at 1 April 2021 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2022 £
Anwyl Homes Lancashire	-	6,625	6,625	-
Children in Need	11,470	44,011	55,481	-
David & Ruth Lewis Family Charitable Trust	-	12,500	12,500	-
Denbighshire Council	7,340	-	1,843	5,497
Department of Health	-	1,141,912	1,141,912	-
Dorothy Hall Fund	12,000	10,000	800	21,200
Equipment	34,606	-	16,164	18,442
Hospice building	1,728,689	-	41,923	1,686,766
Marian Elizabeth Trust	109,739	200,000	200,000	109,739
Morrisons Foundation	18,425	-	-	18,425
Mr Robert Schofield Owen	10,000	-	10,000	-
New Liverpool Site	16,443	-	-	16,443
NHS Pension Scheme grant	-	91,852	91,852	-
Shop Direct	104,585	-	79,067	25,518
Steven Gerrard Foundation	202,386	-	-	202,386
Tesco Community Grants	3,750	-	3,750	-
Under £5000 and anon	52,463	67,924	95,065	25,322
Vehicles	7,310	-	5,160	2,150
64 Trust	-	250,000	31,470	218,530
Gifts in kind	24,227	11,385	33,748	1,864
	2,343,433	1,836,209	1,827,360	2,352,282

All restricted funds are included in the Charity accounts

Hospice Building and Vehicles

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

MEDICAL EQUIPMENT

The parents' bedroom are being fully refurbished due to money received from the **Morrison foundation** and the **UKH Foundation**. The grant will be released to unrestricted funds in accordance with the depreciation values attributable to the piece of equipment.

FAMILY SUPPORT & PLAY

Children in Need continue to support the play team together with a T**esco Community Grant. Children in Need** also funded the counselling team enabling them to support the siblings of the children we care for. Due to Covid the demand for support from the team was immense and due to funding from the **National Lottery Community Fund** they managed to continue with their work. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COSTS

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. During the year the **Wayne Rooney Foundation, Mr John Farrell, the European Tour Charitable Foundation, the Sobell Foundation and the Frodsham Nursing Fund** have funded nursing roles that have enabled us to reach even more families. The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due the donation from the **Marian Elizabeth Trust**. The grants are written off to unrestricted funds as the costs are incurred.

CLAIRE HOUSE BALL

At the Claire House Ball donations were made to fund a variety of roles and activities at the hospice. The funds were released as the costs were incurred.

PHYSIOTHERAPY

This wide range of therapies we can offer allows us to look after the medical and holistic needs of the children and families who come to Claire House. During the year our physiotherapy services were funded by the **Claude Ballard Southall Memorial Charity, Openwork Foundation, Sir Jules Thorn Charitable Trust, and Price Parry Charitable Trust.** The grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core Hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

BUILDING PROJECTS

The Steven Gerrard Foundation donation will enable us to convert an unused outdoor courtyard space at the Liverpool site into an indoor "glazed atrium" which will primarily be used by our young adults to meet, spend time together and to enjoy group sessions. **St Mary's Church Knowsley Village** gave a donation for the development of the Liverpool site. These grants will be released to unrestricted funds in accordance with the depreciation charged.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provide our bread delivery free of charge. Also included is the cost of a garden designed and built by **The Greenfinger Trust** plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

25. UNRESTRICTED FUNDS

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2022	13,456,509	1,600,000	13,454,208	1,600,000
Incoming resources	9,698,676	-	9,698,676	-
Outgoing resources	(7,280,589)	-	(7,280,589)	-
Gains and losses	(263,401)	-	(263,401)	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2023	15,611,195	1,600,000	15,608,894	1,600,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used to maintain the level of services needed to support our beneficiaries during the ongoing economic uncertainty caused by the pandemic, as well as providing a sinking fund to cover essential infrastructure costs and capital work at both the Wirral and Liverpool sites.

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2021	9,605,486	1,600,000	9,603,185	1,600,000
Incoming resources	9,910,845	-	9,910,845	-
Outgoing resources	(6,122,631)	-	(6,122,631)	-
Gains and losses	62,809	-	62,809	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2022	13,456,509	1,600,000	13,454,208	1,600,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds to fund the capital work at both the Wirral and Liverpool sites, and ongoing communications, people services and fundraising projects.

26. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets £	Investments £	Net Current Assets £	Total 31 March 2023 £
Restricted Funds:				
Andrea Brabin	-	-	4,975	4,975
Andrea Brabin	-	-	15,000	15,000
Cheshire Freemasons	-	-	760	760
Children in Need	-	-	4,066	4,066
Denbighshire Council	5,497	-	-	5,497
Dorothy Hall Fund	14,690	-	-	14,690
DWF Foundation	-	-	1,065	1,065
Equipment	18,442	-	-	18,442
Ford of Britain Trust	-	-	3,000	3,000
Hollyhock Charitable Foundation	-	-	53,136	53,136
Hospice Building	1,642,255	-	-	1,642,255
Marian Elizabeth Trust	-	-	65,278	65,278
Miss André Brabin	-	-	20,000	20,000
Morrisons Foundation	18,425	-	-	18,425
New Liverpool Site	16,443	-	-	16,443
Southampton Hospitals Charity	-	-	249,631	249,631
Steven Gerrard Foundation	202,386	-	-	202,386
Under £5000 and anon	-	-	28,400	28,400
Vehicles	2,150	-	-	2,150
64 Trust	180,877	-	32,184	213,061
Gifts in Kind	1	-	(3)	(2)
	2,101,166	-	477,492	2,578,658
Unrestricted Funds				
General Funds	3,644,830	3,883,512	8,082,853	15,611,195
Designated Funds	-	-	1,600,000	1,600,000
Total Funds	5,745,996	3,883,512	10,160,345	19,789,853

	Tangible Fixed Assets £	Investments £	Net Current Assets £	Total 31 March 2022 £
Restricted Funds:				
Denbighshire Council	5,497	-	-	5,497
Dorothy Hall Fund	16,674	-	4,526	21,200
Equipment	18,442	-	-	18,442
Hospice Building	1,686,766	-	-	1,686,766
Marian Elizabeth Trust	-	-	109,739	109,739
Morrisons Foundation	18,425	-	-	18,425
New Liverpool Site	-	-	16,443	16,443
Shop Direct	25,518	-	-	25,518
Steven Gerrard Foundation	153,569	-	48,817	202,386
Under £5000 and anon	-	-	25,322	25,322
Vehicles	2,150	-	-	2,150
64 Trust	39,526	-	179,004	218,530
Gifts in Kind	1,864	-	-	1,864
	1,968,431	-	383,851	2,352,282
Unrestricted Funds				
General Funds	3,751,818	3,827,956	5,876,735	13,456,509
Designated Funds	-	-	1,600,000	1,600,000
Total Funds	5,720,249	3,827,956	7,860,586	17,408,791

27. RELATED PARTY TRANSACTION

Claire House Shops Limited (Company number 26555864) whose principal activities are the management of donors on behalf of Claire House, the sale of merchandise, and agency commission, is a wholly owned subsidiary (via 2 £1 shares) of Claire House and is consolidated as part of these accounts. Profits arising in the company are gift aided to the Charity on an annual basis. The directors of the company are appointed by the Trustees of the Charity. A balance of £9,048 was due from Claire House Shops at 31 March 2023 (2022: £13,375).

The results for the year ended 31 March 2021 are as follows:

	2023 £	2022 £
Profit and Loss Account		
Sales	652,824	455,287
Expenses	(580,964)	(397,028)
Surplus for the year	71,860	58,259
Covenant to Charity	(71,860)	(58,259)
Retained profit	-	-
Taxation	-	-
Balance brought forward	2,301	2,301
Balance carried forward	2,301	2,301

The aggregate of net assets was:

	2023 £	2022 £
Assets	14,727	18,828
Liabilities	(12,424)	(16,525)
Shareholders' funds	2,303	2,303

There were no other outstanding balances with related parties as at 31 March 2022.

28. RECONCILIATION OF GROUP NET INCOME RESOURCES TO NET CASH INFLOW FROM GROUP OPERATIONS

	2023 £	2022 £
Net incoming resources	2,644,463	3,797,063
Non cash gift in kind	-	-
Income from investments	(91,734)	(102,522)
Interest receivable	(53,803)	(424)
Profit on disposal of fixed assets	-	(59,730)
Depreciation of fixed assets	306,536	418,205
Decrease/(increase) in stock	12,611	16,461
(Increase)/decrease in debtors	892,383	(677,604)
Increase/(decrease) in creditors	(189,102)	(9,648)
Net cash inflow from operating activities	3,521,354	3,381,801

29. ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2022 £	Cash Flows £	31 March 2023 £
Cash at bank and in hand	5,929,283	3,015,651	8,944,934

30. PENSION COMMITMENTS

The charitable company makes contributions to two defined contribution pension schemes for its employees. One of the schemes for eligible employees is the NHS Superannuation Scheme. The level of contributions to this scheme is determined annually by the NHS Pensions Agency. The Charity has no further liability beyond the contributions determined. The assets of the schemes are held separately from those of the Charity.

The cost to the Charity for supporting the schemes for the year was £461,397 (2022: £351,509) which was offset by contributions made by the Department of Health of £92,554 (2022: £91,852).

The amount outstanding at the year-end was £64,604 (2022: £47,653).

31. GUARANTEE

The Charitable Company is limited by guarantee and has no share capital. The members' liability is restricted to £1 each in accordance with the Memorandum and Articles.

32. RETAIL CONTRIBUTION

During the year, the Charity ran a chain of 17 (2022: 17) charity shops, the income and expenditure from which are included as part of these accounts. The contribution to the Charity from these shops is as follows:

	2023 £	2022 £
Sale of donated goods	1,365,103	1,512,282
Gift Aid and donated income from agency sales	819,637	558,097
Covid-19 Grants	-	65,573
Other income	54,822	40,656
	2,239,562	2,176,608
Costs	(1,957,330)	(1,860,567)
Net contribution	282,232	320,041

Claire House
CHILDREN'S HOSPICE

Claire House Children's Hospice
Clatterbridge Road, Bebington, Wirral, CH63 4JD

t. 0151 3344626 w. clairehouse.org

CLAIRE HOUSE

England & Wales - Charity number 1004058

Accounts



Claire House
CHILDREN'S HOSPICE

TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

CHAMPION ACCOUNTANTS LLP

Statutory Auditors, 2nd Floor, Refuge House, 33-37 Watergate Row, CHESTER, CH1 2LE

Registered Charity No. 1004058 Company No. 02620240

WELCOME TO OUR 2022-23 ANNUAL REPORT



"You do not know how important a children's hospice is until you need it, until you are thrown into the whirlwind of having a poorly child."

PAUL & ANGELA, WHOSE SON JUDE CAME TO CLAIRE HOUSE.

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REPORT OF THE TRUSTEES

INCLUDING DIRECTOR'S REPORT AND STRATEGIC REPORT FOR THE YEAR ENDED 31 MARCH 2022

The Trustees, who are also the Directors for the purposes of company law, present their report and the consolidated financial statements of the Charity and its subsidiary for the year ended 31 March 2022. These are also prepared to meet the requirements for a Directors' report and accounts for Companies Act purposes.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

CHAIR'S AND CEO'S REPORT



Throughout the pandemic, we challenged ourselves to do as much as we could for the children and families that Claire House exists to support.

In 2021-22, families of seriously and terminally ill children were pushed to their limits, making our support even more vital. Throughout this time, we kept our doors open and transformed our services to reach as many children and families as we possibly could. This year, we cared for 434 children and families.

We focussed on continuing to provide outstanding medical care and emotional support throughout this difficult time. We supported children across our community with 1,280 days and nights of care – which included everything from trips to Chester Zoo to a 24-hour gaming marathon.

When children couldn't come to us, we visited them in hospital and provided around the clock support in their homes.

We continued to offer vital end-of-life care; supporting 108 children and young people, more than ever before.

With mental health a key concern, our Counselling Team continued to be there for families, increasing the number of sessions to 705 and offering support face to face or online, depending on what families wanted.

But we did not do this alone. It was thanks to our supporters, volunteers and dedicated staff that we were able to rise to the challenges and emerge a stronger and more versatile organisation.

Despite many of our fundraising events being cancelled time and time again, and restrictions continuing to impact our shops, our income remained stable. As well as our loyal supporters, we also relied on our strong partnerships with other healthcare providers, local commissioners, additional Covid-related funding from NHS England, and some truly amazing one-off gifts.

By March 2022, despite ongoing economic and global political uncertainty, we were able to focus on the future and once again consider how we develop our services and facilities on the Wirral, in Liverpool, and across our community.

Whilst this year has been tremendously positive from a financial perspective, it has been for unpredictable and unique reasons, relating to several significant one-off donations. The future remains uncertain, however we are confident that we can rise to the challenges and continue to innovate so that we can offer the very best care to those who need us most.

We hope you enjoy reading this report, which demonstrates that even in the toughest of times, Claire House will always be here for the children and families whom we exist to serve.



Eileen Baildam
Chairman of Board of Trustees and Consultant Paediatric and Adolescent Rheumatologist at Alder Hey Children's Hospital



David Pastor, CEO

WHY CLAIRE HOUSE EXISTS AND OUR VISION

WHEN YOUR CHILD IS DYING, YOU HAVE ONE CHANCE TO GET THEIR CARE ABSOLUTELY RIGHT.

At Claire House we go to extraordinary lengths to help seriously and terminally ill children make the most of the time they have, however long or short that time may be.

Claire House provides specialist nursing care to babies, children and young adults, both at the hospice and at home. This includes end of life care, emergency respite, hospital support, day care and a range of groups, in addition to short breaks allowing children with complex health needs to have fun whilst their parents get a well-deserved rest.

In partnership with other healthcare providers, we are leading the way in developing children's palliative and end-of-life care for the region.

But Claire House is about more than medical care. Our Counselling and Therapy Teams support the whole family, both while a child is living and after they die. Our Specialist Nurses and Butterfly Coordinators work with children and families to try to achieve their 'bucket lists', including memory making sessions to help them create cherished keepsakes that last a lifetime.





"We needed professionals to help us through a scary and uncertain time and that's what Claire House did."

"Claire House are like family – they make bringing up Oliver easier and calmer. They're a support network we never knew we needed."

AMELIA, WHOSE SON OLIVER COMES TO CLAIRE HOUSE

OUR PLANS FOR THE NEXT TWO YEARS

The additional funds that we have raised over the past few years present us with an incredible opportunity to invest in our future plans, so that we are significantly closer to achieving our vision.

OUR PRIORITIES INCLUDE:

WORKING TOGETHER WITH AND FOR CHILDREN AND FAMILIES

We will continue to deliver excellent, safe services, prioritising those most in need, in line with what we can afford. We will make a difference to even more children and families, by maintaining our capacity and by growing our influence externally.

EMBEDDING TRANSFORMATION

We will continue embracing change, implementing transformation strategies, and maintaining a razor-sharp focus on effectiveness.

ENSURING REACHING OUT IS CENTRED AROUND IMPACT

We will research and develop evidence of the impact that our services have on children, families, and society, to support future service development and decision making

FOCUSING ON OUR FUTURE

We will progress the development of our facilities, including the expansion of our site in Liverpool. We will invest in future long-term income generation, ensuring we have sustainable and predictable income to support our future ambitions.

BELIEVING THAT TOGETHER WE REALLY ARE STRONGER

We will ensure Claire House remains a great place to work and a remarkable partner to collaborate with, by continuously demonstrating the culture and values that we aspire to.

HOW WE HELPED DYING CHILDREN AND THEIR FAMILIES – IN NUMBERS

434

babies, children and young people, and their families, got the care and support they needed (this includes families who are currently receiving care, as well as those who were discharged or died during 2021-22)

108

families supported at end of life at home, in the hospice, or in hospital

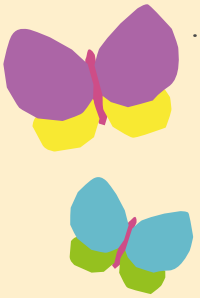


995

nights of planned respite delivered at the hospice, increasing now as we recover from Covid

285

nights of emergency (unplanned) care provided, which includes end-of-life care and breaks provided at times of crisis because of a healthcare or social emergency



31

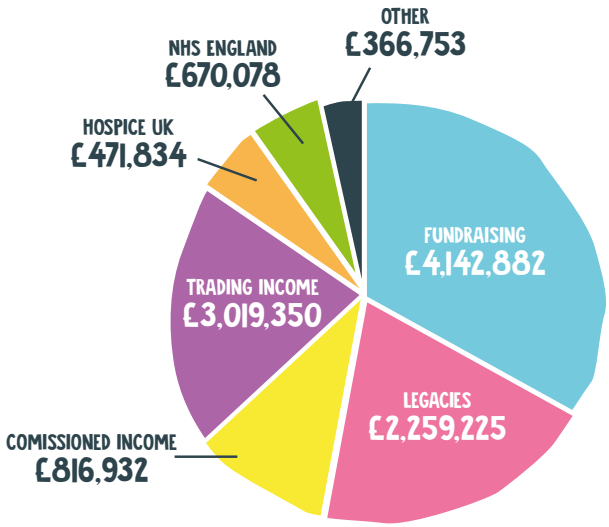
families used the Butterfly Suite, a cooled room where children can rest after they die



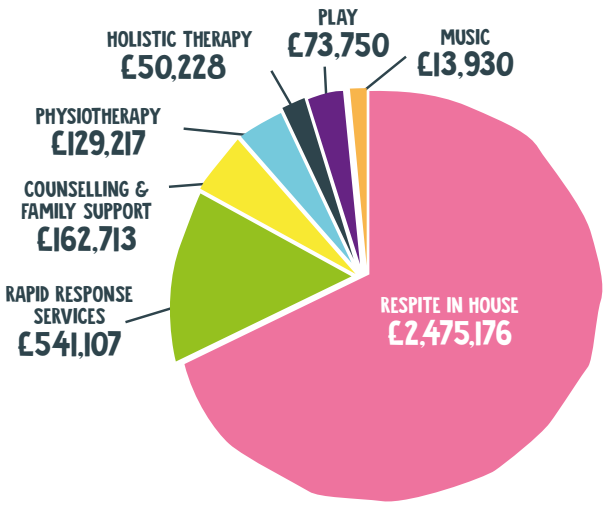
705

virtual and face to face individual counselling sessions

HOW WE RAISED OUR MONEY



HOW WE SPENT OUR MONEY





JUDE'S STORY

PARENTS PAUL AND ANGELA SHARE THEIR SON JUDE'S STORY:

"When Jude was born he was adorable but he didn't move a lot and we didn't know why. It took months of testing to be told that Jude had a condition called D-Bifunctional Protein Deficiency. We knew the prognosis was not good and that Jude would need 24-hour care.

Claire House nurses, Laura and Kat, came to visit us in the hospital. They told us about the hospice and took us to have a look around.

You imagine a hospice to be clinical and sad but it isn't, we fell in love with the place.

At Claire House we knew Jude was getting the best care and they helped us to create so many memories. They'd organise trips to Chester Zoo and make keepsakes of Jude's hand and footprints.

Jude's health took a sudden turn at 15 months old. He passed away at Alder Hey and within hours the Claire House team were there to support us and take us to the Butterfly Suite at the hospice.

All of the hospice staff were so friendly and compassionate. They took away the worry of having to think or organise anything, we could just spend time with Jude.

Claire House was our sanctuary, our happy place, without them there would have been a void."

STRATEGIC REPORT



OUR CARE SERVICES

The services we provide both at the hospice, at home and in the community have a massive impact on seriously and terminally ill children and their families.

