TYNEDALE HOSPICE AT HOME

England & Wales · Charity number 1034170

Details

Other names	TYNEDALE COMMUNITY HOSPICE
Status	Registered
Legal form	Charitable company
Company number	02870776
Registered	1994-03-08
Register	View on the Charity Commission register

Contact

Address	Tynedale Hospice at Home 1 Legion House Beaufront Park Anick Road Hexham NE46 4TU
Phone	01434 600388
Email	admin@tynedalehospice.com
Website	www.tynedalehospice.com

Activities

Objects: THE RELIEF OF SICKNESS, IN PARTICULAR THE PROVISION OF END OF LIFE CARE, ASSOCIATED SERVICES AND SUPPORT TO OTHER PALLIATIVE CARE PROVIDERS, PARTICULARLY BUT NOT LIMITED TO, THE AREA OF TYNEDALE, WEST NORTHUMBERLAND AND PONTELAND.

Activities: Tynedale Hospice at Home provides community based hospice care. Care and support is also extended to the patient's families.We cover the Tynedale, Scots Gap and Ponteland area.Services include nursing, practical and emotional support and are free of charge.

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Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- **Area of benefit:** TYNEDALE NORTHUMBERLAND
- Northumberland

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,590,704	£1,719,444	£1,878,970	53
2024-03-31	£2,124,733	£1,588,083	£1,985,229	53
2023-03-31	£1,669,077	£1,355,495	£1,405,734	47
2022-03-31	£1,306,976	£1,112,468	£1,120,518	41
2021-03-31	£1,016,806	£930,831	£946,696	39

Trustees

Name	Role	Appointed
Anne Galbraith CBE		2019-05-21
Bruce Howorth		2025-01-28
Dr Bernard Herdan		2021-05-25
Dr Kathleen Fadden		2019-05-21
Dr Lucy Carrie		2021-05-25
GILLIAN JONES		2019-05-21
Gillian Benjamin		2021-05-25
Michael George Urwin		2019-05-21
Owen Mark Mills		2025-01-28

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TYNEDALE HOSPICE AT HOME

England & Wales - Charity number 1034170

Accounts

TYNEDALE HOSPICE AT HOME

A company limited by guarantee

Annual Report and Financial statements

For the year ended 31st March 2025



Charity Number: 1034170 Company Number: 02870776


TYNEDALE HOSPICE AT HOME
Date: 21st June 2024
Pay Four thousand five hundred and nineteen pounds and twenty eight pence
£4519.28
Open gardens at Bywell Castle
Charity Number: 1034170, Company Number: 02870776

1.

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Reference and administrative details

Trustees

Dr B L Herdan CB (Chair from July 2024)
G Benjamin
L Carrie
K Fadden
A Galbraith
B Howorth (appointed January 2025)
G Jones
O Mills (appointed January 2025)
M Urwin
J Harrison (Chair until July 2024, resigned January 2025)
D Buckle (resigned September 2024)

Registered Office

1 Legion House
Beaufront Park
Anick Road
Hexham
NE46 4TU

The charity is incorporated in England and Wales.

Company Registration Number 02870776

Charity Registration Number 1034170

Bankers

Barclays Bank Plc
1 Churchill Place
London
E14 5HP

CAF Bank
Head office
Kings Hill
West Malling
Kent
ME19 4TA

Auditor

Azets Audit Services
Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Investment brokers

AYP Financial Planning Ltd (until July 2024)
2b Tanners Yard
Hexham
Northumberland
ND46 3NL

Evelyn Partners
First Floor
2 Collingwood Street
Newcastle upon Tyne
NE1 1JF

Trustees Annual Report (including Directors' Report)

The trustees, who act as directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2025.

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), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

What we do

Tynedale Hospice at Home's charitable objective is "the relief of sickness, in particular end of life care, associated services and support to other palliative care providers, particularly but not limited to, the area of Tynedale, West Northumberland and Ponteland".

Mission:
Enable all those impacted by life limiting illness, or death, to live and die well.

Vision:
Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need.

Values:
• Caring and Compassionate • Inclusive and Community Focussed • Positive and Can Do
• Collaborative and Innovative • Accountable and Trustworthy

Our services are designed to ensure that everyone in our community who is affected by life limiting illness or death receives the support they need, free of charge.

Our care staff and volunteers provide four services:

- Nursing Care
- Complementary Therapy
- Patient Transport
- Family Support

Patients and their families can access as many of these services as they need; some will access just one, while others will access all four.

Our Nursing, Complementary Therapy and Patient Transport services are for adults, and our Family Support service is for adults and children.

Nursing Care

Our Nursing Care service is designed to ensure that people can be cared for in their own home and avoid unwanted admissions to hospital in the final stages of their life. Our Registered Nurses and Hospice Support Workers are specially trained to provide high quality nursing and personal care, whilst being on hand to provide emotional support to both patients and their families. Hospice staff work closely with GPs, community nurses and other services to ensure that care is joined up and coordinated. Care can be provided over a period of hours, days or even weeks depending on need and can include much needed respite care (day and night) for families and carers who may need a break.

In 2024/25 our Nursing Care service:

- Supported 168 people in their own home
- Provided 666 home visits

"I wish to express my thanks to the nurses who were involved in my mother's care. All the staff were absolutely amazing and the overnight care we received was excellent. With each staff member we met I couldn't believe the next one could be any nicer than the last...but they were. They were like close friends I had made, and I missed them once they were no longer involved. My mother got what she wanted; to die at home, and this was very important to her and to the family - without the nurses this couldn't have happened."

"We can't thank you enough for the care and support you gave to our mum and to us as a family. The nurse told us to "go and get some sleep" and we were truly grateful for that. We felt assured that she was there to help with anything mum needed so we could get some much-needed rest. You are angels. Our mum died peacefully, surrounded by her family."

Complementary Therapy

Our Complementary Therapy service provides patients and families with a range of treatments to help ease physical symptoms, promote relaxation and reduce stress. Treatments available include massage, reflexology, reiki and relaxation therapies. The service is provided at the patient's home.

In 2024/25 our Complementary Therapy service:

- Provided treatment to 101 people

"It was like all the tension and stress was being lifted from me, helping me to cope a little better, able to be there for my wife during the dying process. It was a very valued service, there at the right time when I was in need."

"My anxiety was so bad, I was unable to get to grips with what was happening. The reflexology helped me to calm down and relax more. The reiki was amazing, I felt the heat of the energy move all through my body, making me feel warm and calm."

Patient Transport

Our Patient Transport Service provides door-to-door transport to and from appointments for patients diagnosed with a life limiting condition. Volunteer drivers pick patients up from their home in their own car, ensuring they get to and from their appointments in good time. Transport is also provided for people receiving Bereavement Support from the Hospice.

In 2024/25 our Patient Transport service:


Provided transport to 78 people


Completed 1,004 journeys and drove over 50,000 miles

"The service was the highlight of my week, it felt like getting dressed up for a day out with friends."

"I had a truly lovely journey to North Tyneside Hospital, I was dreading the scan but arrived relaxed and happy."

"All the drivers who have taken me to my appointments have been helpful, interesting, sociable and respectful. This service has been a lifeline for me at stressful times."

Family Support

Our Family Support service provides pre- and post-bereavement support following a diagnosis of a life-limiting illness, or death of a loved one. Our staff and trained volunteers help people to cope and restore hope for the future through one-to-one and group sessions.

Support is provided at our office in Hexham, in schools, at GP surgeries and at drop-in bereavement cafes in Ponteland and Hexham. Our schools support includes practical advice and support for teachers and other staff and after school clubs, activity days and workshops.

In 2024/25 our Family Support Service:



Supported 228 adults and children through one-to-one and group sessions



Facilitated 388 attendances at Bereavement Cafes

"The support has been excellent and I am very grateful. Every person I have met at the Hospice has been lovely. Tim has been wonderful – kind, empathetic and effective. He is very skilled at counselling and I am very grateful for his help."

"I honestly think the work you have done with my son has helped him immensely. He still does get emotional at times, mostly if I am, but most of the time he can speak happily about my mum and share his memories as these pop up."

Examples of Care

Jack

Jack had metastatic prostate cancer and Parkinson's disease and was referred to the Nursing Care service as his condition was deteriorating.

He lived alone and his son and daughter were taking turns to care for him including staying with Jack overnight. Tynedale Hospice at Home nurses were able to provide overnight care for Jack, allowing his relatives to rest.

As Jack was unconscious and unable to swallow, the main priority was administering symptom control medication based on non-verbal signs of pain and discomfort. This ensured that Jack and his family did not have to wait for support from the out of hours district nursing service and the Hospice nurses were able to keep him comfortable at all times.

Jack died peacefully at home with his family around him.



Ethel

Following the completion of her chemotherapy, Ethel described feeling somewhat adrift, expressing that she was "just left to get on with it". She was experiencing anxiety, fatigue, disturbed sleep and numbness in her feet. Having previously tried acupuncture without noticing any real benefit, she was initially unsure about complementary therapies but decided to explore whether there was anything that could help her.

After just two sessions of Holistic Reflexology, Ethel was pleasantly surprised to notice an improvement in the numbness in her feet and she began to feel more relaxed. As her fatigue and sleep difficulties persisted, Reiki and energy-based interventions were introduced and she found these sessions calming and restorative, offering a sense of escape from the ongoing challenges of her condition.

By her sixth session, she shared that she felt better able to cope and had a more positive outlook. She reported feeling more in control of her wellbeing and was particularly pleased with the improvements in her foot sensation and her emotional resilience.
Ethel also shared that she was looking forward to a few days away with friends – something that had previously felt out of reach.

Joanne (in her words)

“Last year I had cancer treatment for my CLL, Chronic Lymphocytic Leukaemia. It was at this point that I contacted Tynedale Hospice at Home and started to use their Transport service. The drivers were all lovely and kept me at ease whilst travelling from Haltwhistle to Hexham Oncology Ward and back.

I have now completed my treatment and am looking forward to being able to give something back by becoming a driver myself. I have recently met the wonderful Patient Transport Coordinator Karen who I'd spoken to every time I booked my transport. She always had a happy voice and was extremely helpful in arrangement transport for me.”

Lily

Lily was referred to the Family Support Team via her school, shortly before the death of her mother, Grace. The referral was made to provide pre-bereavement support and ongoing emotional support for Lily and her family.

Lily had regular sessions with a Family Support Practitioner and after Grace died they met with Lily, her father Simon and her aunt. One of the family’s immediate concerns was Lily’s uncertainty about attending the funeral. The practitioner supported Lily through a pre-funeral visit, using a model of the church to explain what to expect. Lily’s questions were answered honestly, allowing her to make an informed decision. By the end of the session, Lily expressed that she wished to attend the funeral, which she did, closely supported by her father.

After the funeral, the practitioner provided regular sessions to Lily at school over the course of a year. Initially, Lily was reluctant for her peers to know about her bereavement, but over time she became more confident in sharing her experiences.

Lily developed a memory book and Simon was invited to one of the sessions to share his family memories. The practitioner also supported the family through key milestones, including Lily’s first birthday and Christmas without Grace, and the anniversary of her death. While the sessions centred on Lily, ongoing guidance and emotional support was also provided to Simon.

In the year following her mother’s death, Lily’s bond with her father strengthened and she became more willing to engage in activities and build relationships. Simon also grew in confidence as a sole parent, and the family re-established connections with their wider support network.


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Care Services Highlights

Throughout the year, our care services expanded in a number of areas, including:

- The recruitment of additional Registered Nurses and Hospice Support Workers, increasing our capacity to support patients and their families.
- The recruitment of a permanent Registered Nurse to work overnight, allowing us to guarantee access to nursing care at night as well as during the day.
- Increased presence at local GP Practice multi-disciplinary palliative care meetings, with regular attendance at 90% of meetings.
- The introduction of a Link Nurse within the Nursing Service, designed to enhance communication and collaborative working with local GP Practices and community District Nursing teams.
- The introduction of a Dementia Service, supported by a dedicated Dementia Specialist Nurse. The initial phase has involved working with other agencies to develop an offer that complements existing provision.
- An increase in Patient Transport volunteers of 20%.
- An increase in referrals to our Patient Transport Service, leading to more than doubling the number of journeys provided, with over 50,000 miles covered.

Additional training opportunities were undertaken by staff, including:

- An additional qualification in Counselling Children & Young People by our Family Support Counsellor.
- Further completion of training provided by Sands (Stillbirth and Neonatal Death Society) by Family Support staff allowing them to safely support parents and families through pregnancy loss or the death of their baby.
- Completion of Postvention Support training provided by PABBS Suicide Bereavement Training, to enable Family Support staff to be equipped to support those bereaved by suicide.
- Prior to the roll out of an Electronic Patient Record (EPR), all clinical staff undertook a minimum of 20 hours training. This was crucial for staff who are required to access the patient's health record in order to deliver and document clinical care, record appointments and complete other administrative tasks. This training was also extended to key administrative support roles within services.

A range of service development and quality improvement initiatives took place, including:

- The launch of a new EPR system, SystmOne, across all Care services in March 2025. Access to this system allows staff to access and update health information quickly and easily, improving the quality of care delivered while also increasing efficiency. Key to the success of the project was working closely with local GPs, District Nursing teams and other hospices.

- As part of the EPR implementation, patient outcome tools including the Australia-modified Karnofsky Performance Scale (AKPS), Palliative Phase of Illness and Integrated Palliative Care Outcome Scale (IPOS) have been introduced in the Nursing Care service. These tools help staff to better understand each patient's condition, quality of life and care needs, allowing more responsive, personalised and higher quality care to be provided.

- Throughout the year the training programme for Family Support Volunteers was updated and improved. This included increasing face to face training time, allowing volunteers more time to learn and feel confident in their roles.



How our community helps us to generate our income

84% of our income is generated from support from our local community – including things like...

- Taking part in the Ponteland Wheelbarrow Race
- Supporting our will writing days
- Hosting or attending an open garden
- Completing the Great North Run
- Shopping in our retail outlets
- Head shaving!
- Christmas tree recycling through our collection service
- Leaving us a legacy

Fundraising best practice

We are committed to fundraising best practice and abide by the Fundraising Regulator's key principles and behaviours of a fundraising organisation: to be legal, open, honest and respectful. The charity does not use a professional fundraiser or commercial participator to raise funds. Any monies raised directly from the public follows all guidelines set out by the Charity Commission, UK law and the UK General Data Protection Regulation.

Our people

Staff

To enable the delivery of our strategic plan, the Hospice recruited individuals into a range of posts:

- Four Bank Nurses and two Hospice Support Workers (part of a rolling recruitment programme)
- Dementia Nurse
- Link Nurse
- Community Engagement Officer
- Retail Supervisor

A number of changes took place in the Senior Management Team including recruiting to the following posts:

- Chief Executive Officer (July 2024)
- Head of Care Services (November 2024)
- Head of Finance (March 2025)

A staff and volunteer survey took place throughout December 2024 and January 2025. 94% of staff who completed the survey strongly agreed or agreed with the statement "Tynedale Hospice at Home is clear about its vision, mission and values" and 97% agreed "I am proud to work for Tynedale Hospice at Home".



Volunteers

2024/25 saw significant growth in our volunteer workforce, with 74 new volunteers joining the Hospice. By the end of March 2025, the Hospice was supported by 256 volunteers fulfilling 309 volunteer roles.

Volunteering highlights included:

- The recruitment of 12 new volunteers to support Fawcett & Russell, the new Hospice shop in Corbridge.
- A Volunteer Recruitment event at Trinity Methodist Church in Hexham. The event was promoted with an interview by BBC Radio Newcastle with the Volunteer Coordinator and led to the successful recruitment of 18 new volunteers across multiple roles.
- The introduction of volunteer 'Years in Service' pin badges to recognise the years given to the Hospice by volunteers.
- A strong response from volunteers in the staff and volunteer survey, highlighting areas for improvement as well as feedback that volunteers felt positively about their experience with the Hospice. All volunteers who responded to the survey felt:
    - Proud to volunteer for the Hospice.
    - That the Hospice is a good place to volunteer.
    - That the Hospice is a safe place to volunteer.

Volunteer experiences

Volunteer Driver

“I think I was always meant to be a THH driver. My parents used to drive patients for THH and loved the relationships they developed through it. When my Mum was dying – at home, as she always wanted – THH were a great support to her and to me and my sister, so THH became a very important charity for both of us.

After my partner died two years ago, I set my mind to becoming a THH driver to turn my grief into something good and positive – to prevent other patients with serious medical conditions having to sit waiting just to get to their appointments or to get home, and to look after them too.

I have now been driving for several months and have loved meeting and looking after all the amazing, inspirational people I have driven. It’s not solely about driving – though that’s very important in our rural community – but about listening and making the patient feel safe on difficult journeys for them.

I tell my friends it is one of the best things I have ever done, and I end my drives feeling I have done something valuable which I’m sure would make Mum, Dad and my partner so happy.”

Family Support Volunteer

“I've always worked in the public sector, and after I retired, I wanted to find a way to continue to add something - I think it's so important that in our increasingly busy world we take time to notice each other and offer kindness. Many years ago, I had cause to phone a bereavement helpline and I have never forgotten how that lady on the other end of the phone was able to comfort me just by listening, she validated my terrible sadness and she helped me find a way to keep going at the right pace for me.

I've been so privileged to be part of the Family Support Volunteer team, and I find that the opportunity to support people at a really difficult time in their lives is so rewarding. We live in a culture that is shockingly bad at talking about death and grief, so being able to be that external person who the bereaved can properly say what they need to say to without worrying about other people's feelings or views is vital. I love that the service is free at point of use and that there is no limit on how many sessions and I value the training and support that is given to volunteers. Volunteering with the Hospice feels important and I am very grateful for the opportunity.”

Retail and Fundraising volunteer

“My journey began as a nurse, caring for others—and that deep desire to help has never left me. Volunteering with Tynedale Hospice at Home allows me to keep making a meaningful difference for local families, all while sharing my love of flowers.

From running wreath-making workshops, organising open garden events, bringing in flowers to brighten the shop or supporting the launch of a new specialist shop, every moment means something. It’s brought me new friendships and a deep sense of belonging to the Hospice family. Giving my time is a gift—not just to others, but to myself.”

Strategy and future plans

A three-year strategic plan was approved by the Board of Trustees in February 2023. The plan is aimed at increasing the reach and impact of Tynedale Hospice at Home activities to move us further towards achieving our vision:

"Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need."

The strategic plan was developed via consultation with staff, volunteers, stakeholders and partners who contributed to objectives that were approved by Trustees.

There are four key goals:

- Everyone Matters - people are at our core.
- Provide more support to more people - grow our care services.
- Deliver exemplar services - attaining the highest quality in all that we do.
- Charity and provider of choice across our community - members of our community can identify the charity and partners engage with the Hospice proactively to deliver services.



2024/25 was the second year of the strategic plan, and activities focussed on further increasing the Hospice's reach through raising awareness of the support available to our communities, growing and further improving the quality of our care services and further developing income streams. Key achievements included:

- The implementation of SystmOne, an Electronic Patient Record (EPR) system that allows staff to access and update health information quickly and easily, improving the quality and efficiency of care delivery.

- The introduction of new nursing roles leading to increased service capacity and improved collaboration with partners, including a Link Nurse, a Dementia Specialist Nurse and a permanent Registered Nurse to work overnight.

- Growth across Care Services including an uplift in hours of care delivered by the Nursing Service, a more than doubling of Patient Transport journeys and a significant increase in the number of adults and children supported by the Family Support service.

- Further development of our retail offer, including:
  - The first year of trading of the Hospice's flagship Fore Street store in Hexham, which was named the North East regional winner in The UK's Favourite Charity Shop Awards in September 2024.
  - The opening of Fawcett & Russell in Corbridge in January 2025, a new store concept adding an additional dimension to the Hospice's retail offer.

- The launch of Improvement Groups across the Hospice, designed to empower staff and volunteers to identify opportunities for improvement, generate and test change ideas and measure progress. Improvement Group leads received training in improvement methodology specifically designed for a Hospice at Home setting.

- Completion and publication of the NHS Data Security and Protection Toolkit, demonstrating that the Hospice is meeting the National Data Guardian's data security standards.

- Upgrading of office systems to improve efficiency.

Future Plans

2025/26 is the last year of the Hospice's three-year strategic plan, with planned activities building on 2024/25's achievements and aligned to the plan's key goals. These include:

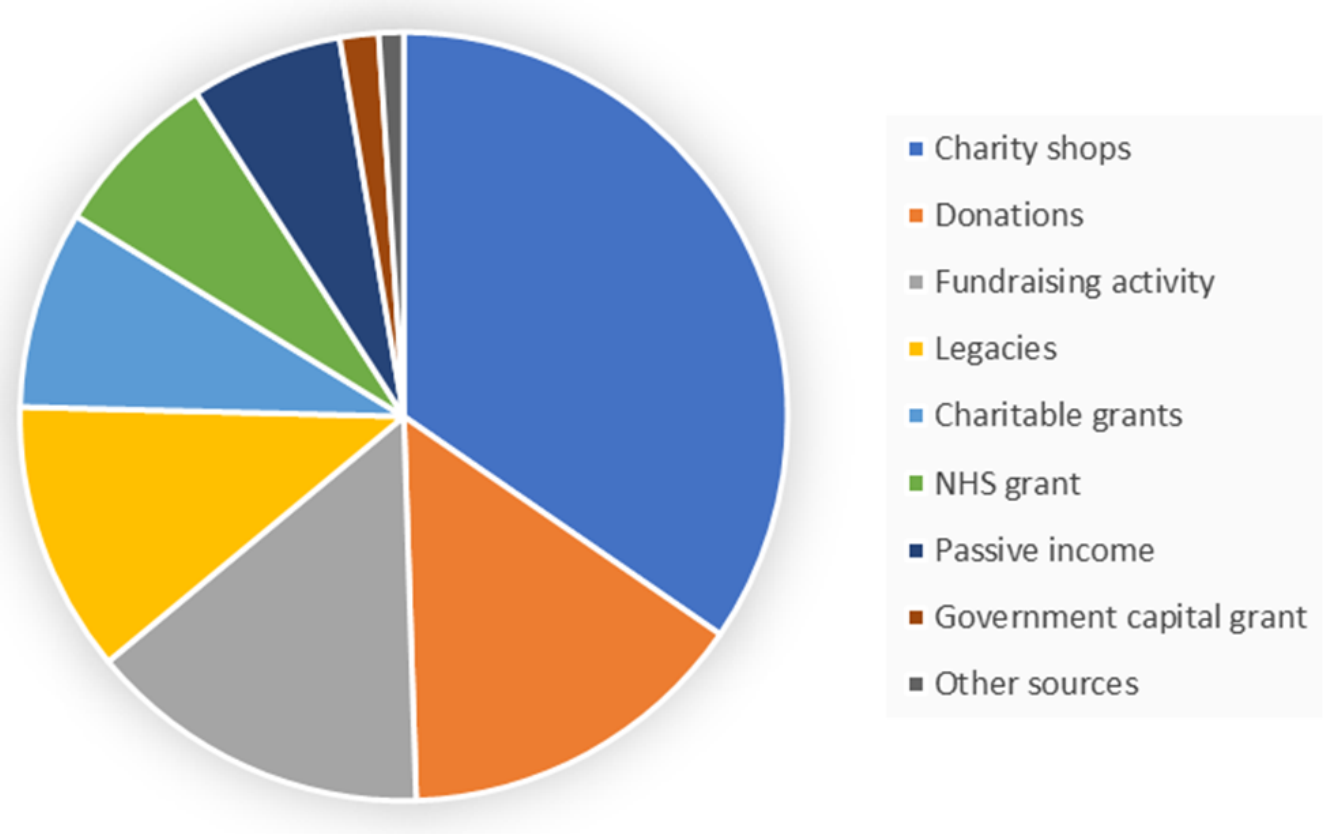
- Further development of our retail operations to ensure that we are maximising the funds raised from the generous donations we receive.
- Increasing our presence in our local communities, including opportunities for people to receive our care services in new locations.
- Improvements to how we communicate with our supporters – including through the implementation of a new CRM (Customer Relationship Management) system.
- As part of building an 'Improvement System and Culture' across the Hospice, the development of dashboards that allow us to monitor how well we're doing against our priority metrics.
- Further work with GPs and other health and care partners to ensure that care is joined up and that individuals are referred to our services at the earliest possible opportunity.
- A Hospice-wide initiative to deepen our understanding of our community and how well we're meeting their needs, to feed into a refreshed strategy from 2026/27 onwards.



Financial Review

Income in 2024/25

Charity shops (Of which surplus was £359,186)	£933,949
Donations	£154,680
Fundraising Activity: Events - £73,973 Community led - £43,269 Corporate - £19,614 Incentivised - £13,787	£150,643
Legacies	£118,424
Charitable grants	£86,595
NHS grant	£74,522
Passive income: Interest (including investment income) £44,035 Gain on investments £22,481	£66,516
Government capital grant	£16,987
Other sources	£10,869
Total	**£1,613,185**



The Hospice generated £1,613,185 in income (including investment income) in 2024/25, 84% of which resulted from the support of the Tynedale, West Northumberland and Ponteland communities.

Both income and expenditure were below budgeted figures (income by £147,805 and expenditure by £152,960), resulting in an overall deficit of £106,259. This was close to the budgeted deficit figure of £105,854 and was funded from reserves.

Income in 2024/25 was £554,393 lower than income in 2023/24, which was boosted by a significant legacy of a similar value.

As part of our longer term planning we anticipate a further deficit in 2025/26 while we develop further income streams and continue to expand our services.

Our income in 2024/25 came from a diverse range of sources:

- Our charity shops are a vital source of income and made a net contribution of £359,186 from a turnover of £933,949 in 2024/25, equating to a return on investment of 62% (which compared favourably with the national average of 32%). Compared to 2023/24, turnover was 10% higher and the surplus was 9% higher due to the expansion of our retail offer and the ongoing support of the local community. We work hard to keep costs as low as possible and ensure that every donation received is used to generate maximum revenue.

- Donations performed strongly, generating £154,680 compared to £135,664 in 2023/24.

- Fundraising activity also performed strongly, generating £150,643 compared to £126,631 in 2023/24, driven by improved performances from Events and Community led fundraising.

- Legacies generated £118,424 compared to £719,256 in 2023/24, where a large legacy led to an annual total significantly higher than the 10-year average.

- Charitable grants generated £86,595, lower than the total of £133,802 generated in 2023/24, reflecting the increasingly challenging charitable grant environment. Support was received for the Hospice's Care Services from Children in Need, The Albert Hunt Trust, The Reece Foundation, The Benefact Trust, The Joicey Trust, St Hilda's Trust and The Grace Trust. Generous support was also received from a range of Parish and Town Councils across Northumberland.

- The Hospice's NHS grant was uplifted from £70,679 in 2023/24 to £74,522, and represented 4.6% of total income.

- Passive income generated £66,516, comparable to performance in 2023/24 (£66,922).

- The first part of a Government capital grant was received, contributing £16,987 to the implementation of the Hospice's Electronic Patient Record (EPR) system.

- Other sources of income generated £10,869, including recharged staff costs to HospiceCare North Northumberland (£8,012) and voluntary donations from individuals receiving complementary therapies (£2,857).

Investments

The Hospice holds long term investments of £500,539 which is just under 27% of its balance sheet. The trustees' policy on investments is to balance risk against reward and hold a diverse portfolio of assets. Over a five-year period, returns are intended to generate a return 2% greater than inflation. In 2024/25 long term investments grew by £13,060 (compared to £39,324 in 2023/24).

Expenditure

Expenditure in 2024/25 was £1,719,444, 8% higher than 2023/24. Of this 47% was spent on the delivery of services in the community, with the remainder being spent on raising the revenue required to maintain this provision. We work hard to keep costs as low as possible, with the majority of expenditure (69%) relating to the employment of our staff team. Working alongside volunteers, 50 members of staff (many of whom work part time) were employed to deliver care to our community and ensure the financial sustainability of the charity through other roles.

Other main cost areas were premises (13%), insurance and compliance costs (3%) and fees which included the cost of outsourcing finance management support for most of the year (5%).

Capital investment

In 2024/25 we made a substantial capital investment of £91,792 in the SystmOne Electronic Patient Record (EPR) system. This means our care team can work more safely and collaborate more effectively with NHS services. We also purchased two vehicles for £22,245 to be used by the retail and fundraising teams and invested £28,570 in our retail properties including the opening of the new shop in Corbridge. There were also routine upgrades to our IT equipment. These capital investments were in part funded by a government capital grants programme for the hospice sector.

Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies

Reserves policy

The Board of Trustees has considered the financial position of the charity. It recognises that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the charity to be a significant reduction of income. The Trustees consider the minimum level of free reserves to be 3 months of operational costs to ensure continuity of service. As at 31 March 2025, free reserves of £700,673 were held which is 4 months of planned 2025/26 operational costs (free reserves were £713,133 as at 31 March 2024). Total reserves included £18,118 in funding restricted to supporting our care provision and funds designated over the 2025/26 financial year for a range of purposes including expansion of our services and income generation activity and capital expenditure on our premises (see notes 25 and 26 in the financial statements).

Governance

Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolutions dated November 2021 and May 2023. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Method of appointment or election of trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee, and/or the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the Board Meeting prior to expiration of their term of office.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

Organisational structure and decision making

The Board of Trustees meets quarterly and is responsible for governance and oversight of charity operations. There are five committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance
- Joint Steering Committee (with HospiceCare North Northumberland)

The Chief Executive and/or relevant Head of Department attend all meetings and are responsible for ensuring that decisions made by the Board and Committees are carried out.

Policies adopted for the induction and training of trustees

Trustee induction and training were updated at the last recruitment drive in September 2024. These included a copy of the Tynedale Hospice at Home service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees were invited to attend induction meetings, led by the Chair of the Management Committee. The meetings delivered operational information via presentations by senior staff and the Chief Executive. Further guidance was provided by various documents published by the Charity Commission and Trustee training provided by Hempsons Solicitors.



Risk management

The trustees review a strategic register of the main risks which the charity faces, maintained by the Chief Executive. The risk register is regularly reviewed in meetings between the Chief Executive and Department Heads, Committees and at Board level. The charity purchased, as it is within its remit through powers granted by the Charities Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrongdoing or wilful neglect or default on the part of the Board of Trustees and employees.

Pay setting arrangements

The pay of the key management personnel is reviewed annually and normally increased in accordance with average earnings. The trustees benchmark against pay levels of other charities and similar organisations within the sector and the region. Pay levels are set using this information together with the budget and forecast information, ensuring that the charity can afford any proposed increases. The Board then agree any uplift to remuneration.

Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Under company law, the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business;

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Public Benefit

The trustees have followed Charity Commission Guidance on public benefit as stated in the Charities Act 2011 and believe that the objectives and activities described throughout this report demonstrate this compliance.

Compliance

The Hospice's compliance with regulation/legislation governing its activities is kept under review by the Care and Governance Committees.

Disclosure of information to auditors

Each of the persons who are trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and;
- that trustee has taken all the steps that ought to have been taken as a trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Appointment of auditor

In accordance with section 485 of the Companies Act 2006, the appointment of Auditors for 2025/26 has not been finalised. A resolution regarding the appointment will be proposed at the October 2025 Board Meeting.

The Annual Report was approved by the trustees of the charity on:

13 November 2025

and signed on its behalf by:

Bernard Herdan

BL Herdan
Trustee



Tynedale Hospice at Home

Independent Auditor's Report
To the members of Tynedale Hospice at Home

Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Tynedale Hospice at Home

Independent Auditor's Report (Continued)
To the members of Tynedale Hospice at Home

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

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 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 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.

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

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements; health and safety; employment laws; compliance with the Care Quality Commission; and compliance with the UK Charities Act and Companies Act.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

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

Tynedale Hospice at Home

Independent Auditor's Report (Continued)
To the members of Tynedale Hospice at Home

Simon Brown BA ACA DChA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services



14 November 2025

Chartered Accountants
Statutory Auditor

Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Tynedale Hospice at Home

Statement of Financial Activities
Including Income and Expenditure Account
For the Year Ended 31 March 2025

Current financial year

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
Income and endowments from:					
Donations and legacies	3	288,589	88,097	376,686	988,722
Charitable activities	4	-	74,522	74,522	70,679
Other trading activities	5	1,084,592	-	1,084,592	983,693
Investments	6	44,035	-	44,035	24,077
Other income	7	10,869	-	10,869	57,562
Total income		1,428,085	162,619	1,590,704	2,124,733
Expenditure on:					
Raising funds	8	915,168	-	915,168	885,031
Charitable activities	9	621,009	183,267	804,276	703,052
Total expenditure		1,536,177	183,267	1,719,444	1,588,083
Net gains/(losses) on investments	15	22,481	-	22,481	42,845
Net movement in funds		(85,611)	(20,648)	(106,259)	579,495
Fund balances at 1 April 2024		1,946,463	38,766	1,985,229	1,405,734
Fund balances at 31 March 2025		1,860,852	18,118	1,878,970	1,985,229

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Tynedale Hospice at Home

Statement of Financial Activities (Continued) Including Income and Expenditure Account For the Year Ended 31 March 2025

Prior financial year

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income and endowments from:				
Donations and legacies	3	871,894	116,828	988,722
Charitable activities	4	-	70,679	70,679
Other trading activities	5	983,693	-	983,693
Investments	6	24,077	-	24,077
Other income	7	57,562	-	57,562
Total income		1,937,226	187,507	2,124,733
Expenditure on:				
Raising funds	8	885,031	-	885,031
Charitable activities	9	554,311	148,741	703,052
Total expenditure		1,439,342	148,741	1,588,083
Net gains/(losses) on investments	15	42,845	-	42,845
Net movement in funds		540,729	38,766	579,495
Fund balances at 1 April 2023		1,405,734	-	1,405,734
Fund balances at 31 March 2024		1,946,463	38,766	1,985,229

Tynedale Hospice at Home

Statement of Financial Position
As at 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	**18**		224,640		110,851
Investments	**19**		500,539		487,479
			725,179		598,330
Current assets					
Debtors	**20**	156,396		270,910	
Investments	**21**	711,413		383,000	
Cash at bank and in hand		462,925		1,036,488	
		1,330,734		1,690,398	
Creditors: amounts falling due within one year	**22**	(176,943)		(303,499)	
Net current assets			1,153,791		1,386,899
Total assets less current liabilities			1,878,970		1,985,229
Income funds					
Restricted funds	**25**		18,118		38,766
Unrestricted funds					
Designated funds	**26**	435,000		635,000	
General unrestricted funds		1,425,852		1,311,463	
			1,860,852		1,946,463
			1,878,970		1,985,229

The financial statements were approved by the Trustees on 13 November 2025

Bernard Herdan

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B L Herdan

Trustee

Company registration number 02870776

Tynedale Hospice at Home

Statement of Cash Flows
For the Year Ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	30		(151,424)		543,951
Investing activities					
Purchase of tangible fixed assets		(157,010)		(79,215)	
Proceeds from disposal of tangible fixed assets		9,828		-	
Purchase of investments		(790,118)		(235,715)	
Proceeds from disposal of investments		471,126		39,237	
Investment income received		44,035		24,077	
Net cash used in investing activities			(422,139)		(251,616)
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(573,563)		292,335
Cash and cash equivalents at beginning of year			1,036,488		744,153
Cash and cash equivalents at end of year			462,925		1,036,488

1. Accounting policies

Charity information

Tynedale Hospice at Home is a private company limited by guarantee incorporated in England and Wales. The registered office is 1 Legion House, Beaufront Park, Anick Road, Hexham, Northumberland, NE46 4TU.

The charity does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (“FRS 102”) and the Charities SORP "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 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include listed investments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacies

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants Receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Other trading activities

Shop income is recognised at point of sale. Fundraising income is recognised at the point of receipt.

Investment income

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Gifts in Kind
Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income, when they are sold.

Gift aid
Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Expenditure
Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs, depreciation and other expenditure are allocated on the basis of employee headcount of the departments as a proportion of the total headcount.

