

HAVEN HOUSE FOUNDATION

England & Wales · Charity number 1044296

Details

Status Registered

Legal form Charitable company

Company number [03000171](#)

Registered 1995-02-16

Register [View on the Charity Commission register](#)

Contact

Address The White House
High Road
Woodford Green
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Activities

Objects: THE RELIEF OF SICKNESS AND SUFFERING AMONGST CHILDREN AND YOUNG PEOPLE AND CARE AND SUPPORT TO THEIR FAMILIES.

Activities: Care for life threatened/limited children and young people and their families, through providing:*
Respite care: day care and overnight stays* Palliative care at end of life* Bereavement suite and support*
Community and hospice at home services: Physio, Music therapy, Toy loan, Special yoga * Family Support:
Siblings, Counselling, Family Suite and Training to equip parents

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability, Recreation
- **Who:** Children/young People, Other Defined Groups

Geography

- Essex
- Hertfordshire
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£5,938,117	£5,923,597	£5,130,838	102
2024-03-31	£5,767,019	£5,936,192	£5,091,849	89
2023-03-31	£5,321,476	£5,176,337	£5,110,311	104
2022-03-31	£4,475,149	£4,414,775	£5,141,860	132
2021-03-31	£5,210,678	£4,049,614	£5,026,059	92

Trustees

Name	Role	Appointed
Ian Ailles	Chair	2020-06-30
Charlotte Clements		2024-03-19
Deirdre Alice Mullner		2023-01-01
Dr Charitha Dilini Rajapakse		2023-12-12
Hugh Thompson		2024-08-08
Liesbeth Anne Rubinstein-Newman		2023-01-01
Louise Morton		2025-06-13
Lucy Louise Lillian Mavers		2023-01-01
Nicholas Hilder		2025-09-10
Rachel Clare Brodie		2021-07-12
Simon Atwell Boston		2022-10-03
Stuart Anthony Rose		2023-01-01
William Benjamin Cooke		2023-01-01
Zebina Ratansi		2025-09-10

HAVEN HOUSE FOUNDATION

England & Wales - Charity number 1044296

Accounts



children's hospice

Haven House Foundation

Annual Report and Financial Statements

For the year ended 31 March 2025

Charity no. 1044296
Company no. 3000171

Haven House Foundation

Annual Report and Financial Statements 2024/25

Chair and Chief Executive's introduction

This year, Haven House delivered more care to more families than ever before, against a backdrop of rising need, deepening complexity, and financial pressure across our sector and beyond.

Our purpose has never been more vital. The number of children living with serious illness continues to rise. At the same time, funding remains fragmented and unreliable, and demand is growing not only in volume but in intensity. Children are living longer with increasingly complex conditions, often facing both clinical and social vulnerability. Yet despite this, we have remained resolutely focused on what matters; ensuring every child receives the care they need, when and where they need it.

In 2024/25 we supported 325 babies, children and young people and delivered more than 28,000 hours of care. We met every request for urgent end-of-life support, with a 24% increase on overnight stays, delivering 1,057, and supported 14 families through the most difficult days of their lives. This care was delivered across hospice, hospital and home settings by a team that has continued to show remarkable skill, empathy and professionalism.

We are proud of these numbers, but they only tell part of the story. What truly defines Haven House is the quality and inclusivity of the care we provide. The focus is always on care that is personalised, culturally responsive, and built around the whole family.

We've expanded our therapeutic services with new sensory and online music therapy groups, enabling children who are not in formal education to access tailored support. Our Family Support Team has grown in strength, providing practical advice on benefits, housing and safeguarding, while our new Holistic Needs Analysis tool ensures every care plan starts with what matters most to the family.

One year into our Integrated Nursing Model, we are now delivering seamless care across all settings. We are faster to respond, better able to match need to resource, and more resilient in how we staff and structure care.

We have also extended our emotional and bereavement offer, piloting our first school-based pre-bereavement counselling service. This is a proactive model that recognises the importance of early support, particularly for siblings. We have also continued to develop our EDI commitments, introducing a cultural link worker, running community specific support groups, and holding inclusive events that reflect the diverse communities we serve.

Our people are central to this progress. In a year when workforce pressures hit the entire sector, we have successfully recruited and retained specialist nurses and care staff. We have invested in training, resilience and wellbeing, because outstanding care starts with a supported team.

The external context, however, remains sobering. As highlighted in Together for Short Lives' latest sector report, the funding gap for children's hospices continues to widen. Inflation, staffing costs, and a growing caseload are all driving up expenditure, and statutory income simply is not keeping pace.