THE CARE AND SUPPORT WE PROVIDE IS:

- Planned care (respite stays at the hospice or home, day care and groups for different ages)
- Unplanned or Emergency care (which includes end-of-life care and breaks provided at times of crisis because of a healthcare or social emergency)
- 24/7 Rapid Response team who provide highly specialist nursing and end-of-life care, be it at home, hospital or in the hospice. This team is supported by our Palliative Care Consultant who works jointly with Claire House and Alder Hey
- Perinatal support: working closely with Liverpool Women's Hospital, our team provide care and support for families before and after birth when it is recognised that a child may not survive for long
- Physio and Occupational Therapy support and Aquatic therapy
- Young adult and transition support, working closely with adult palliative care partners
- Counselling and bereavement support for the whole family
- Sibling support
- Complementary, play and music therapies
- Butterfly Suite & bereavement support

CARE SERVICE AIMS AND ACHIEVEMENTS

During 2021-22 more families received end of life care in the hospice and at home than ever before. We were able to offer planned respite care to families who had not had a break since the onset of the pandemic and respond quickly to requests for unplanned care when families really needed support. Our Family Support team helped with families' mental health and wellbeing, offering counselling, sibling support and music therapy.

DEATHS AND END-OF-LIFE

The Rapid Response Team of highly skilled nurse specialists provide 24/7 direct support when a child is receiving end of life care. Over the last 12 months we continued to prioritise end of life care and supported an increased number of deaths giving families a choice of where their child died, whether that be at home, in the hospice or in hospital.

This included enabling critically ill babies and children to be transferred out of the neonatal and critical care units to their preferred place of death (hospice or home).

BUTTERFLY SUITE AND BEREAVEMENT SUPPORT

When a child dies our Butterfly Team is on hand to support families at the most difficult time of their lives. Families can stay at the hospice whilst their child is in one of our Butterfly Suites, cooled rooms that offer an alternative to a funeral home. The team are specialists in everything from assisting with funeral arrangements, to helping families to decorate the Butterfly Suites with mementos and arranging for family and friends to come to visit. They will also support families who wish for their child to stay at home ahead of their funeral, providing specialist support and equipment.



"Claire House is a sanctuary to me. I am in the place where my child passed, but I am also in the place that loved my child dearly."

JESSICA AND CHRIS, WHOSE SON LENNON CAME TO THE HOSPICE



"When you have kids with additional needs it's not like anyone can have them. But when I phoned Claire House, they said give us a minute, then they phoned back and said they'd come and collect Eva. She stayed for eight days."

JENNY, WHOSE DAUGHTER EVA, STAYED FOR EMERGENCY RESPITE WHEN OTHER FAMILY MEMBERS WERE IN HOSPITAL.

UNPLANNED / EMERGENCY RESPITE

Offering help to families when they really needed it became even more important in the pandemic, as they could not call on support from their wider family or community. Unplanned respite could be requested because of a family crisis, due to a healthcare or social emergency.

FAMILY SUPPORT AND COUNSELLING

Mental health and wellbeing have become even more important during the pandemic. The Family Support team of counsellors (staff and volunteers), a music therapist, a therapeutic sibling support worker and complementary therapists, have played an increasingly important role, providing a range of support for children, young people and the whole family. This has been a blend of online and face to face individual and group support and sessions. Themed weekends for the young adults at the hospice and sibling activities have also started up again.

CAITLIN'S STORY



SIBLING SUPPORT IS AN IMPORTANT PART OF WHAT CLAIRE HOUSE DOES. BROTHERS AND SISTERS ARE INVITED TO PLANNED ACTIVITIES, TRIPS AND RESIDENTIAL BREAKS. HERE, CAITLIN DESCRIBES WHAT IT MEANS TO HER.

Caitlin's family was cared for by Claire House after her brother died.

"The sibling events have helped me, as sometimes I don't want to speak to adults about how I'm feeling, so having people there my own age who understand me is good.

"I really want to thank Claire House from the bottom of my heart, if it wasn't for them, I wouldn't be the person I am today and I wouldn't have the friends I have today."



ALEX, THERAPEUTIC SUPPORT WORKER AT CLAIRE HOUSE

"For the siblings life can be hard. Sometimes they can feel a bit neglected as Mum and Dad's attention is focused on their poorly brother or sister.

I think the best thing we can do is let them know that they are not alone and that there is support out there."

STATUTORY FUNDING

We have had our most successful year ever in statutory funding. These relationships are very important as they provide sustainable funding and greater opportunities for collaboration.

Key achievements have included Liverpool Clinical Commissioning Group (CCG) making our perinatal project funding permanent and increasing it from £54k to £86k, as well as agreeing our first contract with Warrington CCG.

We now have commissioning relationships with every CCG in our catchment area, which is important as we move to the new Integrated Care System from July 2022.

The opportunity to influence continues to be important, with our Director of Clinical Services chairing the Cheshire and Merseyside Children's Palliative Care Network and playing a lead role in the development and implementation of the National Palliative and End of Life Care Strategy.

FEEDBACK ON OUR SERVICES, INCLUDING DETAILS OF OUR LATEST CQC REPORT

In 2019 we were proud to be rated as 'Outstanding' by the Care Quality Commission (CQC). According to the report, parents of children who used Claire House services said: "It's a fantastic place. My daughter loves it there. The staff are excellent," and "The aftercare has been superb".

We have had two virtual CQC reviews focussing on infection control and service provision across the pandemic period, with positive feedback and no concerns raised and our CQC 'Outstanding' remains in place. In 2021-22 we had no formal complaints from service users.

READ THE REPORT HERE: WWW.CQC.ORG.UK/LOCATION/1-116772470

OUR ESTATES AND FACILITIES

Development of Claire House estates and facilities remains an important part of our strategic priorities, as we strive to be there for every child and family who needs us. The major development of our Liverpool site was postponed as we navigated Covid-19 and evaluated the impact of the pandemic on our families, services and finances. However, with thanks to Trusts and Foundations, we continued to make improvements to our facilities.



Despite the logistical challenges caused by Covid-19, and events around the globe, in the past year we have achieved a great deal: we have refurbished the parents' bedrooms at our Wirral hospice and are continuing to work through a variety of improvements at our Liverpool site, where we currently offer day-care, counselling, and complementary therapies.

The current improvement schedule for the Liverpool site will see the completion of a glazed atrium that will provide a multi-purpose space for children and young people; the creation of two new complementary therapy suites; and a series of improvements to the flow of the building that will provide more dignity and privacy to families, separating bereavement services, children's day-care, and administration areas.

As this financial year closes, after effective navigation through the Covid-19 crisis, we find ourselves in an even greater position to push forward with our dream of building a second hospice on our site in Liverpool and aim to progress the planning process throughout 2023.

OUR FUNDRAISING

When times have been tough, our extraordinary supporters have amazed us with their unfaltering support. We are eternally grateful to all those who continued to raise money for us during these very challenging years. In 2021-22 we raised £6.4 million compared to £3.4 million last year.

KEY HIGHLIGHTS

Whilst Covid-19 restrictions continued to have an impact, all of our planned activities went ahead, including a full Christmas events programme. Our lottery is still growing and we met our target to reach 28,000 entries by March 2022.

Some of our fundraisers have also been supported by Claire House. Here is Louis's story:



LEGGING IT FOR LILY

Louis, age 11, ran a marathon over seven days in memory of his younger sister Lily who was cared for by the hospice before she sadly passed away.

"I wanted to raise money for Claire House because they looked after my little sister Lily, keeping her safe and happy. I could then go out with Mum, Dad and Betsy sometimes, and we knew Lily was being taken care of," said Louis.

Louis started the marathon on Lily's birthday and covered the 26.2 miles across the week raising over £2,000 for the hospice.

GIFTS IN WILLS

We are very grateful to those who left us a gift in their Will, meaning that their support continues making a difference long after they are gone. These gifts enable Claire House to care for more children right now, and to plan with more certainty for the care of children and families of the future.

TRUSTS AND FOUNDATIONS

A special thank you to the 64 Trust, who have pledged to donate £1 million to Claire House over the next two years. This generous donation supports us to further develop our second site in Liverpool, make improvements at the Wirral hospice and fund some of our core services. We are grateful for this transformational gift, which helped us to feel secure during the uncertainty of the pandemic and is importantly allowing us to look to the future. We remain hugely grateful to BBC Children in Need, who continue to support both our Play Service and Sibling Events Programme. Their loyal support over the years has positively impacted on hundreds of children and young people, helping them to smile through extremely difficult circumstances.

Thanks again to the Dorothy Hall Estate for another kind contribution, enabling us to purchase a much-needed specialist bed. This is ensuring that children and young people are safe and comfortable during their stay at the hospice.

We continue to be grateful to all the Trusts and Foundations who have supported us during the pandemic when other fundraising disciplines have been disrupted.

CORPORATE SUPPORTERS

After our fourth year in partnership with M&S Bank, they have raised an amazing £138,569 for Claire House. This is thanks to the energy and commitment of the staff, who have taken part in a series of events from golf days to butterfly bakes and even a skydive.

We have been the house charity for Mowgli Street Food on Water Street in Liverpool since December 2016. The partnership has raised £216,076 to date and Mowgli are now planning the Dog Fest 2022, as well as supporting us with £1 on the Bill and other fundraising activities with staff.

OUR APPROACH TO FUNDRAISING

We know that if we're able to raise more money, we can help more children. To achieve this, we continually focus on giving our supporters a fantastic experience, in the hope that they will continue to support Claire House for the long-term.

OUR FUNDRAISING STANDARDS

Donors to Claire House can be assured that we comply with the regulatory standards for fundraising. We are registered with the Fundraising Regulator and committed to the Fundraising Promise and adherence to the Code of Fundraising Practice. We require any third parties to also be signed up to the code.

Our in-house fundraising team use professional fundraisers to help us deliver certain fundraising initiatives, such as lottery and regular giving recruitment. This involves face-to-face recruitment in venues and on a door-to-door basis. We also sometimes use telephone fundraising agencies. They are used for lottery recruitment campaigns and regular giving recruitment and enhanced loyalty campaigns.

We view every third party as an extension of our in-house team and we provide inductions for all new staff. We also invite them into the hospice annually to keep up to date with our work. We have safeguards in place when working with suppliers so that we protect our supporters and the reputation of our charity.

We log all communications on our fundraising customer relationship management system and have clear supporter journeys which means no supporter is subjected to persistent approaches. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us.

HELPING SUPPORTERS AND ADDRESSING COMPLAINTS

We are passionate about improving and we value feedback on how our supporters think we can do this. Our website outlines our complaints policy and clearly explains how an individual can complain. We received no supporter complaints in 2021-22 (as with the previous year).





RETAIL

After the restructure of our Retail department in 2020-21, and the closure of our Donation Centre in August 2021, we were delighted to see a strong performance from all 17 of our shops. The team surpassed their budgets, exceeding all expectations, finishing the year with a contribution of £320,041, which is a real achievement after a very tough couple of years.

Whilst sickness and recruitment remain issues within the charity retail sector, we are taking steps to ensure the wellbeing of the team and to update our processes to make the working environment in our shops more enjoyable and efficient. There is a definite sense of positivity in the shops and the results reflect this. We are also looking for locations to open new shops in the future.

STAFF, VOLUNTEERS AND INFRASTRUCTURE

Although Claire House is the name given to our buildings and facilities, it is our dedicated staff and volunteers who ensure we provide outstanding care to so many children and their families.

Staff health and wellbeing continues to be high on the agenda. We take a holistic approach - mental, physical, social and financial, and recognise the benefits to both our employees and Claire House. During 2021-22 we continued to help staff work safely and efficiently from home, whilst providing a Covid-safe environment at our sites for those who needed to come in to work.

We benchmarked every role in the organisation to ensure we were offering competitive salaries. The subsequent pay rises represent a significant investment for the charity, but one we believe is crucial to recruit and retain the best people.

We have welcomed volunteers back and are grateful to have retained 88% of those who were in roles before the pandemic (discounting the 145 volunteers who sadly left us due to the closure of our shops and Distribution Centre). By carefully integrating volunteers back into the organisation, increasing the remote roles we offer and pioneering some new roles in the hospice, we now feel we have a good foundation of highly engaged volunteers for the future.

EQUALITY AND DIVERSITY

To reach every child and young person who needs us we need to reduce barriers and reach out into different communities. The Equality and Diversity group was set up in 2021 to raise awareness, help inform staff and build our contacts within more diverse communities.

Highlights include building relationships with the Deen Islamic Centre in Birkenhead and the League of Jewish Women, as well as training care staff on different cultural beliefs around end of life.



VOLUNTEER STORY

DOUG AND DEBBIE'S GRANDSON EWAN WAS SUPPORTED BY CLAIRE HOUSE. NOW THEY VOLUNTEER IN THE HOSPICE GARDENS:

"Volunteering has helped us cope with the grief in some way. It helps a little bit with giving back the goodness that they gave us. Just putting a smile on a child or parent's face makes our day," said Doug.

"It's like one big family and it's given us a new lease of life. We are always having a laugh with the hospice staff and other volunteers. We've made so many friends and it brings us so much enjoyment," said Debbie.

FINANCIAL REVIEW

As the country returns to normal after the pandemic, we now see more uncertainty around the cost of living and the war in Ukraine. The hospice has received fantastic support and the Care team continue to deliver its vital services throughout the year. Overall, Claire House spent £4.7m (2020-21: £4.8m) on care for dying children and other service-related activities.

The Fundraising Team generated a total income during this period of £6.4m (2020-21: £3.4m), inclusive of legacy income which increased by £1m compared to last year, and corporate donations which increased by approximately £2m. This is largely due to one-off donations.

Claire House Shops were restructured in response to the fall in income last year after many shops needed to close due to Covid 19. The retail income is exceeding pre-covid levels and made a contribution of £320,041 compared to a deficit of £1m in 2020-21.

Claire House maintained its strong relationships with public healthcare commissioners, who invested in services which provided both a cost saving to the NHS and better outcomes for the child and the family. The total value of Clinical Commissioning Group funding in 2021-22 was £796,005 (2020-21: £759,464).

From 1st July 2022 the Clinical Commissioning Groups will become Integrated Care Services and the way funding is managed and distributed will change. The Integrated Care Services will see nine Clinical Commissioning Groups become one funding body in the area in which Claire House provides services. We are not anticipating any changes to the levels of current funding.

In addition to this, Claire House received a continuation of its NHS England grant of £670,078 (2020-21: £593,183). NHS England also provided a grant of £91,852 (2020-21: £95,935) towards the NHS pension contribution incurred by the organisation.

Investments during the year contributed £102,946 (2020-21: £85,942).

Overall, as of 31 March 2022, Claire House had a surplus of unrestricted funds before movements on investments of £3,788,214 (2020-21: £1,458,203).

INVESTMENT POWERS & POLICY

As of 31 March 2022, £3,827,956 of the charity's reserves were managed by Investec, with due consideration of risk and of ethical issues. The investment policy was discussed and agreed by the charity's Investment Committee and also with the full Trustee body.

RESERVES POLICY

The Trustees have established the level of reserves that the charity ought to have as £3.4m after a detailed analysis of the financial risks to which it is exposed. It is a reflection of the financial security it would require should one of its significant funding streams dip, and the time it would take to replace any such diminished funding while still maintaining services. An example of this would be a change in the NHS England grant or a drop in gifts in wills, a vital yet unpredictable source of support.

As of 31 March 2022, Claire House held approximately £9.7 million in free reserves (excluding tangible fixed assets and Designated funds). The context of the charity's reserve fund is important: much of its income remains unpredictable, with major risks including Brexit impacts, the cost-of-living crisis, the war in Ukraine, public sector funding reforms and fluctuating gifts in wills.

The charity has significant challenges to overcome in order to recover from the impact of Covid-19, and has made a decision to retain £3m to protect against future deficits. The development of the Liverpool site will require significant investment and the free reserves will enable the organisation to move forward with these plans in the next financial year. There is also a need to develop and modernise the services provided by Claire House; the remaining reserves will help facilitate this activity. The Trustees believe that the reserves held will protect the charity and ensure its future progress, with the overall aim that every dying child, and their family, gets the very best support when and where it is needed.



PRINCIPAL RISKS AND UNCERTAINTIES

THE PRINCIPAL RISKS AND UNCERTAINTIES FACED BY CLAIRE HOUSE IN 2021-22 WERE DOMINATED BY COVID-RELATED ISSUES:

THE ONGOING PANDEMIC:

We began the year, pre-Covid, hoping to continue to strengthen our predictable and sustainable income. Instead, alongside the whole Hospice movement, Claire House had to contend with a significant drop in income from Community, Events and Corporate fundraising sources – with very little ability to predict when or if these important sources of income might bounce back. Although emergency Government funding and higher than expected gifts in wills helped us to a positive financial position by the end of the year, we will not be able to move forward until we see the sustained recovery of the fundraising environment.

ECONOMIC UNCERTAINTY:

Covid forced us to pause our long-term strategy to develop our services and in particular at our site in Liverpool. This was in order to protect our existing services and ensure that we would be able to meet the needs of the children and families we were already committed to during the pandemic. We hope to bring the development of Claire House Liverpool back to the table during 2021-22

IMPACT OF NURSE VACANCIES

Due to Covid, and to protect the long-term future of Claire House, we decided to pause recruitment across the organisation until we had greater confidence in our financial position. This included recruitment into nursing roles which has been challenging as activity increased. Nurse recruitment will continue to be difficult and it will take time to recruit to the level that we need to be able to deliver our long-term vision.

STAFF WELLBEING

Every aspect of our lives has been touched by Covid-19. For all of our staff and volunteers there has been increased pressure at work and at home; some roles have been made redundant and some have had to work harder than ever just to keep on top of the daily challenges we have faced. We know this pressure has and will continue to have a significant effect on the wellbeing of our staff.

GOVERNANCE STRUCTURE AND MANAGEMENT OF CLAIRE HOUSE

GOVERNING DOCUMENT AND LEGALITIES

Claire House is a company limited by guarantee, not having share capital, and governed by its Articles of Association.

Claire House is registered as a charity with The Charity Commission, with its principal object to offer palliative, end of life care and support to children who have life threatening or terminal illnesses, and their families.

The Charity is registered with the Care Quality Commission as a hospice for children and young people from 0-23 and is subject to regular inspection. Its most recent inspection carried out in October 2019 rated Claire House as 'Outstanding'. Read the details of the report by visiting: www.cqc.org.uk/location/1-116772470

APPOINTMENT OF TRUSTEES

As set out in the Articles of Association the Board of Trustees should consist of no less than three and no more than 12 Members.

Trustees normally serve for a maximum of six years, although in exceptional circumstances (as happened this year) the Board may, with the unanimous consent of all the Trustees, decide that such a Trustee may put themselves forward for reappointment to a maximum of eight years.

If a Trustee position becomes available, or if the Board decides that an individual with a particular skillset would be beneficial to the charity's governance, an open recruitment process is conducted usually involving an external publicity campaign in order to find the best possible candidates for the role.

All Trustees are subject to enhanced Disclosure and Barring Scheme checks and rigorous reference checks.

TRUSTEE INDUCTION, TRAINING AND DEVELOPMENT

New Trustees undergo an induction process to ensure that they understand their legal obligations under charity and company law, the content of the Articles of Association, the Board and decision-making process, the strategic plan and the recent performance of the Charity.

The Trustees complete an annual skills and performance audit to understand how they can learn, develop and grow as a Board. Every meeting ends with a review of that meeting, again to ensure that the Board is constantly striving to enhance its performance.