All expenditure is inclusive of irrecoverable VAT.

Raising funds
These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

1.6 Intangible fixed assets other than goodwill
Intangible assets acquired separately from a business are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably. Intangible assets are initially recognised at cost and are subsequently measured at cost net of accumulated amortisation and accumulated impairment losses.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computer Software: 20% straight line

1.7 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost of assets less their residual values over their useful lives on the following bases:

Leasehold improvements: 10% straight line
Plant and equipment: 25% straight line
Fixtures and fittings: 15% straight line
Motor vehicles: 20% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of Financial Activities incorporating income and expenditure account. Transaction costs are expensed as incurred.

Current asset investments

Current asset investments are cash balances that have been paid into fixed term deposits of terms greater than 45 days.

1.9 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments. The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

1.11 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act. 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.12 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.14 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

Rental income from operating leases is recognised on a straight line basis over the term of the lease.

2. Key sources of estimation uncertainty

Legacies

The charity includes (in its debtors) amounts due from legacies, where these have been notified prior to the year end. These are based on best information received prior to completion of the amounts and are only estimates made by solicitors which are subject to change.

3 Donations and legacies	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2025 £	2025 £	2025 £	2024 £	2024 £	2024 £
Donations and gifts	154,680	-	154,680	135,664	-	135,664
Legacies receivable	118,424	-	118,424	719,256	-	719,256
Grants, including capital grants	15,485	88,097	103,582	16,974	116,828	133,802
	288,589	88,097	376,686	871,894	116,828	988,722

4 Charitable activities

	Nursing Care 2025 £	Nursing Care 2024 £
Northumberland Care Trust - Nursing Care	74,522	70,679
Analysis by fund		
Restricted funds	74,522	70,679

5 Other trading activities

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Shop income	933,949	857,062
Fundraising events	150,643	126,631
Other trading activities	1,084,592	983,693

6 Investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Investment interest	40,368	2,423
Bank interest receivable	3,667	21,654
	44,035	24,077

7 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Other income	10,869	57,562

Other income is made up of support services of £8,012 (2024: £53,646) and sundry income of £2,857 (2024: £3,916).

8 Raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Other fundraising costs	280,137	311,927
Staff costs	473,951	430,508
Depreciation and impairment	15,727	8,573
Support costs	135,931	130,502
Fundraising and publicity	905,746	881,510
Investment management	9,422	3,521
	915,168	885,031

9 Charitable activities

	Nursing Care 2025 £	Family Support 2025 £	Patient Transport 2025 £	Total 2025 £	Nursing Care 2024 £	Family Support 2024 £	Patient Transport 2024 £	Total 2024 £
Staff costs	314,228	152,061	26,854	493,143	260,475	141,424	18,691	420,590
Depreciation and impairment	4,776	8	-	4,784	967	51	-	1,018
Other charitable expenditure	23,159	6,812	24,323	54,294	25,235	17,243	11,962	54,440
	342,163	158,881	51,177	552,221	286,677	158,718	30,653	476,048
Share of support costs (see note 10)	188,793	45,310	7,552	241,655	166,753	43,501	7,250	217,504
Share of governance costs (see note 10)	8,125	1,950	325	10,400	7,283	1,900	317	9,500
	539,081	206,141	59,054	804,276	460,713	204,119	38,220	703,052
Analysis by fund								
Unrestricted funds	424,153	137,802	59,054	621,009	385,784	130,307	38,220	554,311
Restricted funds	114,928	68,339	-	183,267	74,929	73,812	-	148,741
	539,081	206,141	59,054	804,276	460,713	204,119	38,220	703,052

10 Support costs

	Support costs £	Governance costs £	2025 £	Support costs £	Governance costs £	2024 £
Staff costs	207,733	-	207,733	227,290	-	227,290
Depreciation	2,769	-	2,769	2,815	-	2,815
Other support costs	167,084	-	167,084	117,901	-	117,901
Audit and accountancy fees	-	10,400	10,400	-	9,500	9,500
	377,586	10,400	387,986	348,006	9,500	357,506
Analysed between						
Fundraising	135,931	-	135,931	130,502	-	130,502
Charitable activities	241,655	10,400	252,055	217,504	9,500	227,004
	377,586	10,400	387,986	348,006	9,500	357,506

11 Net movement in funds

	2025 £	2024 £
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	23,280	12,406

12 Auditor's remuneration

Fees payable to the charity's auditor and associates:	2025 £	2024 £
Audit of the charity's annual accounts	10,400	9,500
Non-audit services		
All other non-audit services	2,000	650

13 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but A Galbraith was reimbursed a total of £415 mileage in respect of volunteer driving (2024: £1,019).

14 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Retail, fundraising and administrative staff	23	23
Family support	4	4
Nursing staff	26	26
Total	53	53

Employment costs	2025 £	2024 £
Wages and salaries	1,071,371	983,080
Social security costs	84,243	77,840
Other pension costs	19,213	17,468
	1,174,827	1,078,388

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025 Number	2024 Number
£60,001 to £70,000	1	-
£70,001 to £80,000	-	1

15 Net gains/(losses) on investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Gains/(losses) on investments	(149)	35,199
Gain/(loss) on sale of investments	22,630	7,646
	22,481	42,845

16 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxationof Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

17 Intangible fixed assets

	Computer Software
	£
Cost	
At 1 April 2024	7,050
Disposals	(7,050)
At 31 March 2025	-
Amortisation and impairment	
At 1 April 2024	7,050
Disposals	(7,050)
At 31 March 2025	-
Carrying amount	
At 31 March 2025	-
At 31 March 2024	-

The intangible assets relates to software purchased by the charity. These were disposed of in full during year.

18 Tangible fixed assets

	Leasehold improvements	Plant and equipment	Fixtures and fittings	Motor vehicles	Total
	£	£	£	£	£
Cost					
At 1 April 2024	76,229	39,619	102,136	22,750	240,734
Additions	28,570	104,537	1,658	22,245	157,010
Disposals	(19,032)	-	(705)	(22,750)	(42,487)
At 31 March 2025	85,767	144,156	103,089	22,245	355,257
Depreciation and impairment					
At 1 April 2024	26,660	30,449	67,088	5,686	129,883
Depreciation charged in the year	6,641	6,764	6,393	3,482	23,280
Eliminated in respect of disposals	(16,225)	-	(635)	(5,686)	(22,546)
At 31 March 2025	17,076	37,213	72,846	3,482	130,617
Carrying amount					
At 31 March 2025	68,691	106,943	30,243	18,763	224,640
At 31 March 2024	49,569	9,170	35,048	17,064	110,851

19 Fixed asset investments

	Listed investments	Cash in portfolio	Total
	£		£
Cost or valuation			
At 1 April 2024	475,169	12,310	487,479
Additions	450,802	10,903	461,705
Valuation changes	(31,114)	-	(31,114)
Transfers	(13,619)	-	(13,619)
Disposals	(382,487)	(21,425)	(403,912)
At 31 March 2025	498,751	1,788	500,539
Carrying amount			
At 31 March 2025	498,751	1,788	500,539
At 31 March 2024	475,169	12,310	487,479

Fixed asset investments revalued

The cost value of the listed investments at 31 March 2025 was £490,409 (2024: £476,195).

The investment balance comprises listed investments and Open Ended Investment Company (OEIC) funds. Listed investments are valued using market valuations at 31 March 2025.

The following investments accounted for more than 5% of the total closing market value at 31 March 2025;
-Brown Advisory US Sustainable growth B (Inc)- £35,415
-Legg Mason Global Funds plc US Equity GBP (Acc)- £29,832
-Schroder Unit Trusts Global Sustainable Value Equity Q1 (Inc)- £36,455

20 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Trade debtors	3,601	87,468
Other debtors	35,053	17,674
Prepayments and accrued income	117,742	165,768
	156,396	270,910

21 Current asset investments

	2025	2024
	£	£
Unlisted investments	711,413	383,000

22 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		24,146	18,069
Deferred income	23	13,807	76,709
Trade creditors		9,866	59,049
Other creditors		5,166	4,770
Accruals		123,958	144,902
		176,943	303,499

23 Deferred income

	2025 £	2024 £
Other deferred income	13,807	76,709

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	13,807	76,709
Movements in the year:		
Deferred income at 1 April 2024	76,709	6,665
Released from previous periods	(76,709)	(6,665)
Resources deferred in the year	13,807	76,709
Deferred income at 31 March 2025	13,807	76,709

24 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £19,213 (2024 - £17,468).

Contributions totalling £5,166 (2024: £4,770) were payable to the scheme at the end of the year and are included in creditors.

25 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds		
	Incoming resources	Resources expended	Balance at 1 April 2024	Incoming resources	Resources expended	Balance at 31 March 2025
	£	£	£	£	£	£
NHS Palliative Care	70,679	(70,679)	-	-	-	-
Joicey Trust	-	-	-	2,500	(2,500)	-
Smith Trust Haltwhistle	-	-	-	500	(500)	-
White Oak Charitable Trust	-	-	-	1,000	(1,000)	-
Albert Hunt Trust	30,000	-	30,000	15,000	(26,882)	18,118
BBC Children in Need	32,474	(32,333)	141	33,447	(33,588)	-
NHS Grant	-	-	-	74,521	(74,521)	-
Benefact Trust	8,625	-	8,625	8,625	(17,250)	-
Northumberland Cancer Support	2,000	(2,000)	-	14,000	(14,000)	-
Grace Trust	2,000	(2,000)	-	3,000	(3,000)	-
Henry Bell Trust	250	(250)	-	750	(750)	-
Hospice UK	41,479	(41,479)	-	9,275	(9,275)	-
	187,507	(148,741)	38,766	162,618	(183,266)	18,118

25. Restricted funds

NHS Palliative Care: a grant towards our nursing services.

The Joicey Trust: A grant towards the Hospice's Children's Bereavement Service helping children and young people who lose a loved one. Our services are designed so children facing or grieving the death of a parent, sibling, grandparent, or friend feel less isolated.

Smith Trust Haltwhistle: A grant towards our family support services.

White Oak: Funding for our care service delivery.

Albert Hunt Trust: A grant towards the costs of employing a link nurse working with GP practices to facilitate speedy access to Hospice services.

BBC Children in Need: A grant towards the work we do with children within our family support services pre and post bereavement.

Benefact Trust: A grant from the Benefact Trust towards the salaries of our Family Support Practitioners enabling us to recruit and retain experienced staff with expertise in child bereavement support. Also, a grant towards the salaries of our Care Team.

Northumberland Cancer Support Group: A donation restricted to support our bereavement work in our community enabling us to help children on an ongoing basis whenever they need support, particularly at transition points in their lives such as moving house or school.

Grace Trust: A grant towards Tynedale Hospice at Home's Patient Transport Service. This grant will help the Hospice to support some of the community's most vulnerable older people who need to attend hospital appointments for critical treatments often related to cancer diagnosis. The funding will be used towards the costs of our volunteer driver's fuel costs and out part-time administrator who liaises with both patients and drivers to ensure a seamless, efficient, and caring service.

Henry Bell Trust: Funding for our care service delivery.

Hospice UK: Masonic charitable foundation grant to help improve palliative care and end of life care for the people with progressive neurological conditions.

26 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2023	Resources expended	Transfers	Balance at 1 April 2024	Resources expended	Transfers	Balance at 31 March 2025
	£	£	£	£	£	£	£
Strategic development	107,000	(107,000)	280,000	280,000	-	(195,000)	85,000
Expansion of core services and supported infrastructure	20,000	-	120,000	140,000	(91,972)	(48,028)	-
Investment in income generation	22,000	(22,000)	70,000	70,000	-	70,000	140,000
Capital spend - Property	125,000	(60,437)	45,437	110,000	(25,473)	(29,527)	55,000
Capital spend - System One	-	-	-	-	-	120,000	120,000
Staff investment	-	-	35,000	35,000	-	-	35,000
	274,000	(189,437)	550,437	635,000	(117,445)	(82,555)	435,000

Strategic development

Funds set aside for the development of new services along with support in the initial phase.

Expansion of core services and supported infrastructure

Support in the increase of service referrals, along with the implementation of a new system to help support this.

Investment in income generation

Support the growth of our retail team.

Capital spend

a) Property: Investment in our retail units.

b) System One: Investment in our care management and patient record system.

Staff investment

Additional costs expected when we look to grow the team

27 Analysis of net assets between funds

	Unrestricted funds 2025 £	Designated funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:								
Tangible assets	224,640	-	-	224,640	110,851	-	-	110,851
Investments	500,539	-	-	500,539	487,479	-	-	487,479
Current assets/(liabilities)	700,673	435,000	18,118	1,153,791	713,133	635,000	38,766	1,386,899
	1,425,852	435,000	18,118	1,878,970	1,311,463	635,000	38,766	1,985,229

28 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	141,643	106,237
Between two and five years	326,644	305,996
In over five years	22,290	43,003
	490,577	455,236

29 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2025 £	2024 £
Aggregate compensation	109,201	219,686

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

Trustees supported the charity through donations and participation in fundraising efforts totalling £1,938 (2024: £2,095).

30 Cash generated from operations

	2025 £	2024 £
(Deficit)/surpus for the year	(106,259)	579,495
Adjustments for:		
Investment income recognised in statement of financial activities	(44,035)	(24,077)
Loss on disposal of tangible fixed assets	10,113	-
Gain on disposal of investments	(22,630)	(7,646)
Fair value gains and losses on investments	149	(35,199)
Depreciation and impairment of tangible fixed assets	23,280	12,406
Movements in working capital:		
Decrease/(increase) in debtors	114,514	(141,641)
(Decrease)/increase in creditors	(63,654)	90,569
(Decrease)/increase in deferred income	(62,902)	70,044
Cash (absorbed by)/generated from operations	(151,424)	543,951

31. Analysis of changes in net funds

The charity had no debt during the year.



For further information please contact:

Tynedale Hospice at Home
1 Legion House
Beaufront Park
Anick Road
Hexham
NE46 4TU

www.tynedalehospice.com

01434 600388

admin@tynedalehospice.com

Charity number: 1034170
Company number: 02870776



TYNEDALE HOSPICE AT HOME

England & Wales - Charity number 1034170

Accounts

TYNEDALE HOSPICE AT HOME



(A company limited by guarantee)

Annual Report and Financial Statements

For the year ended 31st March 2024



Charity Number: 1034170
Company Number: 02870776



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Reference and administrative details

Trustees

JJ Harrison (Chair)
K Fadden
L Carrie
G Benjamin
A Galbraith
M G Urwin
Dr B L Herdan CB
G Jones
D Buckle (appointed November 2023, resigned September 2024)
E C Hogg (resigned May 2023)
Prof J Shucksmith (resigned October 2023)
P Johnston (resigned January 2024)

Registered Office

1 Legion House
Beaufront Park
Anick Road
Hexham
Northumberland
NE46 4TU

The charity is incorporated in England and Wales.

Company Registration Number: 02870776

Charity Registration Number: 1034170

Bankers:

Barclays Bank plc
Priestpopple
Hexham
NE46 1PE

CAF Bank Limited
Head Office
Kings Hill
West Malling
Kent ME19 4TA

Auditor

Azets Audit Services
Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Investment brokers

AYP Financial Planning Ltd
2b Tanners Yard
Hexham
Northumberland
NE46 3NL

Evelyn Partners
First Floor
2 Collingwood Street
Newcastle upon Tyne
NE1 1JF

Trustees' Annual Report (including Directors' Report)

The trustees, who act as directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2024.

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), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

What we do

Tynedale Hospice at Home's charitable objective is "the relief of sickness, in particular end of life care, associated services and support to other palliative care providers, particularly but not limited to, the area of Tynedale, West Northumberland and Ponteland".

Mission:
Enable all those impacted by life limiting illness, or death, to live and die well.

Vision:
Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need.

Values:

• Caring and Compassionate • Inclusive and Community Focussed • Positive and Can Do

• Collaborative and Innovative • Accountable and Trustworthy

Our services are designed to ensure that everyone in our community who is affected by life limiting illness or death receives the support they need, free of charge. Our care staff and volunteers provide four services:

- Nursing Care
- Complementary Therapy
- Patient Transport
- Bereavement Support

Patients and their families can access as many of these services as they need; some will access just one, while others will access all four.

Our Nursing, Complementary Therapy and Patient Transport services are for adults, and our Bereavement Support service is for adults and children.

Nursing Care

Our Nursing Care service is designed to ensure that people can be cared for in their own home and avoid unwanted admissions to hospital in the final stages of their life. Our Registered Nurses and Hospice Support Workers are specially trained to provide high quality nursing and personal care, whilst being on hand to provide emotional support to both patients and their families. Hospice staff work closely with GPs, community nurses and other services to ensure that care is joined up and coordinated. Care can be provided over a period of hours, days or even weeks depending on need and can include much needed respite care (day and night) for families and carers who may need a break.

In 2023/24 our Nursing Care service:

Supported 183 people in their own home **Provided 514 home visits**

"My mum and I benefitted greatly from the overnight care offered by Tynedale Hospice at Home. I got an undisturbed night of sleep confident in the knowledge that Mum was in excellent hands and would be well looked after. Mum was comfortable and happy in the care of lovely, friendly, experienced ladies. We also enjoyed lovely relaxing reiki sessions every couple of weeks which we both looked forward to."

"The gentle kindness from staff at a time when our world is falling apart is exemplary."

"Incredible support, empathetic night nursing care at end of life which made a sad, terrifying experience less scary. I am receiving helpful emotional support too. We as a family can't thank you enough."

Complementary Therapy

Our Complementary Therapy service provides patients and families with a range of treatments to help ease physical symptoms, promote relaxation and reduce stress. Treatments available include massage, reflexology, reiki and relaxation therapies. The service is provided at home or at our Community Wellbeing Hub in Corbridge.

In 2023/24 our Complementary Therapy service:

Provided treatment to 84 people

"I couldn't believe after just one session that I would feel so different. It is the most relaxed I've been in months. I can actually feel my feet, they feel part of my body again. I would never have believed how good it would feel."

"I have never experienced anything like that in my life. It felt great. I can't believe how it makes me feel, how much it relaxes me."

Patient Transport

Our Patient Transport Service provides door-to-door transport to and from appointments for patients diagnosed with a life limiting condition. Volunteer drivers pick patients up from their home in their own car, ensuring they get to and from their appointments in good time. Transport is also provided for people receiving Bereavement Support from the Hospice.

In 2023/24 our Patient Transport service:

Provided transport to 74 people **Completed 389 journeys**

"I have used your service for quite a few years now and don't know what I would do without you. It's like having your own private driver. They are prompt, efficient and welcoming and never mind how long they have to wait. It takes away a lot of the stress and pressure of worrying about appointments and I am so grateful for this service."

"The involvement of the Hospice changed my state of mind and my fears...your drivers made me feel like I had someone with me. Forget million-pound CT scanners or chemicals, you were more important to me."

Bereavement Support

Our Bereavement Support service provides pre- and post-bereavement support following a diagnosis of a life-limiting illness, or death of a loved one. Our staff and trained volunteers help people to cope and restore hope for the future through one-to-one and group sessions. Support is provided at our office in Hexham, in schools, at a Community Wellbeing Hub in Corbridge and at drop-in bereavement cafes in Ponteland and Hexham. Our schools support includes practical advice and support for teachers and other staff and after school clubs, activity days and workshops.

In 2023/24 our Bereavement Support service:

Supported 172 adults and children through one-to-one and group sessions

Facilitated 466 attendances at Bereavement Cafes

"I just wanted to say thank you for everything you did for me. I sometimes think thank you is not enough. My child was lost and broken and with your help you got him back."

"Thank you for your brilliant service, the rest of my family is very grateful as well. You have been extremely kind and compassionate and have shown me helpful techniques to help me move forward. Thank you very much for this essential help, it is lifesaving."

Examples of care

George (in his wife Eileen's words)

Seven years ago, George was diagnosed with Parkinson's. We managed the symptoms very well as a collective. It didn't change who we were and what mattered to us. Throughout this period George remained so strong and stoic. But last June, after a nine day stay in hospital, we found out that he had stage 4 colon cancer. A lot of the symptoms of this type of cancer were the same as Parkinson's which masked the presentation of cancer, leaving it too late to act.

We were pragmatic in our decision making and as a family decided not have chemo nor dwell on our situation. Instead we had the most amazing six months, cherishing every moment together. George had made it clear that he didn't want to go back to hospital or to pass in a hospice. I wanted to honour his wish – our wish – for him to remain at home. We'd coped with a lot, and it was a privilege to care for George, but this was going to be different. I wanted to be with him as his wife in his last moments. The Macmillan nurse suggested Tynedale Hospice at Home. They quickly arranged for a nurse to come out and she stayed with us through night. She made us both feel calm and comfortable. Her understanding and compassion were evident throughout, and it is hard for me to put into words how much this meant to both George and I. The Hospice nurse enabled a peaceful, dignified and loving end, making our last wish a reality.

To lose the physical presence of my husband is beyond words but knowing he was cared for in such a compassionate and dignified way is a huge comfort. Tynedale Hospice at Home made the most enormous difference on the most important night of our life. Our family is forever grateful.



Keith

Keith is a 54-year old gentleman who has been diagnosed with gastric cancer. Before he started to receive support his symptoms included pain, fatigue, nausea and poor sleep. He was also suffering from anxiety and was eating very little. He had lost a lot of weight and was feeling very weak. Keith was feeling very angry in relation to his diagnosis as he felt that doctors were slow to recognise his symptoms. When he first accessed support from the Hospice, he had just begun an intense course of aggressive chemotherapy treatment. The Macmillan Nursing Team knew about the Complementary Therapy service offered by the Hospice and referred him to Sandra.

Keith first tried a holistic treatment and was deeply relaxed during the session, but at the next session said he was open to try another treatment and was curious about Reiki. Sandra then recommended he tried Reiki energy healing. He enjoyed it as it felt gentler for him and he was amazed at feeling the sensations of the energy.

Keith then spoke to Sandra about anxieties he was having about not wanting to eat, the nausea he was feeling and that he couldn't understand all that was happening to him. Sandra recommended he try hypnotherapy and combined this with shamanic therapy and sound therapy in his next session. Keith deeply relaxed during the session and was able to release and let go of the anxieties he was carrying. He told Sandra that he had never been able to do breathing techniques but that she had made it so simple for him to follow that he found it easy.

Peter

Peter visited one of the Hospice's shops and got chatting to one of the volunteers about the Patient Transport service. It transpired that he was suffering from a liver tumour and that he lived alone with no support and was finding getting to appointments challenging. He didn't know that the Hospice offered transport to hospitals for treatment, and as a result of the conversation he referred himself to the service.

After a few appointments the service contacted him to check that the transport was working as expected. He said that despite the stress of his treatment, the journeys to and from his appointments were the highlight of his week. His treatment made him feel anxious but the light-hearted conversations with the drivers made him relaxed and ready for his appointments by the time he arrived at the hospital. He said that the drivers were also good at sensing when he was having a tough time with his treatment and knew when he needed a quiet journey.





Care services highlights

Throughout the year, our care services expanded in a number of areas, including:

- The recruitment of additional Registered Nurses and Hospice Support Workers as well as an additional trained counsellor, increasing our capacity to support adults struggling with complex grief.
- An increase in Bereavement Support volunteers by 30% and Patient Transport volunteers by 37%.
- Increased attendance at our bereavement cafes in Ponteland and Hexham and attendance at additional community cafes in Prudhoe, Kielder and Falstone.
- A 70% increase in referrals to our Patient Transport Service, driven by increased partnerships with local hospital and schools.
- Establishment of our Students and Clinical Placements Programme – through developing Service Level Agreements with three universities, Student Nurses and Medical Students are now able to undertake clinical placements with our Nursing and Family Support teams. Our first Student Nurses arrived on clinical placement in July 2023, and our first cohort of Medical Students began placement in October 2023.

Additional training opportunities were undertaken by staff, including:

- Completion of training provided by Sands (a charity supporting bereaved families) by one of our Bereavement Support Counsellors, allowing them to safely support parents and families through pregnancy loss or the death of their baby.
- Completion of Stories for Life training by Family Support and Nursing Care staff, allowing them to support people who wish to record their personal story for their family in audio format.
- Completion of Draw and Talk training by one of our Bereavement Support Practitioners, allowing them to support people to discover and communicate emotions.

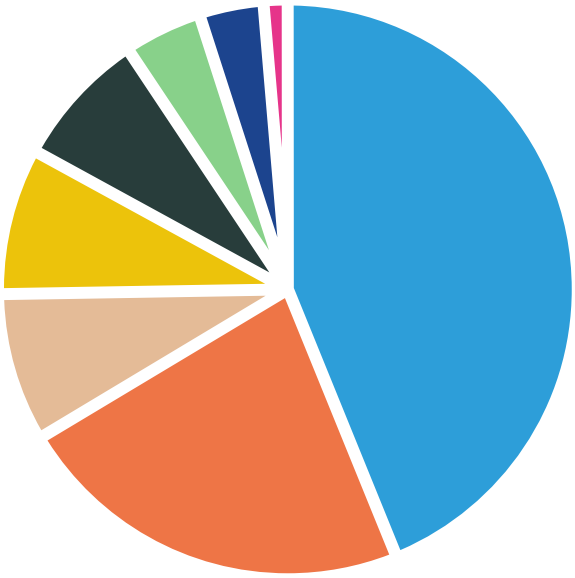
A range of service development and quality improvement initiatives took place, including:

- A new service evaluation pilot designed to obtain actionable feedback earlier in the patient's journey.
- Increased attendance at GP practice meetings and improved communication and collaboration with practice staff.
- Improvements to the live supervision document to align fully with Nursing and Midwifery Council (NMC) standards.
- The development of closer links with Speech and Language Therapy services, Macmillan Occupational Therapists and Physiotherapists and Home Ventilation Teams.
- Completion of the Patient Safety Incident Response Framework (PSIRF), an NHS contractual requirement considered best practice within healthcare. This involved working collaboratively with other hospices within the region to develop a plan, undertake training and share good practice and learning.



How we generate our income

- Legacies
- Surpluses generated by charity shops
- Donations
- Charitable grants
- Community fundraising activities
- NHS grant
- Other sources
- Interest on bank deposits



Donations by individuals, legacies and community fundraising activities

We are committed to fundraising best practice and abide by the Fundraising Regulators' key principles and behaviours of a fundraising organisation: to be legal, open, honest and respectful. The Charity does not use a professional fundraiser or commercial participator to raise funds. Any monies raised directly from the public follows all guidelines set out by the Charity Commission, UK law and General Data Protection Regulations.

The majority of our income is generated from the generous support of the local community. Donations by individuals, legacies and community fundraising activities play a vital role in sustaining the Hospice's work. In 2023, the Hospice's 30th Anniversary provided a special opportunity to reflect on the charity's journey and growth, celebrated through a series of fundraising events. A standout occasion was the 30th Anniversary Ball, held at the Auction Mart in Hexham, where 90 guests raised £9,000 to support our services. Other successes included:

- The donation of an original painting by award-winning local artist Mary Ann Rogers, offered as 1st prize in the Hospice's annual raffle.
- A sell-out Retro Disco which has now become an annual event.
- The launch of a Christmas Tree Collection Service in Autumn 2023, raising £4,200.
- Ongoing generous contributions from almost 300 regular donors.
- A number of significant legacies, reflecting the deep appreciation for the care the Hospice provides to the community.
- Despite national challenges with selling event places, the Hospice's Great North Run team of 28 runners raised £10,000 for the Hospice.

Surpluses generated by charity shops

Retail operations also contribute significantly to the Hospice's income, with a record performance in 2023/24. As part of efforts to ensure that this contribution is sustainable, a priority in 2023/24 was the opening of our new flagship store on Fore Street, Hexham. This store replaces the previous location on Battle Hill, which was difficult to manage due to poor building conditions. The new site offers 2,600 square feet of selling space on a prominent high street, providing greater brand exposure and potential for growth. Supported by a rent-free period and a capital investment to refurbish the space, the Hospice was able to launch a high-end, bespoke retail offering. Over 100 guests attended the VIP preview evening on 19th March 2024, including volunteers, staff and stakeholders. The official opening followed on 21st March 2024, officiated by local resident Ray Sherwood, whose husband Peter was cared for by the Hospice.

Additional retail achievements included:

- The second full trading year for the Furniture Shop in Hexham, with expanded staffing enabling the launch of a house clearance service.
- The recruitment of 22 new volunteers across our shops in Ponteland, Prudhoe, and Hexham.
- Increased income across all retail locations.

Grants

The Hospice's income is also supported by grants from the NHS and various charitable trusts.

Highlights in 2023/24 included:

- A £30,000 grant from the Albert Hunt Trust to support the creation of a Link Nurse post, designed to enhance collaboration with local GPs.
- Ongoing support from Children in Need for our Childhood Bereavement Support programme.

Income from investments and other sources

Additional income was generated from recharged staff costs to HospiceCare North Northumberland and voluntary donations from individuals receiving care services.

Investment policy

The Hospice holds long term investments of £487,479 which is just under 25% of its balance sheet. The trustees' policy on investments is to balance risk against reward, and hold a diverse portfolio of assets. Over a five year period, returns are intended to generate a return greater than inflation. In 2023/24 long term investments grew by £42,845 (compared to a loss of £28,366 in 2022/23).

Our people

Staff

To enable the delivery of our strategic plan, the Hospice recruited individuals into a range of new posts:

- Bereavement Cafe Coordinator
- Two Bank Nurses and one Hospice Support Worker (part of a rolling recruitment programme)
- Volunteer Coordinator
- Retail Support Manager
- Retail Relief Supervisor
- Furniture Shop Handler/Supervisor
- Communications & Marketing Coordinator

A monthly staff Wellbeing Week was introduced which includes access to Complementary Therapy for all staff.

A staff survey took place throughout December 2023 and January 2024. 100% of staff who completed the survey strongly agreed or agreed with key headline statements including "Tynedale Hospice at Home is clear about its vision, mission and values" and "I am proud to work for Tynedale Hospice at Home".

The last quarter of the 2023/24 financial year saw a number of changes at senior management level. Mike Thornicroft, Chief Executive, left the Hospice in February 2024. A small task and finish group of trustees including the Chair and Vice Chairs had delegated authority to recruit a new substantive Chief Executive. Trustees worked with recruitment agency The Experience Bank to support the process and attract a wide talent pool. Alice Langley (Managing Director, Camden and Islington NHS Foundation Trust) was appointed Chief Executive at Tynedale Hospice at Home in March 2024 (to join the Hospice July 2024).

Charlotte Pearson, Deputy Chief Executive, was appointed Interim Chief Executive from March 2024 to provide leadership and business continuity.

Volunteering

During the year the Hospice was supported by 218 volunteers fulfilling 267 roles, with recruitment drives resulting in an overall increase of 71 volunteers. Volunteering highlights included:

- More than 10,000 hours of support were provided throughout the year.
- In response to a pulse volunteer survey that took place in September 2023, 93% of respondents said that they felt supported in their volunteer role and 98% of respondents said that they felt valued in their volunteer role.
- 14 new volunteers were recruited to join the new Hexham store on Fore Street.
- A recruitment drive for Patient Transport volunteers in the Haltwhistle area to meet increased demand for the service led to 7 new volunteer drivers joining the team, taking the total number of volunteers supporting this service to 26.
- The recruitment of 5 new Bereavement Support volunteers, taking the total number of volunteers supporting this service to 21.



Strategy and future plans

Strategic plan

A three-year strategic plan was approved by the Board of Trustees in February 2023. The plan is aimed at increasing the reach and impact of Tynedale Hospice at Home activities to move us further towards achieving our vision:

"Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need."

The strategic plan was developed via consultation with staff, volunteers, stakeholders and partners who contributed to objectives that were approved by Trustees. There are four key goals:

- Everyone Matters – people are at our core.
- Provide more support to more people – grow our care services.
- Deliver exemplar services – attaining the highest quality in all that we do.
- Charity and provider of choice across our community – members of our community can identify the charity and partners engage with the Hospice proactively to deliver services.

The Hospice has been successful in delivering key elements of its year one business plan including:

- The development of holistic wellbeing services via the Corbridge Community Hub and Community Cafes.
- The creation of new roles including a Link Nurse role to work in partnership with GPs.
- The development of partnerships with universities enabling the launch of a Students and Clinical Placements Programme.
- An increased presence in key towns to increase awareness and reach.
- Continued progress towards the Hospice's sustainability ambitions, including:
  - Collection of over 4,000 medication blister packs from staff and patients for recycling.
  - Implementation of a recycling unit at the Hospice's main premises for items not collected by general refuse collection.
  - Calculation of the Hospice's carbon footprint to inform an organisation-wide carbon reduction plan.

The year two business plan (2024/25) is focussed on further increasing the Hospice's reach through raising awareness of the support available to our communities, growing our care services and further developing income streams.

Collaboration with HospiceCare North Northumberland

Following a formal partnership agreement with HospiceCare North Northumberland (HCNN) in the previous year, Mike Thornicroft (Chief Executive) and Chris Orife (Head of Care Services) continued secondment arrangements to HCNN throughout 2023/24, splitting their time between both hospices to improve efficiencies and ways of working.

Following the resignation of Mike Thornicroft in October 2023, the Board of Trustees reviewed the secondment arrangements and voted to appoint a full-time replacement Chief Executive for Tynedale Hospice at Home. Both hospices undertook their own recruitment campaigns in January/February 2024. Chris Orife was appointed Chief Executive at HCNN in March 2024 (to join full time June 2024).

A Joint Steering Group consisting of trustees from both hospices continued to meet quarterly to review secondment arrangements and future collaborative working. Both hospices remain independent, ensuring that all income generated is deployed to provide services to individuals residing in the community supported by the respective hospice, but there remains a commitment to future partnership working where beneficial.



Financial review

Financial performance

Income in 2023/24

£719,256	Legacies
£857,062 (of which £375,223 was surplus)	Charity shops
£135,664	Donations
£133,802	Charitable grants
£126,631	Community fundraising activities
£70,679	NHS grant
£57,562	Other sources
£24,077	Interest on bank deposits

Total: £2,124,733

The Hospice had another positive year with an increase in income of £455,656 to achieve a total of £2,124,733 and a surplus of £579,495. This surplus results from:

- Some very generous legacies, including one very large legacy which presented Trustees with an opportunity to consider how these funds are invested to best support delivery of the Hospice's objectives. The decision was taken to designate ('ringfence') some funds for strategic projects to improve service provision and ensure the sustainability of future income generation activities.
- Strong retail and fundraising operations.
- An increase in interest on bank deposits to £24,077.
- Recharging costs for partnership working with HospiceCare North Northumberland.

Overall, throughout the year there was a healthy balance of income from different sources, all of which performed broadly in line with or above levels in previous years. This is reflective of the ongoing strong support for the Hospice from the local community.

Expenditure



The Hospice's expenditure also increased (by 16%) in 2023/24. 70% of total costs relate to the staff team who provide services to the community and raise the funds to support them. While we work hard to keep expenditure to a minimum, other costs also increased reflecting inflation across the economy and some additional costs of service developments and fundraising activity. 46% of the Hospice's income is spent on service delivery in the community.

Plans are in place to deliver a number of strategic projects in 2024/25 that will utilise designated ('ringfenced') funds. These include:

- A new Electronic Patient Record system that will improve quality of care, increase efficiency and support closer working with GPs, District Nurses and NHS Palliative Care Services.
- Development of new services and increased numbers of referrals.
- The identification of new retail premises and the improvement of existing provision.

Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Reserves policy

The Board of Trustees has considered the financial position of the charity. It recognises that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the charity to be a significant reduction of income. The Trustees consider the minimum level of free reserves to be between 3-6 months of operational costs to ensure continuity of service. As at 31 March 2024, free reserves of £713,133 were held which is 4-5 months of planned 2024/25 operational costs (free reserves were £639,536 as at 31 March 2023).