ORGANISATION

The Board of Trustees administers the Charity and meets once every three months. There is a separate trading subsidiary, Claire House Shops Limited, which has a separate Board of Directors. The Board is supported by a number of committees made up of Board members, volunteer subject matter experts and the relevant members of the Executive team.

These committees are: Clinical Governance, Audit and Risk, Health and Safety, Investment, Income Generation & Comms and People (which includes volunteering as well as paid staff).

A Chief Executive Officer is appointed by the Trustees to manage the day-to-day operations of the Charity. To facilitate effective operations the CEO has delegated authority, within the terms of delegation approved by the Trustees, for all operational matters.

The Trustees set the long-term goals for the organisation and the CEO translates this into a strategy and business plan which is then delivered by the CEO and the Executive Team.

PAY POLICY FOR SENIOR STAFF

The Trustees are committed to ensuring that there is a clear process in place for the setting of salaries within the Charity, and that all staff are paid fairly for their roles and responsibilities. This is achieved by having every role, including key management personnel, evaluated by an external specialist and regularly benchmarked against similar roles in other comparable organisations.

In January 2022, all paid roles were benchmarked by Croner Reward, a business specialising in salary benchmarking and job evaluation. In addition, we have an appraisal framework which is based on our values and Stephen Covey's '7 Habits of Highly Effective People' which supports all staff to be the best they can be, regardless of their position. This, alongside the continued development of volunteering, ensures that all paid staff and volunteers are truly valued for their hard work and dedication to the cause.

RELATED PARTIES

Claire House Shops Limited is a wholly-owned subsidiary of Claire House (via two £1 shares) and is consolidated as part of these accounts. Claire House Shops Limited sells merchandise and receives commission on the sale of Gift Aided donations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Name	Claire House
Charity Registration Number:	1004058
Company Registration Number:	02620240
Trustees (in the period and at the date of approval):	Dr E Baildam Dr A Stewart (Resigned Nov 2021) V Lawton (Resigned Dec 2021) J Gittins M Thomas Dr H J Butterworth L Williams Dr Ian Sinha (Appointed March 2022) Dr Andrew Selby (Appointed March 2022) Jonathan Bagley (Appointed March 2022)
Principal and Registered Office:	Claire House Children's Hospice Clatterbridge Road Bebington Wirral, Merseyside CH63 4JD
Key Management personnel (in the period and at the date of approval:	
Company Secretary:	J Wallace
Chief Executive:	D Pastor
Director of Care:	J Sutherland Oakes
Director of Income Generation	G Nove
The Charity's professional advisors are as follows:	
Auditors:	Champion Accountants LLP 2nd Floor Refuge House 33-37 Watergate Row Chester, CH1 2LE
Bankers:	Lloyds Bank plc Liverpool Law Courts Liverpool, L2 1TS
Solicitors:	Lees & Partners 44-45 Hamilton Square Birkenhead, Wirral, CH41 5AR
Investment Manager	Investec Wealth & Investment Limited The Plaza 100 Old Hall Street Liverpool, L3 9AB

TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The charity trustees (who are also the directors of Claire House for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the 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 accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

In so far as the trustees are aware:

- there is no relevant audit information, of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make them 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.

In approving the Trustees' Annual Report we also approve the Strategic Report, included therein, in our capacity as company directors.

Signed by order of the Trustees by:

E BAILDAM
Trustee

Date:



INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS AND TRUSTEES OF CLAIRE HOUSE FOR THE YEAR ENDED 31 MARCH 2021

OPINION

We have audited the financial statements of Claire House Children's Hospice (the 'charity') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, 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 charitable company's affairs as at 31 March 2022 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 accounts section of our report. We are independent of the group and the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

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

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

- the information given in the Report of the Trustees, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and the strategic report included within the Report of the Trustees 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and the strategic report included within the Report of the Trustees.

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

- adequate accounting records have not been kept by the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- The charity's 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; or

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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 charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

EXTENT TO WHICH THE AUDIT IS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

The responsibility for the prevention and detection of irregularities, including fraud, lies with the trustees and with those charged with governance. The objectives of our audit in respect of irregularities and fraud are to assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient, appropriate audit evidence regarding the assessed risks and to respond appropriately to fraud or suspected fraud identified during the audit

AUDIT PROCEDURES

We determine significant applicable laws and regulations through discussion with those charged with governance and our own knowledge of the industry and design audit procedures to help identify instances of non-compliance with those laws and regulations that may have a material effect on the financial statements.

Our approach is to consider the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102 and the Companies Act 2006) and the relevant tax compliance regulations in the UK; the nature of the industry; the business performance

and the key drivers for management remuneration; the control environment and the procedures in place to address identified risks, including management override, non-compliance with laws and regulations and to prevent and detect fraud or irregularity. We communicate identified laws and regulations throughout our team and remain alert to any indications of non- compliance throughout the audit.

Our procedures are designed to provide reasonable assurance that the financial statements are free from material misstatement or error and include: enquiries of management and of staff in key compliance functions; review of minutes of meetings of those charged with governance; review and testing of manual journals and significant transactions outside the normal course of business; review of financial statement disclosures and testing to supporting documentation; performance of analytical procedures.

We are not responsible for preventing non-compliance and due to the inherent limitations of an audit, as described above, the audit cannot be relied upon to detect all instances of non-compliance with laws and regulations.

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

USE OF OUR REPORT

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

SUSAN HARRIS MA ACA
(Senior Statutory Auditor)
for and on behalf of Champion Accountants LLP

Chartered Accountants
Statutory Auditor, 2nd Floor Refuge House,
33-37 Watergate Row, Chester, CH1 2LE

Date:

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	2021 Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	5,911,887	1,836,209	7,748,096	6,793,381
Charitable activities	3	816,932	-	816,932	786,788
Other trading activities	4	3,019,350	-	3,019,350	1,987,149
Investments	5	102,946	-	102,946	85,942
Other	6	59,730	-	59,730	1,685
Total income and endowments		9,910,845	1,836,209	11,747,054	9,654,945
EXPENDITURE ON					
Raising funds					
Cost of generating voluntary income	7	868,981	2,400	871,381	777,291
Fundraising trading: cost of goods sold and other costs	8	2,307,010	1,843	2,308,853	2,711,234
Events & Challenges Costs	9	60,044	-	60,044	15,458
Investment management charge		18,493	-	18,493	17,360
Charitable activities	10/11	2,868,103	1,823,117	4,691,220	4,773,941
Total expenditure		6,122,631	1,827,360	7,949,991	8,295,284
Surplus of income over expenditure before net gains/(losses) on investment		3,788,214	8,849	3,797,063	1,359,661
Net gains/(losses) on investment assets	12	62,809	-	62,809	469,428
Net movement of funds		3,851,023	8,849	3,859,872	1,829,089
Reconciliation of funds					
- Total funds brought forward		11,205,486	2,343,433	13,548,919	11,719,830
- Total funds carried forward		15,056,509	2,352,282	17,408,791	13,548,919

The Statement of Financial Activities includes all gains and losses recognised during the year. All Income and Expenditure derive from continuing activities.

The notes on pages 26-46 form part of this report

CONSOLIDATED AND CHARITY BALANCE SHEET

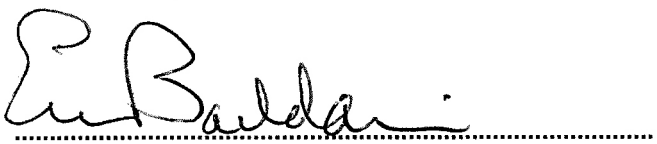
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Fixed assets					
Tangible assets	17	5,720,249	6,075,161	5,720,249	6,075,161
Investments	19	3,827,956	3,570,161	3,827,958	3,570,163
		9,548,205	9,645,322	9,548,207	9,645,324
Current assets					
Stocks	20	20,756	37,217	4,105	14,542
Debtors	21	2,706,836	2,029,232	2,720,175	2,048,339
Cash at bank and in hand		5,929,283	2,643,085	5,927,106	2,642,050
		8,656,875	4,709,534	8,651,386	4,704,931
Liabilities					
Amounts falling due within one year	22	(796,289)	(805,937)	(793,103)	(803,637)
Net current assets		7,860,586	3,909,597	7,858,283	3,901,294
Net assets		17,408,791	13,548,919	17,406,490	13,546,618

THE FUNDS OF THE CHARITY

Restricted income funds	24	2,352,282	2,343,433	2,352,282	2,343,433
Unrestricted funds:					
- General fund	25	13,456,509	9,605,486	13,454,208	9,603,185
- Designated reserve	25	1,600,000	1,600,000	1,600,000	1,600,000
Total funds		17,408,791	13,548,919	17,406,490	13,546,618

The consolidated financial statements were approved and authorised for issue by the Trustees on 26th September 2022 and were signed on their behalf by:



E Baildam - Chair

Company Number: 02620240

The notes on pages 26-46 form part of this report

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2022

	Note	£	2022 £	2021 £
Net Cashflow from operating activities	28		3,381,801	1,498,168
Cashflow from investing activities				
Income from other fixed asset investment	5	102,522		85,306
Interest received	5	424		636
Payments to acquire tangible fixed assets	17	(313,614)		(232,455)
Acquisition of other investments	19	(565,512)		(459,825)
Disposal proceeds of tangible fixed assets		310,051		1,685
Disposal proceeds of investments		327,288		530,684
Net Cashflow from investing activities			(138,841)	(73,969)
Net increase in cash and cash equivalents			3,242,960	1,424,199
Cash and cash equivalents at beginning of year			2,793,553	1,369,354
Cash and cash equivalents at the end of the year			6,036,513	2,793,553

CASH AND CASH EQUIVALENTS CONSIST OF

Cash at bank and in hand	5,929,283	2,643,085
Short term deposits	107,230	150,468
Cash and cash equivalent at the end of the year	6,036,513	2,793,553

The notes on pages 26-46 form part of this report

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales. The address of the registered office is Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, Merseyside, CH63 4JD.

ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective January 2019 – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note below.

The financial statements are prepared in sterling, which is the functional currency of the charity, rounded to the nearest pound.

Claire House is a public benefit entity as defined by FRS 102.

BASIS OF CONSOLIDATION

The Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and the Consolidated Statement of Cash Flows include the financial statements of the company and its subsidiary, Claire House Shops Limited, made up to 31 March 2022. There are uniform policies across the group and intra group transactions are eliminated on consolidation. Consolidation is on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the charity has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006. The charity has also taken advantage of the exemption afforded by the SORP, not to present a separate Cashflow statement for the parent charity.

The surplus of the charity for the year ended 31 March 2022 was £3,859,872 (2021: £1,829,089).

GOING CONCERN

The trustees have considered the on-going situation with regards to the cost of living challenges, shortage of nursing staff and the ongoing war in Ukraine as part of their going concern assessment. The view of the trustees is that, whilst they acknowledge that costs are going to significantly increase and we may see a decline in regular giving due to people being unable to afford to donate as well as keep up with their outgoings, the trustees believe that the charity has enough reserves to cope with the increase in costs and a reduction in income. With regards to the retention and recruitment of new care staff, the trustees are aware of the work being carried out by the Executive team in reviewing pay and benefits and benchmarking against the NHS to ensure we continue to attract and retain staff within Claire House. The trustees are comfortable that the charity will be able to meets its liabilities for the coming 12 months.

In reaching their conclusion, the trustees have reviewed the charity's monthly cash flows, applied sensitivity analyses as appropriate, and considered the various financial support measures that have been announced by the UK government. After consideration of all factors, the trustees continue to adopt the going concern basis in preparing the financial statements.

THE FUNDS OF THE CHARITY

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds which have been set aside by the Trustees for specific purposes. The aim and use of each designated fund is set out in the notes to the Financial Statements.

Restricted funds are funds which are used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for

particular purposes. The cost of raising and administering such funds are charged against these funds. The aim and use of each restricted fund is set out in the notes to the Financial Statements.

Investment income and gains are allocated to the appropriate funds.

INCOMING RESOURCES

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy, except where sponsorship and monies are received for a Claire House Event which is to take place in the next financial year, and the funds are deferred.

For legacy income, entitlement is the earlier of the Charity being notified of an impending distribution or the legacy being received.

Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the Charity where this can be quantified and a third party is bearing the cost. No amounts are included in the Financial Statements for the services donated by volunteers.

Gifts in kind are included at valuation (over £100) and recognised upon receipt.

Gift aid receivable / income tax receivable and investment income are accounted for on an accruals basis.

RESOURCES EXPENDED

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating voluntary income are those incurred in seeking voluntary contributions and do not include costs of disseminating information in support of the charitable activities.

Fundraising trading costs are those incurred in relation to the selling of donated and bought in goods as well as costs associated with running the members' lottery.

Events and challenges costs are those costs incurred in arranging fundraising events and sponsored challenges. Charitable activity costs are those costs incurred directly in support of expenditure on the objects of the Charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties together with specific governance costs related to legal and audit matters.

Support costs are those incurred in providing finance, human resources (HR), information and communication technology (ICT) and maintenance services, together with chief executive office costs (CEO).

GOVERNMENT GRANTS

Grants receivable are included in the Financial Statements when approval of the grants has been confirmed to the Charity, or when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy.

TANGIBLE FIXED ASSETS

Tangible fixed assets costing more than £2,000 (£1,000 prior to year ended 2012) are capitalised at cost including any incidental expenses of acquisition.

When a new lease is signed, the fitting out of the shop is capitalised. All significant refits of existing shops are also capitalised. Alterations and repairs are expensed.

DEPRECIATION

Depreciation is calculated so as to write off the cost of an asset (excluding land), less its estimated residual value, over the useful economic life of that asset as follows:

Freehold property	**2% straight line**
Equipment	**written off over 5-7 years**
Fixtures and fittings	**written off over 3-7 years**
Motor vehicles	**written off over 3-7 years**
Shop fixtures and fittings	**written off over the shorter of the length of the lease or 5 years**

Where it has been identified that the recoverable amount of a fixed asset is below its net book value the asset is written down to its recoverable amount and the impairment loss is recognised in the Statement of Financial Activities.

INVESTMENT ASSETS AND INCOME

Investments are recognised initially at fair value, which is normally transaction price, excluding transaction costs. Subsequently they are measured at fair value at the balance sheet date, subject to any permanent diminution in value. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals during the year. Investments donated to the Charity are included as income as soon as the market value can be established after receipt of the shares. Investments in subsidiaries are measured at cost less impairment.

STOCKS

Stocks consist of purchased goods for resale and consumables. Stocks are valued at the lower of cost or net realisable value. Items donated for resale or distribution are not included in the Financial Statements until they are sold or distributed.

DEBTORS

Debtors receivable within one year are recognised at transaction price. Any losses arising from impairment are recognised in expenditure.

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 form 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. Deferred income includes:

- Income received for events taking place after the balance sheet date
- Unreleased discounts from retail premises rent free periods
- Lottery income received for draws taking place after the balance sheet date

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of fixed asset investments which are subsequently measured at fair value where this can be reliably measured.

PENSION COSTS

The Charity contributes to the NHS Pension Scheme on behalf of qualifying employees and administers a defined contribution Pension Scheme for the benefit of its other employees. The assets of the scheme are held separately from those of the Charity. The annual contributions payable are charged to the Statement of Financial Activities.

OPERATING LEASES

Rentals paid under operating leases are charged to the income and expenditure on a straight-line basis over the period of the lease.

INCENTIVES

Rent free periods granted as an incentive when negotiating a new lease are written off over the initial lease period.

TAXATION

As a registered charity, the company benefits from rates relief and is generally exempt from Income Tax, Corporation Tax and Capital Gains Tax, but not Value Added Tax.

VOLUNTEERS

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the Trustees Annual Report and note 2.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Donations				
General donations including gift aid	1,857,833	23,646	1,881,479	1,362,953
Company & Club	1,558,068	7,084	1,565,152	280,593
Trusts	135,921	560,330	696,251	496,002
Legacies	2,259,225	-	2,259,225	1,236,148
Gifts				
Donations in kind	-	11,385	11,385	7,716
Grants receivable				
Childrens Hospice Grant	-	670,078	670,078	593,183
NHS England Capacity and Community Support Grant	-	471,834	471,834	1,784,353
NHS Pension Scheme contribution	-	91,852	91,852	95,935
Coronavirus Job Retention Scheme	19,912	-	19,912	658,538
Covid-19 Retail Grant	80,928	-	80,928	277,960
	5,911,887	1,836,209	7,748,096	6,793,381

Income from donations and legacies was £7,748,096 (2021: £6,793,381) of which £5,911,887 (2021: £3,816,060) was unrestricted and £1,836,209 (2021: £2,977,321) was restricted.

We're now seeing a steady increase in volunteer recruitment since coming out of the pandemic. Currently volunteer numbers are just shy of 800. Our average volunteer hours from 2021/22 now stands at an input of 110,000. This hourly contribution equates to a saving to Claire House of £650,000.

3. INCOME RESOURCES FROM CHARITABE ACTIVITES

	Funds 2022 £	2022 £	Funds 2021 £
Clinical Commissioning Group funding	796,005	796,005	759,464
Provision of training	20,927	20,927	27,324
	816,932	816,932	786,788

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds 2022 £	Rerestricted Funds 2022	Total Funds 2022 £	Unrestricted Funds 2021 £
General events	82,354	-	82,354	42,000
Challenges	-	-	-	-
Income from other trading activities	1,400,556	-	1,400,556	1,339,764
Sale of goods / services	1,536,440	-	1,536,440	605,385
	3,019,350	-	3,019,350	1,987,149

Income from other trading activities was £3,019,350 (2021: £1,987,149) of which £3,019,350 (2021: £1,987,149) was unrestricted and £Nil (2021: £Nil) was restricted.

5. INVESTMENT INCOME

	Unrestricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £
Interest from investments & properties	102,522	102,522	85,306
Bank interest receivable	424	424	636
	102,946	102,946	85,942

6. OTHER INCOME

	Unrestricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £
Profit on disposal of assets	59,730	59,730	1,685
VAT reclaimed for prior years	-	-	-
	59,730	59,730	1,685

7. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Staff costs	639,164	-	639,164	603,903
Premises costs	695	-	695	1,903
Depreciation	19,628	-	19,628	21,320
Travel	5,296	2,400	7,696	4,936
Other costs	204,198	-	204,198	145,229
	868,981	2,400	871,381	777,291

Costs of generating voluntary income were £871,381 (2021: £777,291) of which £868,981 (2021: £774,891) was unrestricted and £2,400 (2021: £2,400) was restricted.

8. FUNDRAISING TRADING COST OF GOODS SOLD AND OTHER COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total 2021 £
Merchandise costs	9,854	-	9,854	14,131
Staff costs	1,115,354	-	1,115,354	1,423,171
Premises costs	396,357	-	396,357	690,885
Depreciation	129,426	-	129,426	130,971
Travel	81,435	1,843	83,278	44,435
Other trading activity costs	448,286	-	448,286	289,560
Other costs	126,298	-	126,298	118,081
	2,307,010	1,843	2,308,853	2,711,234

Costs of fundraising trading were £2,308,853 (2021: £2,711,234) of which £2,307,010 (2021: £2,711,234) was unrestricted and £1,843 (2021: £Nil) was restricted.

9. COSTS OF EVENTS AND CHALLENGES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Events and Challenges	60,044	-	60,044	15,458

Costs of events and challenges were £60,044 (2021: £15,458) of which £60,044 (2021: £15,458) was unrestricted and £Nil (2021: £Nil) was restricted.

10. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Hospice activities undertaken directly	1,677,699	1,768,424	3,446,123	3,502,177
Support costs	1,163,701	54,693	1,218,394	1,247,758
Governance costs	26,703	-	26,703	24,006
	2,868,103	1,823,117	4,691,220	4,773,941

Costs of charitable activities were £4,691,220 (2021: £4,773,941) of which £2,868,103 (2021: £1,700,479) was unrestricted and £1,823,117 (2021: £3,073,462) was restricted.

11. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Hospice Activities undertaken directly £	Support Costs £	Governance Costs £	Total Funds 2022 £	Total Funds 2021 £
Staff costs	2,749,877	789,156	12,453	3,551,486	3,754,457
Premises costs	136,607	55,520	-	192,127	162,369
Depreciation	175,102	94,042	-	269,144	275,048
Professional fees	-	39,642	14,250	53,892	47,864
Operating costs	384,537	240,034	-	624,571	534,203
	3,446,123	1,218,394	26,703	4,691,220	4,773,941

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties, together with specific governance costs related to legal and audit matters.

12. GAINS/(LOSSES ON INVESTMENT ASSETS

	Unrestricted Funds 2022 £	Total Funds 2022 £	Unrestricted Funds 2021 £
Profit on sale of investment	46,447	46,447	93,832
Gain/(loss) on revaluation of investment assets (note 19)	16,362	16,362	375,596
	62,809	62,809	469,428

13. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2022 £	2021 £
This is stated after charging:		
Depreciation	418,205	427,333
Auditors remuneration		
- Audit of the financial statements	13,000	11,400
- Accountancy services	3,000	1,100
Profit/(loss) on fair value movement of investments	16,362	375,596
Operating lease costs:		
- Land and buildings	275,351	480,614

14. TRUSTEES' RENUMERATION

None of the Trustees received any remuneration, benefits in kind, or expenses during the year in respect of their duties as a trustee (2021: Nil).

15. ANALYSIS OF STAFF COSTS AND THE COST OF KEY MANAGEMENT PERSONNEL

	2022 £	2021 £
Wages and salaries	4,568,695	4,993,590
Social security costs	385,800	405,721
Pension costs	351,509	382,220
	5,306,004	5,781,531

The key management personnel of the parent charity and of its subsidiary, Claire House Shops Limited comprise the Chief Executive Officer, the Director of Care, the Head of Finance and the Director of Income Generation. The total employee benefits of the key management personnel were £284,716 (2021: £221,290).

16. PARTICULARS OF EMPLOYEES

The average number of staff employed during the year was 187 which includes 72 part time staff. The average number of full-time equivalent (FTE) staff employed during the year was 166. The average FTE is analysed by function as follows:

	2022 Number	2021 Number
Number of nursing staff	84	87
Number of administrative staff	20	21
Number of management staff	6	7
Number of fundraising staff	19	19
Number of retail staff	37	56
	166	190

During the year the number of employees who earned more than £60,000 was as follows:

	2022 Number	2021 Number
£60,000 - £70,000	1	1
£70,000 - £80,000	-	1
£80,000 - £90,000	1	-

Total redundancy/termination payments in the year amounted to £28,534 (2021: £83,059).

17. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor Vehicle £	Total £
Cost				
At 1 April 2021	7,575,608	2,529,427	321,851	10,426,886
Additions	197,053	116,561	-	313,614
Disposals	(504,624)	(246,991)	(54,343)	(805,958)
At 31 March 2022	7,268,037	2,398,997	267,508	9,934,542
Depreciation				
At 1 April 2021	2,010,479	2,041,310	299,936	4,351,725
Charge for year	151,990	254,099	12,116	418,205
Eliminated on disposal	(254,303)	(246,991)	(54,343)	(555,637)
At 31 March 2022	1,908,166	2,048,418	257,709	4,214,293
Net Book Value				
At 31 March 2022	5,359,871	350,579	9,799	5,720,249
At 31 March 2021	5,565,129	488,117	21,915	6,075,161

18. CHARGES

There is a legal charge over the site of the Hospice in favour of the Secretary of State for Health.

A further legal charge was created over the Hospice's land on the 27 March 2006 in favour of the National Lottery Charities Board. This charge relates to the £300,000 Big Lotto Grant.

Both charges will be enforced if the property ceases to be used as a Children's Hospice.

19. FIXED ASSET INVESTMENTS

Group and Charity

	2022 £	2021 £
Market value as at 1 April 2021	3,570,161	3,046,368
Acquisitions at cost	565,512	459,825
Disposals at cost	(280,832)	(436,848)
Increase/(Reduction) in cash balances	(43,247)	125,224
Net investment gains/(losses) on revaluations in the year	16,362	375,592
Market value at 31 March 2022	3,827,956	3,570,161
Historical cost at 31 March 2022	3,105,687	2,815,194

Analysis of investments at 31 March 2021 between funds

	Unrestricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Listed Investments			
Quoted fixed interest securities			
- UK Government Stock	454,618	454,618	517,839
- UK Fixed Interest	558,537	558,537	589,216
- Overseas Fixed Interest	336,651	336,651	216,065
	1,349,806	1,349,806	1,323,120
Quoted Shares			
UK Equities	549,918	549,918	581,841
Overseas Equities	817,388	817,388	745,165
Property Funds	337,209	337,209	242,225
Alternative Assets	666,405	666,405	527,342
	2,370,920	2,370,920	2,096,573
Total of Listed Investments	3,720,726	3,720,726	3,419,693
Other Investments			
UK cash held as part of portfolio	107,230	107,230	150,468
	3,827,956	3,827,956	3,570,161

Charity investments include £2 investment in Claire House Shops Limited, see note 27 for further details.

Listed investments

Listed investments at a historical cost of £2,998,457 (2021: £2,664,726) (excluding donated shares) are held by the Group and Charity and had a market value of £3,720,726 at 31 March 2022 (2021: £3,419,693).

20. STOCKS

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Stock	20,756	37,217	4,105	14,542

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021	2022	2021
	£	£	£	£
Amounts due from group undertakings	-	-	13,375	19,107
Income tax recoverable	148,382	53,981	148,382	53,981
VAT recoverable	54,372	46,127	54,372	46,127
Other debtors	69,027	130,898	68,991	130,898
Prepayments and accrued income	819,712	600,426	819,712	600,426
Legacies	1,615,343	1,197,800	1,615,343	1,197,800
	2,706,836	2,029,232	2,720,175	2,048,339

22. LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2022	2021	2022	2021
	£	£	£	£
Trade creditors	227,240	118,411	227,240	118,411
PAYE and Social Security	94,666	98,460	93,780	98,460
Pension contributions	47,653	48,716	47,653	48,716
Accruals	170,004	308,854	167,704	306,554
Deferred income	256,726	231,496	256,726	231,496
	796,289	805,937	793,103	803,637

Deferred income	£
Deferred income at 1 April 2021	231,496
Utilised in year	(231,496)
Received in year	256,726
Deferred income at 31 March 2022	256,726

23. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Land and buildings:		
Within one year	316,375	356,632
Between one and five years	581,501	844,334
Later than five years	-	31,000
	897,876	1,231,966

24. RESTRICTED FUNDS

Group and Charity	Balance at 1 April 2021 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2022 £
Anwyl Homes Lancashire	-	6,625	6,625	-
Children in Need	11,470	44,011	55,481	-
David & Ruth Lewis Family Charitable Trust	-	12,500	12,500	-
Denbighshire Council	7,340	-	1,843	5,497
Department of Health	-	1,141,912	1,141,912	-
Dorothy Hall Fund	12,000	10,000	800	21,200
Equipment	34,606	-	16,164	18,442
Hospice building	1,728,689	-	41,923	1,686,766
Marian Elizabeth Trust	109,739	200,000	200,000	109,739
Morrisons Foundation	18,425	-	-	18,425
Mr Robert Schofield Owen	10,000	-	10,000	-
New Liverpool Site	16,443	-	-	16,443
NHS Pension Scheme grant	-	91,852	91,852	-
Shop Direct	104,585	-	79,067	25,518
Steven Gerrard Foundation	202,386	-	-	202,386
Tesco Community Grants	3,750	-	3,750	-
Under £5000 and anon	52,463	67,924	95,065	25,322
Vehicles	7,310	-	5,160	2,150
64 Trust	-	250,000	31,470	218,530
Gifts in kind	24,227	11,385	33,748	1,864
	2,343,433	1,836,209	1,827,360	2,352,282

All restricted funds are included in the Charity accounts

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

MEDICAL EQUIPMENT

We have been fortunate to receive a significant donation from **The 64 Trust**, which we are spending in many different areas, both capital and expenditure. Some of the income has been used to upgrade the hydrotherapy facilities and to provide a cuddle bed. A scan cot and mattress have been funded with the generous help of **Dorothy Hall Fund**.

FAMILY SUPPORT & PLAY

BBC Children in Need continue to support the play team, funding a project that focuses on therapeutic play, together with a **Tesco Community Grant.** **BBC Children in Need** also fund our siblings events programme, supporting some of the brothers and sisters of the children we care for. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COSTS

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. This year saw significant pressure placed on the Care team due to difficulties with recruitment. **The 64 Trust** provided funding towards the recruitment of 5 new nurses and also towards a significant number of existing nursing staff. During the year the **David and Ruth Lewis Family Charitable Trust, Elaine Neary, Sandra Kirkham, Claude Ballard Southall Memorial Trust** and **Anwyl Homes Lancashire** have funded nursing roles that have enabled us to reach even more families. The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due to the donation from the **Marian Elizabeth Trust**. The grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

BUILDING PROJECTS

The 64 Trust is also contributing to the development of our Liverpool site. The grant is released in line with the depreciation attributable to the costs incurred.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provided our bread delivery free of charge. and **M53 Ford** provide a vehicle for the Hospice to use plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

Group and Charity	Balance at 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2021 £
Broome Family Charitable Trust	-	10,000	10,000	-
Children in Need	4,722	68,954	62,206	11,470
Claire Cain 40th Birthday	16,074		16,074	-
David & Ruth Lewis Family Charitable Trust	-	7,500	7,500	-
Denbighshire Council	-	7,340	-	7,340
Department of Health	-	2,377,536	2,377,536	-
Dorothy Hall Fund	12,000	-	-	12,000
Equipment	57,212	-	22,606	34,606
Hospice building	1,768,328	-	40,439	1,727,889
Liverpool One Foundation	6,953	-	6,953	-
Marian Elizabeth Trust	109,739	200,000	200,000	109,739
Morrisons Foundation	-	18,425	-	18,425
Mr David Spratt	2,747	-	-	2,747
Mr Robert Schofield Owen	-	10,000	-	10,000
National Lottery Community Fund	-	33,726	33,726	-
New Liverpool Site	16,036	407	-	16,443
NHS Pension Scheme grant	-	95,935	95,935	-
Shop Direct	176,546	-	71,961	104,585
Steven Gerrard Foundation	202,386	-	-	202,386
Tesco Community Grants	-	7,500	3,750	3,750
The Albert Hunt Trust	-	10,000	10,000	-
Under £5000 and anon	8,961	122,282	80,727	50,516
Vehicles	13,255	-	5,945	7,310
Gifts in kind	47,015	7,716	30,504	24,227
	2,441,974	2,977,321	3,075,862	2,343,433

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

MEDICAL EQUIPMENT

The parents' bedroom are being fully refurbished due to money received from the **Morrison foundation** and the **UKH Foundation**. The grant will be released to unrestricted funds in accordance with the depreciation values attributable to the piece of equipment.

FAMILY SUPPORT & PLAY

Children in Need continue to support the play team together with a T**esco Community Grant. Children in Need** also funded the counselling team enabling them to support the siblings of the children we care for. Due to Covid the demand for support from the team was immense and due to funding from the **National Lottery Community Fund** they managed to continue with their work. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COSTS

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. During the year the **Wayne Rooney Foundation, Mr John Farrell, the European Tour Charitable Foundation, the Sobell Foundation and the Frodsham Nursing Fund** have funded nursing roles that have enabled us to reach even more families. The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due the donation from the **Marian Elizabeth Trust**. The grants are written off to unrestricted funds as the costs are incurred.

CLAIRE HOUSE BALL

At the Claire House Ball donations were made to fund a variety of roles and activities at the hospice. The funds were released as the costs were incurred.

PHYSIOTHERAPY

This wide range of therapies we can offer allows us to look after the medical and holistic needs of the children and families who come to Claire House. During the year our physiotherapy services were funded by the **Claude Ballard Southall Memorial Charity, Openwork Foundation, Sir Jules Thorn Charitable Trust, and Price Parry Charitable Trust.** The grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core Hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

BUILDING PROJECTS

The Steven Gerrard Foundation donation will enable us to convert an unused outdoor courtyard space at the Liverpool site into an indoor "glazed atrium" which will primarily be used by our young adults to meet, spend time together and to enjoy group sessions. **St Mary's Church Knowsley Village** gave a donation for the development of the Liverpool site. These grants will be released to unrestricted funds in accordance with the depreciation charged.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provide our bread delivery free of charge. Also included is the cost of a garden designed and built by **The Greenfinger Trust** plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

25. UNRESTRICTED FUNDS

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2021	9,605,486	1,600,000	9,603,185	1,600,000
Incoming resources	9,910,845	-	9,910,845	-
Outgoing resources	(6,122,631)	-	(6,122,631)	-
Gains and losses	62,809	-	62,809	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2022	13,456,509	1,600,000	13,454,208	1,600,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used to maintain the level of services needed to support our beneficiaries during the ongoing economic uncertainty caused by the pandemic, as well as providing a sinking fund to cover essential infrastructure costs and capital work at both the Wirral and Liverpool sites.

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2020	8,327,856	950,000	8,325,555	950,000
Incoming resources	6,677,624	-	6,677,624	-
Outgoing resources	(5,219,422)	-	(5,219,422)	-
Gains and losses	469,428	-	469,428	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	(650,000)	650,000	(650,000)	650,000
As at 31 March 2021	9,605,486	1,600,000	9,603,185	1,600,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds to fund the capital work at both the Wirral and Liverpool sites, and ongoing communications, people services and fundraising projects.

26. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets £	Investments £	Net Current Assets £	Total 31 March 2022 £
Restricted Funds:				
Denbighshire Council	5,497	-	-	5,497
Dorothy Hall Fund	16,674	-	4,526	21,200
Equipment	18,442	-	-	18,442
Hospice Building	1,686,766	-	-	1,686,766
Marian Elizabeth Trust	-	-	109,739	109,739
Morrisons Foundation	18,425	-	-	18,425
New Liverpool Site	-	-	16,443	16,443
Shop Direct	25,518	-	-	25,518
Steven Gerrard Foundation	153,569	-	48,817	202,386
Under £5000 and anon	-	-	25,322	25,322
Vehicles	2,150	-	-	2,150
64 Trust	39,526	-	179,004	218,530
Gifts in Kind	1,864	-	-	1,864
	1,968,431	-	383,851	2,352,282
Unrestricted Funds				
General Funds	3,751,818	3,827,956	5,876,735	13,456,509
Designated Funds	-	-	1,600,000	1,600,000
Total Funds	5,720,249	3,827,956	7,860,586	17,408,791

	Tangible Fixed Assets £	Investments £	Net Current Assets £	Total 31 March 2021 £
Restricted Funds:				
Children in Need	-	-	11,470	11,470
Denbighshire Council	-	-	7,340	7,340
Dorothy Hall Fund	-	-	12,000	12,000
Equipment	34,606	-	-	34,606
Hospice Building	1,727,889	-	-	1,727,889
Marian Elizabeth Trust	-	-	109,739	109,739
Morrisons Foundation	-	-	18,425	18,425
Mr David Spratt	-	-	2,747	2,747
Mr Robert Schofield Owen	-	-	10,000	10,000
New Liverpool Site	-	-	16,443	16,443
Shop Direct	74,146	-	30,439	104,585
Steven Gerrard Foundation	-	-	202,386	202,386
Tesco Community Grants	-	-	3,750	3,750
Under £5000 and anon	-	-	50,516	50,516
Vehicles	7,310	-	-	7,310
Gifts in Kind	24,227	-	-	24,227
	1,868,178	-	475,255	2,343,433
Unrestricted Funds				
General Funds	4,206,983	3,570,161	1,828,342	9,605,486
Designated Funds	-	-	1,600,000	1,600,000
Total Funds	6,075,161	3,570,161	3,903,597	13,548,919

27. RELATED PARTY TRANSACTION

Claire House Shops Limited (Company number 26555864) whose principal activities are the management of donors on behalf of Claire House, the sale of merchandise, and agency commission, is a wholly owned subsidiary (via 2 £1 shares) of Claire House and is consolidated as part of these accounts. Profits arising in the company are gift aided to the Charity on an annual basis. The directors of the company are appointed by the Trustees of the Charity. A balance of £13,375 was due from Claire House Shops at 31 March 2022 (2021: £19,107).

The results for the year ended 31 March 2021 are as follows:

	2022 £	2021 £
Profit and Loss Account		
Sales	455,287	247,665
Expenses	(397,028)	(217,721)
Surplus for the year	58,259	29,944
Covenant to Charity	(58,259)	29,944
Retained profit	-	-
Taxation	-	-
Balance brought forward	2,301	2,301
Balance carried forward	2,301	2,301

The aggregate of net assets was:

	2022 £	2021 £
Assets	18,828	23,710
Liabilities	(16,525)	(21,407)
Shareholders' funds	2,303	2,303

There were no other outstanding balances with related parties as at 31 March 2022.

28. RECONCILIATION OF GROUP NET INCOME RESOURCES TO NET CASH INFLOW FROM GROUP OPERATIONS

	2022 £	2021 £
Net incoming resources	3,797,063	1,359,661
Non cash gift in kind	-	-
Income from investments	(102,522)	(85,306)
Interest receivable	(424)	(636)
Profit on disposal of fixed assets	(59,730)	(1,685)
Depreciation of fixed assets	418,205	427,333
Decrease/(increase) in stock	16,461	(580)
(Increase)/decrease in debtors	(677,604)	(326,174)
Increase/(decrease) in creditors	(9,648)	125,555
Net cash inflow from operating activities	3,381,801	1,498,168

29. ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2021 £	Cash Flows £	31 March 2022 £
Cash atbank and in hand	2,643,085	3,286,198	5,929,283

30. PENSION COMMITMENTS

The charitable company makes contributions to two defined contribution pension schemes for its employees. One of the schemes for eligible employees is the NHS Superannuation Scheme. The level of contributions to this scheme is determined annually by the NHS Pensions Agency. The Charity has no further liability beyond the contributions determined. The assets of the schemes are held separately from those of the Charity.

The cost to the Charity for supporting the schemes for the year was £351,509 (2021: £382,220) which was offset by contributions made by the Department of Health of £91,852 (2021: £95,935).
The amount outstanding at the year-end was £47,653 (2021: £48,716).