Governance

Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolutions dated November 2021 and May 2023. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Method of appointment or election of trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee, and/or the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the Board Meeting prior to expiration of their term of office.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

Organisational structure and decision making

The Board of Trustees meets quarterly and is responsible for governance and oversight of charity operations. There are five committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance
- Joint Steering Committee (Collaboration with HospiceCare North Northumberland)

The Chief Executive and/or relevant Head of Department attend all meetings and are responsible for ensuring that decisions made by the Board and Committees are carried out.

Policies adopted for the induction and training of trustees

Trustee induction and training were updated at the last recruitment drive in September 2023. These included a copy of the Tynedale Hospice at Home service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees were invited to attend a series of induction meetings, led by the Chair of the Management Committee. The meetings delivered operational information via presentations by senior staff and the Chief Executive. Further guidance was provided by various documents published by the Charity Commission and Trustee training provided by Hempsons Solicitors.

Risk management

The Trustees review a strategic register of the main risks which the charity faces, maintained by the Chief Executive. The risk register is regularly reviewed in meetings between the Chief Executive and Department Heads, Committees and at Board level. The charity purchased, as it is within its remit through powers granted by the Charities Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrong doing or wilful neglect or default on the part of the Board of Trustees and employees.

Pay setting arrangements

The pay of the key management personnel is reviewed annually and normally increased in accordance with average earnings. The trustees benchmark against pay levels of other charities and similar organisations within the sector and the region. Pay levels are set using this information together with the budget and forecast information, ensuring that the charity can afford any proposed increases. The Board then agree any uplift to remuneration.

Statement of Trustees' responsibilities

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

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business;
- make the arrangements for setting the pay and remuneration of the charity's key management personnel and any benchmarks, parameters or criteria used in setting their pay.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Public Benefit

The trustees have followed Charity Commission Guidance on public benefit as stated in the Charities Act 2011 and believe that the objectives and activities described throughout this report demonstrate this compliance.

Compliance

The Hospice's compliance with regulation/legislation governing its activities is kept under review by the Care and Governance Committees.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and;
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Appointment of auditor

In accordance with section 485 of the Companies Act 2006, the appointment of Auditors for 2024/25 has not been finalised. A resolution regarding the appointment will be proposed at the January 2025 Board Meeting.

The Annual Report was approved by the trustees of the charity on 12/17/2024 **and signed on its behalf by:**

Bernard Herdan

Bernard Herdan (Dec 17, 2024 19:03 GMT)



Tynedale Hospice At Home

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TYNEDALE HOSPICE AT HOME

Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the statement of financial position, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE MEMBERS OF TYNEDALE HOSPICE AT HOME

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

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 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 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.

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS OF TYNEDALE HOSPICE AT HOME

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the entity through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements; health and safety; employment laws; compliance with the Care Quality Commission; and compliance with the UK Charities Act and Companies Act.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Use of our report

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

INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE MEMBERS OF TYNEDALE HOSPICE AT HOME

Simon Brown BA ACA DChA (Senior Statutory Auditor)
for and on behalf of Azets Audit Services

Chartered Accountants
Statutory Auditor

19-12-2024

Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Tynedale Hospice At Home

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Current financial year

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Income and endowments from:					
Donations and legacies	3	871,894	116,828	988,722	618,913
Charitable activities	4	-	70,679	70,679	64,014
Other trading activities	5	983,693	-	983,693	912,554
Investments	6	24,077	-	24,077	5,738
Other income	7	57,562	-	57,562	67,858
Total income		1,937,226	187,507	2,124,733	1,669,077
Expenditure on:					
Raising funds	8	885,031	-	885,031	856,946
Charitable activities	9	554,311	148,741	703,052	498,549
Total expenditure		1,439,342	148,741	1,588,083	1,355,495
Net gains/(losses) on investments	15	42,845	-	42,845	(28,366)
Net movement in funds		540,729	38,766	579,495	285,216
Fund balances at 1 April 2023		1,405,734	-	1,405,734	1,120,518
Fund balances at 31 March 2024		1,946,463	38,766	1,985,229	1,405,734

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Tynedale Hospice At Home

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Prior financial year

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income and endowments from:				
Donations and legacies	3	515,482	103,431	618,913
Charitable activities	4	-	64,014	64,014
Other trading activities	5	912,554	-	912,554
Investments	6	5,738	-	5,738
Other income	7	67,858	-	67,858
Total income		1,501,632	167,445	1,669,077
Expenditure on:				
Raising funds	8	856,946	-	856,946
Charitable activities	9	331,104	167,445	498,549
Total expenditure		1,188,050	167,445	1,355,495
Net gains/(losses) on investments	15	(28,366)	-	(28,366)
Net movement in funds		285,216	-	285,216
Fund balances at 1 April 2022		1,120,518	-	1,120,518
Fund balances at 31 March 2023		1,405,734	-	1,405,734

Tynedale Hospice At Home

STATEMENT OF FINANCIAL POSITION
AS AT 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Intangible assets	17		-		-
Tangible assets	18		110,851		44,042
Investments	19		487,479		448,156
			598,330		492,198
Current assets					
Debtors	20	270,910		129,269	
Investments	21	383,000		183,000	
Cash at bank and in hand		1,036,488		744,153	
		1,690,398		1,056,422	
Creditors: amounts falling due within one year	22	(303,499)		(142,886)	
Net current assets			1,386,899		913,536
Total assets less current liabilities			1,985,229		1,405,734
Income funds					
Restricted funds	25		38,766		-
Unrestricted funds					
Designated funds	26	635,000		274,000	
General unrestricted funds		1,311,463		1,131,734	
			1,946,463		1,405,734
			1,985,229		1,405,734

The financial statements were approved by the Trustees on 12/17/24

Bernard Herdan

Bernard Herdan (Dec 17, 2024 19:03 GMT)

B Herdan
Trustee

Company registration number 02870776

Tynedale Hospice At Home

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash generated from operations	30		543,951		385,642
Investing activities					
Purchase of tangible fixed assets		(79,215)		(29,621)	
Purchase of investments		(235,715)		(353,291)	
Proceeds from disposal of investments		39,237		73,083	
Investment income received		24,077		5,738	
Net cash used in investing activities			(251,616)		(304,091)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			292,335		81,551
Cash and cash equivalents at beginning of year			744,153		662,602
Cash and cash equivalents at end of year			1,036,488		744,153

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information
Tynedale Hospice at Home is a private company limited by guarantee incorporated in England and Wales. The registered office is 1 Legion House, Beaufront Park, Anick Road, Hexham, Northumberland, NE46 4TU.

The charity does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

1.1 Accounting convention
The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (“FRS 102”) and the Charities SORP "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 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include listed investments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern
At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds
Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income
Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Donations
Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacies
Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/ executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

Grants Receivable
Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Other trading activities
Shop income is recognised at point of sale.

Investment income
Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Gifts in Kind
Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income, when they are sold.

Gift aid
Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Expenditure
Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs, depreciation and other expenditure are allocated on the basis of employee headcount of the departments as a proportion of the total headcount.

All expenditure is inclusive of irrecoverable VAT.

Raising funds
These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustee's meetings and reimbursed expenses.

1.6 Intangible fixed assets other than goodwill
Intangible assets acquired separately from a business are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably. Intangible assets are initially recognised at cost and are subsequently measured at cost net of accumulated amortisation and accumulated impairment losses.

Amortisation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Computer Software	20% straight line

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.7 Tangible fixed assets
Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	10% straight line
Plant and equipment	25% straight line
Fixtures and fittings	15% straight line
Motor vehicles	20% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.8 Fixed asset investments
Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of Financial Activities incorporating income and expenditure account. Transaction costs are expensed as incurred.

Current asset investments
Current asset investments are cash balances that have been paid into fixed term deposits of terms greater than 45 days.

1.9 Cash and cash equivalents
Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments that are readily convertible to a known amount of cash and are subject to an insignifcant risk of change in value.

1.10 Financial instruments
The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments. The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Basic financial assets
Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

Basic financial liabilities
Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

1.11 Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act. 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.12 Employee benefits
The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.13 Retirement benefits
Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

1.14 Leases
Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

Rental income from operating leases is recognised on a straight line basis over the term of the lease.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Key sources of estimation uncertainty

Legacies
The charity includes (in its debtors) amounts due from legacies, where these have been notified prior to the year end. These are based on best information received prior to completion of the amounts and are only estimates made by solicitors which are subject to change.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
	£	£	£	£	£	£
Donations and gifts	135,664	-	135,664	139,221	-	139,221
Legacies receivable	719,256	-	719,256	322,617	-	322,617
Grants, including capital grants	16,974	116,828	133,802	53,644	103,431	157,075
	871,894	116,828	988,722	515,482	103,431	618,913

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

4 Charitable activities

	Nursing Care 2024 £	Nursing Care 2023 £
Northumberland Care Trust - Nursing Care	70,679	64,014
Analysis by fund		
Restricted funds	70,679	64,014

5 Other trading activities

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Shop income	857,062	788,623
Fundraising events	126,631	123,931
Other trading activities	983,693	912,554

6 Investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Flagstone interest	2,423	4,065
Bank interest receivable	21,654	1,673
	24,077	5,738

7 Other income

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Other income	57,562	67,858

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

7 Other income (Continued)

Other income is made up of NHSE/Hospice UK income of £nil (2023: £7,118), support services of £53,646 (2023: £60,175) and sundry income of £3,916 (2023: £525).

8 Raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising and publicity		
Other fundraising costs	311,927	234,719
Staff costs	430,508	355,683
Depreciation and impairment	8,573	3,419
Support costs	130,502	260,443
Fundraising and publicity	881,510	854,264
Investment management	3,521	2,682
	885,031	856,946

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

9 Charitable activities

	Nursing Care 2024 £	Family Support 2024 £	Patient Transport 2024 £	Total 2024 £	Nursing Care 2023 £	Family Support 2023 £	Patient Transport 2023 £	Total 2023 £
Staff costs	260,475	141,424	18,691	420,590	214,392	100,801	15,452	330,645
Depreciation and impairment	967	51	-	1,018	391	109	-	500
Other charitable expenditure	25,235	17,243	11,962	54,440	22,997	9,472	8,892	41,361
	286,677	158,718	30,653	476,048	237,780	110,382	24,344	372,506
Share of support costs (see note 10)	166,753	43,501	7,250	217,504	74,180	36,170	9,693	120,043
Share of governance costs (see note 10)	9,500	-	-	9,500	6,000	-	-	6,000
	462,930	202,219	37,903	703,052	317,960	146,552	34,037	498,549
Analysis by fund								
Unrestricted funds	388,001	128,407	37,903	554,311	238,446	63,621	29,037	331,104
Restricted funds	74,929	73,812	-	148,741	79,514	82,931	5,000	167,445
	462,930	202,219	37,903	703,052	317,960	146,552	34,037	498,549

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

10 Support costs

	Support costs	Governance costs	2024	Support costs	Governance costs	2023
	£	£	£	£	£	£
Staff costs	227,290	-	227,290	211,108	-	211,108
Depreciation	2,815	-	2,815	3,198	-	3,198
Other support costs	117,901	-	117,901	166,180	-	166,180
Audit fees	-	9,500	9,500	-	6,000	6,000
	348,006	9,500	357,506	380,486	6,000	386,486
Analysed between						
Fundraising	130,502	-	130,502	260,443	-	260,443
Charitable activities	217,504	9,500	227,004	120,043	6,000	126,043
	348,006	9,500	357,506	380,486	6,000	386,486

11 Net movement in funds

	2024	2023
	£	£
Net movement in funds is stated after charging/(crediting)		
Depreciation of owned tangible fixed assets	12,406	7,118

12 Auditor's remuneration

Fees payable to the charity's auditor and associates:	2024	2023
	£	£
Audit of the charity's annual accounts	9,500	6,000
Non-audit services		
All other non-audit services	650	1,600

13 Trustees

None of the trustees (or any persons connected with them) received any remuneration or reimbursed expenses or benefits from the charity during the year.

14 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Retail, fundraising and administrative staff	23	21
Family support	4	4
Nursing staff	26	22
Total	53	47

Employment costs	2024 £	2023 £
Wages and salaries	983,080	813,200
Social security costs	77,840	69,849
Other pension costs	17,468	14,387
	1,078,388	897,436

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2024 Number	2023 Number
£70,001 to £80,000	1	1

15 Net gains/(losses) on investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Gains/(losses) on investments	35,199	(18,206)
Gain/(loss) on sale of investments	7,646	(10,160)
	42,845	(28,366)

16 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

17 Intangible fixed assets

	Computer Software £
Cost	
At 1 April 2023 and 31 March 2024	7,050
Amortisation and impairment	
At 1 April 2023 and 31 March 2024	7,050
Carrying amount	
At 31 March 2024	-
At 31 March 2023	-

The intangible assets relates to software purchased by the charity. The Trustees have deemed the useful life of this software to be 5 years, and as such this is the period of amortisation per the accounting policy.

18 Tangible fixed assets

	Leasehold improvements £	Plant and equipment £	Fixtures and fittings £	Motor vehicles £	Total £
Cost					
At 1 April 2023	36,314	31,902	70,553	22,750	161,519
Additions	39,915	7,717	31,583	-	79,215
At 31 March 2024	76,229	39,619	102,136	22,750	240,734
Depreciation and impairment					
At 1 April 2023	23,349	28,560	64,430	1,138	117,477
Depreciation charged in the year	3,311	1,889	2,658	4,548	12,406
At 31 March 2024	26,660	30,449	67,088	5,686	129,883
Carrying amount					
At 31 March 2024	49,569	9,170	35,048	17,064	110,851
At 31 March 2023	12,965	3,342	6,123	21,612	44,042

19 Fixed asset investments

	Listed investments	Cash in portfolio	Total
	£		£
Cost or valuation			
At 1 April 2023	419,007	29,149	448,156
Additions	33,743	1,972	35,715
Valuation changes	35,199	-	35,199
Disposals	(12,780)	(18,811)	(31,591)
At 31 March 2024	475,169	12,310	487,479
Carrying amount			
At 31 March 2024	475,169	12,310	487,479
At 31 March 2023	419,007	29,149	448,156

Fixed asset investments revalued
The cost value of the listed investments at 31 March 2024 was £476,195 (2023: £486,502).

The investment balance comprises listed investments and Open Ended Investment Company (OEIC) funds. Listed investments are valued using market valuations at 31 March 2024.

The following investments accounted for more than 5% of the total closing market value at 31 March 2024;
- 7IM Sustainable Balance C (Acc) £35,713
- ASI Ethical Corporate Bond P1 (Inc) £35,741
- EdenTree Responsible and Sustainable Sterling Bd Cls B (Inc) £37,311
- Premier Miton Responsible UK Equity Class C (Inc) £37,137
- Royal London Ethical Bond Fund II M £37,313

20 Debtors

Amounts falling due within one year:	2024 £	2023 £
Trade debtors	87,468	45,705
Other debtors	17,674	8,433
Prepayments and accrued income	165,768	75,131
	270,910	129,269

21 Current asset investments

	2024 £	2023 £
Unlisted investments	383,000	183,000

22 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other taxation and social security		18,069	24,879
Deferred income	23	76,709	6,665
Trade creditors		59,049	11,399
Other creditors		4,770	3,911
Accruals		144,902	96,032
		303,499	142,886

23 Deferred income

	2024 £	2023 £
Other deferred income	76,709	6,665

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income is included within:		
Current liabilities	76,709	6,665
Movements in the year:		
Deferred income at 1 April 2023	6,665	5,066
Released from previous periods	(6,665)	(5,066)
Resources deferred in the year	76,709	6,665
Deferred income at 31 March 2024	76,709	6,665

24 Retirement benefit schemes

Defined contribution schemes
The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £17,468 (2023 - £14,387).

Contributions totalling £4,770 (2023: £3,911) were payable to the scheme at the end of the year and are included in creditors.

25 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

25 **Restricted funds** (Continued)

	Movement in funds			Movement in funds		
	Incoming resources £	Resources expended £	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Balance at 31 March 2024 £
Hexham Town Council	5,000	(5,000)	-	-	-	-
NHS Palliative Care	64,014	(64,014)	-	70,679	(70,679)	-
Family Support - CINN	60,431	(60,431)	-	-	-	-
Wellsley Trust Community Foundation	7,500	(7,500)	-	-	-	-
Prudhoe Town Council	2,000	(2,000)	-	-	-	-
JG Patterson	15,000	(15,000)	-	-	-	-
NVHL 2022 Community Foundation	5,000	(5,000)	-	-	-	-
Northumberland County Council	3,000	(3,000)	-	-	-	-
NEPACS	2,000	(2,000)	-	-	-	-
D Oyly Carte Charitable Trust	3,500	(3,500)	-	-	-	-
Albert Hunt Trust	-	-	-	30,000	-	30,000
BBC Children in Need	-	-	-	32,474	(32,333)	141
Benefact Trust	-	-	-	8,625	-	8,625
February Foundation	-	-	-	2,000	(2,000)	-
Catherine Cookson Charitable Trust	-	-	-	2,000	(2,000)	-
Haltwhistle Town Council	-	-	-	250	(250)	-
Hospice UK	-	-	-	41,479	(41,479)	-
	167,445	(167,445)	-	187,507	(148,741)	38,766

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

25 Restricted funds **(Continued)**

Hexham Town Council: a grant to support the increasing demand for end of life care and our holistic bereavement support to the wider family.

NHS Palliative Care: a grant towards our nursing care services.

Wellsley Trust Community Foundation: a grant for children's services. For people aged between 4-18. Creating a safe, caring environment for families to share experiences. The families we support say that grief is not about forgetting but about remembering.

Prudhoe Town Council: grant for end of life care and pre and post bereavement services to local families in the Prudhoe area.

JGW Patterson: a grant to deliver holistic, clinical and emotional support to patients and towards the salaries of the registered nurses.

NVHL 2022 Community Foundation - A grant for pre and post bereavement support for young people in West Northumberland.

Northumberland County Council: grant towards a new vehicle.

NEPACS: a grant for children's bereavement support for 60 children to give them a better understanding of what has happened and how they feel. Offering family groups, after school clubs and bereavement workshops, e.g. film club, forest school, dance therapy.

The D Oyly Carte Charitable Trust: a grant for family support services. Core costs of pre and post bereavement sessions, events, and activities for young people.

Albert Hunt Trust: a grant towards our nursing care delivery and costs.

Children In Need: a grant towards the family support services.

Benefact Trust: grant to support children's pre and post bereavement support.

February Foundation: grant towards salaries of our registered nurses providing end of life care.

Catherine Cookson Charitable Trust: grant for the cost of a laptop, uniform and travel expenses for nursing staff.

Haltwhistle Town Council: a grant to support end of life care and pre and post bereavement services.

Hospice UK: grants towards counselling services and transport provision.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

26 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2022	Transfers	Balance at 1 April 2023	Resources expended	Transfers	Balance at 31 March 2024
	£	£	£	£	£	£
Dorothy Moore Legacy	244,247	(244,247)	-	-	-	-
Retail and business strategy	110,064	(110,064)	-	-	-	-
Strategic development (previously New services)	-	107,000	107,000	(107,000)	280,000	280,000
Expansion of core services and supported infrastructure	-	20,000	20,000	-	120,000	140,000
Investment in income generation	-	22,000	22,000	(22,000)	70,000	70,000
Capital spend - Property	-	125,000	125,000	(60,437)	45,437	110,000
Staff Investment	-	-	-	-	35,000	35,000
	354,311	(80,311)	274,000	(189,437)	550,437	635,000

Strategic development
Funds set aside for the development of new services along with support in the initial phase.

Expansion of core services and supported infrastructure
Support in the increase of service referrals, along with the implementation of a new system to help support this.

Investment in income generation
Support the growth of our retail team.

Capital spend - Property
Investment in our retail units.

Staff investment
Additional costs expected when we look to grow the team.

27 Analysis of net assets between funds

	Unrestricted funds 2024 £	Designated funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Designated funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:								
Tangible assets	110,851	-	-	110,851	44,042	-	-	44,042
Investments	487,479	-	-	487,479	448,156	-	-	448,156
Current assets/(liabilities)	713,133	635,000	38,766	1,386,899	639,536	274,000	-	913,536
	1,311,463	635,000	38,766	1,985,229	1,131,734	274,000	-	1,405,734

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

28 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	106,237	80,585
Between two and five years	305,996	211,201
In over five years	43,003	94,000
	455,236	385,786

29 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2024 £	2023 £
Aggregate compensation	219,686	155,249

Transactions with related parties

During the year the charity entered into the following transactions with related parties:

Trustees supported the charity through donations and participation in fundraising efforts totalling £2,095 (2023: £3,618). A Galbraith, Trustee received mileage of £1,019 in respect of volunteer driving.

30 Cash generated from operations

	2024 £	2023 £
Surplus for the year	579,495	285,216
Adjustments for:		
Investment income recognised in statement of financial activities	(24,077)	(5,738)
(Gain)/loss on disposal of investments	(7,646)	10,160
Fair value gains and losses on investments	(35,199)	18,206
Depreciation and impairment of tangible fixed assets	12,406	7,118
Movements in working capital:		
(Increase)/decrease in debtors	(141,641)	33,905
Increase in creditors	90,569	35,176
Increase in deferred income	70,044	1,599
Cash generated from operations	543,951	385,642

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

31 **Analysis of changes in net funds**
The charity had no debt during the year.

TYNEDALE HOSPICE AT HOME

For further information please contact:

Tynedale Hospice at Home

1 Legion House
Beaufront Park
Anick Road
Hexham
NE46 4TU

www.tynedalehospice.com

01434 600 388

admin@tynedalehospice.com

Charity Number: 1034170
Company Number: 02870776

TYNEDALE HOSPICE AT HOME

England & Wales - Charity number 1034170

Accounts

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Tynedale Hospice at Home

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

Charity Number: 1034170, Company Number: 02870776

VirtualSignature Transaction Ref. SYQ2-DSG3-QWTR 30 Nov 2023 10:06:50 GMT (UTC +0) D 3/3 P 2/48

Tynedale Hospice at Home

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Tynedale Hospice at Home

Reference and Administrative Details

Trustees	K Fadden Dr L Carrie J J Harrison G Benjamin A Galbraith Prof J Shucksmith (resigned 31 October 2023 M G Urwin Dr B L Herdan P J Johnston G Jones S E Miller (resigned 18 August 2022) E C Hogg (resigned 30 May 2023)
Registered Office	1 Legion House Beaufront Business Park Anick Road Hexham Northumberland NE46 4TU The charity is incorporated in England and Wales.
Company Registration Number	02870776
Charity Registration Number	1034170
Bankers	Barclays Bank plc Hexham Priestpopple Hexham NE46 1PE CAF Bank Limited Head Office Kings Hill West Malling Kent ME19 4TA
Auditor	Azets Audit Services Bulman House Regent Centre Gosforth Newcastle upon Tyne NE3 3LS
Investment broker	AYP Financial Planning Ltd 2b Tanners Yard Hexham Northumberland NE46 3NL

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The trustees, who act as directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2023.

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), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

OBJECTIVE AND ACTIVITIES

Tynedale Hospice at Home's (THH) objective is "the relief of sickness, in particular end of life care and associated services in Tynedale, West Northumberland and Ponteland".

Our vision - Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need.

Our mission – Enable all those impacted by life limiting illness, or death, to live and die well.

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CHARITABLE ACTIVITIES

Nursing Care

Our nursing team is available to all patients over 18 who are registered with GPs in West Northumberland and who are on the palliative care register. We provide nursing care in patients' own homes or their care home.

Our nursing care team is made up of 18 registered nurses and 5 hospice support workers who deliver care 365 days per year, 7 days per week, day and night.

We work very closely with the GP Practices, Community NHS Nursing teams and other health providers within the West Northumberland area. Referrals are received from all healthcare professionals but also direct from individuals requiring support or their families/carers to ensure equity of provision.

Our aim is to respond to referrals within 24 hours of the request, and to carry out a first visit within 3 days.

Our services were inspected by the CQC in June of 2022 and we maintained "GOOD" across all of our services.

Clinical services provided by the Hospice support NHS community healthcare professionals ensuring the service is embedded in NHS referral pathways and encourage earlier referrals into the service for patients.

We continue to encourage twilight shifts, ie support between 5pm and 10pm, for those who decline overnight care.

New patients referred at weekends are now offered support immediately with systems in place to manage risks for staff and patients.

Staff recruitment has been positive within the Hospice, in comparison to recruitment within the health sector as a whole.

With the increasing number of staff, further governance systems have been implemented to facilitate the maintenance of high-quality care. These include:

- the introduction of further modules for end of life training for all nurses,
- a buddy shift document which must be completed during the probationary period before any unsupervised care is given,
- greater use of mobile digital systems incorporating policies, Standard Operating Procedures and patient handover documents, and
- E-referrals, to improve communication between care co-ordinators and nurses.

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Family Support

The Family Support Team (FST) provides bereavement support, following a diagnosis of a life-limiting illness, or death of a loved one. We provide support either through Active Listening techniques or with formal counselling. The service provides pre and post bereavement support to adults and children who are a resident in West Northumberland and registered with a GP in our area. We have a dedicated team of Family Therapists, Counsellors and Volunteers who provide support following bereavement to adults and children.

Referrals are made via the GP, community nurses, THH nurses, Macmillan services, living well co-ordinators and mental health practitioners. Individuals may also self-refer.

The team consists of three practitioners, two of whom are qualified to support children and families, and 17 trained volunteers.

We also provide sessions for teachers from local schools who have bereaved children in their classes. A Family Support Coordinator provides practical advice and a support session for the teachers to help them address some of the problems the children present with.

The continuation of Children in Need funding is invaluable to service delivery.

Transport

Our transport team provides a door-to-door service taking patients from their home to appointments, which for some people in rural areas can often be difficult due to the distance to treatment centres.

The transport service is managed by the Transport co-ordinator and operated by a team of volunteer drivers, who use their own vehicles to drive clients to hospital appointments for treatment to address their life-limiting condition, which can include consultations, scans, radiotherapy and chemotherapy.

Developments in the service

Bereavement Cafe

An additional Bereavement Café opened in Ponteland. In addition to the Cafes in Hexham/ Ponteland and Prudhoe we anticipate opening a further café in Haltwhistle in 2023.

The purpose of the cafés is to provide a safe, welcoming environment for those people who have been bereaved, either recently or some time ago. Anyone can attend the cafés regardless of whether a person has previously benefitted from the Hospice's services. Attendees can have a cup of tea or coffee and are able to speak with others who have had similar experiences to their own. The service is free of charge and a steady number of clients have attended.

The cafés also act as a bridge to other activities and friendships as well as an opportunity to move away from 1 to 1 support.

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Creative Memories Group

This group is currently under review due to low numbers of attendees. We are aiming to enhance the services within creative memories to include a diverse range of activities for children and adults to remember loved ones.

Forest school for children

Families were invited to take part in weekly activities over a four-week period. The activities take place in a designated area in a local wood and the aim is to bring children and their families together to reduce the feeling of isolation in their grief. The forest school helps to build confidence and resilience in the children. Our experience and research show that bereavement can shatter self-esteem in young (and old) people so any activity to help to create personal connections, find a voice and share their stories is hugely beneficial. Feedback from parents following this event has been very positive, which has led to plans for similar activities for adults.

Transport

During the past year the Hospice has:

- introduced transport at weekends, and
- improved communication with the Community NHS teams and as a result the service has received referrals from a wider range of professionals who are now aware of the service, ensuring the clients receive timely access to the Transport service.

Public Benefit

The trustees have followed Charity Commission Guidance on public benefit as stated in the Charities Act 2011 and believe that the objectives and activities described throughout this report demonstrate this compliance.

DURING THE LAST 12 MONTHS THE HOSPICE HAS BEEN SUCCESSFUL IN DELIVERING KEY ELEMENTS OF ITS BUSINESS PLAN:

In 2022/23 we were able to establish two additional services as part of our Care Offering;

- **Counselling service**. For clients who require more intensive support pre and post bereavement we have appointed a full time Counsellor who delivers sessions within community hubs and directly into GP practices across West Northumberland.

- **Complementary Therapy service.** Our Complementary Therapist works with patients in their own home and with clients in our Wellbeing Hub. Our Complementary Therapist also provides therapy sessions for staff members as part of our Staff Wellbeing offer.

We have progressed one of the key elements of our strategy to bring care for people at End of Life closer to home. We have successfully negotiated a Wellbeing Hub within Corbridge working very closely with community leaders and Church circuits. We aim to establish a number of Wellbeing Hubs across West Northumberland to increase access to our services for people in remote areas.

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We established Service Level Agreements with three Universities to enable Student Nurses and Medical Students to undertake clinical placements with our nurses and Family Support team. Our first student nurses will arrive on clinical placement in July of 2023, our first cohort of medical students will start in October 2023.

COMPLIANCE

The Hospice's compliance with regulation/legislation governing its activities is kept under review by the Care Committee and the risk register is reviewed by Trustees on a regular basis.

PERFORMANCE OF OUR CARE SERVICES

FAMILY SUPPORT	2022/23	2021/22
Number of new and re-referrals of children to Facility Support services	72	37
Number of new and re-referrals of adults to Facility Support services	120	77
REASONS FOR NEW and Re REFERRALS TO SERVICE		
Post bereavement (Adult)	103	59
Pre-bereavement (Adult)	17	9
Post bereavement (Child)	63	39
Pre-bereavement (Child)	9	10
Bereavement café Prudhoe (visitors)	61	0
Bereavement café Hexham (visitors)	278	117
Bereavement café Ponteland started November 2022 (visitors)	48	4

TRANSPORT	2022/23	2021/2
Number of new referrals	33	35
Number of journeys	388	318
Numbers of recommendations	7	6

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NURSING CARE	2022/23	2021/22
Total number of patients supported by the care service	248	215
Number of nights care provided by Registered Nurses (RN)	187	205
Number of nights care provided by Hospice Support Workers (HSWO	50	28
Number of respite shifts provided - RNs	100	31
Number of respite shifts provided - HSWs	84	19
Number of new referrals	169	144

Complementary Therapy Data from January 30th – March 31st 2023

COMPLEMENTARY THERAPY – JAN 30TH – MARCH 31ST	
Patients/Clients	18 patients/clients
Patient/Main Carer (couples)	6 couples
Bereaved Clients	3 patients

There is a steady increase in activity within all of our services 22/23, markedly so within Family Support services, where complexity is a consistent feature.
Transport referrals have reduced slightly compared with year end activity 21/22 although the number of journeys made has increased.
Within our Nursing services the number of respite hours provided by both HSW and RNs has increased threefold.
There is a general increase in referrals from Community colleagues and an associated increase in the number of first visits enabled following referral.
Bereavement café attendances remain consistent within Hexham, and following restarting of Prudhoe café to an alternative location there is consistency of attendance. Ponteland attendances are relatively low and team are investigating ways to increase awareness and attendance at the café.

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Case Study 1.

John

John came for support following the death in October 2022 of his wife, Mary, to whom he had been married for over 30 years. They had three children and one grandchild. Mary died suddenly from a heart attack while at work. She had an undiagnosed heart condition and John later found out that nothing would have saved her. John is struggling with his grief and, after speaking to his family, decided to seek support.

John arrived for the first session anxious and was unsure what would happen. I explained that during the first session I carry out an initial assessment: this enables me to find out about John and his story. I need to build the therapeutic relationship and develop a sense of who John is, including a theoretical assessment of psychosocial development, intersectionality, personality adaptation and attachment style. The assessment takes place as we build the relationship, and what I learn here will inform my practice and enable me to look at what I feel John needs, and to understand how he thinks, feels and reacts.

During the first session John told me his story. Mary had gone to work as normal but had complained of feeling tired. John received a phone call from one of Mary's colleague to say that she had collapsed and that an ambulance had been called. He arrived as she was being put into the ambulance and had to follow, only to be informed when arriving at the hospital that she had already died.

John felt guilty that she died without him there and was angry that he was unable to say goodbye. This formed our first few sessions: John described sitting at home feeling numb while the children helped organise the funeral. John and Mary weren't religious, but he did want Mary to have a church service and he hoped that Mary was waiting for him. This gave John comfort.

John was able to say how he was feeling. He felt angry at the world and guilty at not knowing how ill Mary felt. He questioned why she didn't say anything but then felt guilty for blaming her. He wanted to talk about his grief: the impact of the loss of Mary, the effect it had on his life, and what he expected his life to look like in the future.

During our sessions John told his story and I learnt about his and Mary's relationship. It felt important to be able to share Mary with me. I use various models of grief but the one I chose to use with John was the dual process model which gave him an understanding of how the grief process can develop and move between loss and restorative. John spoke about going home to an empty house and talking to Mary: for him the hardest time was going to bed where he would let his emotions out and cry.

John found family and friends very supportive and found joy in his grandchild but would feel that Mary should be there to share that joy. As the sessions progressed John began to understand his grief and how, at times, it might be overwhelming but at other times it would be in the distance. Grief is an individual journey and no two people grieve in the same way. John has the support of his family and friends, and this has helped.

(Names have been changed to protect the individuals)

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Case Study 2.

No child should feel isolated and bewildered when someone they love dies – and, in an ideal world, grieving children should feel supported at home, in school and in their local communities.

But we don't live in an ideal world – and the harsh reality is that for many bereaved children the world can be a frightening and lonely place when you're struggling to understand what has happened and there is no-one to talk to about how you feel.

When we take a new child referral at Tynedale Hospice at Home we know that our very best outcomes depend on the strength of the surviving parent and how engaged they are in our work. Helping families to open up to each other and brave difficult and often painful conversations around death and dying can make all the difference to a bewildered child, giving them a secure platform from which to explore their feelings.

But, understandably, many grieving parents are simply not resilient enough to engage with our work for a whole variety of reasons. Many live in isolated, rural communities and many don't drive so asking them to come to our Rainbow Room on the edge of Hexham, where rural transport links are sparse and unreliable, is just not practical. For some, unhealthy coping strategies including drinking and drugs have started to consume them, meaning they can barely look after themselves properly, let alone their children.

Here at Tynedale Hospice at Home we are passionate about ensuring that the most vulnerable children are given support against all the odds – and we are building partnerships with local schools in our most remote rural areas to support families in their local communities.

A recent collaboration with a local school has led to regular support sessions for 3 young boys bereaved by suicide, alcohol related issues and covid.

Family Support Practitioners are working closely with Head Teacher and her team to run fortnightly sessions for the boys and their mothers – with back up provided to staff as and when needed.

"We recognise that these mothers would struggle to bring their boys to us, so we are taking our service to their doorstep, to a place where they feel safe and where we can build a better understanding of their needs.

"Last week one of the boys wasn't in school when I turned up so the Head Teacher ran to his house just a few minutes down the road. It's not unusual for this boy to be off school – and his mother rarely answers the phone. The Head Teacher found him and he came back with her. His mother wasn't well enough to join us, but she had helped her son to start work on his memory box, finding photographs of his Dad, a bottle of his favourite aftershave and some of his tools. It was moving to see just how excited the boy was to show me his treasures and to talk about Dad."

Working closely with TAs in the school means that, even if parents are unable to turn up to sessions, work can continue with support ongoing for these boys so they don't miss out.

On her first visit, our practitioner took the school a support pack which included various books and resources to be used in school. The TA photocopied pages from the Muddles, Puddles and Sunshine workbook for each of the 3 boys – and has started making feeling volcanoes as a fun, creative way of opening up conversations around the death of their loved ones.

"One little boy was so eager to fill in the All About Me page in his Muddles, Puddles book he spent his pocket money on a tape measure so he could measure and write in his height,".

"It was so touching to see how excited he was about getting involved with the work.

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"Sometimes the boys find it really hard to engage in our sessions. One boy paced up and down the room, unable to sit, make eye contact or focus. He was upset that his mother, who had promised to be there, hadn't turned up. In a previous session this same boy had cuddled up to mum as she talked about how dad died.

"We understand that it's going to take time with these boys and we are patient and understanding. We are not giving up on them – or their families.

"In his first session, another boy hung his head and fiddled nervously with the sleeve of his jumper as we started gently to explore what had happened on the day that his grandmother died. It took another 3 sessions for him to lift his head and make eye contact.

"We have kept his memory box at school as we know that it may get lost at home – and he is determined to keep it safe."

Over time, we work through child friendly versions of established grief models to help children not only explore the truth of what has happened and how they feel, but to find a way to manage their grief.

"We use a ping pong ball and a series of stacking bowls to help explore a child-friendly version of Dr Lois Tonkin's Growing with Grief model," The ball represents the raw, painful feelings around the death of a loved one. The bowls are a powerful visual tool to help explain the principle that life moves forward, growing around the grief. The grief doesn't shrink, it doesn't disappear – it stays with you but, over time, we learn to manage and live with it.

"Life, in those first frightening few weeks after a death, can feel consumed by grief. There is just no space for hope, peace or moments of joy and happiness. But, as time goes on, there is more space to live, to breathe, to adjust to who you are now without your loved one.

"An anniversary, song on the radio or even a whiff of a favourite perfume or aftershave can take you right back to that first small stacking bowl with barely any space around the grief. But you begin to understand that those intense moments don't last forever. You find a way out of them – and as you do, the heat and panic dissipate, allowing you to accept those painful moments as part of the process."

Dancing mats that change colour help our practitioner explore the principle of puddle hopping with children, as they leap from one feeling to the next, sometimes with rapid speed, sometimes at a gentler pace.

Other older children create their own versions of Stroebe and Schut's Dual Process Model as they list their raw, instinctive feelings of "loss" while exploring the routines of their daily lives at school and home alongside things to look forward to in "restoration".

At first, it's normal and healthy to swing (puddle hop) from loss to restoration at rapid speed as you struggle to come to terms with the enormity of what has happened. It's not unusual for people to feel they are going "crazy with grief" in those early few weeks and months. But, over time, you tend to spend more time in restoration, dipping in to the raw pain of loss just now and then as you adjust to life without your loved one. An increased awareness and understanding of the grief process helps to take the fear and intensity out of the experience, helping people to live with grief, build resilience and confidence and find hope for the future.

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ACHIEVEMENTS

During the reporting year the Hospice operated a 1-year Business Plan, in order to consolidate the Hospice's position and gain understanding of the operating environment, which would inform the development of a new strategy for the period 2023-28.

The Business Plan continued to focus on the goals from the previous strategic plan (2019-2022):

- People at our core: patients, clients, supporters and staff.
- Outstanding services: provide an outstanding experience in all that we do.
- Provide more support to more people: provide the most holistic service possible.
- Grow our reputation: ensure everyone in our community knows who we are and what we do.

The plan was delivered successfully achieving increases in beneficiaries supported, increased income and improved quality of services, evidenced by the return of the CQC Inspection Report awarding the Hospice an overall rating of "Good".

IN ADDITION THE HOSPICE HAS BEEN SUCCESSFUL IN DELIVERING KEY ELEMENTS OF ITS BUSINESS PLAN:

Care Services

- Recruited a Counsellor and Complementary Therapist.
- Introduced a new Bereavement Cafe.
- Wider communication with Community Nursing teams, GPs, Specialist Nurses, secondary care and social care in the locality raising the profile of THH to embed referral pathways.
- Increased use of digitisation by the Nursing team.

Income generation

- Fundraising programmes were successfully delivered including the return of many challenge and community events to exceed income expectations.
- Shops exceeded income expectations for the year and generated over £785,000.
- Further investment was made in THH's digital fundraising activity to increase efficiencies and maximise donor engagement.

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- The Fundraising Team recruited a Digital Communications Manager and an additional Fundraising and Events Coordinator.

Good governance

- The Board and Committees continued to meet, remotely via video conferencing and in person to receive reports from the Executive Team, ensuring the hospice continued to operate effectively throughout the period.

  THH's compliance with regulation/legislation governing its activities is kept under review by Committees, with delegated authority from the Board, on a rolling basis.

Staffing and volunteering

- A permanent, full time, Head of Finance was recruited during the year. This role merged the former Office Manager role with the part-time consultant accountant who had supported the hospice since the start of the COVID-19 pandemic.
- During the year a number of wellbeing activities were introduced to the team, in order to promote a good work-life balance among the staff.
- A short pulse survey was completed during the year which identified that 94% of staff would recommend the Hospice as a good place to work and felt they were listened to; 100% of staff believed in the approach of the leadership team to achieve the vision, mission and values of the organisation.
- A Volunteer Coordinator was recruited in March, to commence work in May. This role will play a significant part in the Hospice's aspirations to significantly increase the number of volunteers engaged and ensure they have a good experience with the Hospice.
- During the year, THH was supported by 253 volunteers, across all of our services and activities, after successful recruitment drives increased our complement by 23.
- Volunteers provided over 22,000 hours of support during the year.

Sustainability

During the year the CEO and Executive Assistant to the Board inaugurated a Sustainability Group, involving staff members who had an interest in environmental sustainability. Immediate actions included identifying actions that were already in place to support sustainability; identify appropriate training to improve the knowledge of the staff group around this topic; start to consider actions that could contribute to a sustainability strategy, to be embedded in the new Hospice strategy 2023-28.

INCOME GENERATION

Fundraising and Publicity

2022/23 continued the return to pre-COVID times with a growing calendar of challenge and community-led events. We continue to maintain a high profile in the community with strong PR and social media

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coverage. We are seeing the beginning of the effects of the cost of living crisis and are working hard to minimise the effects on fundraising income.

Our annual Light up a Life campaign was live streamed and the event itself was very well attended. A further re-designed online dedication page complemented the campaign, offering supporters a different way to support the charity and continue the developments of our digital giving offer.

The Open Garden at The Riding, owned by our Patron Charles Enderby with food provided by Saathi Indian Restaurant, once again sold out and will take place again for 2023. Charles Enderby also talked about his time as a bodyguard to the Queen and about Bird Ringing at Lunch events at The Beaumont - both events sold out.

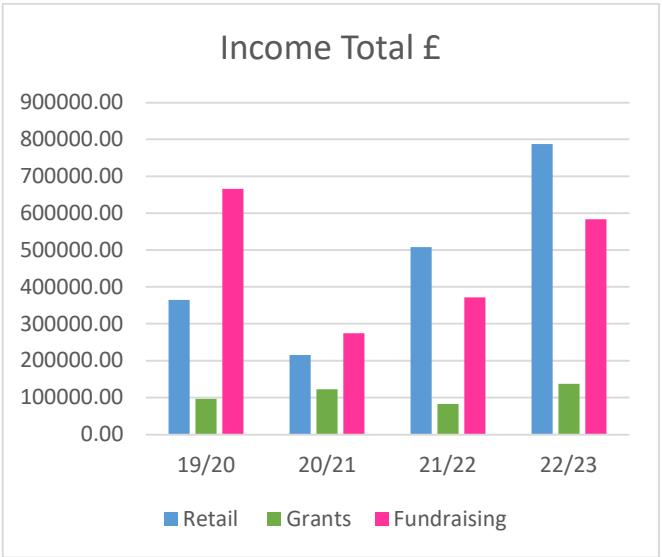
Our first Disco in March 2022 was a great success and also sold out.

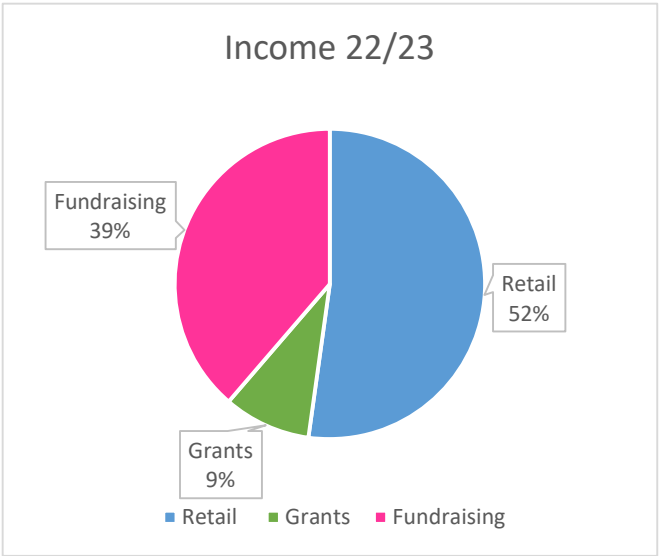
We continue to maintain excellent corporate partnerships with Gibson & Co as well as Sage Wealth Management (Hexham), MKM (Hexham), Dodds of Hexham to name but a few.

Our Fundraising and Events Officer (appointed March 2022) has begun formal Level 3 Corndel Diploma in Fundraising and this will complete in November 2023.

In February 2023 we appointed a Fundraising and Events Coordinator to offer support to the team as activity grows.

We also appointed a Digital Communications Manager who is tasked with social media, website, marketing and promotion of the charity.



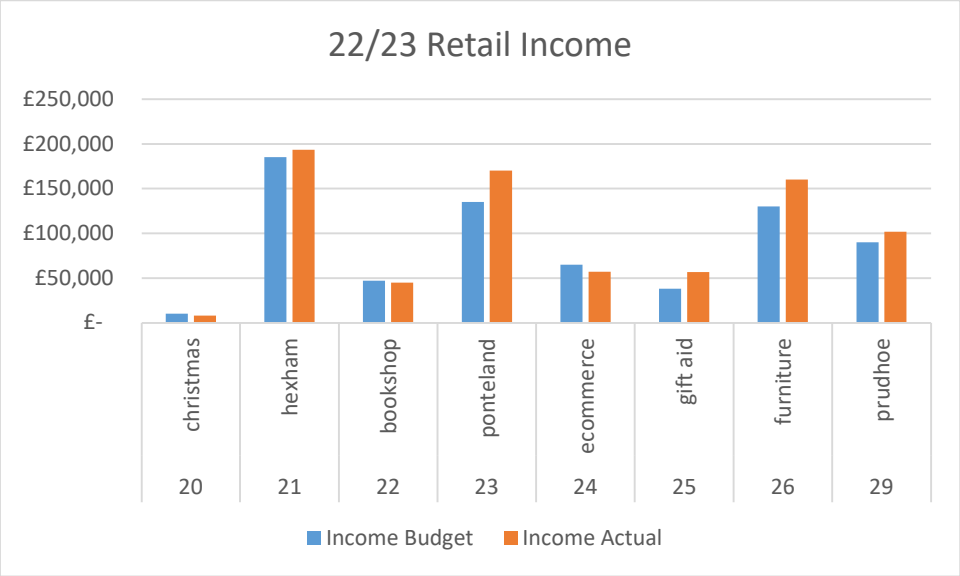


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The first chart above shows a steady increase in income from Fundraising and a significant increase from Retail activities during the past 3 years. Trust/Grant income remains almost constant at circa £100,000 per annum but reduces as a proportion of overall income. A goal that the Hospice has pursued during the past 5 years due to the unpredictability of this income stream.

The second chart above shows income from each stream as a proportion of overall income. Retail income now contributes over 50% of the annual return for the Hospice and double its total contribution from pre-COVID 19.

Retail



Income has been strong across the board in retail this year. We have really focused on processes and procedures to make our shops more profitable and make sure we are raising as much money as possible from donations.

Ponteland has experienced the highest increase on budget as well as the best return on investment. As this is a small shop, we have analysed the departments and this year we have removed some items that generate low income but occupy a lot of space, eg. household & electricals, which has created more space for higher selling products, such as ladieswear.

All of our shops are now seeing the benefits of the improvement works that were carried out during the closures enforced by the COVID-19 pandemic. Ponteland, Hexham and the bookshop are now all much brighter and airier and easier to shop. This is resulting in more transactions per day and a higher average transaction value across the board.

Gift Aid has been a real success for us this year; we have achieved our aim of converting 30% of our sales to Gift Aid, which is a nationwide goal. With a total this year of £56,000 Gift Aid is now bringing in more than the bookshop in its own right. This is a huge achievement and is the result of training and the proactive mindset of both staff and volunteers. Gift Aid is now an integral part of our operation of which everyone in the retail department plays their part.

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The main leap forward we have taken this year has been the acquisition of our first ever van for furniture deliveries and collections – previously our logistics were outsourced. This has been very successful so far as we are able to move furniture inhouse faster, which helps donors and buyers and means that we have a greater turnover in stock resulting in higher sales and income.

Early 2023 saw an increase in our staffing, including a full-time van driver/furniture store supervisor.

Our Relief Shop Supervisor was successful in applying to be the Hexham Shop Manager and a former volunteer obtained her vacated post. Both members of staff work 4 days each to enable the Hexham shop to be open 7 days/week.

In January we also started to sell brand new white goods from Whirlpool direct. This was a very big leap as this was an area new to us. Until this point, we had received requests for white goods, but we were cautious to accept donated items, as normally these are only replaced when faulty in some way. We believe our new partnership with Whirlpool is the perfect solution, consequently we now offer almost everything you need for the home in one place.

We have been able to introduce effective stock rotation across all of our shops, as a result of our new van. Moving stock that is saleable to another location, after it hasn't sold in the shop that received the donation, is an additional way of generating greater income for the hospice. Previously, if an item had been on sale for a month it was sent to our Rag Merchant, who would pay a fixed small sum per kilo of unsold items.

Central Support

The team have gone through a period of change over the financial year with changes in staff members, processes and procedures. The team has been extremely resilient and has embraced new processes and procedures that have resulted in greater efficiencies in the way we process and review the financials.

Partnership Working

During the year the CEO and Head of Care split their time between the Hospice and Hospice Care North Northumberland (HCNN) – another Hospice at Home service, operating in an adjacent area – via a Service Level Agreement that reimbursed Tynedale Hospice at Home (THH) for their staff's time. HCNN's CEO and Care Services Manager both departed at the same time and the Trustees approached THH to request interim leadership support. The CEO and Head of Care supported HCNN for two days per week, with other staff at THH taking on operational responsibilities as appropriate to release their time.

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This work proved successful and enabled both Hospices to share experiences, learning and ultimately improved ways of working to improve efficiencies and increase effectiveness, which ensured better economies at both hospices.

As a result of the success of this initiative, it has been agreed by Trustees that the CEO and Head of Care will continue to operate across both Hospices for the long term – ratified by a formal partnership agreement between the Hospices. At the same time, both Hospices will seek to further embed the partnership via development of strategic projects/activities that will be considered by a Joint Steering Committee involving several Trustees from each organisation.

Both hospices remain independent, ensuring that all income generated is deployed to provide services to individuals residing in the community supported by the respective hospice.

PLANS FOR THE FUTURE

As previously referenced, during the year the Hospice adopted a 1-year Business Plan in order to take time to reflect on the impact of COVID-19 on the community served, the economy and partner organisations of the Hospice to ensure a new strategy would be well-informed and realistic with its goals.

During the year Trustees, working with the Senior Management Team, consulted with stakeholders, beneficiaries, partners, staff and volunteers to develop a new strategy for the period 2023-28. The review also included a reflection on the Hospice's Vision, Mission and Values.

The outcome of this work has produced new Vision, Mission and Values and expanded the previous strategic goals for the Hospice. These have been expanded into a 3-year Business Plan incorporating benefits realisation, workforce planning linked to expenditure/income plans and effective risk management.

Our vision: Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need

Our mission: Enable all those impacted by life limiting illness, or death, to live and die well.

Values:
Caring and Compassionate
Collaborative and Innovative
Inclusive and Community Focussed
Accountable and Trustworthy
Positive and Can Do

Strategic Objectives:
Everyone Matters – people are at our core
Provide more support to more people
Deliver exemplar services
We are the charity and provider of choice across our community

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FINANCIAL REVIEW

THH has had another positive year seeing an increase in income to £1.66m (2022 - £1.3m) and an overall surplus of £285k (2022 - £195k).

The surplus was generated as a result of:

- Unexpected Legacies totalling £322K.
- Retail Income outperforming all expectations by £94K.
- Underspending as a result of excellent financial controls, vacant posts and delayed care services.

In the last 5 years significant progress has been made within our retail operation going from strength to strength. The income generated is 52% of the total income.

Trusts and Grants now represent 9% of the total income, a fall of 3% on previous year, falling as the proportion of Retail income increases.

Awarded in the year was a Grant of £40K from St James Place Charitable Foundation, via Hospice UK, to enable us to offer holistic care to our clients via the development of Rural Psychotherapeutic Services. We also received grants from The Barbour Foundation and JGW Patterson Foundation of £20K each.

Other income has been generated from recharging staff time for working with HCNN in Alnwick.

We are extremely grateful to our community who continue to support the work of THH. This has been evident in donor engagement in 2022/23 in many events and activities. We received two legacies totalling over £322K accounting for the positive budget variance in Legacy income.

We continue to receive support from Trusts and Foundations regionally and nationally to support our work, receiving £137K in the year.

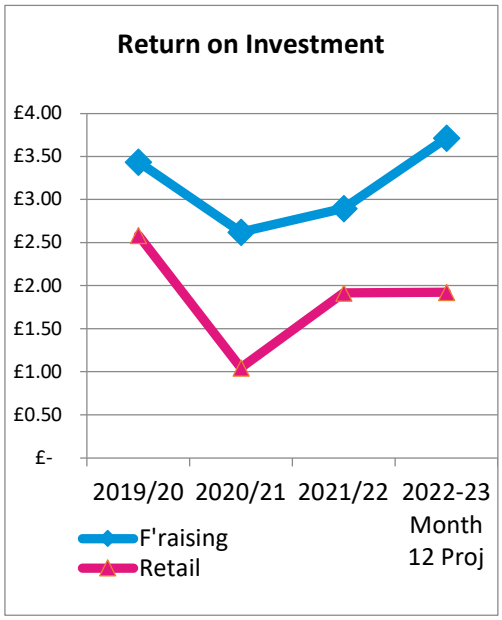
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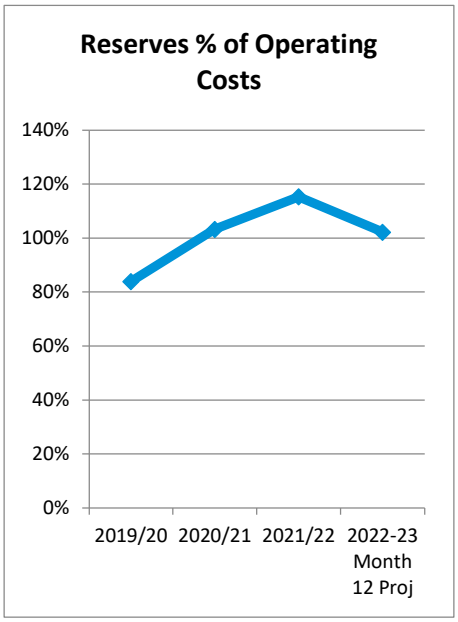
Going concern

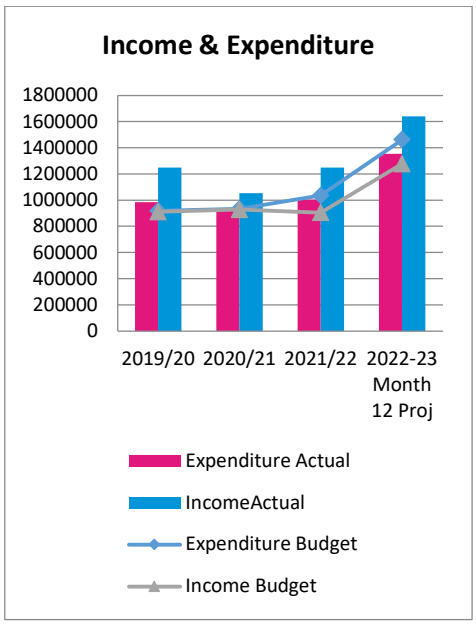
After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Reserves policy

The Board of Trustees has considered the financial position of the charity. It recognises that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the charity to be a significant reduction of income. The Trustees consider the minimum level of free reserves to be 3 months of operational costs and to ensure continuity of service, at least 6 months' operational costs should be maintained. At the 31 March 2023, free reserves were £639,536 and unrestricted reserves of £1,405,734 were held which is 86% of planned 2023/24 operational costs.







From the charts above it can be seen that the "return on investment" from the two income generating departments continues to improve, albeit that Retail has only increased moderately.
Reserves continue to increase, thanks to the work of all departments in maximising income and controlling expenditure, which can be seen in the final chart. However, because of the continued growth of our services, reserves reduce as a proportion of our overall costs.

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STRUCTURE, GOVERNANCE AND MANAGEMENT

Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolution dated November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Method of appointment or election of trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee, and/or the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

Organisational structure and decision making

The Board of Trustees meets bi-monthly and is responsible for governance and oversight of charity operations. There are four committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance

The Chief Executive Officer and/or relevant Head of Department attend all meetings and are responsible for ensuring that decisions made by the Board and Committees are carried out.

Policies adopted for the induction and training of trustees

Trustee induction and training were updated at the last recruitment drive in March 2021. These included a copy of the THH service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees were invited to attend a series of induction meetings, led by the Chair of the Management Committee. The meetings delivered operational information via presentations by senior staff and the Chief Executive Officer. Further guidance was provided by various documents published by the Charity Commission and Trustee training provided by Hempsons Solicitors.

Risk management

The Trustees review a strategic register of the main risks which the charity faces, maintained by the CEO. The risk register is regularly reviewed in meetings between the CEO and Department Heads, Committees and at Board level. The charity purchased, as it is within its remit through powers granted by the Charity Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrong doing or wilful neglect or default on the part of the Board of Trustees and employees.

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Pay Setting Arrangements

The pay of the key management personnel is reviewed annually and normally increased in accordance with average earnings. The trustees benchmark against pay levels of other charities and similar organisations within the sector and the region. Pay levels are set using this information together with the budget and forecast information, ensuring that the charity can afford any proposed increases. The board then agree any uplift to remuneration.

Statement of Trustee's responsibilities

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

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.
- make the arrangements for setting the pay and remuneration of the charity's key management personnel and any benchmarks, parameters or criteria used in setting their pay.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

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Reappointment of Auditor

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of Azets Audit Services as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The Annual report was approved by the trustees of the charity on 29/11/2023 and signed on its behalf by:

John Harrison 29 Nov 2023 23:32:22 GMT (UTC +0)

J J Harrison

Trustee

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Tynedale Hospice at Home

Independent Auditor's Report to the Members of Tynedale Hospice at Home

Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charity') for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 were 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 annual report, 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.

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Independent Auditor's Report to the Members of Tynedale Hospice at Home

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 20 and 21), the trustees 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 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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor 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:

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Independent Auditor's Report to the Members of Tynedale Hospice at Home

- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations and fraud;

- Reviewing board minutes;

- Challenging assumptions and judgements made by management in their significant accounting estimates; and

- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements: Health and Safety; employment laws; compliance with the Care Quality Commission; and compliance with the UK Companies Act and Charities Act.

Owing to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with ISAs (UK). For instance, the further removed non-compliance is from the event and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

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

Use of our report

This report is made solely to the charitable company's trustees, 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 charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Brown 30 Nov 2023 10:06:49 GMT (UTC +0)

.....

Simon Brown BA ACA DChA (Senior Statutory Auditor)
For and on behalf of
Azets Audit Services
Chartered Accountants
Statutory Auditor
Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Date: 30 November 2023

Azets Audit Services is a trading name of Azets Audit Services Limited

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Tynedale Hospice at Home

Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and legacies	3	515,482	103,431	618,913	366,404
Charitable activities	4	-	64,014	64,014	68,137
Other trading activities	5	912,554	-	912,554	665,510
Investment income	6	5,738	-	5,738	2,960
Other income	7	67,858	-	67,858	203,965
Total Income		1,501,632	167,445	1,669,077	1,306,976
Expenditure on:					
Raising funds	8	(856,946)	-	(856,946)	(680,770)
Charitable activities	9	(331,104)	(167,445)	(498,549)	(431,698)
Total Expenditure		(1,188,050)	(167,445)	(1,355,495)	(1,112,468)
Gains/losses on investment assets		(28,366)	-	(28,366)	(20,686)
Net income		285,216	-	285,216	173,822
Net movement in funds		285,216	-	285,216	173,822
Reconciliation of funds					
Total funds brought forward		1,120,518	-	1,120,518	946,696
Total funds carried forward	24	1,405,734	-	1,405,734	1,120,518

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 24.

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Tynedale Hospice at Home

Comparative Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £
Income and Endowments from:				
Donations and legacies	3	312,550	53,854	366,404
Charitable activities	4	-	68,137	68,137
Other trading activities	5	665,510	-	665,510
Investment income	6	2,960	-	2,960
Other income	7	170,601	33,364	203,965
Total income		1,151,621	155,355	1,306,976
Expenditure on:				
Raising funds	8	(680,770)	-	(680,770)
Charitable activities	9	(276,343)	(155,355)	(431,698)
Total expenditure		(957,113)	(155,355)	(1,112,468)
Gains/losses on investment assets		(20,686)	-	(20,686)
Net income		173,822	-	173,822
Transfers between funds		15,195	(15,195)	-
Net movement in funds		189,017	(15,195)	173,822
Reconciliation of funds				
Total funds brought forward		931,501	15,195	946,696
Total funds carried forward	24	1,120,518	-	1,120,518

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Tynedale Hospice at Home

(Registration number: 02870776)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Intangible assets	16	-	-
Tangible assets	17	44,042	21,539
Investments	18	448,156	379,314
		492,198	400,853
Current assets			
Debtors	19	129,269	163,174
Investments	20	183,000	-
Cash at bank and in hand		744,153	662,602
		1,056,422	825,776
Creditors: Amounts falling due within one year	21	(142,886)	(106,111)
Net current assets		913,536	719,665
Net assets		1,405,734	1,120,518
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		1,405,734	1,120,518
Total funds	24	1,405,734	1,120,518

The financial statements on pages 25 to 46 were approved by the trustees, and authorised for issue on 29/11/2023... and signed on their behalf by:

John Harrison 29 Nov 2023 23:32:22 GMT (UTC +0)

J J Harrison
Trustee

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Tynedale Hospice at Home

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		285,216	173,822
Adjustments to cash flows from non-cash items			
Depreciation	8	7,118	6,385
Investment income	6	(5,738)	(2,960)
Revaluation of investments		18,206	20,686
		304,802	197,933
Working capital adjustments			
Decrease/(increase) in debtors	19	33,905	(110,558)
Increase in creditors	21	36,775	34,377
Net cash flows from operating activities		375,482	121,752
Cash flows from investing activities			
Interest receivable and similar income	6	5,738	2,960
Purchase of tangible fixed assets	17	(29,621)	(9,390)
Purchase of investments	18	(170,291)	(400,000)
Sale of investments		83,243	-
Cash placed into fixed term deposits	18	(183,000)	-
Net cash flows from investing activities		(293,931)	(406,430)
Net increase/(decrease) in cash and cash equivalents		81,551	(284,678)
Cash and cash equivalents at 1 April		662,602	947,280
Cash and cash equivalents at 31 March		744,153	662,602

All of the cash flows are derived from continuing operations during the above two periods.

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Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: 1 Legion House, Beaufront Business Park, Anick Road, Hexham, Northumberland, NE46 4TU

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Tynedale Hospice at Home meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Estimation uncertainty and judgements
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

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Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Gifts in kind

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Gift aid

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other trading activities

Shop income is recognised at point of sale.

Investment income

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All expenditure is inclusive of irrecoverable VAT.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

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Notes to the Financial Statements for the Year Ended 31 March 2023

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Government grants
Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Intangible assets
Intangible assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are intially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

Amortisation
Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Amortisation method and rate
Computer software	20% straight line

Tangible fixed assets
Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Leasehold property improvements	10% straight line
Equipment	25% straight line
Fixtures and fittings	15% straight line

Fixed asset investments
Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless fair value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities incorporating income and expenditure account.

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Notes to the Financial Statements for the Year Ended 31 March 2023

Current asset investments
Current asset investments are cash balances that have been put into fixed term deposits of terms greater than 30 days.

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Hire purchase and finance leases
Assets held for use in operating leases are included as a separate category in fixed assets at cost and depreciated over their useful life.

Rental income from operating leases is recognised on a straight line basis over the term of the lease.

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Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

The company 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 bank loans which are subsequently measured at amortised cost using the effective interest method.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Donations and legacies;				
Donations and gifts in kind	139,221	-	139,221	160,945
Legacies	322,617	-	322,617	122,978
Grants, including capital grants;				
Grants	53,644	103,431	157,075	82,481
	515,482	103,431	618,913	366,404
Total for 2022	312,550	53,854	366,404	

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Notes to the Financial Statements for the Year Ended 31 March 2023

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Nursing Care - Northumberland Care Trust	-	64,014	64,014	68,137
Total for 2022	-	68,137	68,137	

5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2022 £
Trading income;				
Shop income	788,623	-	788,623	563,213
Fundraising events	123,931	-	123,931	102,297
	912,554	-	912,554	665,510
Total for 2022	665,510	-	665,510	

6 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Interest receivable and similar income;				
Interest receivable on bank deposits	1,673	-	1,673	2,960
Other investment income	4,065	-	4,065	-
	5,738	-	5,738	2,960
Total for 2022	2,960	-	2,960	

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Notes to the Financial Statements for the Year Ended 31 March 2023

7 Other income

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Other income	67,858	-	67,858	203,965
Total for 2022	170,601	33,364	203,965	

Other income is made up of NHSE/Hospice UK income of £7,118 (2022 - £33,364), insurance claims of £nil (2022 - £158,330), support services of £60,175 (2022 - £11,387) and sundry income of £525 (2022 - £nil).

8 Expenditure on raising funds

a) Investment management costs

	Total 2023 £	Total 2022 £
Costs of raising funds	854,264	680,770
Investment management costs	2,682	-
Total for 2023	856,946	680,770

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Notes to the Financial Statements for the Year Ended 31 March 2023

9 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Nursing Care	238,446	79,514	317,960
Family Support	63,621	82,931	146,552
Patient Transport	29,037	5,000	34,037
	331,104	167,445	498,549

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Nursing Care	143,654	134,760	278,414
Family Support	105,486	20,595	126,081
Patient Transport	27,203	-	27,203
	276,343	155,355	431,698

	Activity undertaken directly £	Activity support costs £	2023 £
Nursing Care	237,780	80,180	317,960
Family Support	110,382	36,170	146,552
Patient Transport	24,344	9,693	34,037
	372,506	126,043	498,549

	Activity undertaken directly £	Activity support costs £	2022 £
Nursing Care	182,363	96,051	278,414
Family Support	81,891	44,190	126,081
Patient Transport	20,739	6,464	27,203
	284,993	146,705	431,698

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Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

10 Analysis of governance and support costs

Support costs allocated to charitable activities

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2023 £
Nursing Care	66,995	320	12,865	80,180
Family Support	30,781	89	5,300	36,170
Patient Transport	4,718	-	4,975	9,693
	102,494	409	23,140	126,043

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2022 £
Nursing Care	51,762	1,553	42,736	96,051
Family Support	24,252	653	19,285	44,190
Patient Transport	3,661	82	2,721	6,464
	79,675	2,288	64,742	146,705

11 Net incoming/outgoing resources

Net incoming resources for the year include:

	2023 £	2022 £
Audit fees	6,000	5,250
Other non-audit services	1,600	1,500
Depreciation of fixed assets	7,117	6,385

12 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

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Notes to the Financial Statements for the Year Ended 31 March 2023

13 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	813,200	655,841
Social security costs	69,849	44,914
Pension costs	14,387	10,941
	897,436	711,696

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2023 No	2022 No
Retail, fundraising and administrative staff	21	21
Family support staff	4	3
Nursing staff	22	17
	47	41

The number of employees whose emoluments fell within the following bands was:

	2023 No	2022 No
£60,001 - £70,000	-	1
£70,001 - £80,000	1	-

The total employee benefits of the key management personnel of the charity were £155,249 (2022 - £122,765).

14 Auditors' remuneration

	2023 £	2022 £
Audit of the financial statements	6,000	5,250
Other fees to auditors		
All other non-audit services	1,600	1,500

15 Taxation

The charity is exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

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Notes to the Financial Statements for the Year Ended 31 March 2023

16 Intangible fixed assets

	Software costs £	Total £
Cost		
At 1 April 2022	7,050	7,050
At 31 March 2023	7,050	7,050
Amortisation		
At 1 April 2022	7,050	7,050
At 31 March 2023	7,050	7,050
Net book value		
At 31 March 2023	-	-
At 31 March 2022	-	-

The intangible assets relates to software purchased by the charity. The Trustees have deemed the useful life of this software to be 5 years, and as such this is the period of amortisation per the accounting policy.

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Notes to the Financial Statements for the Year Ended 31 March 2023

17 Tangible fixed assets

	Furniture and equipment £	Motor vehicles £	Leasehold property improvements £	Total £
Cost				
At 1 April 2022	99,184	-	32,714	131,898
Additions	3,271	22,750	3,600	29,621
At 31 March 2023	102,455	22,750	36,314	161,519
Depreciation				
At 1 April 2022	88,949	-	21,410	110,359
Charge for the year	4,041	1,138	1,939	7,118
At 31 March 2023	92,990	1,138	23,349	117,477
Net book value				
At 31 March 2023	9,465	21,612	12,965	44,042
At 31 March 2022	10,235	-	11,304	21,539

18 Fixed asset investments

	2023 £	2022 £
Other investments	448,156	379,314

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Other investments

	Listed investments £	Unlisted investments £	Total £
Cost or Valuation			
At 1 April 2022	371,305	8,010	379,315
Additions	149,152	21,139	170,291
Disposals	(83,243)	-	(83,243)
Revaluation	(18,207)	-	(18,207)
At 31 March 2023	419,007	29,149	448,156
Net book value			
At 31 March 2023	419,007	29,149	448,156
At 31 March 2022	371,305	8,010	379,315

The cost value of the listed investments at 31 March 2023 was £486,502 (2022 - £400,000).

The investment balance comprises listed investments and Open Ended Investment Company (OEIC) funds.

The following investments accounted for more than 5% of the total:
- 7IM Sustainable Balance C (Acc) £33,026
- ASI Ethical Corporate Bond P1 £30,594
- EdenTree Responsible and Sustainable Sterling Bd Cls B £32,390
- Premier Miton Responsible UK Equity Class C £33,231
- Royal London Ethical Bond Fund II M £32,382

19 Debtors

	2023 £	2022 £
Trade debtors	45,705	-
Prepayments and accrued income	75,131	153,835
VAT recoverable	8,433	9,339
	129,269	163,174

20 Current asset investments

	2023 £	2022 £
Cash on long term deposit	183,000	-

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Notes to the Financial Statements for the Year Ended 31 March 2023

21 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	11,399	8,310
Other taxation and social security	24,879	13,737
Other creditors	3,911	2,258
Accruals	102,697	81,806
	142,886	106,111

	2023 £	2022 £
Deferred income at 1 April 2022	5,066	6,457
Resources deferred in the period	6,665	5,066
Amounts released from previous periods	(5,066)	(6,457)
Deferred income at year end	6,665	5,066

22 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2023 £	2022 £
Land and buildings		
Within one year	78,839	105,421
Between one and five years	206,981	235,820
After five years	94,000	109,000
	379,820	450,241
Other		
Within one year	1,746	6,359
Between one and five years	4,220	6,145
	5,966	12,504

23 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £14,387 (2022 - £10,941).

Contributions totalling £3,911 (2022 - £2,257) were payable to the scheme at the end of the year and are included in creditors.