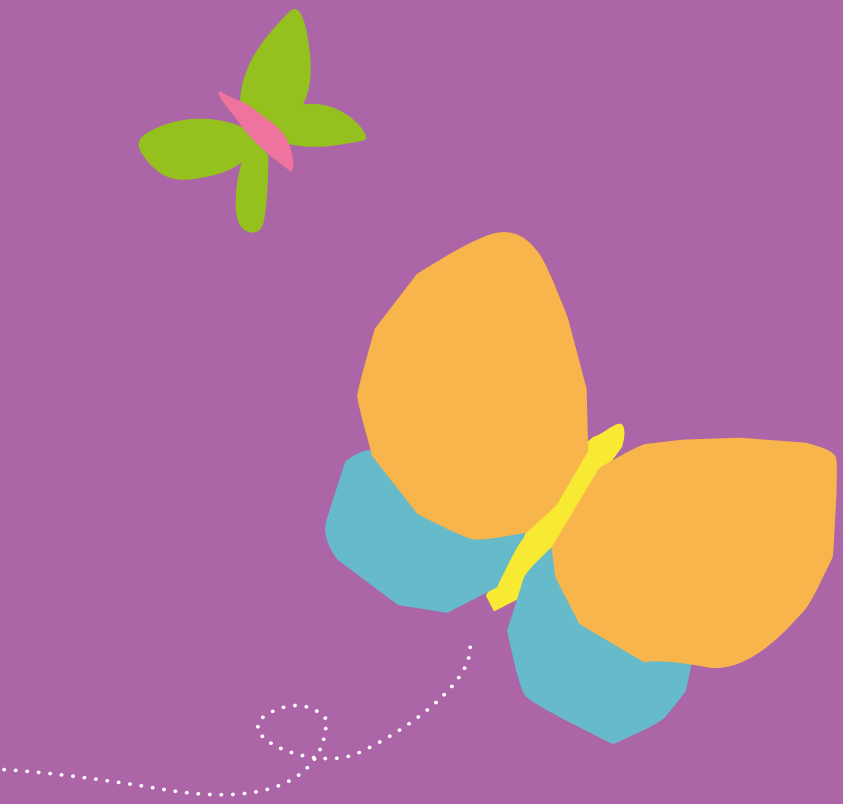
31. GUARANTEE

The Charitable Company is limited by guarantee and has no share capital. The members' liability is restricted to £1 each in accordance with the Memorandum and Articles.

32. RETAIL CONTRIBUTION

During the year, the Charity ran a chain of 17 (2021: 26) charity shops, the income and expenditure from which are included as part of these accounts. The contribution to the Charity from these shops is as follows:

	2022 £	2021 £
Sale of donated goods	1,512,282	605,385
Gift Aid and donated income from agency sales	558,097	177,945
Covid-19 Grants	69,573	711,765
Other income	40,656	58,376
	2,180,608	1,553,471
Costs	(1,860,567)	(2,609,867)
Net contribution	320,041	(1,056,396)



Claire House
CHILDREN'S HOSPICE

Claire House Children's Hospice
Clatterbridge Road, Bebington, Wirral, CH63 4JD

t. 0151 3344626 **w.** clairehouse.org

CLAIRE HOUSE

England & Wales - Charity number 1004058

Accounts



Claire House
CHILDREN'S HOSPICE

TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

CHAMPION ACCOUNTANTS LLP
Statutory Auditors, 2nd Floor, Refuge House, 33-37 Watergate Row, CHESTER, CH1 2LE

Charity no. 1004058 Company reg no. 02620240

WELCOME TO OUR 2020-21 ANNUAL REPORT



“Coming to Claire House was like getting a family. One big family,”

JODIE WILLIAMS, MUM OF LOLA (PICTURED), WHO COMES TO CLAIRE HOUSE.

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REPORT OF THE TRUSTEES

(INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT) FOR THE YEAR ENDED 31 MARCH 2021

The Trustees, who are also the Directors for the purposes of company law, present their report and the consolidated financial statements of the Charity and its subsidiary for the year ended 31 March 2021, which are also prepared to meet the requirements for a Directors' report and accounts for Companies Act purposes.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

CHAIRS AND CEO'S REPORT



Even in our darkest moments we never predicted a global pandemic which would affect our society at every level. From March 2020, over half of our staff were working from home; care services like counselling and therapies went virtual overnight; shops closed and our ability to fundraise was sliced in half.

Throughout all this our dedicated Care Team did not stop, even though it felt like the rest of the world was on pause. Together, we focussed on what we could do. We continued to provide outstanding care to those who needed it most.

We supported 101 children to die in dignity and safety at home, at Claire House, or in hospital. We remained open to emergency care and, even when we couldn't visit a family face to face, we were able to support them virtually in many different ways - thanks to the versatility and can-do attitude of the whole organisation.

The children and families whom we support have faced incredible hardship. We have told many of their stories throughout this report – of families like Zoey, Liam and Scarlet, who have lived together in hospital throughout the pandemic.

Funding has been utterly unpredictable. There were times in the year where we feared the worst. However, thanks to the dedication of our supporters and Hospice UK, who worked closely with the Government, we finished this most chaotic of years in surplus. As a result, we may even be able to bring our important future plans, paused by the pandemic, back to the table during 2021-22.

Of these plans, the need to develop our services in and around Liverpool is of the highest priority. Although we have been delayed by at least two years, we remain 100% committed to our vision to one day reach every child and family that needs our support.

This annual report is our story of a year like no other – a year when, despite everything, we continued to do our very best for the children and families who need us and, by the time it was over, we had begun to turn this chaos into opportunity.

There are brighter times ahead. When they come, Claire House will be ready.



Eileen Baildam

Chairman of Board of Trustees and Consultant Paediatric and Adolescent Rheumatologist at Alder Hey Children's Hospital

WHY WE EXIST AND OUR VISION

WHEN YOUR CHILD IS DYING, YOU HAVE ONE CHANCE TO GET THEIR CARE ABSOLUTELY RIGHT.



At Claire House we go to extraordinary lengths to help seriously and terminally ill children make the most of the time they have, however long or short that time may be.

Claire House provides specialist nursing care to babies, children and young adults, both at the hospice and at home. This includes end of life care, emergency respite, hospital support, day care and a range of groups, in addition to short breaks allowing children with complex health needs to have fun whilst their parents get a well-deserved rest.

In partnership with other healthcare providers, we are leading the way in developing children's palliative and end-of-life care for the region.

But Claire House is about more than medical care. Our Counselling and Therapy Teams support the whole family – whilst a child is living and after they die. Our Specialist Nurses and Butterfly Coordinators work with children and families to try to achieve their 'bucket lists', including memory making sessions to help them create cherished keepsakes that last a lifetime.

However, right now, due to the pandemic and rising numbers of children with life-limiting conditions, local families are being pushed to their limits and need hospice care like never before.



"The last few months have been long, hard, isolating and tiring and at times we've felt abandoned. Claire House has been the number one support for us, without a shadow of a doubt,"

SAYS MUM ALISON RUSTON WHOSE DAUGHTER JESS COMES TO CLAIRE HOUSE.

OUR VISION

Every dying child, and their family, gets the very best support when and where they need it.

OUR PLANS FOR THE NEXT TWO YEARS

1. We have committed to transform, emerging strong, resilient, effective and united, so that we are significantly closer to achieving our vision once the pandemic is behind us.

2. We will find new ways to make a difference to even more children and their families by at least maintaining our capacity and growing our influence externally with service providers and governing bodies.

OUR PRIORITIES INCLUDE:

WORKING TOGETHER WITH AND FOR CHILDREN AND FAMILIES

We will deliver excellent, safe services, prioritising those most in need, in line with what we can afford.

EMBEDDING TRANSFORMATION

We will build on our learnings from Covid-19, embracing change, implementing transformation strategies, and maintaining a razor-sharp focus on effectiveness.

ENSURING REACHING OUT IS CENTRED AROUND IMPACT

We will develop measures that allow us to improve our impact and will ensure we showcase the impact we deliver.

BELIEVING THAT TOGETHER WE REALLY ARE STRONGER

We will develop a great culture, underpinned by our values, ensuring we value all staff equally, and will collaborate externally to enhance our impact.

FOCUSING ON OUR FUTURE

We will develop our vision for future services and will build a platform for income generation success, refocusing on the areas that can deliver the greatest impact.

HOW WE HELPED DYING CHILDREN AND THEIR FAMILIES – IN NUMBERS



445 Total caseload (this includes families who are currently receiving care, as well as those who were discharged or died during 2020-21)



101 Families supported at end of life, at home in the hospice or in hospital

404 Nights of emergency respite (unplanned) care provided, which is a break provided at times of crisis because of a healthcare or social emergency



28 Families who used the butterfly suite, a chilled room where children can rest after they die

655 Virtual individual counselling sessions





CHARLIE'S STORY

TEN-YEAR-OLD CHARLIE HAS COMPLEX MEDICAL CONDITIONS INCLUDING A RARE BRAIN DISORDER CALLED LISSENCEPHALY. HE CANNOT SIT UP, WALK OR TALK. DURING LOCKDOWN HIS MUM SHIRLEY EXPLAINED WHAT LIFE WAS LIKE.

"Charlie is loud and happy with an amazing smile, but in lockdown he's just not been his chirpy self. He's been quite sad.

It was hard at first, knowing that all the support you'd had before was gone. It's like your routine is set in stone and you're the physio, teacher, nurse, doctor.

Our days are long and tiring. He wakes at least twice during the night, then wakes early, has his meds and breakfast, then sleeps for an hour, then physio, lunch and a walk on the path.

When someone from Claire House rang to see how we were, we said we were exhausted. We were told we could have some emergency care - the first break we'd had in four months.

It was a little holiday for Charlie, and a much-needed break for us."

STRATEGIC REPORT



OUR CARE SERVICES

The services we provide both at home and in the community, have a massive impact on seriously and terminally ill children and their families.

OUR CARE FITS INTO:

- Planned care (short breaks at the hospice or home, day care and groups for different ages)
- Emergency care (emergency stays in the hospice, for example when a carer becomes unwell or a family needs support with symptom management)
- 24/7 Rapid Response team who provide specialist nursing and end-of-life care, be it at home, hospital or in the hospice. This team is supported by our Palliative Care Consultant who works jointly with Claire House and Alder Hey.

CARE SERVICE AIMS AND ACHIEVEMENTS

From the onset of the pandemic our Care Team was challenged like never before. Ways of working had to be changed, with many services, such as counselling, going virtual immediately. To keep our doors open we went to great lengths to source personal protective equipment (PPE) and provide a Covid-safe environment for children, families and our care staff.

We focused on the areas that had most impact, prioritising end of life and emergency respite care, dealing with more complex cases than ever before. We supported shielding families and our colleagues in the NHS, helping keep children out of hospital and providing support and advice 24 hours a day.

When restrictions eased, we opened up, providing planned respite care and hydrotherapy, to families who had been pushed to their limits. We helped families deal with the death of their child, when the usual support from friends and communities was not there.

"I'm proud to say, that when life has been at its most challenging, our team has been at its very best," said Janet Sutherland Oakes, Director of Clinical Services.

HELPING SUPPORT THE NHS AND SHIELD VULNERABLE CHILDREN

Because parents shielding a vulnerable child felt very scared and anxious about going to hospital, we took steps to make their lives easier. We set up a 24-hour telephone helpline, so we were there for families who wanted advice.

We provided enhanced symptom management to keep children out of hospital, and step-down care to get any children who did have to be admitted out of hospital as soon as possible. We also continued with hospital visits to the most poorly children.

DEATHS AND END-OF-LIFE

We prioritise providing end-of-life care and giving families a choice of where their child dies, whether that be hospital, the hospice or their home.

The Rapid Response Team provides emergency on-call care in the community. This has enabled critically ill babies and children to be transferred out of the neonatal and critical care units to their preferred place of death (hospice or home).



"I said from the word go that I would never let my son suffer and Claire House helped us to make sure the end of Charlie's life was peaceful and pleasant. Without places like this, our situation would be close to impossible,"

ANDY ROOKE, WHOSE SON CHARLIE RECEIVED END OF LIFE CARE AT THE HOSPICE.

BUTTERFLY SUITE AND BEREAVEMENT SUPPORT

When a child dies our Butterfly Team is on hand to support families at the most difficult time of their lives. Families can stay at the hospice, whilst their child is in one of our chilled rooms, called Butterfly suites.

The team are specialists in everything from assisting with funeral arrangements; to helping families to decorate the Butterfly suites with mementos and arranging for family and friends to come to visit.

Due to Covid restrictions, on top of losing a child, families had to deal with the trauma of only a limited number of people being able to attend any ceremony. The support of our Butterfly and Bereavement Teams helped them through this impossibly difficult time.

EMERGENCY RESPITE

Offering help to families when their children came out of hospital, there was a crisis, or their care package broke down became even more important in the pandemic, as families could not call on support from their wider family or community.

"At the hospice they really went above and beyond for Jess. They knew she'd struggle with PPE; as she really hates it and rips it off. So, they had some fully unicorn-ed gowns and visors with Disney characters on.

"I don't think we'd have got here without Claire House. It would have been a million times harder than it has been," said Alison Ruston whose daughter Jess came to the hospice after a stay in hospital.

These changes will continue into 2021-22, as will our efforts to constantly look at the best ways to meet the needs of the families and children who depend on us.

WORKING WITH COMMISSIONERS AND PUBLIC SERVICES

We now have commissioning relationships with every Clinical Commissioning Group (CCG) in our catchment area. The development of these relationships is a priority for us as Cheshire and Merseyside moves to become one Integrated Care System.

"Our opportunity to influence has never been greater as we welcome invitations to sit on strategic boards and subgroups in our sector, playing a key role in the development and implementation of the National Palliative and End of Life Care Strategy," said Janet Sutherland Oakes, Director of Clinical Services.

FEEDBACK ON OUR SERVICES, INCLUDING DETAILS OF OUR LATEST CQC REPORT

In 2020-21 we had no formal complaints from services users. Whilst we did limit the amount of planned respite offered, we also dealt with some very complex cases.

We are delighted to have been rated as 'Outstanding' by the Care Quality Commission (CQC). The regulator of health and social services in England visited the Wirral hospice for its two-day inspection in October 2019.

"We thought our move to online counselling was a temporary measure, but some of our families find leaving the house a challenge under normal circumstances and have welcomed the virtual offer. We will therefore continue to provide a mix of face to face and online sessions, meeting the needs of all our families,"

COUNSELLOR RACHAEL HOGG.



TRANSFORMING OUR SERVICES

Realising that for the good of the children and families we support, we must turn the chaos caused by the pandemic into an opportunity, we looked at how we could transform our services to better serve the needs of the families who depend on us.

We needed to limit the time that families spent in the hospice to cut the risk of Covid transmission and make things more efficient. So we cut our pre-admission times from two hours to 15 minutes, doing more of the paperwork with families before their visit.

Outstanding is the highest rating given by the CQC and is achieved by only a small percentage of healthcare organisations. The organisation received 'outstanding' in the areas of: caring; responsive; and well-led; and 'good' in safe and effective.

It was recognised that the hospice provides exceptional high-quality, responsive care to seriously and terminally ill children and their families.

According to the report, parents of children who used Claire House services said: "It's a fantastic place. My daughter loves it there. The staff are excellent," and "The aftercare has been superb".

LIAM'S STORY

MUM ZOEY HAS LIVED WITH HER SON LIAM AND DAUGHTER SCARLET IN HOSPITAL FOR THE PAST YEAR.



"Lockdown has been really difficult.

Liam is six years old. He has an undiagnosed condition. He's got intestinal failure, so he requires tube feeding 24 hours a day. He's also on the autism spectrum.

He is a cheeky chappy. He loves trains, everything there is about trains.

I've not got any family support, so my daughter Scarlet, who is eight, has been staying here at the hospital with Liam and me.

Every day is different with Liam, but we basically just sit in the room all day with him. He doesn't really like to play with his sister, so I have to try to keep them both entertained.

Liam's got a lot of sensory issues so, when Katy from Claire House recognised that he likes to have the feel of something heavy on him she got him a weighted blanket.

We placed it by his feet and he slowly pulled it up over his legs, then tummy and under his chin and he had a big beaming smile on his face from ear to ear. He hadn't smiled like that for a while.

Liam doesn't accept many people into his life but he really has accepted Katy. She's helped him in so many ways and given us ways we can help him as well."

Sadly, Liam passed away in 2021. Thank you to his family for allowing us to use his story.



KATY FOX, OCCUPATIONAL THERAPIST

"I am part of the team who support Liam. I help children participate in daily life activities to improve their well-being and reach their potential.

When families are in hospital, our team provides emotional support and offers extra services, like physiotherapy, play and complementary therapies.

We can't fix what families are going through or make their child better, but we can support them through it and be there for them."

OUR ESTATES AND FACILITIES

This year our focus was on providing Covid-safe environments at both our Wirral and Liverpool sites, so our staff could continue their essential work.

Early in lockdown the building plans to develop a second hospice in West Derby, Liverpool were put on hold due to uncertainty about our fundraised income and the difficulty of carrying out construction work in the pandemic.

We are undeterred from our dream of a second site, as the need is quite clear. However, we cannot go ahead until we have secure funding in place to build it and to run it long after it opens. We hope to bring the development of Claire House Liverpool back to the table during 2021-22.

At our Liverpool site, (purchased in 2018), we currently offer day-care, counselling and complementary therapies. During the pandemic, the site played a vital role in enabling us to continue to provide safe services.

Whilst the plans for the wider Liverpool hospice development have been put on hold, we were able to re-start the project to build a glazed atrium, kindly funded by the Steven Gerrard Foundation.

OUR FUNDRAISING

When times have been tough, our extraordinary supporters have amazed us with their unfaltering support. We are eternally grateful to all those who found creative ways to raise money for us in this very challenging year.

In 2020-21 we raised £4.5m gross, down 12% on last year. However, due to our diverse streams of income, the charity was not as badly affected as many organisations.

KEY HIGHLIGHTS

Whilst Covid-19 restrictions meant we had to cancel or postpone many of our face-to-face events, we launched new initiatives such as the Virtual Butterfly Bake, where people had bake sales at home, and the Step Up Challenge, where people climbed an equivalent number of steps to scaling some of our biggest national landmarks.

Many supporters came up with their own fundraising events, such as Elizabeth, whose story is below:



"A more blended approach to our roles has allowed us to focus on areas that will have the greatest impact on sustainable income, such as statutory funding, trusts and foundations, lottery and gifts in wills. This flexibility is something we will continue to adopt as we welcome back grassroots fundraising activities that have been on hold for so long,"

GILLIAN NOVE,
DIRECTOR OF INCOME GENERATION.



CHASING RAINBOWS

Elizabeth, aged 10, set herself a challenge of doing something she had never done before.

I know how much Claire House needs donations, especially in these difficult times, and I wanted to do my bit," said Elizabeth.

Elizabeth completed her run along the Wirral coastline and was greeted by a beautiful rainbow. She was blown away when she managed to raise an incredible £2,048 for the hospice.

Despite the pandemic, our partnership with M&S Bank has gone from strength to strength. Their fundraising has ranged from walking and running

48,000 miles as a team, to holding a virtual event, M&S Bank's Got Talent. So far, the partnership has raised £138,568.80.

"This year we have had to think differently about how we support our local charity partner Claire House, but it was so important to our colleagues that we come up with ideas to continue to fundraise and volunteer. We are proud of all of our colleagues who have put their hands up to help out!" said M&S Bank.

Although their restaurants had to close during lockdown, Mowgli Street Food continued to fundraise as soon as they reopened. The partnership has raised £163,522.57 and they're now planning the Dog Show 2021 as well as supporting us with '£1 on the Bill' and other activities.



GIFTS IN WILLS

We are very grateful to those who left us a gift in their will, meaning that their support continues making a difference long after they are gone. This will be one of our biggest organisational fundraising priorities as we start looking forward to the next few years and beyond.

TRUSTS AND FOUNDATIONS

Many thanks to The Cheshire Community Foundation, The Community Foundation for Merseyside, The National Lottery Community Fund and The Steve Morgan Foundation who helped fund our Family Support Service during the pandemic. Thanks also to The Duchy of Lancaster Benevolent Fund for supporting our Butterfly Team, who provide bereavement support. Children In Need continued their loyal support of our Play Programme and sibling activities and support.