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Notes to the Financial Statements for the Year Ended 31 March 2023

24 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2023 £
Unrestricted funds						
General						
General fund	766,207	1,501,632	(1,188,050)	80,311	(28,366)	1,131,734
Designated						
Dorothy Moore Legacy	244,247	-	-	(244,247)	-	-
Retail and Business Strategy	110,064	-	-	(110,064)	-	-
New Services	-	-	-	107,000	-	107,000
Expansion of core services and supported infrastructure	-	-	-	20,000	-	20,000
Investment in income generation	-	-	-	22,000	-	22,000
Capital Spend	-	-	-	125,000	-	125,000
	354,311	-	-	(80,311)	-	274,000
Total unrestricted funds	1,120,518	1,501,632	(1,188,050)	-	(28,366)	1,405,734
Restricted funds						
Hexham Town Council	-	5,000	(5,000)	-	-	-
NHS Palliative Care	-	64,014	(64,014)	-	-	-
Family Support - CINN	-	60,431	(60,431)	-	-	-
Wellsley Trust Community Foundation	-	7,500	(7,500)	-	-	-
Prudhoe Town Council	-	2,000	(2,000)	-	-	-
JG Patterson	-	15,000	(15,000)	-	-	-
NVHL 2022 Community Foundation	-	5,000	(5,000)	-	-	-
Newcastle City Council	-	3,000	(3,000)	-	-	-
NEPACS	-	2,000	(2,000)	-	-	-

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Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2023 £
The D Oyly Carte Charitable Trust	-	3,500	(3,500)	-	-	-
Total restricted funds	-	167,445	(167,445)	-	-	-
Total funds	1,120,518	1,669,077	(1,355,495)	-	(28,366)	1,405,734

The specific purposes for which the funds are to be applied are as follows:

Designated funds
The Trustees have designated the assets received from the Dorothy Moore Legacy towards the future strategic developments of the charity. In the current year 23/24 some of the reserves will be expended to fund a planned retail expansion and the post of a Community Engagement Officer for an initial year. Also, the provision of Nursing care Fast Track services, Admiral Nursing and Link nurses and Complimentary therapy services.

Restricted funds

Children In need – a grant towards the family support services.

NHS Palliative Care – a grant towards our Nursing care services.

JGW Patterson – a grant to deliver holistic, clinical and emotional support to patients and towards the salaries of the registered nurses

Wellsley Trust Community Foundation – A grant for Children's Services. For people aged between 4-18. Creating a safe, caring environment for families to share experiences. The families we support say that grief is not about forgetting but about remembering.

NEPACS – A grant for Children's Bereavement Support for 60 children to give them a better understanding of what has happened and how they feel. Offering family groups, after School clubs and bereavement workshops, e.g. film club, forest school, dance therapy.

NVHL 2022 Community Foundation – A grant for Pre and post bereavement support for young people in West Northumberland

The D Oyly Carte Charitable Trust – A grant for Family Support Services. Core costs of pre and post bereavement sessions, events, and activities for young people.

Prudhoe Town Council – Grant for end of life care and pre and post bereavement services to local families in the Prudhoe area.

Hexham Town Council – A grant to support the increasing demand for end of life care and our holistic bereavement support to the wider family.

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Notes to the Financial Statements for the Year Ended 31 March 2023

25 Analysis of net assets between funds

	Unrestricted		
	General	Designated	Total funds
	£	£	£
Tangible fixed assets	44,042	-	44,042
Fixed asset investments	448,156	-	448,156
Net current assets/(liabilities)	639,536	274,000	913,536
Total net assets	1,131,734	274,000	1,405,734

	Unrestricted		
	General	Designated	Total funds at 31 March 2022
	£	£	£
Tangible fixed assets	21,539	-	21,539
Fixed asset investments	379,314	-	379,314
Net current assets/(liabilities)	365,354	354,311	719,665
Total net assets	766,207	354,311	1,120,518

26 Analysis of net funds

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	662,602	81,551	744,153
Current asset investments	-	183,000	183,000
	662,602	264,551	927,153
Fixed asset investments	379,314	68,842	448,156
Net funds	1,041,916	333,393	1,375,309

	At 1 April 2021	Cash flows	At 31 March 2022
	£	£	£
Cash at bank and in hand	947,280	(284,678)	662,602
Current asset investments	-	379,314	379,314
Net funds	947,280	94,636	1,041,916

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27 Related party transactions

Trustees supported the charity through donations and participation in fundraising efforts totalling £3,618 (2022: £3,237) but no expenses were paid to the Trustees in the year.

TYNEDALE HOSPICE AT HOME

England & Wales - Charity number 1034170

Accounts

TYNEDALE HOSPICE AT HOME

Tynedale Hospice at Home

Trustees Annual Report 2022

Charity Number: 1034170, Company Number: 02870776

Tynedale Hospice at Home

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The trustees, who act as directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2022.

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), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

OBJECTIVE AND ACTIVITIES

Tynedale Hospice at Home's (THH) objective is "the relief of sickness, in particular end of life care and associated services in Tynedale, West Northumberland and Ponteland".

Our vision - Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life-limiting illnesses or sudden death.

Our services - will be maintained at an outstanding level and funded by a combination of community support and statutory funding.

Our mission – Easing the end-of-life journey for people in our community.

MAIN ACTIVITIES

Nursing Care

Our nursing team is available to all patients over 18 who are registered with GPs in West Northumberland and who are on the palliative care register. We provide care in patients' own homes including residential care homes.

Our nursing care team is made up of 15 registered nurses and 5 hospice support workers, who are overseen by a Deputy Head of Care and Head of Care.

To identify needs in the Community we work closely with the GP Practices, Community NHS Nursing teams and other providers within the area. Referrals are received from these healthcare professionals but also direct from individuals requiring support or their families/carers to ensure equity of provision.

Family Support

The Family Support Team (FST) provides support, following a diagnosis of a life-limiting illness, or death of a loved one. We aim to help those left behind to cope and adapt in their new situation through an active listening service as opposed to formal counselling, but comply with the same guidelines, policies and safeguarding. The service provides pre and post bereavement support to adults and children who are a resident in West Northumberland and registered with a GP in our area.

Referrals can be made via the GP, community nurses, THH nurses, Macmillan services, living well co-ordinators and mental health practitioners. Individuals may also self-refer.

The team consists of three practitioners, two of whom are qualified to support children and families, and 17 trained volunteers.

MAIN ACTIVITIES (CONTINUED)

Transport

Our transport team provides a door-to-door service taking patients from their home to appointments, which for some people in rural areas can often be difficult due to the distance to treatment centres.

The transport service is managed by the Transport co-ordinator and operated by a team of volunteer drivers, who use their own vehicles to drive clients to hospital appointments for treatment to address their life-limiting condition, which can include consultations, scans, radiotherapy and chemotherapy.

Public Benefit

The trustees have followed Charity Commission Guidance on public benefit as stated in the Charities Act 2011 and believe that the objectives and activities described throughout this report demonstrate this compliance.

PARTNERSHIP WORKING

A zoom presentation was developed on Grief and Loss and delivered in November, in partnership with the Northumberland Recovery College. The session was evaluated positively, and the College will maintain links with THH.

We provided a session with teachers from a local school who had two bereaved children in their classes. A Family Support Coordinator provided practical advice and a support session for the teachers to help them address some of the problems the children presented with.

The team secured funding from Children in Need this year which will enable the team to provide and update resources in our "Rainbow Room", used for child and family sessions, as well as funding one practitioner for children's bereavement support.

ACHIEVEMENTS

Our three-year strategic plan (2019-2022) ended in March 2022 and was developed to progress the hospice to towards its vision:

"Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life limiting illness and sudden death. Our services will be maintained at an outstanding level and funded by a combination of community support and statutory funding"

The strategic plan identified goals, objectives and milestones from April 2019 until March 2022. The plan was developed through consultation with staff, volunteers, stakeholders and partners who contributed to goals and objectives that were approved by Trustees. It was separated into four key areas:

- People at our core: patients, clients, supporters and staff.
- Outstanding services: provide an outstanding experience in all that we do.
- Provide more support to more people: provide the most holistic service possible.
- Grow our reputation: ensure everyone in our community knows who we are and what we do.

The plan was delivered successfully achieving increases in beneficiaries supported, increased income and improved quality of services, evidenced by the return of the "Friends and Family Test" feedback forms.

DURING THE LAST 12 MONTHS THE HOSPICE HAS BEEN SUCCESSFUL IN DELIVERING KEY ELEMENTS OF ITS STRATEGY:

Care Services

- Recruited a new Head of Care, alongside a Hospice Support Worker and 6 Registered Nurses, one of whom is on contracted hours.
- Underwent an Interim Monitoring Assessment by the CQC in June 2022, resulting in the Engagement Officer being satisfied that THH was operating effectively.
- Expanded our referral pathways to enable individuals to self-refer.
- Introduction of referrals at weekends.
- Provision of "twilight shifts", which provide support to patients after the completion of the Community NHS shifts at 5pm and enable patients to be comfortable at night, thus replacing the patient's need for overnight care.
- Wider communication with Community Nursing teams, GPs, Specialist Nurses, secondary care and social care in the locality raising the profile of THH to embed referral pathways.
- Increased use of digitisation by the Nursing team.
- Seamless provision of care throughout the COVID-19 pandemic.
- Opened two Bereavement Support cafés, in Hexham and Prudhoe.

Income generation

- Fundraising programmes were successfully delivered including the return of many challenge and community events to exceed income expectations.
- £97,000 grant funding was secured over three years from Children in Need to support Family Support Services from 2022/23.
- Shops re-opened in April 2021 following a third national lockdown and have exceeded income expectations for 2021/22.
- A fifth shop was opened, selling pre-loved furniture and homewares on the outskirts of Hexham, Northumberland.
- Further investment was made in THH's digital fundraising activity to increase efficiencies and maximise donor engagement.
- To reflect the increasing importance of data analysis, a Systems Administrator was recruited to ensure maximisation of our CRM system.
- Restructure of the Retail Management Team took place, due to increased pressure, as a result of opening another store.

Good governance

- Trustees and the Executive Management Team were buoyed by the recruitment of 3 new Trustees who came from varied backgrounds and have added significant depth in experience and skills to the existing group of Trustees.
- The Board and Committees continued to meet, remotely via video conferencing and in person to receive reports from the Executive Team, ensuring the hospice continued to operate effectively throughout the period.

THH's compliance with regulation/legislation governing its activities is kept under review by the Committees on a rolling basis.

Staffing and volunteering

- The Head of Care resigned in August 2021. Two Deputy Heads of Care and the CEO covered the position until a replacement was recruited in February 2022.
- THH introduced a wellbeing strategy and inaugurated a staff wellbeing group, involving staff, who represent each department within THH.
- A staff survey was conducted at the end of 2021.
- Three volunteers received the High Sherriff of Northumberland Award in 2021/22.
- During the year, THH was supported by 230 volunteers, across all of our services and activities, after successful recruitment drives increased our complement by 47.
- Volunteers provided over 22,000 hours of support during the year.

PERFORMANCE OF CARE SERVICES

Nursing

As lockdowns for COVID-19 ended the nursing team continued to provide the highest quality of care to patients, as it had throughout the pandemic. The team ensures the utmost safety of all of patients by using the requisite Personal Protective Equipment every time care is provided.

	2021/22	2020/21
New patient referrals	144	153
Hours of care provision	2,861	2,068
Deaths at home	42%	58%
Above with nurse present	26%	33%
Recommendations	40	41
Episodes of care provided	410	Not available

The table shows referrals at 95% of the levels of the previous year but the hours of care provided increased. This is due to patients being referred to THH earlier and enabling the team to care for patients longer at the end of their lives. The table shows that the service received a significant number of "recommendations" evidencing the high-quality care provided by the Nursing team and that we were able to provide over 400 episodes of care, during day and night.

Developments in the service

New systems have been implemented to capture the number of shifts provided for patients rather than hours which will help produce a clearer picture of care provided in coming years.

We have promoted the services provided by THH by visiting healthcare professionals to embed the referral pathways into the different services and encourage earlier referrals.

We continue to encourage twilight shifts for those who decline overnight care.

New patients referred at weekends are now being accepted with systems in place to manage risks for staff and patients.

Staff recruitment and retention over the last year has been problematic in many healthcare settings. Earlier in the year we held an open day inviting anyone with an interest in THH to come and gain insight into hospice work. This generated some interest and over the last year we have recruited a further 6 Registered Nurses (RN) and 1 Hospice Support Worker (HSW) to the nursing team, although some of these were offset by other staff resignations.

We appointed a new Head of Care in February 2022 who is the Registered Manager with CQC. Prior to her appointment the CEO and Deputy Head of Care – Nursing, maintained regular communication with the CQC Engagement Officer who was satisfied with the quality of care.

With the increasing number of staff, further governance systems have been implemented to facilitate the maintenance of high-quality care. These include:

- additional end of life training for all nurses
- a buddy shift document which must be completed during the probationary period before any unsupervised care is given
- greater use of tablets incorporating policies, SOPs and patient handover documents
- computerised referrals, to improve communication between care co-ordinators and nurses.

TRANSPORT SERVICES

At the beginning of the pandemic the number of appointments dropped significantly with fewer requests for drives. This year has seen us return to normality and we have experienced a steady increase in the number of appointments and new referrals.

Developments in the service

- Introduction of drives at weekends
- Improved communication with the Community NHS teams.
- Increasing number of referrals from a wider range of professionals who are now aware of the service
- Increased flexibility of provision, due to an increase in urgent requests, apparent since COVID19.

	2021/22	2020/21
New referrals	56	17
Return journeys	318	224
Miles covered	16,126	8,795
Volunteers	18	13
Hours	922	408

FAMILY SUPPORT TEAM

Despite the challenges COVID-19 posed for the service, staff and volunteers were able to provide support sessions via telephone and video platforms. As restrictions have lifted we have been able to introduce more face-to-face support in line with government guidelines.

The new Head of Care has had a positive impact on the support we provide, enabling the team to develop the service and create new networks. This has raised the service's profile, and enabled us to respond to the changing needs of the local population.

	2021/22	2020/21
Adult referrals	71	63
Child referrals	49	29
Client Contact house	1,055	1,102

Developments in the service

Two Bereavement cafés opened - one in Hexham and one in Prudhoe. The purpose of the cafés is to provide a safe, welcoming environment for those people who have been bereaved, either recently or some time ago. Anyone can attend the cafés regardless of whether a person has previously benefitted from THH's services. Attendees can have a cup of tea or coffee and are able to speak with others who have had similar experiences to their own. The service is free of charge and a steady number of clients have attended.

The cafés also act as a bridge to other activities and friendships as well as an opportunity to move away from 1 to 1 support. This allows the client to still feel supported and not cast adrift once individual sessions are ended. Clients from the cafés have formed strong friendships, eg. a group of women meeting for coffee and lunch regularly, whilst two of the male clients meet for breakfast once a week.

One of our male clients attended the Christmas Day lunch at the Community Centre as he did not want to choose between his two daughters as to who to spend the day with. Research has shown that the surviving spouse can experience intense feelings of loneliness and find it difficult to go out and forge new friendships and this has a negative impact on their mental health. The cafés can help individuals to re-integrate into social groups again.

Adult Support Group

A group took place for the first time since COVID-19 lockdowns were initiated. These groups have a similar aim to the bereavement cafes, but in smaller numbers 6-8 clients per group. They are intended to address the isolation of grief, bringing people together who have shared experiences. The groups run on a weekly basis for 6 weeks and there is a thematic programme, with the content mainly driven by the participants themselves.

Creative Memories Group

This group has continued throughout COVID-19 over zoom with a small core of participants. This group will develop further during the coming year, by expanding the range of activities to appeal to a wider audience.

Forest school for children

Families were invited to take part in weekly activities over a four week period. The activities take place in a designated area in a local wood and the aim is to bring children and their families together to reduce the feeling of isolation in their grief. The forest school helps to build confidence and resilience in the children. Our experience and research show that bereavement can shatter self-esteem in young (and old) people so any activity to help to create personal connections, find a voice and share their stories is hugely beneficial. Feedback from parents following this event has been very positive, which has led to plans for similar activities for adults.

COPING WITH GRIEF DURING THE PANDEMIC - Case Study

Haydon Bridge school girl given vital support by Tynedale Hospice at Home after the death of 3 family members within days of each other during the pandemic.

'Working with Family Support Practitioner Emma Andrews, Darcy, her mother and close family friend Margaret made a "Darcy First Aid kit" with everyone writing down ideas of what helps when you are struggling from running up a hill and screaming to sharing, talking and cooking. Darcy also made a memory box which she treasures.'







The death of three family members within days of each other in the pandemic was devastating for 11-year old Darcy Skene



'Darcy is much more confident now', say her teachers, and has "found her voice." She will ask questions and answer, even when she's not sure of the answer, which is hugely significant.

"The support from Tynedale Hospice at Home gave us our daughter back," said Mum Alison, "and we could not be more proud of Darcy and what she has achieved. She is a star."

INCOME GENERATION

Fundraising and Publicity

2021/22 saw the return of many events, established prior to COVID-19 lockdowns, including challenge and community-led events. We continue to maintain a high profile in the community with strong PR and social media coverage. Evidence of this has been via the up take in many challenge events and fundraising activity led by THH.

The team still had to operate within new COVID-19 regulations/protocols to deliver some fundraising activity. Our annual Light up a Life campaign was live streamed to ensure we could maximise community engagement and participation. A re-designed online dedication page complemented the virtual service, further adding to developments of our digital giving offer.

We engaged in a partnership with Team Marvel to improve our website and digital giving. This included a:

- website upgrade to ensure our IT infrastructure can support growing digital fundraising
- search engine optimisation (SEO) campaign to increase our online presence and drive traffic to our website.

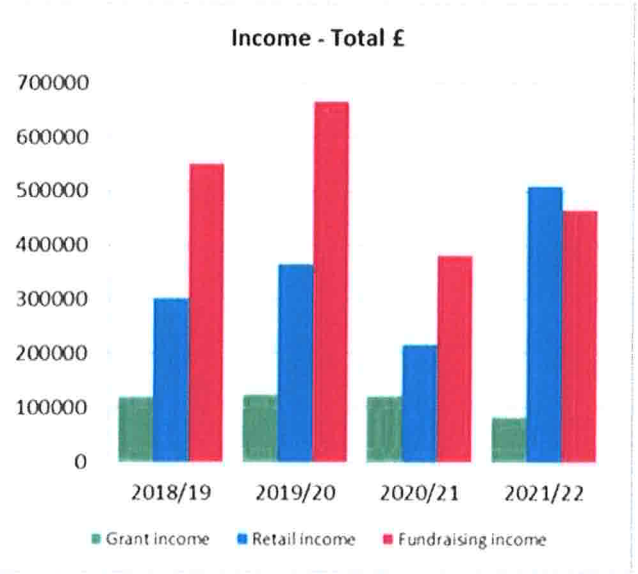
We recruited a Digital Fundraiser role to increase opportunities for digital giving, maximise social media engagement and further increase efficiencies.

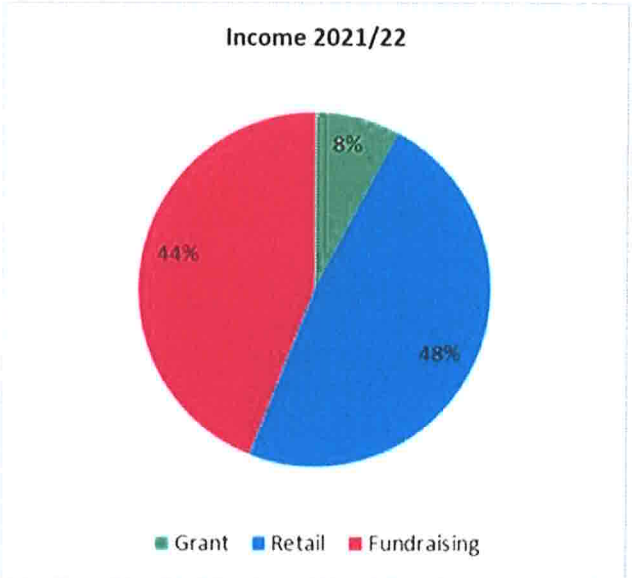
We continue to maintain excellent corporate partnerships with sponsorships in place for Clarty Bairns, Great North Run, Annual Raffle, Light up a Life and a Will Writing Service during 2021/22.

A vacant Community Fundraiser post was re-titled to a Fundraising and Events Officer position to further develop our hospice-led and community income streams. An appointment was made to this post in March 2022.

The team supported the inauguration of a furniture shop including management of PR, volunteer recruitment, securing £12,000 in capital funding and support in-kind via discounted goods and services.

Income generation statistics 2021/22





Fundraising

The charity is required to report how it deals with fundraising from the public. The charity does not use a professional fundraiser or commercial participator to raise funds. Any monies raised direct from the public follows all guidelines set out by the Charity Commission and UK law in every respect. We respect the privacy and contact preferences of all public donors.

Public Benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Retail

The shops re-opened in April 2021, following a third national lockdown due to COVID-19. Retail has performed well after this closure period, continuing to grow whilst developing, reviewing and implementing COVID-19 secure procedures and processes. Each shop has exceeded budget expectations, including our Prudhoe shop which saw its first full year of trading since it opened.

Following approval from the Board to expand our range of shops, in October 2021 we opened a new furniture and homewares shop on Bridge End Industrial Estate, Hexham. We recruited a Furniture Shop Manager, Retail Supervisor and team of volunteers to support the new operation. New procedures and retail practices have been implemented including a collection and delivery service (via a third party). The first 6 months has been a great success for 'Tynedale Hospice Furniture at Home'.

Our e-commerce operation was moved to this new premises to maximise online sales and ensure effective operating procedures.

Following a flexible working request by the Retail Operations Manager, the retail team have had a small re-organisation which has included the appointment of a part-time Retail Supervisor and additional responsibilities given to the Deputy Retail Operations Manager (previously Retail Support Manager).

Central Support

The Central Support team has continued its work on streamlining and improving processes to maximise the efficiency of the department. Various contracts have been reviewed throughout the year to ensure value for money and that they continue to meet the needs of the organisation. Additionally, the team improved internal policies and procedures which ensured strengthened controls.

STAFFING

Wellbeing Strategy

A staff wellbeing strategy was implemented during the year to recognise the duty of care that THH has towards its employees. The strategy's purpose is to "create an environment which allows all employees to flourish and achieve their full potential for the benefit of themselves, the organisation and our beneficiaries."

The strategy makes commitments in 7 areas:

1. **Promotes positive physical and mental health**
2. **Enables good, safe working practices**
3. **Is values-led**
4. **Fosters collaboration and positive social interaction**
5. **Facilitates personal growth and creativity**
6. **Offers advice and resources to enable positive lifestyle choices**
7. **Strives to support employees to enjoy financial wellbeing.**

As a result of the strategy a number of initiatives have been implemented within THH, eg. training to promote positive mental health at work, access to mindfulness training, ongoing personal development budgets for all staff.

Staff Survey

The staff survey, completed by approximately 60% of employees, at the end of 2021 identified very positive feedback on experiences working for THH with over 90% of respondents stating, for example:

- THH is clear about its vision, mission and values
- I feel inspired to do my best
- I believe I have the knowledge, skills and potential for personal development within my role
- I would recommend THH as a good place to work
- I am proud to work for THH.

PLANS FOR THE FUTURE

Following the last strategic plan ending in March 2022 and there still being a level of uncertainty at the beginning of the year as a result of COVID-19 the Trustees opted for a year of consolidation as we consider how we deliver our services over the next strategic period.

There were two services set out in the 2019-2022 strategic plan which were not achieved; Dementia Services and Complementary Therapies. It was thought prudent to delay the implementation of these due to the COVID-19 lockdowns. These services will be revisited during the financial year 2022-23.

FINANCIAL REVIEW

THH has had another positive year seeing an increase in income to £1.3m (2021 - £1.0m) and an overall surplus of £174k (2021 - £86k).

The surplus was generated as a result of:

- accessing government funds at the start of the financial year.
- periodic funding from NHSE to hospices in recognition of the support hospices provided to the core NHS services during waves of COVID-19 infections.
- two unexpected legacies totalling £97k.
- underspending as a result of excellent financial controls and vacancies across THH.
- amounts of £158k received from our insurers to indemnify THH for retail income lost during COVID-19 lockdowns.

In the last 4 years we have made significant progress with our retail operation. Retail income has grown rapidly and it now accounts for half our overall income. Shops reopened in April 2021 when national restrictions were lifted and non-essential retail could trade. Our shops perform exceptionally well and we continue to monitor and analyse income and make improvements.

During 2020/21 THH received less than 10% of its income from the NHS, which is not guaranteed and is negotiated annually. The Trustees recognise more reliable and secure income streams are needed to ensure its services can be delivered to the local community. The expansion of our retail operations and increased focus on digital fundraising are strategic actions to address this.

We are extremely grateful to our community who continue to support the work of THH. This has been evident in donor engagement in 2021/22 despite the re-scheduled/roll over of many popular events and activities. We received three legacies totalling over £100,000 accounting for the positive budget variance in philanthropic income.

Following a repeat grant application to Children in Need, we were successful in being awarded £97,000 grant funding for 2022/23, split over three years to contribute to our ongoing Family Support work with children and young people. We continue to receive support from Trusts and Foundations regionally and nationally to support our work. This included £12,000 of capital funding to support the refurbishment and development of the new furniture shop.

Due to the positive results from the last two years the charity is in a strong position and the board made the decision in invest £400k via a third party broker.

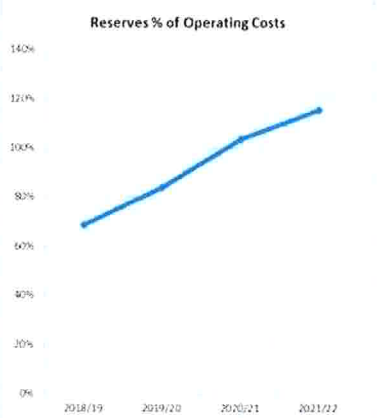
Going concern

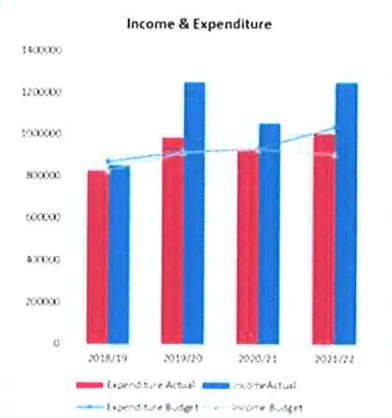
After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Reserves policy

The Board of Trustees has considered the financial position of the charity. It recognises that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the charity to be a significant reduction of income. The Trustees consider the minimum level of free reserves to be 3 months' of operational costs and to ensure continuity of service, at least 6 months' operational costs should be maintained. At the 31 March 2022, *free reserves of £365,354 were held which is 32.8% of planned operational costs.*







From the charts above it can be seen that the "return on investment" from the two income generating departments is good in spite of the impact of Covid-19.
Reserves continue to increase, thanks to the work of all departments in maximising income and controlling expenditure, which can be seen in the final chart.

Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolution dated in November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Method of appointment or election of trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee, and/or the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

Organisational structure and decision making

The Board of Trustees meets bi-monthly and is responsible for governance and oversight of charity operations. There are four committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance

The Chief Executive Officer and/or relevant Head of Department attend all meetings and are responsible for ensuring that decisions made by the Board and Committees are carried out.

POLICIES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES

A recruitment process commenced in February 2021 for three new Trustees, who were elected to the Board in May 2021. Induction and training were updated from the last recruitment drive, which included a copy of the THH service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees were invited to attend a series of induction meetings, led by the Chair of the Management Committee. The meetings delivered operational information via presentations by senior staff and the Chief Executive Officer. Further guidance was provided by various documents published by the Charity Commission and Trustee training provided by Hempsons Solicitors.

Risk management

The Trustees review a strategic register of the main risks which the charity faces, maintained by the CEO. The risk register is regularly reviewed in meetings between the CEO and Department Heads, Committees and at Board level. The charity purchased, as it is within its remit through powers granted by the Charity Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrong doing or wilful neglect or default on the part of the Board of Trustees and employees.

Statement of Trustee's responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year.

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Reappointment of Auditor

During the year Azets Audit Services Limited, trading as Azets Audit Services, were appointed auditor to the company replacing Armstrong Watson Audit Limited.

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of Azets Audit Services as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on 16.11.22 and signed on its behalf by:

.....

J J Harrison
Trustee

Tynedale Hospice at Home

Reference and Administrative Details

Trustees	K Fadden Dr L Carrie (appointed 25 May 2021) J J Harrison G Benjamin (appointed 25 May 2021) A Galbraith Prof J Shucksmith A M Francis (resigned 23 November 2021) M G Urwin Dr B L Herdan (appointed 25 May 2021) P J Johnston G Jones S E Miller E C Hogg
Registered Office	1 Legion House Beaufront Business Park Anick Road Hexham Northumberland NE46 4TU The charity is incorporated in England and Wales.
Company Registration Number	02870776
Charity Registration Number	1034170
Bankers	Barclays Bank plc Hexham Priestpopple Hexham NE46 1PE CAF Bank Limited Head Office Kings Hill West Malling Kent ME19 4TA
Auditor	Azets Audit Services Bulman House Regent Centre Gosforth Newcastle upon Tyne NE3 3LS
Investment broker	AYP Financial Planning Ltd 2b Tanners Yard Hexham Northumberland NE46 3NL

Tynedale Hospice at Home

Independent Auditor's Report to the Members of Tynedale Hospice at Home

Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 were 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 annual report, 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.

Independent Auditor's Report to the Members of Tynedale Hospice at Home

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 22 and 23), the trustees 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 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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor 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:

Independent Auditor's Report to the Members of Tynedale Hospice at Home

- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations and fraud;

- Reviewing board minutes;

- Challenging assumptions and judgements made by management in their significant accounting estimates; and

- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements: Health and Safety; employment laws; compliance with the Care Quality Commission; and compliance with the UK Companies Act and Charities Act.

Owing to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with ISAs (UK). For instance, the further removed non-compliance is from the event and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

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

Use of our report

This report is made solely to the charitable company's trustees, 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 charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Brown BA ACA DChA (Senior Statutory Auditor)
For and on behalf of
Azets Audit Services
Chartered Accountants
Statutory Auditor
Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Date: 23.11.22

Azets Audit Services is a trading name of Azets Audit Services Limited

Tynedale Hospice at Home

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Income and Endowments from:					
Donations and legacies	3	312,550	53,854	366,404	364,498
Charitable activities	4	-	68,137	68,137	97,471
Other trading activities	5	665,510	-	665,510	273,940
Investment income	6	2,960	-	2,960	3,053
Other income	7	170,601	33,364	203,965	277,844
Total Income		1,151,621	155,355	1,306,976	1,016,806
Expenditure on:					
Raising funds	8	(680,770)	-	(680,770)	(518,988)
Charitable activities	9	(276,343)	(155,355)	(431,698)	(411,843)
Total Expenditure		(957,113)	(155,355)	(1,112,468)	(930,831)
Gains/losses on investment assets		(20,686)	-	(20,686)	-
Net income		173,822	-	173,822	85,975
Transfers between funds		15,195	(15,195)	-	-
Net movement in funds		189,017	(15,195)	173,822	85,975
Reconciliation of funds					
Total funds brought forward		931,501	15,195	946,696	860,721
Total funds carried forward	23	1,120,518	-	1,120,518	946,696

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 23.

Tynedale Hospice at Home

Comparative Statement of Financial Activities for the Year Ended 31 March 2021
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	289,249	75,249	364,498
Charitable activities	4	-	97,471	97,471
Other trading activities	5	273,940	-	273,940
Investment income	6	3,053	-	3,053
Other income	7	95,648	182,196	277,844
Total income		661,890	354,916	1,016,806
Expenditure on:				
Raising funds	8	(518,988)	-	(518,988)
Charitable activities	9	(69,667)	(342,176)	(411,843)
Total expenditure		(588,655)	(342,176)	(930,831)
Net income		73,235	12,740	85,975
Net movement in funds		73,235	12,740	85,975
Reconciliation of funds				
Total funds brought forward		858,266	2,455	860,721
Total funds carried forward	23	931,501	15,195	946,696

Tynedale Hospice at Home

(Registration number: 02870776)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Intangible assets	16	-	-
Tangible assets	17	21,539	18,534
Investments	18	379,314	-
		400,853	18,534
Current assets			
Debtors	19	163,174	52,616
Cash at bank and in hand		662,602	947,280
		825,776	999,896
Creditors: Amounts falling due within one year	20	(106,111)	(71,734)
Net current assets		719,665	928,162
Net assets		1,120,518	946,696
Funds of the charity:			
Restricted income funds			
Restricted funds	23	-	15,195
Unrestricted income funds			
Unrestricted funds		1,120,518	931,501
Total funds	23	1,120,518	946,696

The financial statements on pages 28 to 52 were approved by the trustees, and authorised for issue on ..16/11/22..... and signed on their behalf by:

.....
J J Harrison
Trustee

Tynedale Hospice at Home

Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash income		173,822	85,975
Adjustments to cash flows from non-cash items			
Depreciation	8	6,385	7,261
Amortisation	8	-	940
Investment income	6	(2,960)	(3,053)
Revaluation of investments		20,686	-
		197,933	91,123
Working capital adjustments			
(Increase)/decrease in debtors	19	(110,558)	50,884
Increase/(decrease) in creditors	20	34,377	(23,217)
Net cash flows from operating activities		121,752	118,790
Cash flows from investing activities			
Interest receivable and similar income	6	2,960	3,053
Purchase of tangible fixed assets	17	(9,390)	(7,927)
Purchase of investments	18	(400,000)	-
Cash into/(out of) endowment funds from the acquisition and disposal of investments		-	454,138
Net cash flows from investing activities		(406,430)	449,264
Net (decrease)/increase in cash and cash equivalents		(284,678)	568,054
Cash and cash equivalents at 1 April		947,280	379,226
Cash and cash equivalents at 31 March		662,602	947,280

All of the cash flows are derived from continuing operations during the above two periods.

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: 1 Legion House, Beaufront Business Park, Anick Road, Hexham, Northumberland, NE46 4TU

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Tynedale Hospice at Home meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Estimation uncertainty and judgements
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Gifts in kind

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Gift aid

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other trading activities

Shop income is recognised at point of sale.

Investment income

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All expenditure is inclusive of irrecoverable VAT.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Notes to the Financial Statements for the Year Ended 31 March 2022

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Government grants
Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Intangible assets
Intangible assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are intially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

Amortisation
Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Amortisation method and rate
Computer software	20% straight line

Tangible fixed assets
Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Leasehold property improvements	10% straight line
Equipment	25% straight line
Fixtures and fittings	15% straight line

Fixed asset investments
Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless fair value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities incorporating income and expenditure account.

Notes to the Financial Statements for the Year Ended 31 March 2022

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Hire purchase and finance leases
Assets held for use in operating leases are included as a separate category in fixed assets at cost and depreciated over their useful life.

Rental income from operating leases is recognised on a straight line basis over the term of the lease.

Notes to the Financial Statements for the Year Ended 31 March 2022

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

The company 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 bank loans which are subsequently measured at amortised cost using the effective interest method.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Donations and legacies;				
Donations and gifts in kind	283,923	-	283,923	216,305
Legacies	-	-	-	14,077
Grants, including capital grants;				
Grants	28,627	53,854	82,481	134,116
	312,550	53,854	366,404	364,498
Total for 2021	289,249	75,249	364,498	

In 2022 grants above £5k were generously received from the following funders:
- Hexham Council
- Net Community Foundation
- Sir Jules Thorn Charitable Trust
- Ray Wind Farm

In 2021 we also received similar grants from
- Net Community Foundation
- February Foundation
- Barbour Foundation
- Newcastle Building Society
- The Albert Hunt Trust
- Forsters Belford Trust

Notes to the Financial Statements for the Year Ended 31 March 2022

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Nursing Care - Northumberland Care Trust	-	68,137	68,137	68,001
Family Support	-	-	-	29,470
	-	68,137	68,137	97,471
Total for 2021	-	97,471	97,471	

5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2021 £
Trading income;				
Shop income	563,213	-	563,213	210,367
Fundraising events	102,297	-	102,297	63,573
	665,510	-	665,510	273,940
Total for 2021	273,940	-	273,940	

6 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Interest receivable and similar income;				
Interest receivable on bank deposits	2,960	-	2,960	2,865
Other investment income	-	-	-	188
	2,960	-	2,960	3,053
Total for 2021	3,053	-	3,053	

Notes to the Financial Statements for the Year Ended 31 March 2022

7 Other income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Other income	170,601	33,364	203,965	277,844
Total for 2021	95,648	182,196	277,844	

Other income is made up of NHSE/Hospice UK income of £33,364, (2021 - £182,196), COVID-19 CJRS income of £884 (2021- £51,806), COVID-19 Business Support of £11,387 (2021 - £43,507), insurance claims of £158,330 (2021 - £nil) and sundry income of £nil (2021 - £335).

8 Expenditure on raising funds

	Direct costs £	Total 2022 £	Total 2021 £
Costs of raising funds	680,770	680,770	518,988
Total for 2022	680,770	680,770	518,988
Total for 2021	518,988	518,988	

Notes to the Financial Statements for the Year Ended 31 March 2022

9 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Nursing Care	143,654	134,760	278,414
Family Support	105,486	20,595	126,081
Patient Transport	27,203	-	27,203
	276,343	155,355	431,698

	Unrestricted funds General £	Restricted funds £	Total 2021 £
Nursing Care	(3,951)	272,646	268,695
Family Support	48,817	68,030	116,847
Patient Transport	24,791	1,500	26,291
	69,657	342,176	411,833

	Activity undertaken directly £	Activity support costs £	2022 £
Nursing Care	182,363	96,051	278,414
Family Support	81,891	44,190	126,081
Patient Transport	20,739	6,464	27,203
	284,993	146,705	431,698

	Activity undertaken directly £	Activity support costs £	2021 £
Nursing Care	167,635	101,059	268,694
Family Support	72,374	44,473	116,847
Patient Transport	17,701	8,591	26,292
	257,710	154,123	411,833

Notes to the Financial Statements for the Year Ended 31 March 2022

10 Analysis of governance and support costs

Support costs allocated to charitable activities

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2022 £
Nursing Care	51,762	1,553	42,736	96,051
Family Support	24,252	653	19,285	44,190
Patient Transport	3,661	82	2,721	6,464
	79,675	2,288	64,742	146,705

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2021 £
Nursing Care	63,849	1,934	35,276	101,059
Family Support	44,473	-	-	44,473
Patient Transport	8,591	-	-	8,591
	116,913	1,934	35,276	154,123

11 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Audit fees	5,250	5,280
Other non-audit services	1,500	1,930
Depreciation of fixed assets	6,385	8,201

12 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Notes to the Financial Statements for the Year Ended 31 March 2022

13 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	655,841	565,301
Social security costs	44,914	37,987
Pension costs	10,941	9,642
	711,696	612,930

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2022 No	2021 No
Retail, fundraising and administrative staff	21	15
Family support staff	3	4
Nursing staff	17	20
	41	39

The number of employees whose emoluments fell within the following bands was:

	2022 No	2021 No
£60,001 - £70,000	1	-

The total employee benefits of the key management personnel of the charity were £122,765 (2021 - £98,373).

14 Auditors' remuneration

	2022 £	2021 £
Audit of the financial statements	5,250	5,280
Other fees to auditors		
The auditing of accounts of any associate of the charity	5,250	5,280
Taxation compliance services	-	385
All other non-audit services	1,500	1,345
	6,750	7,010

Notes to the Financial Statements for the Year Ended 31 March 2022

15 Taxation

The charity is exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

16 Intangible fixed assets

	Software costs £	Total £
Cost		
At 1 April 2021	7,050	7,050
At 31 March 2022	7,050	7,050
Amortisation		
At 1 April 2021	7,050	7,050
At 31 March 2022	7,050	7,050
Net book value		
At 31 March 2022	-	-
At 31 March 2021	-	-

The intangible assets relates to software purchased by the charity. The Trustees have deemed the useful life of this software to be 5 years, and as such this is the period of amortisation per the accounting policy.

Notes to the Financial Statements for the Year Ended 31 March 2022

17 Tangible fixed assets

	Furniture and equipment £	Leasehold property improvements £	Total £
Cost			
At 1 April 2021	93,344	29,164	122,508
Additions	5,840	3,550	9,390
At 31 March 2022	99,184	32,714	131,898
Depreciation			
At 1 April 2021	84,505	19,469	103,974
Charge for the year	4,444	1,941	6,385
At 31 March 2022	88,949	21,410	110,359
Net book value			
At 31 March 2022	10,235	11,304	21,539
At 31 March 2021	8,839	9,695	18,534

18 Fixed asset investments

	2022 £	2021 £
Other investments	379,314	-

Other investments

	Listed investments £	Total £
Cost or Valuation		
Additions	400,000	400,000
Revaluation	(20,686)	(20,686)
At 31 March 2022	379,314	379,314
Net book value		
At 31 March 2022	379,314	379,314

The cost value of the listed investments at 31 March 2022 was £400,000 (2021 - £Nil).

The investment balance comprises listed investments and Open Ended Investment Company (OEIC) funds.

The following investments accounted for more than 5% of the total:
- 7IM Sustainable Balance C (Acc) £36,804
- ASI Ethical Corporate Bond P1 £34,700
- AXA Framlington Health Z £19,202
- EdenTree Responsible and Sustainable Sterling Bd Cls B £37,223
- Janus Henderson Global Responsible Managed I £19,643
- Janus Henderson Global Sustainable Equity I £19,726
- Jupiter Ecology Fund I £19,008
- Legal & General MSCI Wld Socially Resp Inv £20,952
- Premier Miton Responsible UK Equity Class C £34,774
- Royal London Ethical Bond Fund II M £37,014
- Schroder QEP Global Core I £21,230

19 Debtors

	2022 £	2021 £
Prepayments and accrued income	153,835	44,743
VAT recoverable	9,339	7,873
	163,174	52,616

20 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	8,310	1,740
Other taxation and social security	13,737	10,886
Other creditors	2,258	-
Accruals	81,806	59,108
	106,111	71,734

Notes to the Financial Statements for the Year Ended 31 March 2022

	2022 £	2021 £
Deferred income at 1 April 2021	6,457	17,244
Resources deferred in the period	5,066	6,457
Amounts released from previous periods	(6,457)	(17,244)
Deferred income at year end	5,066	6,457

Deferred income relates to events which have not yet taken place.

21 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Land and buildings		
Within one year	105,421	79,839
Between one and five years	235,820	173,106
After five years	109,000	19,226
	450,241	272,171
Other		
Within one year	6,359	7,142
Between one and five years	6,145	9,788
	12,504	16,930

22 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £10,941 (2021 - £9,642).

Contributions totalling £2,257 (2021 - £Nil) were payable to the scheme at the end of the year and are included in creditors.

Notes to the Financial Statements for the Year Ended 31 March 2022

23 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
Unrestricted funds						
General						
General fund	537,254	1,151,621	(957,113)	55,131	(20,686)	766,207
Designated						
Dorothy Moore Legacy	244,247	-	-	-	-	244,247
Retail and Business Strategy	150,000	-	-	(39,936)	-	110,064
	394,247	-	-	(39,936)	-	354,311
Total unrestricted funds	931,501	1,151,621	(957,113)	15,195	(20,686)	1,120,518
Restricted funds						
The Rainbow Project	30	-	-	(30)	-	-
EC Graham - Belford Trust	1,425	-	-	(1,425)	-	-
Hexham Town Council	-	10,000	(10,000)	-	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-	-
Postcode Lottery	11,600	-	-	(11,600)	-	-
Other Restricted Funds	1,000	-	-	(1,000)	-	-
Children in Need	1,140	-	-	(1,140)	-	-
NHSE/Hospice UK	-	33,364	(33,364)	-	-	-
NHS Palliative Care	-	68,137	(68,137)	-	-	-
Hardwick Trust	-	200	(200)	-	-	-
Warburtons	-	400	(400)	-	-	-
Hadrian Trust	-	1,000	(1,000)	-	-	-

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
RW Mann	-	1,000	(1,000)	-	-	-
Haltwhistle & District	-	300	(300)	-	-	-
Rothley Trust	-	1,200	(1,200)	-	-	-
Handley Trust	-	2,000	(2,000)	-	-	-
NET via Community Foundation	-	5,000	(5,000)	-	-	-
Harrison Foundation	-	10,000	(10,000)	-	-	-
William Leech Foundation	-	2,500	(2,500)	-	-	-
Ray Wind Farm	-	9,754	(9,754)	-	-	-
St James Place	-	2,500	(2,500)	-	-	-
Newcastle Diocese	-	3,000	(3,000)	-	-	-
Total restricted funds	15,195	155,355	(155,355)	(15,195)	-	-
Total funds	946,696	1,306,976	(1,112,468)	-	(20,686)	1,120,518

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
General					
General fund	409,019	661,890	(588,655)	55,000	537,254
Designated					
Dorothy Moore Legacy	244,247	-	-	-	244,247
Business Rate Support Grant	55,000	-	-	(55,000)	-
Retail and Business Strategy	150,000	-	-	-	150,000
	449,247	-	-	(55,000)	394,247
Total unrestricted funds	858,266	661,890	(588,655)	-	931,501
Restricted					
The Rainbow Project	30	-	-	-	30
EC Graham - Belford Trust	1,425	-	-	-	1,425
Wellesley Trust	-	8,000	(8,000)	-	-
Hexham Town Council	-	1,500	(1,500)	-	-
Percy Hedley Charitable Trust	-	500	(500)	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-
Postcode Lottery	-	20,000	(8,400)	-	11,600
Parish Council Donations	-	1,750	(1,750)	-	-
Freemasons of Northumberland	-	5,000	(5,000)	-	-
Souter Charitable Trust	-	3,000	(3,000)	-	-
Masonic Trust	-	500	(500)	-	-
Freemasons Grand Charity	-	5,000	(5,000)	-	-
JGW Pattison Foundation	-	15,000	(15,000)	-	-
Vardy Foundation	-	10,000	(10,000)	-	-

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Other Restricted Funds	1,000	-	-	-	1,000
Children in Need	-	29,470	(28,330)	-	1,140
NHSE/Hospice UK	-	182,196	(182,196)	-	-
NHS Palliative Care	-	68,000	(68,000)	-	-
Total restricted funds	2,455	354,916	(342,176)	-	15,195
Total funds	860,721	1,016,806	(930,831)	-	946,696

The specific purposes for which the funds are to be applied are as follows:

Designated funds
The Trustees have designated the assets received from the Dorothy Moore Legacy towards the future strategic developments of the charity. In the current year some of the reserves will be expended to fund a planned retail expansion and the post of a Community Engagement Officer for an initial year. The Trustees have designated £150,000 from the Legacy fund towards future retail and service provision opportunities.

Restricted funds
The Rainbow Project - donations received in the year towards the Children's Bereavement Service (Rainbow Project).

EC Graham - The Belford Trust - a donation towards resources to enhance the work of the Children's Bereavement Service (Rainbow Project).

Wellesley Trust - a grant towards family support.

Hexham Town Council - a grant towards transport services.

Jules Thorn Trust - grants towards nursing costs.

Children In Need - a grant towards our family support and bereavement services.

J G W Pattinson - a donation towards our family support service.

Percy Hedley Foundation - a donation towards nursing costs.

Parish council donations - donations towards the family support service.

Postcode Lottery - a grant received towards our Children's Support service.

Freemasons of Northumberland - a grant towards nursing costs.

Souter Charitable Trust - a grant received towards our Children's Support service.

Masonic Trust - a grant towards nursing costs.

Freemasons Grand Charity - Ta grant towards family support.

NHS Palliative Care - a grant towards our nursing care services.

NHSE/Hospice UK - awarded funding to allow the Hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to 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 2022 for the same purpose.

Notes to the Financial Statements for the Year Ended 31 March 2022

24 Analysis of net assets between funds

	Unrestricted			
	General £	Designated £	Restricted £	Total funds at 31 March 2022 £
Tangible fixed assets	21,539	-	-	21,539
Fixed asset investments	379,314	-	-	379,314
Net current assets/(liabilities)	365,354	354,311	-	719,665
Total net assets	766,207	354,311	-	1,120,518

	Unrestricted			
	General £	Designated £	Restricted £	Total funds at 31 March 2021 £
Tangible fixed assets	18,264	-	270	18,534
Net current assets/(liabilities)	518,990	394,247	14,925	928,162
Total net assets	537,254	394,247	15,195	946,696

25 Analysis of net funds

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	947,280	(284,678)	662,602
Current asset investments	-	379,314	379,314
Net funds	947,280	94,636	1,041,916

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	379,226	568,054	947,280
Current asset investments	454,138	(454,138)	-
Net funds	833,364	113,916	947,280

Notes to the Financial Statements for the Year Ended 31 March 2022

26 Related party transactions

Trustees supported the charity through donations and participation in fundraising efforts totalling £3,237 (2021: £3,417) but no expenses were paid to the Trustees in the year.

TYNEDALE HOSPICE AT HOME

Tynedale Hospice at Home

Trustees Annual Report 2022

Charity Number: 1034170, Company Number: 02870776

Tynedale Hospice at Home

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The trustees, who act as directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2022.

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), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

OBJECTIVE AND ACTIVITIES

Tynedale Hospice at Home's (THH) objective is "the relief of sickness, in particular end of life care and associated services in Tynedale, West Northumberland and Ponteland".

Our vision - Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life-limiting illnesses or sudden death.

Our services - will be maintained at an outstanding level and funded by a combination of community support and statutory funding.

Our mission – Easing the end-of-life journey for people in our community.

MAIN ACTIVITIES

Nursing Care

Our nursing team is available to all patients over 18 who are registered with GPs in West Northumberland and who are on the palliative care register. We provide care in patients' own homes including residential care homes.

Our nursing care team is made up of 15 registered nurses and 5 hospice support workers, who are overseen by a Deputy Head of Care and Head of Care.

To identify needs in the Community we work closely with the GP Practices, Community NHS Nursing teams and other providers within the area. Referrals are received from these healthcare professionals but also direct from individuals requiring support or their families/carers to ensure equity of provision.

Family Support

The Family Support Team (FST) provides support, following a diagnosis of a life-limiting illness, or death of a loved one. We aim to help those left behind to cope and adapt in their new situation through an active listening service as opposed to formal counselling, but comply with the same guidelines, policies and safeguarding. The service provides pre and post bereavement support to adults and children who are a resident in West Northumberland and registered with a GP in our area.

Referrals can be made via the GP, community nurses, THH nurses, Macmillan services, living well co-ordinators and mental health practitioners. Individuals may also self-refer.

The team consists of three practitioners, two of whom are qualified to support children and families, and 17 trained volunteers.

MAIN ACTIVITIES (CONTINUED)

Transport

Our transport team provides a door-to-door service taking patients from their home to appointments, which for some people in rural areas can often be difficult due to the distance to treatment centres.

The transport service is managed by the Transport co-ordinator and operated by a team of volunteer drivers, who use their own vehicles to drive clients to hospital appointments for treatment to address their life-limiting condition, which can include consultations, scans, radiotherapy and chemotherapy.

Public Benefit

The trustees have followed Charity Commission Guidance on public benefit as stated in the Charities Act 2011 and believe that the objectives and activities described throughout this report demonstrate this compliance.

PARTNERSHIP WORKING

A zoom presentation was developed on Grief and Loss and delivered in November, in partnership with the Northumberland Recovery College. The session was evaluated positively, and the College will maintain links with THH.

We provided a session with teachers from a local school who had two bereaved children in their classes. A Family Support Coordinator provided practical advice and a support session for the teachers to help them address some of the problems the children presented with.

The team secured funding from Children in Need this year which will enable the team to provide and update resources in our "Rainbow Room", used for child and family sessions, as well as funding one practitioner for children's bereavement support.

ACHIEVEMENTS

Our three-year strategic plan (2019-2022) ended in March 2022 and was developed to progress the hospice to towards its vision:

"Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life limiting illness and sudden death. Our services will be maintained at an outstanding level and funded by a combination of community support and statutory funding"

The strategic plan identified goals, objectives and milestones from April 2019 until March 2022. The plan was developed through consultation with staff, volunteers, stakeholders and partners who contributed to goals and objectives that were approved by Trustees. It was separated into four key areas:

- People at our core: patients, clients, supporters and staff.
- Outstanding services: provide an outstanding experience in all that we do.
- Provide more support to more people: provide the most holistic service possible.
- Grow our reputation: ensure everyone in our community knows who we are and what we do.

The plan was delivered successfully achieving increases in beneficiaries supported, increased income and improved quality of services, evidenced by the return of the "Friends and Family Test" feedback forms.

DURING THE LAST 12 MONTHS THE HOSPICE HAS BEEN SUCCESSFUL IN DELIVERING KEY ELEMENTS OF ITS STRATEGY:

Care Services

- Recruited a new Head of Care, alongside a Hospice Support Worker and 6 Registered Nurses, one of whom is on contracted hours.
- Underwent an Interim Monitoring Assessment by the CQC in June 2022, resulting in the Engagement Officer being satisfied that THH was operating effectively.
- Expanded our referral pathways to enable individuals to self-refer.
- Introduction of referrals at weekends.
- Provision of "twilight shifts", which provide support to patients after the completion of the Community NHS shifts at 5pm and enable patients to be comfortable at night, thus replacing the patient's need for overnight care.
- Wider communication with Community Nursing teams, GPs, Specialist Nurses, secondary care and social care in the locality raising the profile of THH to embed referral pathways.
- Increased use of digitisation by the Nursing team.
- Seamless provision of care throughout the COVID-19 pandemic.
- Opened two Bereavement Support cafés, in Hexham and Prudhoe.

Income generation

- Fundraising programmes were successfully delivered including the return of many challenge and community events to exceed income expectations.
- £97,000 grant funding was secured over three years from Children in Need to support Family Support Services from 2022/23.
- Shops re-opened in April 2021 following a third national lockdown and have exceeded income expectations for 2021/22.
- A fifth shop was opened, selling pre-loved furniture and homewares on the outskirts of Hexham, Northumberland.
- Further investment was made in THH's digital fundraising activity to increase efficiencies and maximise donor engagement.
- To reflect the increasing importance of data analysis, a Systems Administrator was recruited to ensure maximisation of our CRM system.
- Restructure of the Retail Management Team took place, due to increased pressure, as a result of opening another store.

Good governance

- Trustees and the Executive Management Team were buoyed by the recruitment of 3 new Trustees who came from varied backgrounds and have added significant depth in experience and skills to the existing group of Trustees.
- The Board and Committees continued to meet, remotely via video conferencing and in person to receive reports from the Executive Team, ensuring the hospice continued to operate effectively throughout the period.

THH's compliance with regulation/legislation governing its activities is kept under review by the Committees on a rolling basis.

Staffing and volunteering

- The Head of Care resigned in August 2021. Two Deputy Heads of Care and the CEO covered the position until a replacement was recruited in February 2022.
- THH introduced a wellbeing strategy and inaugurated a staff wellbeing group, involving staff, who represent each department within THH.
- A staff survey was conducted at the end of 2021.
- Three volunteers received the High Sherriff of Northumberland Award in 2021/22.
- During the year, THH was supported by 230 volunteers, across all of our services and activities, after successful recruitment drives increased our complement by 47.
- Volunteers provided over 22,000 hours of support during the year.

PERFORMANCE OF CARE SERVICES

Nursing

As lockdowns for COVID-19 ended the nursing team continued to provide the highest quality of care to patients, as it had throughout the pandemic. The team ensures the utmost safety of all of patients by using the requisite Personal Protective Equipment every time care is provided.

	2021/22	2020/21
New patient referrals	144	153
Hours of care provision	2,861	2,068
Deaths at home	42%	58%
Above with nurse present	26%	33%
Recommendations	40	41
Episodes of care provided	410	Not available

The table shows referrals at 95% of the levels of the previous year but the hours of care provided increased. This is due to patients being referred to THH earlier and enabling the team to care for patients longer at the end of their lives. The table shows that the service received a significant number of "recommendations" evidencing the high-quality care provided by the Nursing team and that we were able to provide over 400 episodes of care, during day and night.

Developments in the service

New systems have been implemented to capture the number of shifts provided for patients rather than hours which will help produce a clearer picture of care provided in coming years.

We have promoted the services provided by THH by visiting healthcare professionals to embed the referral pathways into the different services and encourage earlier referrals.

We continue to encourage twilight shifts for those who decline overnight care.

New patients referred at weekends are now being accepted with systems in place to manage risks for staff and patients.

Staff recruitment and retention over the last year has been problematic in many healthcare settings. Earlier in the year we held an open day inviting anyone with an interest in THH to come and gain insight into hospice work. This generated some interest and over the last year we have recruited a further 6 Registered Nurses (RN) and 1 Hospice Support Worker (HSW) to the nursing team, although some of these were offset by other staff resignations.

We appointed a new Head of Care in February 2022 who is the Registered Manager with CQC. Prior to her appointment the CEO and Deputy Head of Care – Nursing, maintained regular communication with the CQC Engagement Officer who was satisfied with the quality of care.

With the increasing number of staff, further governance systems have been implemented to facilitate the maintenance of high-quality care. These include:

- additional end of life training for all nurses
- a buddy shift document which must be completed during the probationary period before any unsupervised care is given
- greater use of tablets incorporating policies, SOPs and patient handover documents
- computerised referrals, to improve communication between care co-ordinators and nurses.

TRANSPORT SERVICES

At the beginning of the pandemic the number of appointments dropped significantly with fewer requests for drives. This year has seen us return to normality and we have experienced a steady increase in the number of appointments and new referrals.

Developments in the service

- Introduction of drives at weekends
- Improved communication with the Community NHS teams.
- Increasing number of referrals from a wider range of professionals who are now aware of the service
- Increased flexibility of provision, due to an increase in urgent requests, apparent since COVID19.

	2021/22	2020/21
New referrals	56	17
Return journeys	318	224
Miles covered	16,126	8,795
Volunteers	18	13
Hours	922	408

FAMILY SUPPORT TEAM

Despite the challenges COVID-19 posed for the service, staff and volunteers were able to provide support sessions via telephone and video platforms. As restrictions have lifted we have been able to introduce more face-to-face support in line with government guidelines.

The new Head of Care has had a positive impact on the support we provide, enabling the team to develop the service and create new networks. This has raised the service's profile, and enabled us to respond to the changing needs of the local population.

	2021/22	2020/21
Adult referrals	71	63
Child referrals	49	29
Client Contact house	1,055	1,102

Developments in the service

Two Bereavement cafés opened - one in Hexham and one in Prudhoe. The purpose of the cafés is to provide a safe, welcoming environment for those people who have been bereaved, either recently or some time ago. Anyone can attend the cafés regardless of whether a person has previously benefitted from THH's services. Attendees can have a cup of tea or coffee and are able to speak with others who have had similar experiences to their own. The service is free of charge and a steady number of clients have attended.

The cafés also act as a bridge to other activities and friendships as well as an opportunity to move away from 1 to 1 support. This allows the client to still feel supported and not cast adrift once individual sessions are ended. Clients from the cafés have formed strong friendships, eg. a group of women meeting for coffee and lunch regularly, whilst two of the male clients meet for breakfast once a week.

One of our male clients attended the Christmas Day lunch at the Community Centre as he did not want to choose between his two daughters as to who to spend the day with. Research has shown that the surviving spouse can experience intense feelings of loneliness and find it difficult to go out and forge new friendships and this has a negative impact on their mental health. The cafés can help individuals to re-integrate into social groups again.

Adult Support Group

A group took place for the first time since COVID-19 lockdowns were initiated. These groups have a similar aim to the bereavement cafes, but in smaller numbers 6-8 clients per group. They are intended to address the isolation of grief, bringing people together who have shared experiences. The groups run on a weekly basis for 6 weeks and there is a thematic programme, with the content mainly driven by the participants themselves.

Creative Memories Group

This group has continued throughout COVID-19 over zoom with a small core of participants. This group will develop further during the coming year, by expanding the range of activities to appeal to a wider audience.

Forest school for children

Families were invited to take part in weekly activities over a four week period. The activities take place in a designated area in a local wood and the aim is to bring children and their families together to reduce the feeling of isolation in their grief. The forest school helps to build confidence and resilience in the children. Our experience and research show that bereavement can shatter self-esteem in young (and old) people so any activity to help to create personal connections, find a voice and share their stories is hugely beneficial. Feedback from parents following this event has been very positive, which has led to plans for similar activities for adults.

COPING WITH GRIEF DURING THE PANDEMIC - Case Study

Haydon Bridge school girl given vital support by Tynedale Hospice at Home after the death of 3 family members within days of each other during the pandemic.

'Working with Family Support Practitioner Emma Andrews, Darcy, her mother and close family friend Margaret made a "Darcy First Aid kit" with everyone writing down ideas of what helps when you are struggling from running up a hill and screaming to sharing, talking and cooking. Darcy also made a memory box which she treasures.'







The death of three family members within days of each other in the pandemic was devastating for 11-year old Darcy Skene



'Darcy is much more confident now', say her teachers, and has "found her voice." She will ask questions and answer, even when she's not sure of the answer, which is hugely significant.

"The support from Tynedale Hospice at Home gave us our daughter back," said Mum Alison, "and we could not be more proud of Darcy and what she has achieved. She is a star."

INCOME GENERATION

Fundraising and Publicity

2021/22 saw the return of many events, established prior to COVID-19 lockdowns, including challenge and community-led events. We continue to maintain a high profile in the community with strong PR and social media coverage. Evidence of this has been via the up take in many challenge events and fundraising activity led by THH.

The team still had to operate within new COVID-19 regulations/protocols to deliver some fundraising activity. Our annual Light up a Life campaign was live streamed to ensure we could maximise community engagement and participation. A re-designed online dedication page complemented the virtual service, further adding to developments of our digital giving offer.

We engaged in a partnership with Team Marvel to improve our website and digital giving. This included a:

- website upgrade to ensure our IT infrastructure can support growing digital fundraising
- search engine optimisation (SEO) campaign to increase our online presence and drive traffic to our website.

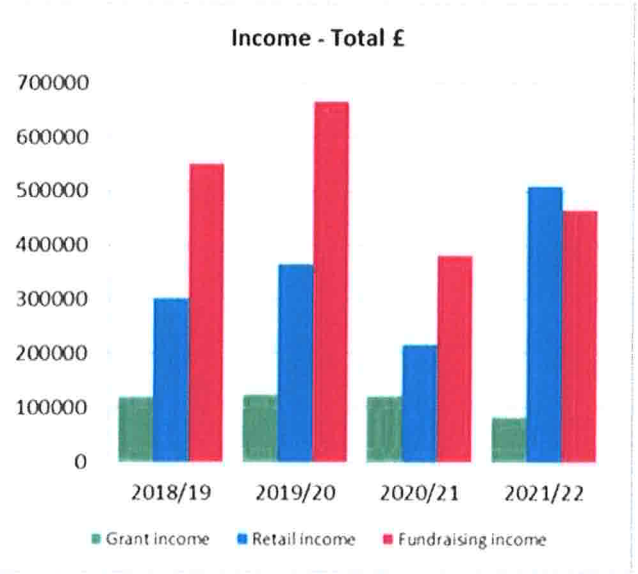
We recruited a Digital Fundraiser role to increase opportunities for digital giving, maximise social media engagement and further increase efficiencies.

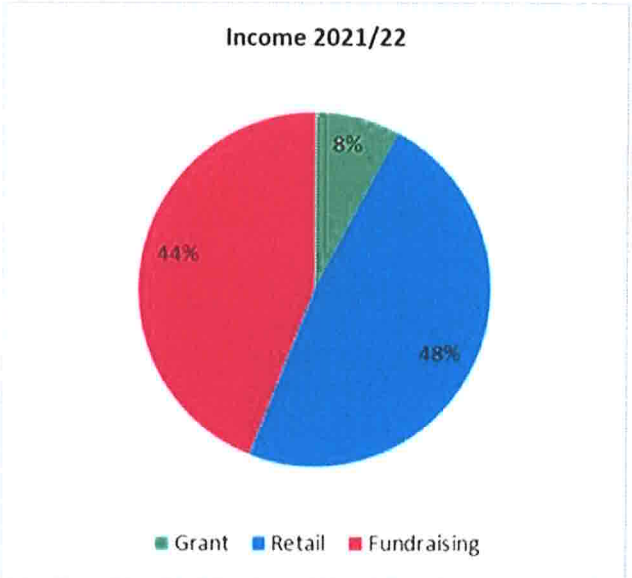
We continue to maintain excellent corporate partnerships with sponsorships in place for Clarty Bairns, Great North Run, Annual Raffle, Light up a Life and a Will Writing Service during 2021/22.

A vacant Community Fundraiser post was re-titled to a Fundraising and Events Officer position to further develop our hospice-led and community income streams. An appointment was made to this post in March 2022.

The team supported the inauguration of a furniture shop including management of PR, volunteer recruitment, securing £12,000 in capital funding and support in-kind via discounted goods and services.

Income generation statistics 2021/22





Fundraising

The charity is required to report how it deals with fundraising from the public. The charity does not use a professional fundraiser or commercial participator to raise funds. Any monies raised direct from the public follows all guidelines set out by the Charity Commission and UK law in every respect. We respect the privacy and contact preferences of all public donors.

Public Benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Retail

The shops re-opened in April 2021, following a third national lockdown due to COVID-19. Retail has performed well after this closure period, continuing to grow whilst developing, reviewing and implementing COVID-19 secure procedures and processes. Each shop has exceeded budget expectations, including our Prudhoe shop which saw its first full year of trading since it opened.

Following approval from the Board to expand our range of shops, in October 2021 we opened a new furniture and homewares shop on Bridge End Industrial Estate, Hexham. We recruited a Furniture Shop Manager, Retail Supervisor and team of volunteers to support the new operation. New procedures and retail practices have been implemented including a collection and delivery service (via a third party). The first 6 months has been a great success for 'Tynedale Hospice Furniture at Home'.

Our e-commerce operation was moved to this new premises to maximise online sales and ensure effective operating procedures.

Following a flexible working request by the Retail Operations Manager, the retail team have had a small re-organisation which has included the appointment of a part-time Retail Supervisor and additional responsibilities given to the Deputy Retail Operations Manager (previously Retail Support Manager).

Central Support

The Central Support team has continued its work on streamlining and improving processes to maximise the efficiency of the department. Various contracts have been reviewed throughout the year to ensure value for money and that they continue to meet the needs of the organisation. Additionally, the team improved internal policies and procedures which ensured strengthened controls.

STAFFING

Wellbeing Strategy

A staff wellbeing strategy was implemented during the year to recognise the duty of care that THH has towards its employees. The strategy's purpose is to "create an environment which allows all employees to flourish and achieve their full potential for the benefit of themselves, the organisation and our beneficiaries."

The strategy makes commitments in 7 areas:

1. **Promotes positive physical and mental health**
2. **Enables good, safe working practices**
3. **Is values-led**
4. **Fosters collaboration and positive social interaction**
5. **Facilitates personal growth and creativity**
6. **Offers advice and resources to enable positive lifestyle choices**
7. **Strives to support employees to enjoy financial wellbeing.**

As a result of the strategy a number of initiatives have been implemented within THH, eg. training to promote positive mental health at work, access to mindfulness training, ongoing personal development budgets for all staff.

Staff Survey

The staff survey, completed by approximately 60% of employees, at the end of 2021 identified very positive feedback on experiences working for THH with over 90% of respondents stating, for example:

- THH is clear about its vision, mission and values
- I feel inspired to do my best
- I believe I have the knowledge, skills and potential for personal development within my role
- I would recommend THH as a good place to work
- I am proud to work for THH.

PLANS FOR THE FUTURE

Following the last strategic plan ending in March 2022 and there still being a level of uncertainty at the beginning of the year as a result of COVID-19 the Trustees opted for a year of consolidation as we consider how we deliver our services over the next strategic period.

There were two services set out in the 2019-2022 strategic plan which were not achieved; Dementia Services and Complementary Therapies. It was thought prudent to delay the implementation of these due to the COVID-19 lockdowns. These services will be revisited during the financial year 2022-23.

FINANCIAL REVIEW

THH has had another positive year seeing an increase in income to £1.3m (2021 - £1.0m) and an overall surplus of £174k (2021 - £86k).

The surplus was generated as a result of:

- accessing government funds at the start of the financial year.
- periodic funding from NHSE to hospices in recognition of the support hospices provided to the core NHS services during waves of COVID-19 infections.
- two unexpected legacies totalling £97k.
- underspending as a result of excellent financial controls and vacancies across THH.
- amounts of £158k received from our insurers to indemnify THH for retail income lost during COVID-19 lockdowns.

In the last 4 years we have made significant progress with our retail operation. Retail income has grown rapidly and it now accounts for half our overall income. Shops reopened in April 2021 when national restrictions were lifted and non-essential retail could trade. Our shops perform exceptionally well and we continue to monitor and analyse income and make improvements.

During 2020/21 THH received less than 10% of its income from the NHS, which is not guaranteed and is negotiated annually. The Trustees recognise more reliable and secure income streams are needed to ensure its services can be delivered to the local community. The expansion of our retail operations and increased focus on digital fundraising are strategic actions to address this.

We are extremely grateful to our community who continue to support the work of THH. This has been evident in donor engagement in 2021/22 despite the re-scheduled/roll over of many popular events and activities. We received three legacies totalling over £100,000 accounting for the positive budget variance in philanthropic income.

Following a repeat grant application to Children in Need, we were successful in being awarded £97,000 grant funding for 2022/23, split over three years to contribute to our ongoing Family Support work with children and young people. We continue to receive support from Trusts and Foundations regionally and nationally to support our work. This included £12,000 of capital funding to support the refurbishment and development of the new furniture shop.

Due to the positive results from the last two years the charity is in a strong position and the board made the decision in invest £400k via a third party broker.

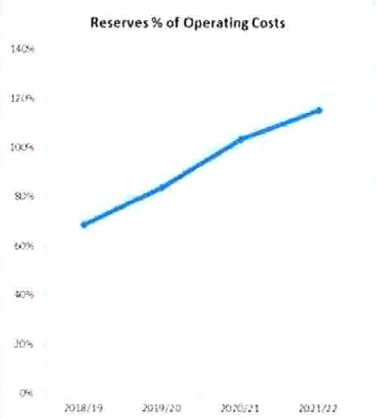
Going concern

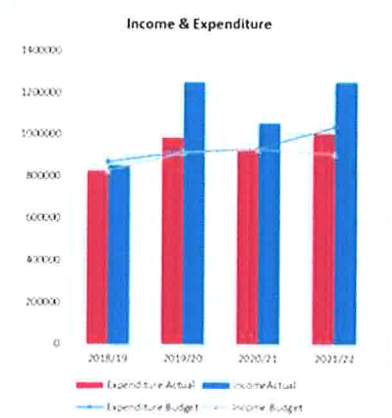
After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Reserves policy

The Board of Trustees has considered the financial position of the charity. It recognises that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the charity to be a significant reduction of income. The Trustees consider the minimum level of free reserves to be 3 months' of operational costs and to ensure continuity of service, at least 6 months' operational costs should be maintained. At the 31 March 2022, *free reserves of £365,354 were held which is 32.8% of planned operational costs.*







From the charts above it can be seen that the "return on investment" from the two income generating departments is good in spite of the impact of Covid-19.
Reserves continue to increase, thanks to the work of all departments in maximising income and controlling expenditure, which can be seen in the final chart.

Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolution dated in November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Method of appointment or election of trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee, and/or the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

Organisational structure and decision making

The Board of Trustees meets bi-monthly and is responsible for governance and oversight of charity operations. There are four committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance

The Chief Executive Officer and/or relevant Head of Department attend all meetings and are responsible for ensuring that decisions made by the Board and Committees are carried out.

POLICIES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES

A recruitment process commenced in February 2021 for three new Trustees, who were elected to the Board in May 2021. Induction and training were updated from the last recruitment drive, which included a copy of the THH service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees were invited to attend a series of induction meetings, led by the Chair of the Management Committee. The meetings delivered operational information via presentations by senior staff and the Chief Executive Officer. Further guidance was provided by various documents published by the Charity Commission and Trustee training provided by Hempsons Solicitors.