We are also grateful to the quick, flexible Covid emergency funding provided by organisations such as the Albert Hunt Trust and The National Lottery Community Fund, as well as the existing funders who took a flexible approach to their work with us in these extraordinary times.

OUR APPROACH TO FUNDRAISING

We know that if we're able to raise more money, we can help more children. To achieve this, we continually focus on giving our supporters a fantastic experience, in the hope that they will continue to support Claire House for the long-term.

OUR FUNDRAISING STANDARDS

Donors to Claire House can be assured that we comply with the regulatory standards for fundraising. We are registered with the Fundraising Regulator and are committed to the Fundraising Promise and adherence to the Code of Fundraising Practice. We require any third parties to also be signed up to the code.

Our in-house fundraising team use professional fundraisers to help us deliver certain fundraising initiatives, such as lottery and regular giving recruitment. This involves face-to-face recruitment in venues and on a door-to-door basis. We also sometimes use telephone fundraising agencies. They are used for lottery recruitment campaigns and regular giving recruitment and enhanced loyalty campaigns. We view every third party as an extension of our in-house team and we do inductions with all their new staff. We also invite them into the hospice annually to keep up to date with our work.

We have safeguards in place when working with suppliers so that we protect our supporters and the reputation of our charity. Several of our in-house fundraising team are members of the Chartered Institute of Fundraising and the whole team has access to regular training from recognised industry bodies.

We log all communications on our fundraising customer relationship management system and have clear supporter journeys which means no supporter is subjected to persistent approaches. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us.

HELPING SUPPORTERS AND ADDRESSING COMPLAINTS

We are passionate about improving and we value feedback on how our supporters think we can do this. Our website outlines our complaints policy and clearly explains how an individual can complain. We received no supporter complaints in 2020-21 in comparison to nine the previous year.







RETAIL

2020-21 was a challenging year for our Retail department. The closure of the shops during lockdown and the subsequent restrictions led to a significant drop in income, resulting in losses of around £700k. One area that performed well was our eBay shop, which continued trading throughout the pandemic.

With the future of the High Street uncertain, the organisation took the difficult decision to restructure the whole Retail department. This meant closing eight shops, reducing the support team, outsourcing the furniture collection service and reviewing all our operational costs and opportunities. It was very difficult to say goodbye to valued staff and volunteers, and we are extremely grateful for their dedication and hard work over the years.

Looking to the future, the Retail department is now in a leaner and stronger position, with a more streamlined structure which we expect will deliver solid and steady income for the organisation for many more years to come.

STAFF, VOLUNTEERS AND INFRASTRUCTURE

Although Claire House is the name given to our buildings and facilities, it is our dedicated staff and volunteers who ensure we provide outstanding care to so many children and their families.

During 2020-21 we helped staff work safely and efficiently from home, whilst providing a Covid-safe environment at our sites for those who needed to come in to work. We also furloughed some staff, if their workload had drastically reduced, allowing us to safeguard charity funds.

As staff faced increased stresses both in their personal lives and at work we focused on wellbeing, providing regular updates and practical hints and tips. We have 20 mental health first aiders who provide active signposting to support and free counselling for staff who need it.

With many volunteer roles suspended during lockdown, the team took an active stewardship approach, keeping in touch with all volunteers and welcoming some back, such as drivers, gardeners and reception volunteers, when it was safe to do so.



SUE'S STORY

During the pandemic our volunteer befrienders helped us keep in touch with our volunteers: Sue Hannah, who also volunteers on our reception desk said:

"Becoming a befriender gave me the opportunity to speak to people and help them. A lot of them are quite elderly, so they were shielding and didn't have any family or friends. It made me want to volunteer."

FINANCIAL REVIEW

In what was a year filled with financial uncertainty and complex challenges for the Care Team, Claire House spent £4.8m (2019-20: £5.2m) on care for dying children and other service-related activities.

The Fundraising Team generated a total net income during this period of £3.86m (2019-20: £4.2m), inclusive of legacy income, lottery income, gifts in kind, and the associated gift aid from tax recovery.

Claire House Shops were very badly affected by the restrictions imposed because of the virus and, after offsetting government grants made to support the retail and hospitality sector, incurred a deficit for the organisation £1,056,396 (2019-20 positive contribution of £328,000). This deficit for the year was after charging restructure and redundancy costs.

Claire House maintained its strong relationships with public healthcare commissioners, who invested in services which provided both a cost saving to the NHS and better outcomes for the child and the family. The total value of Clinical Commissioning Group funding in 2020-21 was £759,464 (2019-20: £806,614).

In addition to this, Claire House received a continuation of its NHS England grant of £593,183 (2019-20: £395,455), designed to provide an element of interim public sector funding until a more reliable funding structure is implemented. NHS England also provided a grant of £95,935 (2019-20: £88,935) towards the NHS pension contribution incurred by the organisation.

During the year the NHSE awarded funding of £1,784,353. This was to allow the hospice to make available bed capacity and community support from April 2020 to July 2020, to provide support to children and young people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

Investments during the year contributed £85,942, a drop of £8,131 compared to the previous year.

Overall, at 31 March 2021, Claire House had a surplus on unrestricted funds before movements on investments of £1,458,204 (2019-20: £858,682).

INVESTMENT POWERS & POLICY

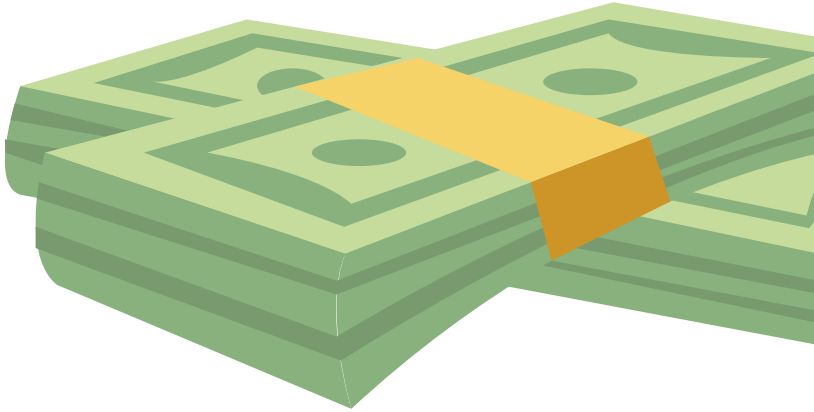
At 31 March 2021, £3,570,161 of the charity's reserves was managed by Investec, with due consideration of risk and of ethical issues. The investment policy was discussed and agreed by the charity's Investment Committee and also with the full Trustee body.

RESERVES POLICY

The Trustees have established the level of reserves that the charity ought to have as £3.9m after a detailed analysis of the financial risks to which it is exposed. It is a reflection of the financial security it would require should one of its significant funding streams dip and the time it would take to replace any such diminished funding while still maintaining services. An example of this would be a change in the NHS England grant or a drop in gifts in wills, a vital yet unpredictable source of support, as has proven the case this year.

As of 31st March 2021, Claire House held approximately £7 million in free reserves (excluding tangible fixed assets). The context of the charity's reserve fund is important: much of its income remains unpredictable, with major risks including Brexit, the state of the economy post-Covid19, public sector funding fluctuations and fluctuating gifts in wills.

The charity has significant challenges to overcome in order to recover from the impact of Covid-19 and is likely to need to use a portion of these reserves to do so. The development of the West Derby site will require significant investment and the free reserves will enable the organisation to move forward with these plans when the time is right. The Trustees believe that the reserves held will protect the charity and maintain services as it seeks to recover, and in time progress, with the overall aim that every dying child and their family, gets the very best support when and where it is needed.



PRINCIPAL RISKS AND UNCERTAINTIES

THE PRINCIPAL RISKS AND UNCERTAINTIES FACED BY CLAIRE HOUSE IN 2020-21 WERE DOMINATED BY COVID-RELATED ISSUES:



FINANCIAL SECURITY

We began the year, pre-Covid, hoping to continue to strengthen our predictable and sustainable income. Instead, alongside the whole Hospice movement, Claire House had to contend with a significant drop in income from Community, Events and Corporate fundraising sources – with very little ability to predict when or if these important sources of income might bounce back. Although emergency Government funding and higher than expected gifts in wills helped us to a positive financial position by the end of the year, we will not be able to move forward until we see the sustained recovery of the fundraising environment.

THE ABILITY TO DELIVER ON OUR STRATEGY

Covid forced us to pause our long-term strategy to develop our services and in particular at our site in Liverpool. This was in order to protect our existing services and ensure that we would be able to meet the needs of the children and families we were already committed to during the pandemic. We hope to bring the development of Claire House Liverpool back to the table during 2021-22



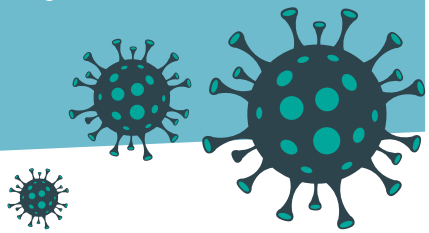


THE IMPACT OF NURSE VACANCIES

Due to Covid, and to protect the long-term future of Claire House, we decided to pause recruitment across the organisation until we had greater confidence in our financial position. This included recruitment into nursing roles which has been challenging as activity increased. Nurse recruitment will continue to be difficult and it will take time to recruit to the level that we need to be able to deliver our long-term vision.

THE WIDER IMPACT OF THE PANDEMIC ON THE WELLBEING OF OUR STAFF

Every aspect of our lives has been touched by Covid-19. For all of our staff and volunteers there has been increased pressure at work and at home; some roles have been made redundant and some have had to work harder than ever just to keep on top of the daily challenges we have faced. We know this pressure has and will continue to have a significant effect on the wellbeing of our staff.



GOVERNANCE STRUCTURE AND MANAGEMENT OF CLAIRE HOUSE

GOVERNING DOCUMENT AND LEGALITIES

Claire House is a company limited by guarantee, not having share capital, and governed by its Articles of Association.

Claire House is registered as a charity with The Charity Commission, with its principal object to offer palliative, end-of-life care and support to children who have life threatening or terminal illnesses, and their families.

The Charity is registered with the Care Quality Commission as a hospice for children and young people from 0-23 and is subject to regular inspection. Its most recent inspection carried out in October 2019, rated Claire House as 'Outstanding' (read the details of the report by visiting: www.cqc.org.uk/location/1-116772470

APPOINTMENT OF TRUSTEES

As set out in the Articles of Association the Board of Trustees should consist of no less than three and no more than 12 Members.

Trustees normally serve for a maximum of six years, although in exceptional circumstances (as happened this year) the Board may, with the unanimous consent of all the Trustees, decide that such a Trustee may put themselves forward for reappointment to a maximum of 8 years.

If a Trustee position becomes available, or if the Board decides that an individual with a particular skill-set would be beneficial to the charity's governance, an open recruitment process is conducted usually involving an external publicity campaign in order to find the best possible candidates for the role.

All Trustees are subject to enhanced Disclosure and Barring Scheme checks and rigorous reference checks.

TRUSTEE INDUCTION, TRAINING AND DEVELOPMENT

New Trustees undergo an induction process to ensure that they understand their legal obligations under charity and company law, the content of the Articles of Association, the Board and decision-making process, the strategic plan and the recent performance of the Charity.

The Trustees complete an annual skills and performance audit to understand how they can learn, develop and grow as a Board. Every meeting ends with a review of that meeting, again to ensure that the Board is constantly striving to enhance its performance.

ORGANISATION

The Board of Trustees administers the Charity and meets once every three months. There is a separate trading subsidiary, Claire House Shops Limited, which has a separate Board of Directors. The Board is supported by a number of committees, made up of Board members, volunteer subject matter experts and the relevant members of the Executive team.

These committees are: Clinical Governance, Audit and Risk, Health and Safety, Investment, Income Generation & Comms and People (which includes the important area of volunteering as well as paid staff).

A Chief Executive Officer is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the CEO has delegated authority, within the terms of delegation approved by the Trustees, for all operational matters.

The Trustees set the long-term goals for the organisation and the CEO translates this into a strategy and business plan which is then delivered by the CEO and the Executive Team.

PAY POLICY FOR SENIOR STAFF

The Trustees are committed to ensuring that there is a clear process in place for the setting of salaries within the Charity, and that all staff are paid fairly for their roles and responsibilities. This is achieved by having every role, including key management personnel, evaluated by an external specialist and regularly benchmarked against similar roles in other comparable organisations.

In June 2018 all paid roles were benchmarked by Croner Reward, a business specialising in salary benchmarking and job evaluation. In addition, the 'learn, develop and grow' framework was further developed to encourage all staff to 'be the best they can be', regardless of their position. This, alongside the continued development of volunteering, ensures that all paid staff and volunteers are truly valued for their hard work and dedication to the cause.

RELATED PARTIES

Claire House Shops Limited is a wholly-owned subsidiary of Claire House (via two £1 shares) and is consolidated as part of these accounts. Claire House Shops Limited sells merchandise and receives commission on the sale of Gift Aided donations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Name	Claire House
Charity Registration Number:	1004058
Company Registration Number:	02620240
Trustees (in the period and at the date of approval):	Dr E Baildam Dr A Stewart V Lawton J Gittins M Thomas Dr H J Butterworth H J Smallman (Resigned Nov 2020) L Williams (Appointed May 2020)
Principal and Registered Office:	Claire House Children's Hospice Clatterbridge Road Bebington Wirral Merseyside CH63 4JD
Key Management personnel (in the period and at the date of approval:	
Company Secretary:	J Wallace
Chief Executive:	D Pastor
Director of Care:	J Sutherland Oakes
Director of Income Generation	G Nove
The Charity's professional advisors are as follows:	
Auditors:	Champion Accountants LLP 2nd Floor Refuge House 33-37 Watergate Row Chester, CH1 2LE
Bankers:	Lloyds Bank plc Liverpool Law Courts Liverpool, L2 1TS
Solicitors:	Lees & Partners 44-45 Hamilton Square Birkenhead, Wirral, CH41 5AR
Investment Manager	Investec Wealth & Investment Limited The Plaza 100 Old Hall Street Liverpool, L3 9AB

TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The charity trustees (who are also the directors of Claire House for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the 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 accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue to operate.

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

In so far as the trustees are aware:

- there is no relevant audit information, of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make them 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.

In approving the Trustees' Annual Report we also approve the Strategic Report, included therein, in our capacity as company directors.

Signed by order of the Trustees by:

E BAILDAM

Trustee

Date: 13th September 2021

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS AND TRUSTEES OF CLAIRE HOUSE FOR THE YEAR ENDED 31 MARCH 2021

OPINION

We have audited the financial statements of Claire House Children's Hospice (the 'charity') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, 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 charitable company's affairs as at 31 March 2021 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

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 accounts section of our report. We are independent of the group and the charity in accordance with the ethical requirements that are relevant to our audit of the accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

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

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

- the information given in the Report of the Trustees, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and the strategic report included within the Report of the Trustees 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and the strategic report included within the Report of the Trustees.

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

- adequate accounting records have not been kept by the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- The charity's 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; or

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charity'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 charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

EXTENT TO WHICH THE AUDIT IS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

The responsibility for the prevention and detection of irregularities, including fraud, lies with the trustees and with those charged with governance. The objectives of our audit in respect of irregularities and fraud are to assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient, appropriate audit evidence regarding the assessed risks and to respond appropriately to fraud or suspected fraud identified during the audit.

AUDIT PROCEDURES

We determine significant applicable laws and regulations through discussion with those charged with governance and our own knowledge of the industry and design audit procedures to help identify instances of non-compliance with those laws and regulations that may have a material effect on the financial statements.

We consider the applicable laws and regulations to be the financial reporting framework (FRS 102 and the Companies Act 2006), Charity Law, the relevant tax regulations in the UK, employment law, the Health and Safety at Work Act 1974, Care Quality Commission Regulations and Safeguarding legislation.

We consider the control environment and the procedures in place to address identified risks, including management override, non-compliance with laws and regulations and to prevent and detect fraud or irregularity. Our procedures are designed to provide reasonable assurance that the financial statements are free from material misstatement or error and include: enquiries of management and of staff in key compliance functions; review of reports from regulators; review of minutes of meetings of those charged with governance; review and testing of manual journals, relevant nominals and significant transactions outside the normal course of business; review of financial statement disclosures and testing to supporting documentation; performance of analytical procedures.

We are not responsible for preventing non-compliance and due to the inherent limitations of an audit, as described above, the audit cannot be relied upon to detect all instances of non-compliance with laws and regulations.

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

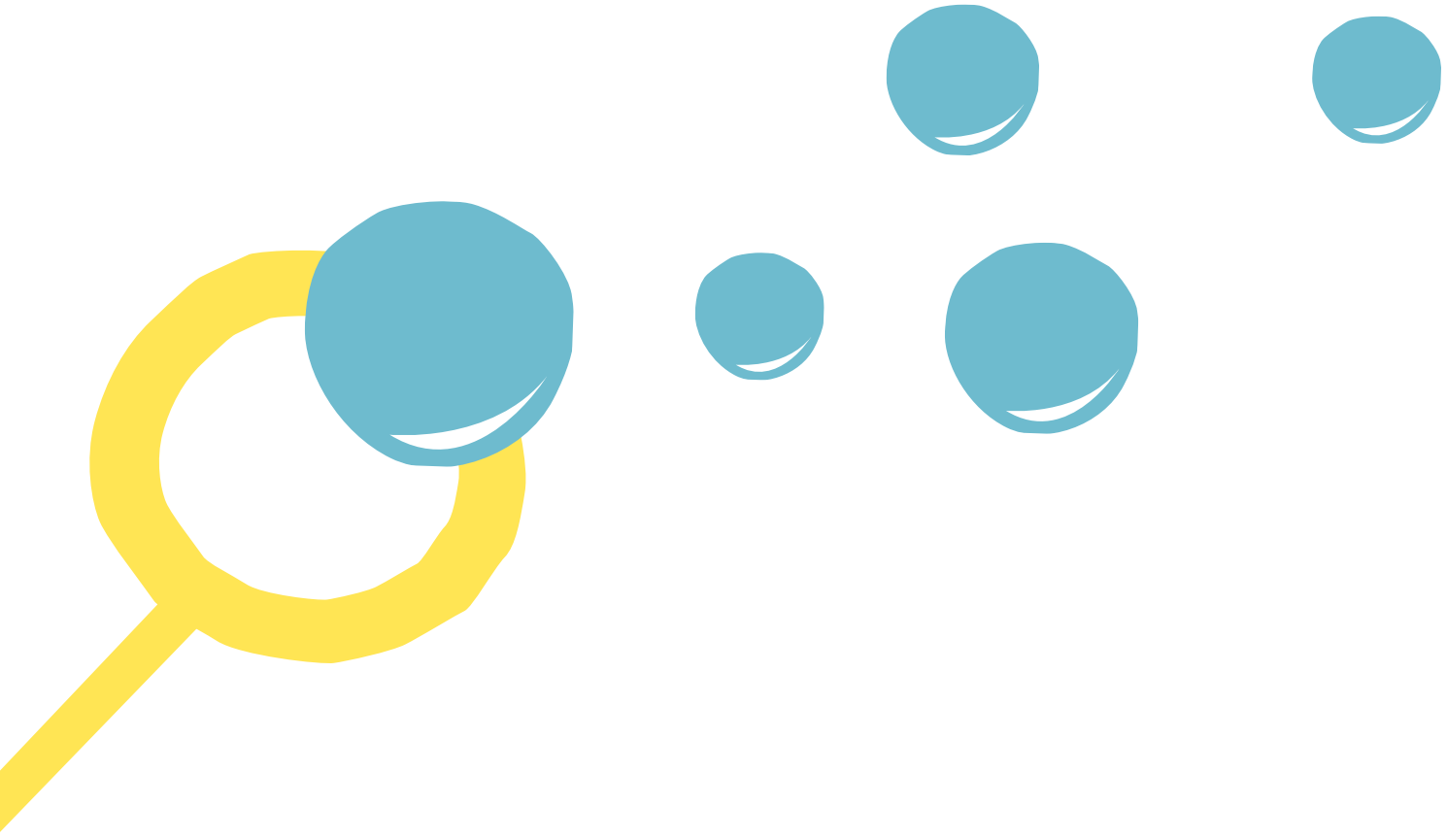
USE OF OUR REPORT

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

SUSAN HARRIS MA ACA
(Senior Statutory Auditor)
for and on behalf of Champion Accountants LLP

Chartered Accountants
Statutory Auditor, 2nd Floor Refuge House,
33-37 Watergate Row, Chester, CH1 2LE

December 9th 2021



CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds £	Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	3,816,060	2,977,321	6,793,381	5,669,844
Charitable activities	3	786,788	-	786,788	821,018
Other trading activities	4	1,987,149	-	1,987,149	3,433,800
Investments	5	85,942	-	85,942	94,073
Other	6	1,685	-	1,685	6,036
Total income and endowments		6,677,624	2,977,321	9,654,945	10,024,771
EXPENDITURE ON					
Raising funds					
Cost of generating voluntary income	7	774,891	2,400	777,291	1,051,270
Fundraising trading: cost of goods sold and other costs	8	2,711,234	-	2,711,234	2,645,994
Events & Challenges Costs	9	15,458	-	15,458	127,540
Investment management charge		17,360	-	17,360	16,347
Charitable activities	10/11	1,700,479	3,073,462	4,773,941	5,174,346
Total expenditure		5,219,422	3,075,862	8,295,284	9,015,497
Surplus of income over expenditure before net gains/(losses) on investment		1,458,202	(98,541)	1,359,661	1,009,274
Net gains/(losses) on investment assets	12	469,428	-	469,428	(251,947)
Net movement of funds		1,927,630	(98,541)	1,829,089	757,327
Reconciliation of funds					
- Total funds brought forward		9,277,856	2,441,974	11,719,830	10,962,503
- Total funds carried forward		11,205,486	2,343,433	13,548,919	11,719,830

The Statement of Financial Activities includes all gains and losses recognised during the year. All Income and Expenditure derive from continuing activities.