Risk management

The Trustees review a strategic register of the main risks which the charity faces, maintained by the CEO. The risk register is regularly reviewed in meetings between the CEO and Department Heads, Committees and at Board level. The charity purchased, as it is within its remit through powers granted by the Charity Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrong doing or wilful neglect or default on the part of the Board of Trustees and employees.

Statement of Trustee's responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year.

Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

Reappointment of Auditor

During the year Azets Audit Services Limited, trading as Azets Audit Services, were appointed auditor to the company replacing Armstrong Watson Audit Limited.

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of Azets Audit Services as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on 16.11.22 and signed on its behalf by:

.....

J J Harrison
Trustee

Tynedale Hospice at Home

Reference and Administrative Details

Trustees	K Fadden Dr L Carrie (appointed 25 May 2021) J J Harrison G Benjamin (appointed 25 May 2021) A Galbraith Prof J Shucksmith A M Francis (resigned 23 November 2021) M G Urwin Dr B L Herdan (appointed 25 May 2021) P J Johnston G Jones S E Miller E C Hogg
Registered Office	1 Legion House Beaufront Business Park Anick Road Hexham Northumberland NE46 4TU The charity is incorporated in England and Wales.
Company Registration Number	02870776
Charity Registration Number	1034170
Bankers	Barclays Bank plc Hexham Priestpopple Hexham NE46 1PE CAF Bank Limited Head Office Kings Hill West Malling Kent ME19 4TA
Auditor	Azets Audit Services Bulman House Regent Centre Gosforth Newcastle upon Tyne NE3 3LS
Investment broker	AYP Financial Planning Ltd 2b Tanners Yard Hexham Northumberland NE46 3NL

Tynedale Hospice at Home

Independent Auditor's Report to the Members of Tynedale Hospice at Home

Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 were 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 annual report, 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.

Independent Auditor's Report to the Members of Tynedale Hospice at Home

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006
In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception
In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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

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

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 22 and 23), the trustees 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 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 charity or to cease operations, or have no realistic alternative but to do so.

Auditor 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:

Independent Auditor's Report to the Members of Tynedale Hospice at Home

- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations and fraud;

- Reviewing board minutes;

- Challenging assumptions and judgements made by management in their significant accounting estimates; and

- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements: Health and Safety; employment laws; compliance with the Care Quality Commission; and compliance with the UK Companies Act and Charities Act.

Owing to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with ISAs (UK). For instance, the further removed non-compliance is from the event and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

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

Use of our report

This report is made solely to the charitable company's trustees, 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 charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Brown BA ACA DChA (Senior Statutory Auditor)
For and on behalf of
Azets Audit Services
Chartered Accountants
Statutory Auditor
Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Date: 23.11.22

Azets Audit Services is a trading name of Azets Audit Services Limited

Tynedale Hospice at Home

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
Income and Endowments from:					
Donations and legacies	3	312,550	53,854	366,404	364,498
Charitable activities	4	-	68,137	68,137	97,471
Other trading activities	5	665,510	-	665,510	273,940
Investment income	6	2,960	-	2,960	3,053
Other income	7	170,601	33,364	203,965	277,844
Total Income		1,151,621	155,355	1,306,976	1,016,806
Expenditure on:					
Raising funds	8	(680,770)	-	(680,770)	(518,988)
Charitable activities	9	(276,343)	(155,355)	(431,698)	(411,843)
Total Expenditure		(957,113)	(155,355)	(1,112,468)	(930,831)
Gains/losses on investment assets		(20,686)	-	(20,686)	-
Net income		173,822	-	173,822	85,975
Transfers between funds		15,195	(15,195)	-	-
Net movement in funds		189,017	(15,195)	173,822	85,975
Reconciliation of funds					
Total funds brought forward		931,501	15,195	946,696	860,721
Total funds carried forward	23	1,120,518	-	1,120,518	946,696

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 23.

Tynedale Hospice at Home

Comparative Statement of Financial Activities for the Year Ended 31 March 2021
(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
Income and Endowments from:				
Donations and legacies	3	289,249	75,249	364,498
Charitable activities	4	-	97,471	97,471
Other trading activities	5	273,940	-	273,940
Investment income	6	3,053	-	3,053
Other income	7	95,648	182,196	277,844
Total income		661,890	354,916	1,016,806
Expenditure on:				
Raising funds	8	(518,988)	-	(518,988)
Charitable activities	9	(69,667)	(342,176)	(411,843)
Total expenditure		(588,655)	(342,176)	(930,831)
Net income		73,235	12,740	85,975
Net movement in funds		73,235	12,740	85,975
Reconciliation of funds				
Total funds brought forward		858,266	2,455	860,721
Total funds carried forward	23	931,501	15,195	946,696

Tynedale Hospice at Home

(Registration number: 02870776)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Intangible assets	16	-	-
Tangible assets	17	21,539	18,534
Investments	18	379,314	-
		400,853	18,534
Current assets			
Debtors	19	163,174	52,616
Cash at bank and in hand		662,602	947,280
		825,776	999,896
Creditors: Amounts falling due within one year	20	(106,111)	(71,734)
Net current assets		719,665	928,162
Net assets		1,120,518	946,696
Funds of the charity:			
Restricted income funds			
Restricted funds	23	-	15,195
Unrestricted income funds			
Unrestricted funds		1,120,518	931,501
Total funds	23	1,120,518	946,696

The financial statements on pages 28 to 52 were approved by the trustees, and authorised for issue on ..16/11/22..... and signed on their behalf by:

.....
J J Harrison
Trustee

Tynedale Hospice at Home

Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash income		173,822	85,975
Adjustments to cash flows from non-cash items			
Depreciation	8	6,385	7,261
Amortisation	8	-	940
Investment income	6	(2,960)	(3,053)
Revaluation of investments		20,686	-
		197,933	91,123
Working capital adjustments			
(Increase)/decrease in debtors	19	(110,558)	50,884
Increase/(decrease) in creditors	20	34,377	(23,217)
Net cash flows from operating activities		121,752	118,790
Cash flows from investing activities			
Interest receivable and similar income	6	2,960	3,053
Purchase of tangible fixed assets	17	(9,390)	(7,927)
Purchase of investments	18	(400,000)	-
Cash into/(out of) endowment funds from the acquisition and disposal of investments		-	454,138
Net cash flows from investing activities		(406,430)	449,264
Net (decrease)/increase in cash and cash equivalents		(284,678)	568,054
Cash and cash equivalents at 1 April		947,280	379,226
Cash and cash equivalents at 31 March		662,602	947,280

All of the cash flows are derived from continuing operations during the above two periods.

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2022

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: 1 Legion House, Beaufront Business Park, Anick Road, Hexham, Northumberland, NE46 4TU

2 Accounting policies

Summary of significant accounting policies and key accounting estimates
The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance
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)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation
Tynedale Hospice at Home meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern
The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

Estimation uncertainty and judgements
The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

Income and endowments
All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Gifts in kind

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Gift aid

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Other trading activities

Shop income is recognised at point of sale.

Investment income

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

All expenditure is inclusive of irrecoverable VAT.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Notes to the Financial Statements for the Year Ended 31 March 2022

Governance costs
These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

Government grants
Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Intangible assets
Intangible assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are intially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

Amortisation
Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Amortisation method and rate
Computer software	20% straight line

Tangible fixed assets
Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Leasehold property improvements	10% straight line
Equipment	25% straight line
Fixtures and fittings	15% straight line

Fixed asset investments
Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless fair value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities incorporating income and expenditure account.

Notes to the Financial Statements for the Year Ended 31 March 2022

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Hire purchase and finance leases
Assets held for use in operating leases are included as a separate category in fixed assets at cost and depreciated over their useful life.

Rental income from operating leases is recognised on a straight line basis over the term of the lease.

Notes to the Financial Statements for the Year Ended 31 March 2022

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

Financial instruments

Classification

The company 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 bank loans which are subsequently measured at amortised cost using the effective interest method.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Donations and legacies;				
Donations and gifts in kind	283,923	-	283,923	216,305
Legacies	-	-	-	14,077
Grants, including capital grants;				
Grants	28,627	53,854	82,481	134,116
	312,550	53,854	366,404	364,498
Total for 2021	289,249	75,249	364,498	

In 2022 grants above £5k were generously received from the following funders:
- Hexham Council
- Net Community Foundation
- Sir Jules Thorn Charitable Trust
- Ray Wind Farm

In 2021 we also received similar grants from
- Net Community Foundation
- February Foundation
- Barbour Foundation
- Newcastle Building Society
- The Albert Hunt Trust
- Forsters Belford Trust

Notes to the Financial Statements for the Year Ended 31 March 2022

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Nursing Care - Northumberland Care Trust	-	68,137	68,137	68,001
Family Support	-	-	-	29,470
	-	68,137	68,137	97,471
Total for 2021	-	97,471	97,471	

5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2021 £
Trading income;				
Shop income	563,213	-	563,213	210,367
Fundraising events	102,297	-	102,297	63,573
	665,510	-	665,510	273,940
Total for 2021	273,940	-	273,940	

6 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Interest receivable and similar income;				
Interest receivable on bank deposits	2,960	-	2,960	2,865
Other investment income	-	-	-	188
	2,960	-	2,960	3,053
Total for 2021	3,053	-	3,053	

Notes to the Financial Statements for the Year Ended 31 March 2022

7 Other income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Other income	170,601	33,364	203,965	277,844
Total for 2021	95,648	182,196	277,844	

Other income is made up of NHSE/Hospice UK income of £33,364, (2021 - £182,196), COVID-19 CJRS income of £884 (2021- £51,806), COVID-19 Business Support of £11,387 (2021 - £43,507), insurance claims of £158,330 (2021 - £nil) and sundry income of £nil (2021 - £335).

8 Expenditure on raising funds

	Direct costs £	Total 2022 £	Total 2021 £
Costs of raising funds	680,770	680,770	518,988
Total for 2022	680,770	680,770	518,988
Total for 2021	518,988	518,988	

Notes to the Financial Statements for the Year Ended 31 March 2022

9 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £
Nursing Care	143,654	134,760	278,414
Family Support	105,486	20,595	126,081
Patient Transport	27,203	-	27,203
	276,343	155,355	431,698

	Unrestricted funds General £	Restricted funds £	Total 2021 £
Nursing Care	(3,951)	272,646	268,695
Family Support	48,817	68,030	116,847
Patient Transport	24,791	1,500	26,291
	69,657	342,176	411,833

	Activity undertaken directly £	Activity support costs £	2022 £
Nursing Care	182,363	96,051	278,414
Family Support	81,891	44,190	126,081
Patient Transport	20,739	6,464	27,203
	284,993	146,705	431,698

	Activity undertaken directly £	Activity support costs £	2021 £
Nursing Care	167,635	101,059	268,694
Family Support	72,374	44,473	116,847
Patient Transport	17,701	8,591	26,292
	257,710	154,123	411,833

Notes to the Financial Statements for the Year Ended 31 March 2022

10 Analysis of governance and support costs

Support costs allocated to charitable activities

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2022 £
Nursing Care	51,762	1,553	42,736	96,051
Family Support	24,252	653	19,285	44,190
Patient Transport	3,661	82	2,721	6,464
	79,675	2,288	64,742	146,705

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2021 £
Nursing Care	63,849	1,934	35,276	101,059
Family Support	44,473	-	-	44,473
Patient Transport	8,591	-	-	8,591
	116,913	1,934	35,276	154,123

11 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Audit fees	5,250	5,280
Other non-audit services	1,500	1,930
Depreciation of fixed assets	6,385	8,201

12 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Notes to the Financial Statements for the Year Ended 31 March 2022

13 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	655,841	565,301
Social security costs	44,914	37,987
Pension costs	10,941	9,642
	711,696	612,930

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2022 No	2021 No
Retail, fundraising and administrative staff	21	15
Family support staff	3	4
Nursing staff	17	20
	41	39

The number of employees whose emoluments fell within the following bands was:

	2022 No	2021 No
£60,001 - £70,000	1	-

The total employee benefits of the key management personnel of the charity were £122,765 (2021 - £98,373).

14 Auditors' remuneration

	2022 £	2021 £
Audit of the financial statements	5,250	5,280
Other fees to auditors		
The auditing of accounts of any associate of the charity	5,250	5,280
Taxation compliance services	-	385
All other non-audit services	1,500	1,345
	6,750	7,010

Notes to the Financial Statements for the Year Ended 31 March 2022

15 Taxation

The charity is exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

16 Intangible fixed assets

	Software costs £	Total £
Cost		
At 1 April 2021	7,050	7,050
At 31 March 2022	7,050	7,050
Amortisation		
At 1 April 2021	7,050	7,050
At 31 March 2022	7,050	7,050
Net book value		
At 31 March 2022	-	-
At 31 March 2021	-	-

The intangible assets relates to software purchased by the charity. The Trustees have deemed the useful life of this software to be 5 years, and as such this is the period of amortisation per the accounting policy.

Notes to the Financial Statements for the Year Ended 31 March 2022

17 Tangible fixed assets

	Furniture and equipment £	Leasehold property improvements £	Total £
Cost			
At 1 April 2021	93,344	29,164	122,508
Additions	5,840	3,550	9,390
At 31 March 2022	99,184	32,714	131,898
Depreciation			
At 1 April 2021	84,505	19,469	103,974
Charge for the year	4,444	1,941	6,385
At 31 March 2022	88,949	21,410	110,359
Net book value			
At 31 March 2022	10,235	11,304	21,539
At 31 March 2021	8,839	9,695	18,534

18 Fixed asset investments

	2022 £	2021 £
Other investments	379,314	-

Other investments

	Listed investments £	Total £
Cost or Valuation		
Additions	400,000	400,000
Revaluation	(20,686)	(20,686)
At 31 March 2022	379,314	379,314
Net book value		
At 31 March 2022	379,314	379,314

The cost value of the listed investments at 31 March 2022 was £400,000 (2021 - £Nil).

The investment balance comprises listed investments and Open Ended Investment Company (OEIC) funds.

The following investments accounted for more than 5% of the total:
- 7IM Sustainable Balance C (Acc) £36,804
- ASI Ethical Corporate Bond P1 £34,700
- AXA Framlington Health Z £19,202
- EdenTree Responsible and Sustainable Sterling Bd Cls B £37,223
- Janus Henderson Global Responsible Managed I £19,643
- Janus Henderson Global Sustainable Equity I £19,726
- Jupiter Ecology Fund I £19,008
- Legal & General MSCI Wld Socially Resp Inv £20,952
- Premier Miton Responsible UK Equity Class C £34,774
- Royal London Ethical Bond Fund II M £37,014
- Schroder QEP Global Core I £21,230

19 Debtors

	2022 £	2021 £
Prepayments and accrued income	153,835	44,743
VAT recoverable	9,339	7,873
	163,174	52,616

20 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	8,310	1,740
Other taxation and social security	13,737	10,886
Other creditors	2,258	-
Accruals	81,806	59,108
	106,111	71,734

Notes to the Financial Statements for the Year Ended 31 March 2022

	2022 £	2021 £
Deferred income at 1 April 2021	6,457	17,244
Resources deferred in the period	5,066	6,457
Amounts released from previous periods	(6,457)	(17,244)
Deferred income at year end	5,066	6,457

Deferred income relates to events which have not yet taken place.

21 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2022 £	2021 £
Land and buildings		
Within one year	105,421	79,839
Between one and five years	235,820	173,106
After five years	109,000	19,226
	450,241	272,171
Other		
Within one year	6,359	7,142
Between one and five years	6,145	9,788
	12,504	16,930

22 Pension and other schemes

Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £10,941 (2021 - £9,642).

Contributions totalling £2,257 (2021 - £Nil) were payable to the scheme at the end of the year and are included in creditors.

Notes to the Financial Statements for the Year Ended 31 March 2022

23 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
Unrestricted funds						
General						
General fund	537,254	1,151,621	(957,113)	55,131	(20,686)	766,207
Designated						
Dorothy Moore Legacy	244,247	-	-	-	-	244,247
Retail and Business Strategy	150,000	-	-	(39,936)	-	110,064
	394,247	-	-	(39,936)	-	354,311
Total unrestricted funds	931,501	1,151,621	(957,113)	15,195	(20,686)	1,120,518
Restricted funds						
The Rainbow Project	30	-	-	(30)	-	-
EC Graham - Belford Trust	1,425	-	-	(1,425)	-	-
Hexham Town Council	-	10,000	(10,000)	-	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-	-
Postcode Lottery	11,600	-	-	(11,600)	-	-
Other Restricted Funds	1,000	-	-	(1,000)	-	-
Children in Need	1,140	-	-	(1,140)	-	-
NHSE/Hospice UK	-	33,364	(33,364)	-	-	-
NHS Palliative Care	-	68,137	(68,137)	-	-	-
Hardwick Trust	-	200	(200)	-	-	-
Warburtons	-	400	(400)	-	-	-
Hadrian Trust	-	1,000	(1,000)	-	-	-

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
RW Mann	-	1,000	(1,000)	-	-	-
Haltwhistle & District	-	300	(300)	-	-	-
Rothley Trust	-	1,200	(1,200)	-	-	-
Handley Trust	-	2,000	(2,000)	-	-	-
NET via Community Foundation	-	5,000	(5,000)	-	-	-
Harrison Foundation	-	10,000	(10,000)	-	-	-
William Leech Foundation	-	2,500	(2,500)	-	-	-
Ray Wind Farm	-	9,754	(9,754)	-	-	-
St James Place	-	2,500	(2,500)	-	-	-
Newcastle Diocese	-	3,000	(3,000)	-	-	-
Total restricted funds	15,195	155,355	(155,355)	(15,195)	-	-
Total funds	946,696	1,306,976	(1,112,468)	-	(20,686)	1,120,518

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Unrestricted funds					
General					
General fund	409,019	661,890	(588,655)	55,000	537,254
Designated					
Dorothy Moore Legacy	244,247	-	-	-	244,247
Business Rate Support Grant	55,000	-	-	(55,000)	-
Retail and Business Strategy	150,000	-	-	-	150,000
	449,247	-	-	(55,000)	394,247
Total unrestricted funds	858,266	661,890	(588,655)	-	931,501
Restricted					
The Rainbow Project	30	-	-	-	30
EC Graham - Belford Trust	1,425	-	-	-	1,425
Wellesley Trust	-	8,000	(8,000)	-	-
Hexham Town Council	-	1,500	(1,500)	-	-
Percy Hedley Charitable Trust	-	500	(500)	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-
Postcode Lottery	-	20,000	(8,400)	-	11,600
Parish Council Donations	-	1,750	(1,750)	-	-
Freemasons of Northumberland	-	5,000	(5,000)	-	-
Souter Charitable Trust	-	3,000	(3,000)	-	-
Masonic Trust	-	500	(500)	-	-
Freemasons Grand Charity	-	5,000	(5,000)	-	-
JGW Pattison Foundation	-	15,000	(15,000)	-	-
Vardy Foundation	-	10,000	(10,000)	-	-

Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Other Restricted Funds	1,000	-	-	-	1,000
Children in Need	-	29,470	(28,330)	-	1,140
NHSE/Hospice UK	-	182,196	(182,196)	-	-
NHS Palliative Care	-	68,000	(68,000)	-	-
Total restricted funds	2,455	354,916	(342,176)	-	15,195
Total funds	860,721	1,016,806	(930,831)	-	946,696

The specific purposes for which the funds are to be applied are as follows:

Designated funds
The Trustees have designated the assets received from the Dorothy Moore Legacy towards the future strategic developments of the charity. In the current year some of the reserves will be expended to fund a planned retail expansion and the post of a Community Engagement Officer for an initial year. The Trustees have designated £150,000 from the Legacy fund towards future retail and service provision opportunities.

Restricted funds
The Rainbow Project - donations received in the year towards the Children's Bereavement Service (Rainbow Project).

EC Graham - The Belford Trust - a donation towards resources to enhance the work of the Children's Bereavement Service (Rainbow Project).

Wellesley Trust - a grant towards family support.

Hexham Town Council - a grant towards transport services.

Jules Thorn Trust - grants towards nursing costs.

Children In Need - a grant towards our family support and bereavement services.

J G W Pattinson - a donation towards our family support service.

Percy Hedley Foundation - a donation towards nursing costs.

Parish council donations - donations towards the family support service.

Postcode Lottery - a grant received towards our Children's Support service.

Freemasons of Northumberland - a grant towards nursing costs.

Souter Charitable Trust - a grant received towards our Children's Support service.

Masonic Trust - a grant towards nursing costs.

Freemasons Grand Charity - Ta grant towards family support.

NHS Palliative Care - a grant towards our nursing care services.

NHSE/Hospice UK - awarded funding to allow the Hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to 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 2022 for the same purpose.

Notes to the Financial Statements for the Year Ended 31 March 2022

24 Analysis of net assets between funds

	Unrestricted			
	General £	Designated £	Restricted £	Total funds at 31 March 2022 £
Tangible fixed assets	21,539	-	-	21,539
Fixed asset investments	379,314	-	-	379,314
Net current assets/(liabilities)	365,354	354,311	-	719,665
Total net assets	766,207	354,311	-	1,120,518

	Unrestricted			
	General £	Designated £	Restricted £	Total funds at 31 March 2021 £
Tangible fixed assets	18,264	-	270	18,534
Net current assets/(liabilities)	518,990	394,247	14,925	928,162
Total net assets	537,254	394,247	15,195	946,696

25 Analysis of net funds

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	947,280	(284,678)	662,602
Current asset investments	-	379,314	379,314
Net funds	947,280	94,636	1,041,916

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	379,226	568,054	947,280
Current asset investments	454,138	(454,138)	-
Net funds	833,364	113,916	947,280

Notes to the Financial Statements for the Year Ended 31 March 2022

26 Related party transactions

Trustees supported the charity through donations and participation in fundraising efforts totalling £3,237 (2021: £3,417) but no expenses were paid to the Trustees in the year.

Tynedale Hospice at Home
1 Legion House
Beaufront Business park
Anick Road
Hexham
Northumberland
NE46 4TU

Azets Audit Services
Bulman House
Regent Centre
Gosforth
Newcastle upon Tyne
NE3 3LS

Date: 11 November 2022

Dear Sirs

This representation letter is provided in connection with your audit of the financial statements of the charity for the year end 31 March 2022, for the purpose of expressing an opinion as to whether the financial statements are presented fairly, in all material aspects, (or give a true and fair view) in accordance with applicable financial reporting framework (FRS102).

We confirm that the following representations are made on the basis of enquiries of the trustees, management and staff with relevant knowledge and experience (and, where appropriate, of inspection of supporting documentation) sufficient to satisfy ourselves that we can properly make each of the following representations to you:

1. We have fulfilled our responsibilities as trustees under the Companies Act 2006 and Charities Act 2011 for preparing financial statements, in accordance with the applicable financial reporting framework (FRS 102 and the FRS 102 Charity SORP).

   We confirm that in our opinion the financial statements give a true and fair view and in particular that where any additional information must be disclosed in order to give a true and fair view that information has in fact been disclosed. We confirm that the selection and application of the accounting policies used in the preparation of the financial statements are appropriate, and we approve these accounts for the year ended 31 March 2022.

2. We confirm that all accounting records have been made available to you for the purpose of your audit, in accordance with your terms of engagement, and that all the transactions undertaken by the charity have been properly reflected and recorded in the accounting records. All other records and related information, including minutes of all management, trustees' and members' meetings, have been made available to you. We have given you unrestricted access to persons within the charity in order to obtain audit evidence and have provided any additional information that you have requested for the purposes of your audit.

3. We confirm the charity has satisfactory title to all assets and there are no liens or encumbrances on the assets, except for those disclosed in the financial statements.

4. We confirm that significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.

5. We confirm that we have no plans or intentions that may materially alter the carrying value and, where relevant, the fair value measurements or classification of assets and liabilities reflected in the financial statements.

6. We confirm that the charity has no liabilities or contingent liabilities other than those disclosed in the financial statements.

We confirm that all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to you and accounted for and disclosed in accordance with the applicable financial reporting framework.

7. We confirm that there have been no events since the balance sheet date which require disclosing or which would materially affect the amounts in the financial statements, other than those already disclosed or included in the financial statements.

8. We confirm that we are aware of the definition of a related party for the purpose of the accounting framework being applied in the preparation of the accounts.

   We confirm that the related party relationships and transactions set out below are a complete list of such relationships and transactions and that we are not aware of any further related parties or transactions.

Party	*Relationship*	*Nature of transaction*
Trustees	Trustees of charity	Donations and fundraising contributions of £3,237

9. We confirm that all related party relationships and transactions have been accounted for and disclosed in accordance with the applicable financial reporting framework.

10. We confirm that the charity neither had, at any time during the year, any arrangement, transaction or agreement to provide credit facilities (including advances and credits granted by the charity) for trustees, nor provided guarantees of any kind on behalf of the trustees.

11. We confirm that the charity has not contracted for any capital expenditure other than as disclosed in the financial statements.

12. We confirm that the charity has complied with all aspects of contractual agreements that could have a material effect on the financial statements in the event of non-compliance.

13. We confirm that we are not aware of any possible or actual instance of non-compliance with those laws and regulations which provide a legal framework within which the charity conducts its activities and which are central to the charity's ability to conduct its activities, except as explained to you and as disclosed in the financial statements.

14. We acknowledge our responsibility for the design, implementation and maintenance of internal controls to prevent and detect fraud. We confirm that we have disclosed to you the results of our risk assessment of the risk of fraud in the organisation.

    There have been no deficiencies in internal control of which we are aware.

15. We confirm that there have been no actual or suspected instances of fraud involving trustees, management or employees who have a significant role in internal control or that could have a material effect on the financial statements. We also confirm that we are not aware of any allegations of fraud by trustees, former trustees, analysts, employees, former employees,

16. We confirm that disclosures in note 2 to the financial statements are an accurate reflection of our plans and the reasons for our confirmation of the charity's ability to continue operating.

17. We confirm the unadjusted misstatements (as per the Audit Highlights memo) and we confirm that there are no adjusting items reported.

18. We confirm that we are not aware of any matters of material significance that should be reported to regulators. We confirm that all correspondence with the Charity Commission have been made available to you.

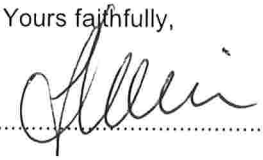
19. We confirm that all grants, donations and other income, including those subject to special terms or conditions or received for restricted purposes, have been notified to you. There have been no breaches of terms or conditions during the period regarding the application of such income.

20. We confirm there was no specific representations made to you during the course of your audit.

21. We acknowledge our legal responsibilities regarding disclosure of information to you as auditors and confirm that:

- so far as each trustee is aware, there is no relevant audit information of which you as auditors are unaware; and
- each trustee has taken all the steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that you are aware of that information.

Yours faithfully,



.....

Signed on behalf of the board of trustees

Date.....16.11.22.....

TYNEDALE HOSPICE AT HOME

England & Wales - Charity number 1034170

Accounts

Registered number: 02870776
Charity number: 1034170

TYNEDALE HOSPICE AT HOME

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

ArmstrongWatson®

Accountants, Business & Financial Advisers

TYNEDALE HOSPICE AT HOME
(A company limited by guarantee)

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TYNEDALE HOSPICE AT HOME

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Mrs A M Francis, Vice Chair Mr P Johnston Mr J Harrison, Chair Professor J Shucksmith Dr S Brown (resigned 28 July 2020) Mrs K Fadden Mrs A Galbraith Mrs E Hogg Mrs G Jones Mrs S Miller Mr M Urwin Mr B Herdan (appointed 21 May 2021) Mrs G Benjamin (appointed 21 May 2021) Dr L Carrie (appointed 21 May 2021)
Company registered number	02870776
Charity registered number	1034170
Registered office	1 Legion House Beaufront Business Park Anick Road Hexham Northumberland NE46 4TU
Chief executive officer	Mike Thornicroft
Independent auditors	Armstrong Watson Audit Limited Chartered Accountants & Statutory Auditors Milburn House Hexham Northumberland NE46 3RU
Bankers	Barclays Bank Plc Priestpopple Hexham Northumberland NE46 1PE CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2020 to 31 March 2021. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the Charity qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Achievements and performance

a. Review of activities

The following report is made in the context of the global COVID-19 pandemic that had a severe impact on all Hospice activities. Specific reference is made below to actions taken by the Hospice to mitigate the impact of this disease and the associated outcomes on society.

Trustees and the Executive Management Team were saddened by the resignation of 1 Trustee, who did not have capacity to continue in his role due to external commitments. The remaining 10 Trustees continued to maintain the high standards of governance throughout the COVID-19 pandemic.

A surplus of £85,975 was generated as a result of re-casting the budget at the start of the first national lockdown and maximisation of all income generation opportunities, reducing planned expenditure by approximately 15% and monitoring all costs closely. This has resulted in an improved reserves position but they remain within the limits of our Reserves Policy.

The Trustees designated funding from reserves to “seed fund” new services during 2019/20 – eg. Complementary Therapies, Dementia Support, as referenced in the Strategic Plan 2019-22. Sadly these developments have been delayed due to the impact of COVID-19. They will be re-visited when the hospice has confidence in the resilience of the economy and our renewed ability to fundraise effectively.

The Strategic Plan maintains our commitment to provide outstanding services and offer more support to more people. The organisation continues on its path to increase the reach and impact of services for our community.

During the last 12 months the Hospice has been successful in delivering key elements of its strategy:

Good governance
- The Board and Committees continued to meet, remotely via video conferencing and receive reports from the Executive Team, ensuring the Hospice continued to operate effectively throughout the pandemic.
- The Governance Committee initiated a review of all Committee responsibilities and established procedures to ensure monitoring of compliance with all required obligations.

Income generation
- An opportunity was sourced to establish a furniture store.
- The Community Fundraiser was redeployed to take responsibility for e-commerce, which has been a resounding success.
- A Hospice Lottery was inaugurated to diversify income streams.
- Trust/Grant fundraising exceeded all expectations, as a result of swift actions to maximise any COVID-19 related opportunities.

Achievements and performance (continued)

Care services

- Personal Protective Equipment (PPE) was sourced throughout the year, enabling the Hospice to continue to provide care to more patients than had been supported previously.
- A restructure of the nursing team took place, which resulted in efficiency savings, whilst maintaining the high levels of quality provision.
- The Family Support Team adopted innovative approaches to providing bereavement support by using digital technology and providing sessions in clients' gardens, when permissible.

Staffing

- a review of policies relating to human resources took place during the year. Relevant policies were revised and updated to reflect current legislation and best practice. A staff handbook was published.
- the Hospice is represented on the Hospices North East Regional HR Group.

During 2020/21 Tynedale Hospice at Home received only 7% of its income from the NHS, which is not guaranteed and is negotiated annually. The Trustees recognise more reliable and secure income streams are needed to ensure its services can be delivered to the local community. The expansion of our retail operations, introduction of a Hospice Lottery and raising the Hospice's profile across the community are crucial to the plan.

Care Services

Despite the challenging year the Care department has successfully continued to run all three services and has increased nursing support offered to patients nearing the end of life. We continued to provide safe care 'when and where it counts'. The safety of our patients, clients and staff has been a top priority during the pandemic. All nursing care staff, and active volunteer drivers have been COVID-19 tested weekly using Polymerase Chain Reaction (PCR) tests and offered additional Lateral Flow Device (LFD) Tests.

Overview of key metrics:

During 2020/21 we provided 2,868 hours of nursing care to 153 patients. 63 adults and 29 children were either referred or re-referred to the Family Support service and we received 17 new referrals for our transport service during this time.

Comparative statistics to previous year are shown below:

	2020/21	2019/20
New patient referrals	153	112
Hours of care provision	2868	3300
New referrals for transport	17	56
Family support adult referrals*	63	105
Family support child referrals*	29	68

*Includes new referrals and re-referrals to the service

All numbers are down from the previous year apart from the number of nursing referrals for end-of-life care (up by 36%). During the three lockdowns experienced many people chose to self-isolate and hospital appointments were cancelled. This impacted on the number of new referrals for the Volunteer Driver Service and Family Support Service. We had fewer requests for respite nursing care, this was probably a result of family members working from home and self-isolating.

During 20/21, 58% of the patients we supported died in their own home and 33% of patients had a Tynedale Hospice at Home nurse present at the time of death.

We provided nursing care to more patients in 2020/21 compared to the previous year. Eligibility criteria for our services (using a traffic light system) are reviewed regularly and, as a result, we now provide increased hours of respite care and have extended our service to offer support between the hours of 5pm and 10pm if requested.

The Head of Care Services in conjunction with the Care Team enhanced our links with community colleagues and Hospice Nurses now attend more community nursing team meetings, which has enhanced integrated care for patients in our catchment area. The NHS Locality Matron now attends the monthly integrated care meetings which has proved successful in keeping both parties up to date with changes in care delivery.

Achievements and performance (continued)

Nursing Care
The Head of Care Services is the Registered Manager for the Hospice and we are registered with the CQC to provide the following regulated activities:

- Treatment of disease, disorder, or injury
- Personal care

The Registered Manager has regularly met online with the CQC Engagement Officer over the past year. The Engagement Officer has been satisfied with how our nursing service has been delivered and the extra safety measures put in place by the Hospice.

Tynedale Hospice at Home employs a nursing team comprising of 12 Registered Nurses, 5 Hospice Support Workers, and one Senior Nurse responsible for ensuring the delivery of high-quality care. There are four Care Co-Ordinators who are Registered Nurses, and their role is to co-ordinate care referrals and allocate appropriate staff for patient care.

Care is available to adults on the palliative care register who are patients of any of the GP practices within the West Northumberland locality of the Northumberland Clinical Commissioning Group (CCG). Care is primarily directed to those nearing the end of life and can be provided in their home or their place of residence. This end-of-life service is available on a 24 hour basis and all of our services are free of charge to those who need them.

The Senior Nurse for Quality has developed a robust audit strategy for quality assurance and monitors staff completion of mandatory training, thus ensuring all staff are ‘fit for purpose’. As part of our service improvement strategy the findings from all audits are shared at the nurses’ meetings and any actions required are implemented and documented.

Family Support Service
The Family Support Service is an active listening service, provided by trained professionals and volunteers. It is available to anyone who lives in our catchment area. Clients may be referred by the Primary Health Care Team, the Macmillan service, Oncology Service, or they may self-refer. We provide both pre and post bereavement support to adults, children, and young persons. The service is supported by a Senior Family Support Practitioner, two Family Support Practitioners and 17 volunteers.

Three year funding for one Family Support Practitioner was secured from the BBC Children in Need campaign and commenced in May 2018, this funding has now ended. During the last year we have had to modify how we provide face-to-face support. Over the year we had 365 contacts with clients via telephone, video link and Email. This is a dramatic increase from the previous year where only 9 contacts were made using these methods. A total of 107 face to face sessions were undertaken some of which were in clients’ gardens (weather permitting!). Most volunteers continued to work throughout the pandemic to maintain this service and they provided 472 hours of their time to support adult clients. Throughout the year we provided support to 50 families, 69 children and 108 adults. These figures include ongoing support from the previous year and not just new referrals or re-referrals.

Achievements and performance (continued)

Hospital Transport Service
This service is operated by a team of volunteer drivers who use their own vehicles to drive clients to hospital appointments for treatment directly related to their life limiting condition. During the year they made 224 return journeys for appointments such as chemotherapy, radiotherapy, scans, and consultations. A total of 8,795 miles were driven, primarily to Freeman Road Hospital, the Royal Victoria Infirmary and Hexham General Hospital. Thirteen volunteers provided 408 hours of their time to ensure patients were able to attend appointments. Our volunteer drivers undertake weekly PCR testing and are equipped with PPE. They are also offered the opportunity to undertake LFD testing twice weekly.