The notes on pages 26-46 form part of this report

CONSOLIDATED AND CHARITY BALANCE SHEET

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Fixed assets					
Tangible assets	17	6,075,161	6,270,039	6,075,161	6,270,039
Investments	19	3,570,161	3,046,368	3,570,163	3,046,370
		9,645,322	9,316,407	9,645,324	9,316,409
Current assets					
Stocks	20	37,217	36,637	14,542	14,079
Debtors	21	2,029,232	1,703,058	2,050,639	1,721,890
Cash at bank and in hand		2,643,085	1,344,110	2,642,051	1,343,353
		4,709,534	3,083,805	4,707,232	3,079,322
Liabilities					
Amounts falling due within one year	22	(805,937)	(680,382)	(805,937)	(678,202)
Net current assets		3,903,597	2,403,423	3,901,295	2,401,120
Net assets		13,548,919	11,719,830	13,546,619	11,717,529
THE FUNDS OF THE CHARITY					
Restricted income funds	24	2,343,433	2,441,974	2,343,433	2,441,974
Unrestricted funds:					
- General fund	25	9,605,486	8,327,856	9,603,186	8,325,555
- Designated reserve	25	1,600,000	950,000	1,600,000	950,000
Total funds		13,548,919	11,719,830	13,546,619	11,717,529

The consolidated financial statements were approved and authorised for issue by the Trustees on 13th September 2021 and were signed on their behalf by:

E Baildam - Chair

Company Number: 02620240

The notes on pages 26-46 form part of this report

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2021

	Note	£	2021 £	2020 £
Net Cashflow from operating activities	28		1,498,168	473,004
Cashflow from investing activities				
Income from other fixed asset investment	5	85,306		90,035
Interest received	5	636		4,038
Payments to acquire tangible fixed assets	17	(232,455)		(264,404)
Acquisition of other investments	19	(459,825)		(486,824)
Disposal proceeds of tangible fixed assets	6	1,685		6,036
Disposal proceeds of investments		530,684		211,312
Net Cashflow from investing activities			(73,969)	(439,807)
Net increase in cash and cash equivalents			1,424,199	33,197
Cash and cash equivalents at beginning of year			1,369,354	1,336,157
Cash and cash equivalents at the end of the year			2,793,553	1,369,354

CASH AND CASH EQUIVALENTS CONSIST OF

Cash at bank and in hand	2,643,085	1,344,110
Short term deposits	150,468	25,244
Cash and cash equivalent at the end of the year	2,793,553	1,369,354

The notes on pages 26-46 form part of this report

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales. The address of the registered office is Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, Merseyside, CH63 4JD.

ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective January 2019 – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note below.

The financial statements are prepared in sterling, which is the functional currency of the charity, rounded to the nearest pound.

Claire House is a public benefit entity as defined by FRS 102.

BASIS OF CONSOLIDATION

The Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and the Consolidated Statement of Cash Flows include the financial statements of the company and its subsidiary, Claire House Shops Limited, made up to 31 March 2021. There are uniform policies across the group and intra group transactions are eliminated on consolidation. Consolidation is on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the charity has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006.

The surplus of the charity for the year ended 31 March 2021 was £1,829,089 (2020: £757,327).

GOING CONCERN

The trustees have considered the on-going situation with regard to COVID-19 as part of their going concern assessment. The view of the trustees is that, whilst they acknowledge the significant disruption that the pandemic has brought and will continue bring over the coming weeks and months, the trustees believe that the charity is well placed to negotiate the unique set of conditions currently facing the UK economy. The charity has a broad range of sources of income and has accessed all available sources of government funding, which has compensated for the fall in income. The charity believes that it will be able to manage the expected shortfall in the coming months. This gives the trustees comfort in being able to meet the charity's liabilities for the coming 12 months.

In reaching their conclusion, the trustees have reviewed the charity's monthly cash flows, applied sensitivity analyses as appropriate, and considered the various financial support measures that have been announced by the UK government.

After consideration of all factors, the trustees continue to adopt the going concern basis in preparing the financial statements.

THE FUNDS OF THE CHARITY

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds which have been set aside by the Trustees for specific purposes. The aim and use of each designated fund is set out in the notes to the Financial Statements.

Restricted funds are funds which are used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against these funds. The aim and use of each restricted fund is set out in the notes to the Financial Statements.

Investment income and gains are allocated to the appropriate funds.

INCOMING RESOURCES

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy, except where sponsorship and monies are received for a Claire House Event which is to take place in the next financial year, and the funds are deferred.

For legacy income, entitlement is the earlier of the Charity being notified of an impending distribution or the legacy being received.

Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the Charity where this can be quantified and a third party is bearing the cost. No amounts are included in the Financial Statements for the services donated by volunteers.

Gifts in kind are included at valuation (over £100) and recognised upon receipt.

Gift aid receivable / income tax receivable and investment income are accounted for on an accruals basis.

RESOURCES EXPENDED

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating voluntary income are those incurred in seeking voluntary contributions and do not include costs of disseminating information in support of the charitable activities.

Fundraising trading costs are those incurred in relation to the selling of donated and bought in goods as well as costs associated with running the members' lottery.

Events and challenges costs are those costs incurred in arranging fundraising events and sponsored challenges. Charitable activity costs are those costs incurred directly in support of expenditure on the objects of the Charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties together with specific governance costs related to legal and audit matters.

Support costs are those incurred in providing finance, human resources (HR), information and communication technology (ICT) and maintenance services, together with chief executive office costs (CEO).

GOVERNMENT GRANTS

Grants receivable are included in the Financial Statements when approval of the grants has been confirmed to the Charity, or when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy.

TANGIBLE FIXED ASSETS

Tangible fixed assets costing more than £2,000 (£1,000 prior to year ended 2012) are capitalised at cost including any incidental expenses of acquisition.

When a new lease is signed, the fitting out of the shop is capitalised. All significant refits of existing shops are also capitalised. Alterations and repairs are expensed.

DEPRECIATION

Depreciation is calculated so as to write off the cost of an asset (excluding land), less its estimated residual value, over the useful economic life of that asset as follows:

Freehold property	**2% straight line**
Equipment	**written off over 5-7 years**
Fixtures and fittings	**written off over 3-7 years**
Motor vehicles	**written off over 3-7 years**
Shop fixtures and fittings	**written off over the shorter of the length of the lease or 5 years**

Where it has been identified that the recoverable amount of a fixed asset is below its net book value the asset is written down to its recoverable amount and the impairment loss is recognised in the Statement of Financial Activities.

INVESTMENT ASSETS AND INCOME

Investments are recognised initially at fair value, which is normally transaction price, excluding transaction costs. Subsequently they are measured at fair value at the balance sheet date, subject to any permanent diminution in value. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals during the year. Investments donated to the Charity are included as income as soon as the market value can be established after receipt of the shares. Investments in subsidiaries are measured at cost less impairment.

STOCKS

Stocks consist of purchased goods for resale and consumables. Stocks are valued at the lower of cost or net realisable value. Items donated for resale or distribution are not included in the Financial Statements until they are sold or distributed.

DEBTORS

Debtors receivable within one year are recognised at transaction price. Any losses arising from impairment are recognised in expenditure.

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 form 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. Deferred income includes:

- Income received for events taking place after the balance sheet date
- Unreleased discounts from retail premises rent free periods
- Lottery income received for draws taking place after the balance sheet date

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of fixed asset investments which are subsequently measured at fair value where this can be reliably measured.

PENSION COSTS

The Charity contributes to the NHS Pension Scheme on behalf of qualifying employees and administers a defined contribution Pension Scheme for the benefit of its other employees. The assets of the scheme are held separately from those of the Charity. The annual contributions payable are charged to the Statement of Financial Activities.

OPERATING LEASES

Rentals paid under operating leases are charged to the income and expenditure on a straight-line basis over the period of the lease.

INCENTIVES

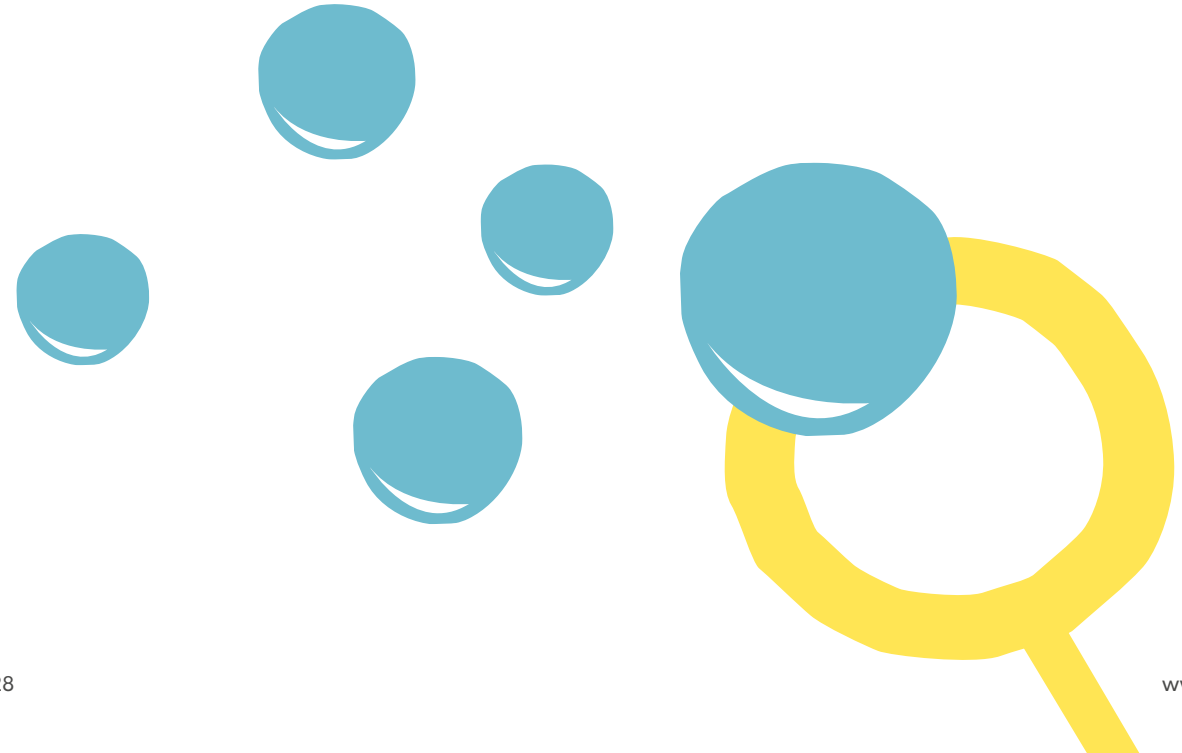
Rent free periods granted as an incentive when negotiating a new lease are written off over the initial lease period.

TAXATION

As a registered charity, the company benefits from rates relief and is generally exempt from Income Tax, Corporation Tax and Capital Gains Tax, but not Value Added Tax.

VOLUNTEERS

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the Trustees Annual Report and note 2.



2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Funds 2021 £	Funds 2020 £
Donations				
General	1,133,586	25,813	1,159,399	2,285,775
Company & Club	261,911	18,682	280,593	598,191
Covenanted income & regular giving	203,554	-	203,554	172,590
Trusts	51,703	444,299	496,002	670,334
Legacies	1,236,148	-	1,236,148	937,574
Gifts				
Donations in kind	-	7,716	7,716	115,990
Grants receivable				
Childrens Hospice Grant	-	1,784,353	1,784,353	-
NHS England Capacity and Community Support Grant	-	593,183	593,183	395,455
NHS Pension Scheme contribution	-	95,935	95,935	88,935
Coronavirus Job Retention Scheme	658,538	-	658,538	-
Covid-19 Retail Grant	270,620	7,340	277,960	405,000
	3,816,060	2,977,321	6,793,381	5,669,844

Income from donations and legacies was £6,793,381 (2020: £5,669,844) of which £3,816,060 (2020: £4,273,081) was unrestricted and £2,977,321 (2020: £1,396,763) was restricted.

Throughout 2020 and into 2021, Claire House made the decision to cease all volunteering in line with Government restrictions. Since restrictions have lifted we have seen a 12% drop in volunteers returning to us. Add to this shop closures, and our current numbers of active volunteers is 758. Given that volunteers have only partially volunteered with us throughout 2020/21 the support received in hours averaged at 47,299.

3. INCOME RESOURCES FROM CHARITABE ACTIVITES

	Unrestricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £
Clinical Commissioning Group funding	759,464	759,464	806,614
Provision of training	27,324	27,324	14,404
	786,788	786,788	821,018

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds 2021 £	Rerestricted Funds 2021	Total Funds 2021 £	Unrestricted Funds 2020 £
General events	42,000	-	42,000	253,735
Challenges	-	-	-	51,891
Income from other trading activities	1,339,764	-	1,339,764	1,304,857
Sale of goods / services	605,385	-	605,385	1,823,317
	1,987,149	-	1,987,149	3,433,800

Income from other trading activities was £1,987,149 (2020: £3,433,800) of which £1,987,149 (2020: £3,368,733) was unrestricted and £Nil (2020: £65,067) was restricted.

5. INVESTMENT INCOME

	Unrestricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £
Interest from investments & properties	85,306	85,306	90,035
Bank interest receivable	636	636	4,038
	85,942	85,942	94,073

6. OTHER INCOME

	Unrestricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £
Profit on disposal of assets	1,685	1,685	6,036
VAT reclaimed for prior years	-	-	-
	1,685	1,685	6,036

7. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Staff costs	603,903	-	603,903	680,496
Premises costs	1,903	-	1,903	1,565
Depreciation	21,320	-	21,320	20,578
Travel	2,536	2,400	4,936	21,704
Other costs	145,229	-	145,229	326,927
	774,891	2,400	777,291	1,051,270

Costs of generating voluntary income were £777,291 (2020: £1,051,270) of which £774,891 (2020: £1,048,870) was unrestricted and £2,400 (2020: £2,400) was restricted.

8. FUNDRAISING TRADING COST OF GOODS SOLD AND OTHER COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total 2020 £
Merchandise costs	14,131	-	14,131	22,714
Staff costs	1,423,171	-	1,423,171	1,252,950
Premises costs	690,885	-	690,885	620,194
Depreciation	130,971	-	130,971	101,380
Travel	44,435	-	44,435	73,899
Other trading activity costs	289,560	-	289,560	415,383
Other costs	118,081	-	118,081	159,474
	2,711,234	-	2,711,234	2,645,994

Costs of fundraising trading were £2,645,994 (2019: £2,447,027) of which £2,645,994 (2019: £2,446,827) was unrestricted and £Nil (2019: £200) was restricted.

9. COSTS OF EVENTS AND CHALLENGES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Events and Challenges	15,458	-	15,458	127,540

Costs of events and challenges were £15,458 (2020: £127,540) of which £15,458 (2020: £125,690) was unrestricted and £Nil (2020: £1,850) was restricted.

10. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Hospice activities undertaken directly	477,342	3,024,835	3,502,177	3,736,033
Support costs	1,199,131	48,627	1,247,758	1,414,369
Governance costs	24,006	-	24,006	23,944
	1,700,479	3,073,462	4,773,941	5,174,346

Costs of charitable activities were £4,773,941 (2020: £5,174,346) of which £1,700,479 (2020: £3,867,358) was unrestricted and £3,073,462 (2020: £1,306,988) was restricted.

11. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Hospice Activities undertaken directly £	Support Costs £	Governance Costs £	Total Funds 2021 £	Total Funds 2020 £
Staff costs	2,887,654	854,197	12,606	3,754,457	4,003,306
Premises costs	101,865	60,504	-	162,369	184,491
Depreciation	177,078	97,970	-	275,048	317,893
Professional fees	-	36,464	11,400	47,864	72,285
Operating costs	335,579	198,624	-	534,203	596,371
	3,502,176	1,247,759	24,006	4,773,941	5,174,346

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties, together with specific governance costs related to legal and audit matters.

12. GAINS/(LOSSES ON INVESTMENT ASSETS

	Unrestricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £
Profit on sale of investment	93,832	93,832	36,840
Gain/(loss) on revaluation of investment assets (note 19)	375,596	375,596	(288,787)
	469,428	469,428	(251,947)

13. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2021 £	2020 £
This is stated after charging:		
Depreciation	427,333	439,850
Auditors remuneration		
- Audit of the financial statements	11,400	11,100
- Accountancy services	1,100	1,080
Profit/(loss) on fair value movement of investments	375,596	(288,787)
Operating lease costs:		
- Land and buildings	480,614	395,714

14. TRUSTEES' RENUMERATION

None of the Trustees received any remuneration, benefits in kind, or expenses during the year in respect of their duties as a trustee (2020: Nil).

15. ANALYSIS OF STAFF COSTS AND THE COST OF KEY MANAGEMENT PERSONNEL

	2021 £	2020 £
Wages and salaries	4,993,590	5,144,300
Social security costs	405,721	422,388
Pension costs	382,220	370,064
	5,781,531	5,936,752

The key management personnel of the parent charity and of its subsidiary, Claire House Shops Limited comprise the Chief Executive Officer, the Director of Care and the Head of Finance. The total employee benefits of the key management personnel were £221,290 (2020: £227,075).