Despite the challenging year the Care department has continued to develop services, the main achievements over 2020/21 are summarised below:

- We have maintained adequate staffing resources to provide services to those in need.
- We implemented a self-rostering system for the nursing team to maximise staff availability.
- We issued the nursing team with their own Samsung tablets for submitting patient reports, access to policies and minutes of meetings. This is the first step in our digitisation strategy scheduled for the forthcoming year.
- All the care databases have been revised to improve data collection.

Staffing and Volunteering
A restructure of the Nursing Team took place, which removed the Role of Senior Nurse: Training and Development, as the need for the post had been reduced during the previous year. The responsibilities for this post were transferred to the Senior Nurse: Development.

The affected staff member was redeployed to become the Senior Family Support Coordinator.

The post of Supporter Care Coordinator became redundant as duties associated with this post were dispersed among members of the Fundraising and Central Support Teams.

During 2020/21 a project was undertaken to streamline volunteer data recording and digitise all volunteer systems. The project has been successful and has resulted in the de-duping of a number of records, which were exaggerating volunteer numbers previously.

During the pandemic a number of volunteer roles were temporarily suspended, eg. when shops closed, and many of these volunteers made the decision not to return to their roles, due to their vulnerability to COVID-19. Additional volunteers were recruited and the hospice is now supported by 183 volunteers, who provided over 10,800 hours of support during the past year.

Fundraising and Publicity
We maximised opportunities to apply for emergency COVID-19 grants that successfully secured Trust and Foundation income in the first quarter of 2020/21.

The majority of our community and hospice-led events were cancelled or postponed in 2020/21 including the Great North Run and Great Wall of China Trek, both due to take place in September 2020. Fundraising was maximised where possible through virtual activities and direct mail. Our Lottery launch was brought forward to September 2020 to provide a new source of income. Promotion and growth will be a continued focus for 2021/22.

To maintain a high profile in the community and increase our social media engagement, the post of Community Engagement Officer was redeployed to the post of Communications and Marketing Officer. Key successes to the growth of our philanthropic income has been maintaining strong relationships with our supporters as we continue to provide care for local families. A redesigned Supporter Newsletter, increased presence on social media, and alternative digital fundraising events were key to maintaining strong links with our community.

We have maintained excellent corporate relationships with repeat sponsorship for our Raffle and Light up a Life campaigns. Our alternative virtual Light up a Life remembrance service was a key event in December 2020. Securing new corporate support enabled us to deliver an additional campaign in February 2021, ‘Seeds of Hope’.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

The campaign achieved high PR profile in the community including feature supplement in the local paper as well as exceeding income targets.

Retail
The closure of non-essential retail due to COVID-19 national restrictions in 2020/21 meant that our shops were able to trade for less than half of the year which had a significant impact on our retail income.

With support in-kind from local businesses, we utilised the opportunity of closing our Hexham shop to undertake a refurbishment in April / May 2020. Opening up the first floor space, provided a one-way system to aid social distancing, allowed us to create a new 'Vintage Room', updating the shop to bring it "on brand" with the Prudhoe shop that opened in 2019.

Due to the success in Hexham, we undertook a smaller refurbishment at our Ponteland Shop in August 2020, opening up the once divided shop and created a brighter more stylish space. We maximised the number of days we were able to trade in 2020 with support from our retail volunteers and Shop Managers, adjusting to new COVID-19 guidelines for accepting, handling and sorting donations of pre-loved goods.

A key success in retail in 2020/21 has been the significant growth of e-commerce. In June 2020, we redeployed our Community Fundraiser into e-retail to maximise online sales mainly through eBay. We formalised a new role of E-Commerce Co-ordinator in October 2020 due to its success.

Central Support
The Central Support team undertook a review of workflows and re-allocated responsibilities among the team, which resulted in increased capacity and efficiencies enabling the adoption of responsibilities from other teams. Additionally the team improved internal policies and procedures which ensured strengthened controls.

b. Investment policy and performance

All investments were liquidated at the start of the pandemic to minimise losses and release reserves in case of significant shortfalls in income generation. The Board has agreed to re-invest £200k and is in the process of actioning this.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

b. Reserves policy

The Board of Trustees has considered the financial position of the Charity. They recognise that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the Charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the Charity to be a significant reduction of income and the loss of the NHS contract. The Trustees consider the minimum level of free reserves to be 3 months of operational costs and to ensure continuity of service, at least 6 months operational costs should be maintained. At the 31 March 2021, free reserves of £518,990 (excluding designated funds) were held which is 40% of planned operational costs. The Trustees have designated approximately £150,000 of reserves to develop new services and open a new retail unit during the next financial year and beyond.

In year event - COVID-19
The global pandemic caused by COVID-19 had a significant impact on the Hospice throughout the entire financial year. The Hospice SMT and Trustees foresaw the inevitable "lockdown" and started planning in the preceding weeks.

Budget
The 2020/21 budget was immediately re-cast, reducing planned expenditure and expected income to accommodate the inevitable reduction in fundraising, as result of banning public gatherings and the potential impact of the pandemic on the UK economy. Trustees authorised the use of reserves, where required, to meet any deficits experienced as a result of COVID-19. The following was also actioned:

- All government funding available was accessed, including rates relief for our four shops and the Job Retention Scheme.
- As the value of stocks and shares plummeted, all of the Hospice's investments were liquidated to minimise any losses and ensure adequate reserves were available, should they be required. This decision was made at a time when there was no indication that the government would make any funding available to support charities/businesses during any lockdown period. The decision was taken after discussion between Trustees and CEO and was actioned using the Charity's Delegated Authority policy and procedures.
- A claim was submitted to our insurers in relation to lost retail income as a result of the pandemic. At the time of writing, the insurers had acknowledged liability for the claim, but had not indicated any sums to be paid.

In spite of the adverse effects on fundraising and retail income the Hospice was still able to generate a surplus.

Staffing
All staff were paid 100% of salaries throughout the year.

Staff were furloughed, i.e.

- those, whose duties were not essential in the short-term and/or
- could be undertaken by others whose capacity had been released due to a fall In the volume of work as a result of reduced activity across the Hospice.

Any volunteers and staff who were deemed to be in a "vulnerable" category, as defined by NHSE/PHE, were advised to cease any Hospice activities immediately. The relevant staff were furloughed and regular calls were made to all of our volunteers to ensure they were not socially isolated and to offer to complete shopping duties where required.

Staff returned to work, as lockdown measures eased and then returned to flexible furlough when re-introduced in December 2020.

All staff, when working, were encouraged to work from home where possible and were provided with the appropriate equipment and communications to enable them to operate safely and effectively.

The changes experienced were felt by all staff and access to wellbeing resources was referenced in regular communications to everyone during the past year.

Income Generation
Trust/grant funding, that became available due to COVID-19, was accessed to cover costs of care provision. An appeal was made to our supporters for funding to supplement losses we had, and would, encounter as a result of the reduction of public gatherings and the potential impact of COVID-19 on the UK economy. All Hospice retail units ceased trading with effect from 19 March 2020.

The shops re-opened in June, but had to close again in December.

Care
The Nursing Team was able to provide care and support throughout the year, thanks to the regular supplies of Personal Protective Equipment (PPE) from NHS England (NHSE).

The Family Support service staff and volunteers adapted the methods for providing bereavement support, using digital methods rather than meeting clients face to face.

The Transport service continued to function with significant reductions in demand, as hospital appointments were cancelled to reduce the risk of infection to patients.

c. Financial review

The Hospice started the year in a strong cash position as a result of a strong fundraising and retail performance during the previous year.

A surplus of £85,975 was generated during 2020/21, which greatly exceeded budgeted expectations thanks to:
- effectively managing costs throughout the year
- outstanding performance of the Fundraising and Retail teams who exceeded expectations throughout the year
- access to COVID-19 related government funding, including contributions from NHSE to the Hospice for maintaining the availability of nursing support throughout the pandemic.

Structure, governance and management

a. Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolution dated 28th January 2020. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)

b. Methods of appointment or election of Trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re elected at the next Annual General Meeting.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

c. Organisational structure and decision-making

The Board of Trustees meets bi-monthly and is responsible for governance and oversight of Charity operations. There are four committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance

The Chief Executive Officer and relevant Head of Department are invited to attend all meetings and are responsible for ensuring that decisions made by the Board are carried out.

d. Policies adopted for the induction and training of Trustees

A recruitment process commenced in February 2021 for 3 new Trustees. The induction and training will be updated, as the new Trustees are recruited, but will include new trustees receiving a copy of the Tynedale Hospice at Home service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees will be invited to attend a series of induction meetings, led by the Chair of the Management Committee. The meetings will deliver operational information via presentations by senior staff and the Chief Executive Officer. Strategic governance issues will be supported by presentations from legal, financial and investment consultants. Further guidance will be provided by the Charity Commission document titled 'The Essential Trustee: What you need to know', together with the Help the Hospices 'The Trustee Induction Pack' and the 'Twenty Minute Guide' to being a Hospice Trustee'.

The Chair and all Trustees are invited to attend local and national conferences.

e. Risk management

The Trustees review a strategic register of the main risks which the Charity faces. The risk register is regularly reviewed in meetings between the CEO and Department Heads, Committees and at Board level. The Charity purchased, as it is within its remit through powers granted by the Charity Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrong doing or wilful neglect or default on the part of the Board of Trustees and employees.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Plans for future periods

Our three year strategic plan (2019-2022) has been developed to help us achieve our vision:
“Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life limiting illness and sudden death. Our services will be maintained at an outstanding level and funded by a combination of community support and statutory funding”

The strategic plan identifies proposed goals, objectives and milestones from April 2019 until March 2022.

The strategic plan has been developed through consultation with staff, volunteers, stakeholders and partners who contributed to goals and objectives that were approved by Trustees. It has been separated into 4 key areas:
- People at our core: patients, clients, supporters and staff.
- Outstanding services: provide an outstanding experience in all that we do.
- Provide more support to more people: provide the most holistic service possible.
- Grow our reputation: ensure everyone in our community knows who we are and what we do.

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Charity and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Charity's transactions and disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charity's auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Auditors

Under the rules of good governance, the Trustees will appoint new auditors to undertake the audit of the Hospice's financial statements for the year ended 31 March 2022. The Trustees would like to thank Armstrong Watson Audit Limited for their guidance and support over their tenure in office. The Trustees will propose a motion to appoint new auditors at a meeting of the Trustees.

In preparing this report, the Trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

Approved by order of the members of the board of Trustees and signed on their behalf by:

.....
Mr J Harrison
Chair

Date:

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF TYNEDALE HOSPICE AT HOME

Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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 charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF TYNEDALE HOSPICE AT HOME (CONTINUED)

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the Annual report, other than the financial statements and our Auditors' report thereon. Our opinion on the financial statements does not cover the other information and 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF TYNEDALE HOSPICE AT HOME (CONTINUED)

Auditors' responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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 Auditors' 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:
Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the computer component manufacturing and supply sector;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company’s financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;

- enquiring of management as to actual and potential litigation and claims; and

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

Use of our report

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees 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 trustees for our audit work, for this report, or for the opinions we have formed.

Armstrong Watson Audit Limited
Chartered Accountants & Statutory Auditors

Hexham

Date:

Armstrong Watson Audit Limited are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

TYNEDALE HOSPICE AT HOME

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Income from:					
Donations and legacies:	3				
Donations and legacies		*230,382*	*-*	*230,382*	*534,025*
Grants		*58,867*	*75,249*	*134,116*	*151,130*
Charitable activities	4	*-*	*97,471*	*97,471*	*119,137*
Other trading activities	5	*273,940*	*-*	*273,940*	*510,302*
Investments	6	*3,053*	*-*	*3,053*	*17,975*
Other income	7	*95,648*	*182,196*	*277,844*	*-*
Total income		*661,890*	*354,916*	*1,016,806*	*1,332,569*
Expenditure on:					
Raising funds		*518,998*	*-*	*518,998*	*548,463*
Charitable activities	8	*69,657*	*342,176*	*411,833*	*452,428*
Total expenditure		*588,655*	*342,176*	*930,831*	*1,000,891*
Net income before net losses on investments		*73,235*	*12,740*	*85,975*	*331,678*
Net losses on investments		*-*	*-*	*-*	*(61,609)*
Net movement in funds		*73,235*	*12,740*	*85,975*	*270,069*
Reconciliation of funds:					
Total funds brought forward		*858,266*	*2,455*	*860,721*	*590,652*
Net movement in funds		*73,235*	*12,740*	*85,975*	*270,069*
Total funds carried forward		*931,501*	*15,195*	*946,696*	*860,721*

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 20 to 43 form part of these financial statements.

TYNEDALE HOSPICE AT HOME

(A company limited by guarantee)
REGISTERED NUMBER: 02870776

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		*2020 £*
Fixed assets					
Intangible assets	13		-		*940*
Tangible assets	14		*18,534*		*17,868*
			18,534		*18,808*
Current assets					
Debtors	15	*52,616*		*103,500*	
Investments	16	-		*454,138*	
Cash at bank and in hand		*947,280*		*379,226*	
		999,896		*936,864*	
Creditors: amounts falling due within one year	17	*(71,734)*		*(94,951)*	
Net current assets			*928,162*		*841,913*
Total assets less current liabilities			*946,696*		*860,721*
Net assets excluding pension asset			*946,696*		*860,721*
Total net assets			*946,696*		*860,721*

BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021

	Note	2021 £	*2020 £*
Charity funds			
Restricted funds	18	*15,195*	*2,455*
Unrestricted funds	18	*931,501*	*858,266*
Total funds		*946,696*	*860,721*

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

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

.....
Mr J Harrison
Chair

Date:

The notes on pages 20 to 43 form part of these financial statements.

TYNEDALE HOSPICE AT HOME

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	*2020* *£*
Cash flows from operating activities		
Net cash used in operating activities	*121,843*	*284,419*
Cash flows from investing activities		
Dividends, interests and rents from investments	*-*	*(14,962)*
Purchase of tangible fixed assets	*(7,927)*	*(3,452)*
Proceeds from sale of investments	*454,138*	*-*
Purchase of investments	*-*	*(169,950)*
Net cash provided by/(used in) investing activities	*446,211*	*(188,364)*
Cash flows from financing activities		
Net cash provided by financing activities	*-*	*-*
Change in cash and cash equivalents in the year	*568,054*	*96,055*
Cash and cash equivalents at the beginning of the year	*379,226*	*283,171*
Cash and cash equivalents at the end of the year	*947,280*	*379,226*

The notes on pages 20 to 43 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. General information

Tynedale Hospice at Home is a charitable company registered in England and Wales. The address of its registered office and principal place of business is 1 Legion House, Beaufront Business Park, Hexham, Northumberland, NE46 4TU.

These financial statements have been presented in Pound Sterling as this is the currency of the primary economic environment in which the Charity operates.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Tynedale Hospice at Home meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies (continued)

2.3 Going concern

On 11 March 2020 the World Health Organisation declared Covid-19, a strain of coronavirus, a world pandemic. The UK government took the step to introduce restrictions on non-essential trade and social interactions.

Tynedale Hospice is a charity which provides end of life care to users. To ensure it has the resource to carry out its charitable objectives, it generates both trading and fundraising income via its charity shops and events which require the movement of people. The Government restrictions put in place inhibited the provision of care services, eg. all bereavement support was provided online. Additionally fundraising activities were significantly hampered as social gatherings were not permitted and the Hospice's shops also closed during the period, resulting in a substantial reduction in income.

The Senior Management team took measures to reduce non essential costs and preserve cash during this period. The Hospice utilised the Job Retention Scheme put in place by the UK government to recover 80% of salaries per furloughed employee. This allowed the charity to minimise the impact of reduced fundraising and trading salary costs in the absence of any income.

Care services were provided uninterrupted throughout the financial year thanks to PPE that was made available via the NHS and the adoption of additional measures, which ensured the safety of all employees who provided end of life care in the patient's home. Additional grant income was secured from both the NHS and other Trusts/Foundations to replace the lost trade and fundraising revenue. The charity also divested £300k of investments at the start of the lockdown period to ensure that there was enough liquidity to survive this period of lockdown.

The charity has net current assets of £928,162, and net assets of £946,696 at the year end, following a surplus in the year of £85,974. The charity does not rely on creditors for financial support and has adequate cash reserves to address any further shortfalls in income in the short term. The Trustees have prepared cashflow forecasts to show that this cash reserve will be sufficient to allow the charity to continue its service provision for a period of at least 12 months from signing the financial statements. As such, they believe the going concern basis to be appropriate for the year to 31 March 2021.

2.4 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular 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 to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Accounting policies (continued)

2.5 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

For legacies, entitlement is taken as the earlier of the date on which either: the company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the company has been notified of the executor's intention to make a distribution. Where legacies have been notified to the company, or the company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Shop income is recognised at point of sale.

Voluntary income is received by way of donations and fundraising activities, and is included in full in the Statement of Financial Activities when received.

Interest receivable is included when received.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.6 Other operating income

Other operating income includes income from all other operating activities which are not related to the principal activities of the charity, and is recognised on a receipts basis.

2. Accounting policies (continued)

2.7 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Fundraising costs are those incurred in seeking voluntary contributions and do not include the costs of disseminating information in support of the charitable activities. Support costs are those costs incurred directly in support of expenditure on the objects of the company.

Costs of generating funds are costs incurred in attracting voluntary income, and those incurred in trading activities that raise funds.

Charitable activities and governance costs are costs incurred on the company's charitable activities, including support costs and costs relating to the governance of the company apportioned to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

2.8 Intangible assets and amortisation

Intangible assets capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are initially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

Amortisation is provided on intangible assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life.

The estimated useful lives are as follows:

Amortisation is provided on the following basis:

Computer software	-	20 %	Straight Line

2. Accounting policies (continued)

2.9 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Leasehold property improvements	-	10%	straight line
Equipment	-	25%	striaght line
Fixtures and fittings	-	15%	straight line

2.10 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless fair value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities incorporating income and expenditure account.

2.11 Interest receivable

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

2.12 Operating leases

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

2.13 Debtors

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

2.14 Cash at bank and in hand

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

2. Accounting policies (continued)

2.15 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

2.16 Financial instruments

The company 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 bank loans which are subsequently measured at amortised cost using the effective interest method.

2.17 Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.18 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

2.19 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

3. Income from donations and legacies

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Donations and gifts in kind	*216,305*	-	*216,305*
Legacies	*14,077*	-	*14,077*
Grants	*58,867*	*75,249*	*134,116*
Government grants	-	-	-
	289,249	*75,249*	*364,498*

	Unrestricted funds 2020 £	*Restricted funds 2020 £*	*Total funds 2020 £*
Donations and gifts in kind	*214,414*	-	*214,414*
Legacies	*319,611*	-	*319,611*
Grants	*93,780*	*38,300*	*132,080*
Government grants	-	*19,050*	*19,050*
	627,805	*57,350*	*685,155*

In 2021 grants above £5k were generously received from the following funders:

Net Community Foundation
February Foundation
Barbour Foundation
Newcastle Building Society
The Albert Hunt Trust
Forsters Belford Trust

In 2020 we also received similar grants from

Willan Charitable Trust
Tynedale Lions
The Albert Hunt Trust
E C Graham Belfrod Trust
The Joicey Trust
True Potention LLP

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

4. Income from charitable activities

	Restricted funds 2021 £	Total funds 2021 £
Nursing Care - Northumberland Care Trust	*68,001*	*68,001*
Family Support	*29,470*	*29,470*
	97,471	*97,471*

	Restricted funds 2020 £	*Total funds 2020 £*
Nursing Care - Northumberland Care Trust	*90,948*	*90,948*
Family Support	*28,189*	*28,189*
	119,137	*119,137*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

5. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £
Shop income	*210,367*	*210,367*
Fundraising events	*63,573*	*63,573*
	273,940	*273,940*

	Unrestricted funds 2020 £	*Total funds 2020 £*
Shop income	*364,931*	*364,931*
Fundraising events	*145,371*	*145,371*
	510,302	*510,302*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

6. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £
Investment income	*188*	*188*
Bank interest receivable	*2,865*	*2,865*
Total 2021	*3,053*	*3,053*

	Unrestricted funds 2020 £	*Total funds 2020 £*
Investment income	*16,430*	*16,430*
Bank interest receivable	*1,545*	*1,545*
Total 2020	*17,975*	*17,975*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

7. Other incoming resources

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
NHSE/Hospice UK	-	*182,196*	*182,196*	-
COVID-19 Job Retention Scheme	*51,806*	-	*51,806*	-
COVID-19 Business Support	*43,507*	-	*43,507*	-
Other income	*335*	-	*335*	-
	95,648	*182,196*	*277,844*	-

8. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Nursing Care	*(3,951)*	*272,646*	*268,695*
Family Support	*48,817*	*68,030*	*116,847*
Patient Transport	*24,791*	*1,500*	*26,291*
Total 2021	*69,657*	*342,176*	*411,833*

	Unrestricted funds 2020 £	*Restricted funds 2020 £*	*Total funds 2020 £*
Nursing Care	*172,243*	*113,948*	*286,191*
Family Support	*80,809*	*44,412*	*125,221*
Patient Transport	*37,838*	*3,178*	*41,016*
Total 2020	*290,890*	*161,538*	*452,428*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

8. Analysis of expenditure on charitable activities (continued)

Summary by expenditure type

	Staff costs 2021 £	Depreciation 2021 £	Other costs 2021 £	Total funds 2021 £
Nursing Care	*210,845*	*1,934*	*55,916*	*268,695*
Family Support	*92,267*	*1,202*	*23,378*	*116,847*
Patient Transport	*17,297*	*123*	*8,871*	*26,292*
Total 2021	*320,409*	*3,259*	*88,165*	*411,833*

	Staff costs 2020 £	*Depreciation 2020 £*	*Other costs 2020 £*	*Total funds 2020 £*
Nursing Care	*223,992*	*2,454*	*59,745*	*286,191*
Family Support	*101,226*	*1,390*	*22,605*	*125,221*
Patient Transport	*18,343*	*136*	*22,537*	*41,015*
Total 2020	*343,561*	*3,980*	*104,887*	*452,428*

9. Analysis of expenditure by activities

	Direct costs 2021 £	Support costs 2021 £	Total funds 2021 £
Nursing Care	*167,635*	*101,059*	*268,694*
Family Support	*72,374*	*44,473*	*116,847*
Patient Transport	*17,701*	*8,591*	*26,292*
	257,710	*154,123*	*411,833*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

9. Analysis of expenditure by activities (continued)

	Direct costs 2020 £	*Support costs 2020 £*	*Total funds 2020 £*
Nursing Care	*176,497*	*109,695*	*286,192*
Family Support	*76,643*	*48,578*	*125,221*
Patient Transport	*32,352*	*8,663*	*41,015*
	285,492	*166,936*	*452,428*

Analysis of support costs

	Nursing Care 2021 £	**Family Support 2021 £**	**Patient Transport 2021 £**	**Total funds 2021 £**
Staff costs	*63,849*	*44,473*	*8,591*	*116,913*
Depreciation	*1,934*	-	-	*1,934*
Other Costs	*35,276*	-	-	*35,276*
	101,059	*44,473*	*8,591*	*154,123*

	Nursing Care 2020 £	*Family Support 2020 £*	*Patient Transport 2020 £*	*Total funds 2020 £*
Staff costs	*61,264*	*48,578*	*8,663*	*118,505*
Depreciation	*2,454*	-	-	*2,454*
Other Costs	*45,977*	-	-	*45,977*
	109,695	*48,578*	*8,663*	*166,936*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

10. Auditors' remuneration

	2021 £	2020 £
Fees payable to the charity's auditor for the audit of the charity's annual accounts	5,280	5,500
Fees payable to the Charity's auditor in respect of:		
All taxation advisory services not included above	385	375
All non-audit services not included above	1,545	4,550

11. Staff costs

	2021 £	2020 £
Wages and salaries	565,301	591,303
Social security costs	37,987	40,181
Contribution to defined contribution pension schemes	9,642	12,879
	612,930	644,363

The average number of persons employed by the Charity during the year was as follows:

	2021 No.	2020 No.
Retail, fundraising and administrative staff	15	17
Family support staff	4	5
Nursing staff	20	23
	39	45

No employee received remuneration amounting to more than £60,000 in either year.

Remuneration and benefits received by key management personnel amounted to wages and salaries of £97,073 (2020 - £150,279) and pension contributions of £1,300 (2020 - £1,806).

12. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2020 - £NIL)*.

During the year ended 31 March 2021, no Trustee expenses have been incurred *(2020 - £NIL)*.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

13. Intangible assets

	Software £
Cost	
At 1 April 2020	*7,050*
At 31 March 2021	*7,050*
Amortisation	
At 1 April 2020	*6,110*
Charge for the year	*940*
At 31 March 2021	*7,050*
Net book value	
At 31 March 2021	-
At 31 March 2020	*940*

The intangible assets relates to software purchased by the charity. The Trustees have deemed the useful life of this software to be 5 years, and as such this is the period of amortisation per the accounting policy.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

14. Tangible fixed assets

	Leasehold property improvements £	Plant and machinery £	Fixtures and fittings £	Total £
Cost or valuation				
At 1 April 2020	*22,007*	*27,337*	*65,237*	*114,581*
Additions	*7,157*	-	*770*	*7,927*
At 31 March 2021	*29,164*	*27,337*	*66,007*	*122,508*
Depreciation				
At 1 April 2020	*17,881*	*23,477*	*55,355*	*96,713*
Charge for the year	*1,588*	*2,844*	*2,829*	*7,261*
At 31 March 2021	*19,469*	*26,321*	*58,184*	*103,974*
Net book value				
At 31 March 2021	*9,695*	*1,016*	*7,823*	*18,534*
At 31 March 2020	*4,126*	*3,860*	*9,882*	*17,868*

15. Debtors

	2021 £	*2020 £*
Due within one year		
Other debtors	*7,873*	*9,846*
Prepayments and accrued income	*44,743*	*93,654*
	52,616	*103,500*

16. Current asset investments

	2021 £	*2020 £*
Investments	-	*454,138*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

17. Creditors: Amounts falling due within one year

	2021 £	2020 £
Trade creditors	1,740	15,389
Other taxation and social security	10,886	11,554
Accruals and deferred income	59,108	68,008
	71,734	94,951

	2021 £	2020 £
Deferred income at 1 April 2020	17,244	-
Resources deferred during the year	6,457	17,244
Amounts released from previous periods	(17,244)	-
	6,457	17,244

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

18. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Dorothy Moore Legacy	*244,247*	-	-	-	*244,247*
Business Rate Support Grant	*55,000*	-	-	*(55,000)*	-
Retail and business strategy	*150,000*	-	-	-	*150,000*
	449,247	-	-	*(55,000)*	*394,247*
General funds					
General Funds	*409,019*	*661,890*	*(588,655)*	*55,000*	*537,254*
Total Unrestricted funds	*858,266*	*661,890*	*(588,655)*	-	*931,501*
Restricted funds					
The Rainbow Project	*30*	-	-	-	*30*
EC Graham - Belford Trust	*1,425*	-	-	-	*1,425*
Wellesley Trust	-	*8,000*	*(8,000)*	-	-
Hexham Town Council	-	*1,500*	*(1,500)*	-	-
Percy Hedley Charitable Trust	-	*500*	*(500)*	-	-
Jules Thorn Trust	-	*5,000*	*(5,000)*	-	-
Postcode Lottery	-	*20,000*	*(8,400)*	-	*11,600*
Parish Council Donations	-	*1,750*	*(1,750)*	-	-
Freemasons of Northumberland	-	*5,000*	*(5,000)*	-	-
Souter Charitable Trust	-	*3,000*	*(3,000)*	-	-
Masonic Trust	-	*500*	*(500)*	-	-
Freemasons Grand Charity	-	*5,000*	*(5,000)*	-	-
JGW Pattison Foundation	-	*15,000*	*(15,000)*	-	-
Vardy Foundation	-	*10,000*	*(10,000)*	-	-
Other Restricted Funds	*1,000*	-	-	-	*1,000*
Children in Need	-	*29,470*	*(28,330)*	-	*1,140*
NHSE/Hospice UK	-	*182,196*	*(182,196)*	-	-
NHS Palliative Care	-	*68,000*	*(68,000)*	-	-
	2,455	*354,916*	*(342,176)*	-	*15,195*

18. Statement of funds (continued)

Total of funds	*860,721*	*1,016,806*	*(930,831)*	*-*	*946,696*

Designated funds
The Trustees have designated the assets received from the Dorothy Moore Legacy towards the future strategic developments of the charity. In the current year some of the reserves will be expended to fund a planned retail expansion and the post of a Community Engagement Officer for an initial year. The Trustees have designated £150,000 from the Legacy fund towards future retail and service provision opportunities.

Restricted funds
The Rainbow Project - donations received in the year towards the Children's Bereavement Service (Rainbow Project).

EC Graham - The Belford Trust - a donation towards resources to enhance the work of the Children's Bereavement Service (Rainbow Project).

Wellesley Trust - a grant towards family support.

Hexham Town Council - a grant towards transport services.

Jules Thorn Trust - grants towards nursing costs.

Children In Need - a grant towards our family support and bereavement services.

J G W Pattinson - a donation towards our family support service.

Percy Hedley Foundation - a donation towards nursing costs.

Parish council donations - donations towards the family support service.

Postcode Lottery - a grant received towards our Children's Support service.

Freemasons of Northumberland - a grant towards nursing costs.

Souter Charitable Trust - a grant received towards our Children's Support service.

Masonic Trust - a grant towards nursing costs.

Freemasons Grand Charity - Ta grant towards family support.

NHS Palliative Care - a grant towards our nursing care services.

NHSE/Hospice UK - awarded funding to allow the Hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to 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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

18. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	*As restated Income* £	*As restated Expenditure* £	*Transfers in/out* £	*Gains/ (Losses)* £	*Balance at 31 March 2020* £
Unrestricted funds						
Designated funds						
Dorothy Moore Legacy	*440,860*	*-*	*(46,613)*	*(150,000)*	*-*	*244,247*
Business Rate Support Grant	*-*	*55,000*	*-*	*-*	*-*	*55,000*
Retail and business strategy	*-*	*-*	*-*	*150,000*	*-*	*150,000*
	440,860	*55,000*	*(46,613)*	*-*	*-*	*449,247*
General funds						
General Funds	*123,337*	*1,101,082*	*(753,791)*	*-*	*(61,609)*	*409,019*
Total Unrestricted funds	*564,197*	*1,156,082*	*(800,404)*	*-*	*(61,609)*	*858,266*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

18. Statement of funds (continued)

Restricted funds						
The Rainbow Project	*30*	*-*	*-*	*-*	*-*	*30*
EC Graham - Belford Trust	*1,425*	*-*	*-*	*-*	*-*	*1,425*
Wellesley Trust	*25,000*	*-*	*(25,000)*	*-*	*-*	*-*
Hexham Town Council	*-*	*5,000*	*(5,000)*	*-*	*-*	*-*
Percy Hedley Charitable Trust	*-*	*500*	*(500)*	*-*	*-*	*-*
Jules Thorn Trust	*-*	*3,000*	*(3,000)*	*-*	*-*	*-*
Postcode Lottery	*-*	*3,000*	*(3,000)*	*-*	*-*	*-*
Parish Council Donations	*-*	*2,420*	*(2,420)*	*-*	*-*	*-*
Community Foundation	*-*	*2,500*	*(2,500)*	*-*	*-*	*-*
Hays Travel Foundation	*-*	*5,000*	*(5,000)*	*-*	*-*	*-*
The Lyn Foundation	*-*	*750*	*(750)*	*-*	*-*	*-*
Smith (Haltwhistle and District) Charitable Trust	*-*	*300*	*(300)*	*-*	*-*	*-*
Sir James Knot Trust	*-*	*5,000*	*(5,000)*	*-*	*-*	*-*
Ray Wind Farm	*-*	*7,500*	*(7,500)*	*-*	*-*	*-*
JGW Pattison	*-*	*15,000*	*(15,000)*	*-*	*-*	*-*
Children in Need	*-*	*28,189*	*(28,189)*	*-*	*-*	*-*
The William Leech Charity	*-*	*2,000*	*(2,000)*	*-*	*-*	*-*
The Rothley Trust	*-*	*1,500*	*(1,500)*	*-*	*-*	*-*
Other Restricted Funds	*-*	*1,500*	*(500)*	*-*	*-*	*1,000*
RTC	*-*	*2,380*	*(2,380)*	*-*	*-*	*-*
NHS Palliative Care	*-*	*90,948*	*(90,948)*	*-*	*-*	*-*
	26,455	*176,487*	*(200,487)*	*-*	*-*	*2,455*
Total of funds	*590,652*	*1,332,569*	*(1,000,891)*	*-*	*(61,609)*	*860,721*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

19. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	*449,247*	*-*	*-*	*(55,000)*	*394,247*
General funds	*409,019*	*661,890*	*(588,655)*	*55,000*	*537,254*
Restricted funds	*2,455*	*354,916*	*(342,176)*	*-*	*15,195*
	860,721	*1,016,806*	*(930,831)*	*-*	*946,696*

Summary of funds - prior year

	Balance at 1 April 2019 £	*As restated Income £*	*As restated Expenditure £*	*Transfers in/out £*	*Gains/ (Losses) £*	*Balance at 31 March 2020 £*
Designated funds	*440,860*	*55,000*	*(46,613)*	*-*	*-*	*449,247*
General funds	*123,337*	*1,101,082*	*(753,791)*	*-*	*(61,609)*	*409,019*
Restricted funds	*26,455*	*176,487*	*(200,487)*	*-*	*-*	*2,455*
	590,652	*1,332,569*	*(1,000,891)*	*-*	*(61,609)*	*860,721*

20. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	*18,264*	*270*	*18,534*
Current assets	*973,180*	*26,716*	*999,896*
Creditors due within one year	*(59,943)*	*(11,791)*	*(71,734)*
Total	*931,501*	*15,195*	*946,696*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

20. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	*Restricted funds 2020 £*	*Total funds 2020 £*
Tangible fixed assets	*17,052*	*816*	*17,868*
Intangible fixed assets	*940*	*-*	*940*
Current assets	*935,225*	*1,639*	*936,864*
Creditors due within one year	*(94,951)*	*-*	*(94,951)*
Total	*858,266*	*2,455*	*860,721*

21. Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	*2020 £*
Net income for the year (as per Statement of Financial Activities)	*85,975*	*270,069*
Adjustments for:		
Depreciation charges	*7,261*	*7,830*
Amortisation charges	*940*	*1,410*
(Gains)/losses on investments	*-*	*61,609*
Dividends, interests and rents from investments	*-*	*4,065*
Decrease/(increase) in debtors	*50,884*	*(83,414)*
Increase/(decrease) in creditors	*(11,615)*	*22,850*
Net cash provided by operating activities	*133,445*	*284,419*

22. Analysis of cash and cash equivalents

	2021 £	*2020 £*
Cash in hand	*947,280*	*379,226*
Total cash and cash equivalents	*947,280*	*379,226*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

23. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	*379,226*	*568,054*	*947,280*
Liquid investments	*454,138*	*(454,138)*	-
	833,364	*113,916*	*947,280*

24. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £9,642 (2020 - £12,879). There were contributions included in creditors at the balance sheet date of £nil (2020 - £nil).

25. Operating lease commitments

At 31 March 2021 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	*2020 £*
Land and buildings		
Not later than 1 year	*79,839*	*79,839*
Later than 1 year and not later than 5 years	*173,106*	*71,784*
Later than 5 years	*19,226*	-
	272,171	*151,623*
Other		
Not later than 1 year	*7,142*	*13,685*
Later than 1 year and not later than 5 years	*9,788*	*8,654*
	16,930	*22,339*
	289,101	*173,962*

26. Related party transactions

During the year the charity received a donation of £nil (2020: £2,380) from RTC North Limited, a company in which a Trustee holds a directorship.

Trustees supported the charity through donations and participation in fundraising efforts totalling £3,417 (2020: £2,403) but no expenses were paid to the Trustees in the year.