16. PARTICULARS OF EMPLOYEES

The average number of staff employed during the year was 214 which includes 77 part time staff. The average number of full-time equivalent (FTE) staff employed during the year was 190. The average FTE is analysed by function as follows:

	2021 Number	2020 Number
Number of nursing staff	87	89
Number of administrative staff	21	21
Number of management staff	7	7
Number of fundraising staff	19	21
Number of retail staff	56	58
	190	196

During the year the number of employees who earned more than £60,000 was as follows:

	2021 Number	2020 Number
£60,000 - £70,000	1	1
£70,000 - £80,000	1	-
£80,000 - £90,000	-	1

The employee earning over £60,000 participated in the NHS pension scheme to which the organisation contributed £13,463 (2020:£13,463).

The employee earning over £70,000 participated in the Claire House defined contribution pension scheme to which the organisation contributed £5,832 (2020: £5,983).

Total redundancy/termination payments in the year amounted to £83,059 (2020: £11,549).

17. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor Vehicle £	Total £
Cost				
At 1 April 2020	7,561,026	2,311,554	343,101	10,215,681
Additions	14,582	217,873	-	232,455
Disposals	-	-	(21,250)	(21,250)
At 31 March 2021	7,575,608	2,529,427	321,851	10,426,886
Depreciation				
At 1 April 2020	1,859,543	1,777,029	309,070	3,945,642
Charge for year	150,936	264,281	12,116	427,333
Eliminated on disposal	-	-	(21,250)	(21,250)
At 31 March 2021	2,010,479	2,041,310	299,936	4,351,725
Net Book Value				
At 31 March 2021	5,565,129	488,117	21,915	6,075,161
At 31 March 2020	5,701,483	534,525	34,031	6,270,039

18. CHARGES

There is a legal charge over the site of the Hospice in favour of the Secretary of State for Health.

A further legal charge was created over the Hospice's land on the 27 March 2006 in favour of the National Lottery Charities Board. This charge relates to the £300,000 Big Lotto Grant.

Both charges will be enforced if the property ceases to be used as a Children's Hospice.

19. FIXED ASSET INVESTMENTS

Group and Charity

	2021 £	2020 £
Market value as at 1 April 2020	3,046,368	3,238,769
Acquisitions at cost	459,825	486,824
Disposals at cost	(436,848)	(174,471)
Increase/(Reduction) in cash balances	125,224	(215,967)
Net investment gains/(losses) on revaluations in the year	375,592	(288,787)
Market value at 31 March 2021	3,570,161	3,046,368
Historical cost at 31 March 2021	2,815,194	2,789,405

Analysis of investments at 31 March 2021 between funds

	Unrestricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Listed Investments			
Quoted fixed interest securities			
- UK Government Stock	517,839	517,839	532,323
- UK Fixed Interest	589,216	589,216	362,846
- Overseas Fixed Interest	216,065	216,065	203,448
	1,323,120	1,323,120	1,098,617
Quoted Shares			
UK Equities	581,841	581,841	519,937
Overseas Equities	745,165	745,165	672,708
Property Funds	242,225	242,225	250,304
Alternative Assets	527,342	527,342	479,558
	2,096,573	2,096,573	1,922,507
Total of Listed Investments	3,419,693	3,419,693	3,021,124
Other Investments			
UK cash held as part of portfolio	150,468	150,468	25,244
	3,570,161	3,570,161	3,046,368

Charity investments include £2 investment in Claire House Shops Limited, see note 27 for further details.

Listed investments

Listed investments at a historical cost of £2,664,726 (2020: £2,764,161) (excluding donated shares) are held by the Group and Charity and had a market value of £3,419,693 at 31 March 2021 (2020: £3,021,124).

20. STOCKS

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Stock	37,217	36,637	14,542	14,079

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020	2021	2020
	£	£	£	£
Amounts due from group undertakings	-	-	21,407	15,549
Income tax recoverable	53,981	147,084	53,981	147,084
VAT recoverable	46,127	46,873	46,127	49,753
Other debtors	130,898	157,781	130,898	158,184
Prepayments and accrued income	600,426	741,320	600,426	741,320
Legacies	1,197,800	610,000	1,197,800	610,000
	2,029,232	1,703,058	2,050,639	1,721,890

22. LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Trade creditors	118,411	197,538	118,411	197,538
PAYE and Social Security	98,460	102,560	98,460	102,560
Pension contributions	48,716	45,920	48,716	45,920
Accruals	308,854	145,236	308,854	143,056
Deferred income	231,496	189,128	231,496	189,128
	805,937	680,382	805,937	678,202

Deferred income	£
Deferred income at 1 April 2020	189,128
Utilised in year	(189,128)
Received in year	231,496
Deferred income at 31 March 2021	231,496

23. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Land and buildings:		
Within one year	356,632	409,536
Between one and five years	844,334	1,060,083
Later than five years	31,000	125,792
	1,231,966	1,595,411

24. RESTRICTED FUNDS

Group and Charity	Balance at 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2021 £
Broome Family Charitable Trust	-	10,000	10,000	-
Children in Need	4,722	68,954	62,206	11,470
Claire Cain 40th Birthday	16,074		16,074	-
David & Ruth Lewis Family Charitable Trust	-	7,500	7,500	-
Denbighshire Council	-	7,340	-	7,340
Department of Health	-	2,377,536	2,377,536	-
Dorothy Hall Fund	12,000	-	-	12,000
Equipment	57,212	-	22,606	34,606
Hospice building	1,768,328	-	40,439	1,727,889
Liverpool One Foundation	6,953	-	6,953	-
Marian Elizabeth Trust	109,739	200,000	200,000	109,739
Morrisons Foundation	-	18,425	-	18,425
Mr David Spratt	2,747	-	-	2,747
Mr Robert Schofield Owen	-	10,000	-	10,000
National Lottery Community Fund	-	33,726	33,726	-
New Liverpool Site	16,036	407	-	16,443
NHS Pension Scheme grant	-	95,935	95,935	-
Shop Direct	176,546	-	71,961	104,585
Steven Gerrard Foundation	202,386	-	-	202,386
Tesco Community Grants	-	7,500	3,750	3,750
The Albert Hunt Trust	-	10,000	10,000	-
Under £5000 and anon	8,961	122,282	80,727	50,516
Vehicles	13,255	-	5,945	7,310
Gifts in kind	47,015	7,716	30,504	24,227
	2,441,974	2,977,321	3,075,862	2,343,433

All restricted funds are included in the Charity accounts

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

MEDICAL EQUIPMENT

The parents' bedroom are being fully refurbished due to money received from the **The Morrison's foundation and the UKH Foundation**. The grant will be released to unrestricted funds in accordance with the deprecation values attributable to the piece of equipment.

FAMILY SUPPORT & PLAY

Children in Need continue to support the play team, funding a therapeutic play project together this year with a **Tesco Community Grant**. Children in Need also funded the counselling team enabling them to support the siblings of the children we care for. Covid only increased the demand for support from this team, and with funding from the **National Lottery Community Fund** we managed to adapt services to ensure virtual counselling support was available for families throughout the height of the pandemic. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COST

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. During the year the **The Albert Hunt Trust, Mr Robert Scholefield Owen, David and Ruth Lewis family charitable Trust and the Broome Family Charitable Trust** have funded nursing roles that have enabled us to reach even more families. The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due the donation from the **Marian Elizabeth Trust**. The grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core Hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

BUILDING PROJECTS

The retail shop in Prestatyn has been refurbished due a grant from Denbighshire Council.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provided our bread delivery free of charge. and **M53 Ford** provide a vehicle for the Hospice to use plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

Group and Charity	Balance at 1 April 2019 £	Incoming Resources £	Outgoing Resources £	Balance at 31 March 2020 £
Cheshire Community Foundation	-	5,725	5,725	-
Children in Need	2,428	46,415	44,121	4,722
Claire Cain 40th Birthday	-	73,660	57,586	16,074
Claire House Ball	-	65,067	65,067	-
Claude Ballard Southall Memorial Charity	-	5,365	5,365	-
Department of Health	-	395,455	395,455	-
Dorothy Hall Fund	10,024	12,000	501	21,523
Equipment	81,585	4,402	41,557	44,430
European Tour Charitable Foundation	-	21,000	21,000	-
Frodsham Nursing Fund	-	13,500	10,125	3,375
Hospice building	1,799,451	-	40,253	1,759,198
Jessies Fund	2,927	-	2,927	-
Liverpool One Foundation	-	9,271	2,318	6,953
Marian Elizabeth Trust	109,739	200,000	200,000	109,739
Mr David Spratt	12,000	-	123	11,877
Mr John Farrell	-	10,000	10,000	-
New Liverpool Site	10,836	200	-	11,036
NHS Pension Scheme grant	-	88,935	88,935	-
Openwork Foundation	-	10,000	10,000	-
Price Parry Charitable Trust	-	5,000	5,000	-
Shop Direct	226,491	-	49,945	176,546
Sir Jules Thorn Charitable Trust	-	5,001	5,001	-
St Mary's Church Knowsley Village	-	5,000	-	5,000
Steven Gerrard Foundation	-	202,386	-	202,386
The Albert Hunt Trust	-	7,000	7,000	-
The Sobell Foundation	-	5,000	5,000	-
Under £5000 and anon	-	55,458	49,872	5,586
Vehicles	24,721	-	11,466	13,255
Wayne Rooney Foundation	-	100,000	100,000	-
Wallace & Gromits Childrens	4,165	-	906	3,259
Gifts in kind	7,015	115,990	75,990	47,015
	2,291,382	1,461,830	1,311,238	2,441,974

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

MEDICAL EQUIPMENT

The Dorothy Hall Fund gave a donation to purchase a bath for the teenage wing. The grant will be released to unrestricted funds in accordance with the deprecation values attributable to the piece of equipment.

FAMILY SUPPORT & PLAY

Children in Need continue to support the play team, funding a project that focuses on the use of technology in therapeutic play and along with the **Liverpool One Foundation** and the **Cheshire Community Foundation** have funded the counselling team enabling them to support the siblings of the children we care for. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred

MUSIC THERAPY

The Cain family and friends, to mark the year that Claire (the little girl who Claire House is named after) would have turned 40. raised funds to support our Music Therapy programme which makes a real difference to the children we support. The donation will be written off to unrestricted funds as the costs are incurred.

NURSING COST

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. During the year the **Wayne Rooney Foundation, Mr John Farrell, the European Tour Charitable Foundation, the Sobell Foundation and the Frodsham Nursing Fund** have funded nursing roles that have enabled us to reach even more families. The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due the donation from the **Marian Elizabeth Trust**. The grants are written off to unrestricted funds as the costs are incurred.

CLAIRE HOUSE BALL

At the Claire House Ball donations were made to fund a variety of roles and activities at the hospice. The funds were released as the costs were incurred.

PHYSIOTHERAPY

This wide range of therapies we can offer allows us to look after the medical and holistic needs of the children and families who come to Claire House. During the year our physiotherapy services were funded by the **Claude Ballard Southall Memorial Charity, Openwork Foundation, Sir Jules Thorn Charitable Trust, and Price Parry Charitable Trust.** The grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core Hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

BUILDING PROJECTS

The Steven Gerrard Foundation donation will enable us to convert an unused outdoor courtyard space at the Liverpool site into an indoor "glazed atrium" which will primarily be used by our young adults to meet, spend time together and to enjoy group sessions. **St Mary's Church Knowsley Village** gave a donation for the development of the Liverpool site. These grants will be released to unrestricted funds in accordance with the depreciation charged.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provide our bread delivery free of charge. Also included is the cost of a garden designed and built by **The Greenfinger Trust** plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

25. UNRESTRICTED FUNDS

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2020	8,327,856	950,000	8,325,555	950,000
Incoming resources	6,677,624	-	6,677,623	-
Outgoing resources	(5,219,422)	-	(5,219,420)	-
Gains and losses	469,428	-	469,428	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	(650,000)	650,000	(650,000)	650,000
As at 31 March 2021	9,605,486	1,600,000	9,603,186	1,600,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used to maintain the level of services needed to support our beneficiaries during the ongoing economic uncertainty caused by the pandemic, as well as providing a sinking fund to cover essential infrastructure costs and capital work at both the Wirral and Liverpool sites.

	Group		Charity	
	General Funds £	Designated Development Funds £	General Funds £	Designated Development Funds £
As at 1 April 2019	7,721,121	950,000	7,718,820	950,000
Incoming resources	8,562,941	-	8,562,941	-
Outgoing resources	(7,704,259)	-	(7,704,259)	-
Gains and losses	(251,947)	-	(251,947)	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2020	8,327,856	950,000	8,325,555	950,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds to fund the capital work at both the Wirral and Liverpool sites, and ongoing communications, people services and fundraising projects.

26. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible Fixed Assets £	Investments £	Net Current Assets £	Total 31 March 2021 £
Restricted Funds:				
Children in Need	-	-	11,470	11,470
Denbighshire Council	-	-	7,340	7,340
Dorothy Hall Fund	-	-	12,000	12,000
Equipment	34,606	-	-	34,606
Hospice Building	1,727,889	-	-	1,727,889
Marian Elizabeth Trust	-	-	109,739	109,739
Morrisons Foundation	-	-	18,425	18,425
Mr David Spratt	-	-	2,747	2,747
Mr Robert Schofield Owen	-	-	10,000	10,000
New Liverpool Site	-	-	16,443	16,443
Shop Direct	74,146	-	30,439	104,585
Steven Gerrard Foundation	-	-	202,386	202,386
Tesco Community Grants	-	-	3,750	3,750
Under £5000 and anon	-	-	50,516	50,516
Vehicles	7,310	-	-	7,310
Gifts in Kind	24,227	-	-	24,227
	1,868,178	-	475,255	2,343,433
Unrestricted Funds				
General Funds	4,206,983	3,570,161	1,828,342	9,605,486
Designated Funds			1,600,000	1,600,000
Total Funds	6,075,161	3,570,161	3,903,597	13,548,919

	Tangible Fixed Assets	Investments	Net Current Assets	31 March 2020
	£	£	£	£
Restricted Funds:				
Children in Need	-	-	4,722	4,722
Claire 40 for 40	-	-	16,074	16,074
Dorothy Hall Fund	9,523	-	12,000	21,523
Equipment	-	-	44,430	44,430
Frodsham Nursing Fund	-	-	3,375	3,375
Hospice Building	1,759,198	-	-	1,759,198
Liverpool One Foundation	-	-	6,953	6,953
Marian Elizabeth Trust	-	-	109,739	109,739
Mr David Spratt	9,130	-	2,747	11,877
New Garden Area	40,000	-	-	40,000
New Liverpool Site	-	-	11,036	11,036
Shop Direct	176,546	-	-	176,546
St Mary's Church Knowsley Village	-	-	5,000	5,000
Steven Gerrard Foundation	-	-	202,386	202,386
Under £5000 and anon	-	-	5,586	5,586
Vehicles	13,255	-	-	13,255
Wallace & Gromits Childrens	3,096	-	163	3,259
Gifts in Kind	7,015	-	-	7,015
	2,017,763	-	424,211	2,441,974
Unrestricted Funds				
General Funds	4,252,276	3,046,368	1,029,212	8,327,856
Designated Funds	-	-	950,000	950,000
Total Funds	6,270,039	3,046,368	2,403,423	11,719,830

27. RELATED PARTY TRANSACTION

Claire House Shops Limited (Company number 26555864) whose principal activities are the management of donors on behalf of Claire House, the sale of merchandise, and agency commission, is a wholly owned subsidiary (via 2 £1 shares) of Claire House and is consolidated as part of these accounts. Profits arising in the company are gift aided to the Charity on an annual basis. The directors of the company are appointed by the Trustees of the Charity. A balance of £21,407 was due from Claire House Shops at 31 March 2021 (2020: £15,549).

The results for the year ended 31 March 2021 are as follows:

	2021 £	2020 £
Profit and Loss Account		
Sales	272,378	803,383
Expenses	(240,134)	(706,229)
Surplus for the year	32,244	97,154
Covenant to Charity	(32,244)	(97,154)
Retained profit	-	-
Taxation	-	-
Balance brought forward	2,301	2,301
Balance carried forward	2,301	2,301

The aggregate of net assets was:

	2021 £	2020 £
Assets	23,710	22,913
Liabilities	(21,407)	(20,610)
Shareholders' funds	2,303	2,303

There were no other outstanding balances with related parties as at 31 March 2021.

28. RECONCILIATION OF GROUP NET INCOME RESOURCES TO NET CASH INFLOW FROM GROUP OPERATIONS

	2021 £	2020 £
Net incoming resources	1,359,661	1,009,274
Non cash gift in kind	-	(101,000)
Income from investments	(85,306)	(90,035)
Interest receivable	(636)	(4,038)
Profit on disposal of fixed assets	(1,685)	(6,036)
Depreciation of fixed assets	427,333	439,850
Decrease/(increase) in stock	(580)	(2,555)
(Increase)/decrease in debtors	(326,174)	(779,382)
Increase/(decrease) in creditors	125,555	6,926
Net cash inflow from operating activities	1,498,168	473,004

29. ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2020 £	Cash Flows £	31 March 2021 £
Cash at bank and in hand	1,344,110	1,298,975	2,643,085

30. PENSION COMMITMENTS

The charitable company makes contributions to certain pension schemes for its employees. One of the schemes for eligible employees is the NHS Superannuation Scheme. The level of contributions to this scheme is determined annually by the NHS Pensions Agency. The Charity has no further liability beyond the contributions determined.

The rate of employer contribution to 31 March 2021 was 20.68% (2020: 20.68%). The Department of Health made a contribution of £95,935 (2020: £88,935) to the Charity to be offset against the cost of employees who were registered in the NHS Superannuation Scheme. The cost to the Charity for supporting the scheme for the year was £132,792 (2020: £135,866) after offsetting the Department of Health's contribution. There was a creditor of £20,358(2020: £18,443) to this scheme at the end of the year.

The Charity also makes a contribution to a defined contribution scheme for employees who are not eligible to join the NHS Scheme. Claire House administers the scheme but the assets are held separately from those of the Charity. The rate of the employee and employer contribution for the year to 31 March 2021 was 4% (2020: 4%).

The law on workplace pensions changed requiring Claire House, from the 1 August 2014, to automatically enrol into this pension scheme, employees who met the criteria laid down by the Pensions Regulator. The employees automatically enrolled made contributions of 2% from 1 January 2015 to 31 December 2015, 3% from 1 January 2016 to 31 December 2017 and 4% from 1 January 2018 to 31 March 2021. Claire House matched these contributions and encouraged staff to contribute at the full rate of 4% which Claire House also matched.

The amount outstanding at the year-end was £38,358 (2020: £27,477). The charge for the year was £154,015 (2020: £145,262).

31. GUARANTEE

The Charitable Company is limited by guarantee and has no share capital. The members' liability is restricted to £1 each in accordance with the Memorandum and Articles.

32. RETAIL CONTRIBUTION

During the year, the Charity runs a chain of 26 (2020: 26) charity shops, the income and expenditure from which are included as part of these accounts. The contribution to the Charity from these shops is as follows:

	2021 £	2020 £
Sale of donated goods	605,385	1,588,694
Gift Aid and donated income from agency sales	177,945	898,617
Covid-19 Grants	711,765	-
Other income	58,376	252,501
	1,553,471	2,739,812
Costs	(2,609,867)	(2,411,984)
Net contribution	(1,056,396)	327,828



Claire House
CHILDREN'S HOSPICE

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