Despite these headwinds, we remain ambitious. Our strategy is clear:

- Expand our therapy and wellbeing offer to reach more families.
- Strengthen our transition support for young people moving into adult services.
- Deepen our equity and access work, removing barriers for underrepresented families.
- Invest in staff capacity and culture, ensuring Haven House is an employer of choice.

In the past year, we have also seen important leadership changes. We thank Ralph Coulbeck for his commitment and service as CEO, and we are grateful to our departing trustees, Matt Barrett, Jonathan Harding, Mohamed Omer and Ghislaine Stephenson, for their insight and stewardship. A huge thanks to our patrons and ambassadors, including Lord and Lady Fellowes and Jon Richardson, for championing our cause and representing Haven House.

At the heart of Haven House is a simple promise, that no family should face the journey of serious illness alone. Every act of support becomes care, easing a child's pain, giving a sibling space to be heard, and allowing a parent to rest knowing their child is safe. Our donor's generosity makes this possible.

The need is growing, and so is our ambition. With further investment, we can reach more children, expand therapies and wellbeing services, strengthen transitions to adult care, and remove barriers so every family can access our support. Together, we can ensure Haven House remains a place of compassion, excellence, and hope, today and for the future.

Ian Ailles

Chair

Justin Derbyshire

Chief Executive

Haven House Foundation – Annual Report

1. *Our objectives and activities*

Haven House is located at The White House, in four acres of unspoilt woodland on the borders of North East London and Essex. We also operate increasingly within local homes and communities through our outreach and other specialist services.

Our vision

The best quality care for extraordinary children and their families where and when they choose.

Our mission

To provide the highest quality palliative and holistic care services to babies, children and young people and their families in our local communities. Working in partnership we will deliver these services when and where our families need them.

Our values

- **Respectful:** recognising that everyone is an individual and treating others as we would expect to be treated
- **Safe:** creating a positive learning space and doing everything to ensure our services and environment are as safe as possible
- **Compassionate:** showing warmth and empathy in the most difficult of circumstances, and creating an environment where children and families can create lasting memories
- **Professional:** acting with integrity and honesty, striving for excellence and being accountable for our actions.

Our purpose

Haven House supports families throughout their experience of caring for a baby, child or young person with a life-limiting or life-threatening condition. Haven House provides a range of physical, emotional, social and spiritual support services which are offered:

- Holistically
- Centred on the family
- To all eligible families within our geographical area
- Across a range of settings including the home, hospice, and hospital
- By specialist staff
- With engagement of the community

Our services

Our services are delivered wherever they are needed and include:

- In-house and community end of life care including symptom management
- Post death care, including bereavement suite
- Counselling and bereavement support
- Planned and crisis in-house respite care – day care and overnight
- Community based respite care
- Step down care to prevent hospital admissions or to reduce the length of a hospital stay through transition from hospital to home
- In-house and community therapeutic support – specialist play, music, yoga, physiotherapy and complementary therapies
- Satellite physiotherapy service including aquatic physiotherapy
- Specialist outreach nursing and NHS integrated nursing posts – working in partnership with local and tertiary NHS services

- Partnership working with local children's community nursing teams and acute NHS trusts delivering hospice at home nursing services including education and training
- Neonatal music therapy provision – local acute trusts
- Children's Palliative Care Education and training of professionals and parents/carers
- Pre-admission and Pharmacy clinic in partnership with Guy's and St Thomas' NHS Trust
- Family support including one to one and group sibling support
- Family events including buddies events for siblings
- 24/7 specialist paediatric palliative care telephone advice

All our services are tailored to ensure that families receive individualised care in the setting of their choice, whether in the hospice, our holistic care centre, in the family home or in hospital.

Public benefit

Our principal charitable purpose, as defined in our Articles of Association, is to provide “the relief of sickness and suffering amongst children and young people, and care and support to their families”.

The trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit and consider that the hospice's activities, as outlined in this report, fall within the definition of public benefit. Haven House delivers public benefit by providing services and support for children and young people with life-limiting or life-threatening conditions and their families at no personal cost to themselves.

Areas served

Our services are available to children and families across North East London, West Essex and East & North Hertfordshire. During the year we supported 290 babies, children, and young people (BCYP), including support in local neonatal units. In addition, we provided support to 131 siblings of children with serious illness.

2. Strategic Report

The Board of Trustees presents this strategic report as required by the Companies Act 2006. This includes analysis of past performance in 'Achievements and performance', the context for the financial statements in the 'Financial review', insight into the challenges, objectives and strategies in 'Plans for the future', and the risks the charity faces in 'Risk assessment and management'.

2.1 Achievements and performance

Each member of the Senior Leadership Team holds operational responsibility for delivering against strategic aims work plans. The SLT (outlined on page 20) is supported by, and reports progress to, relevant committees of the Board.

Each operational area and work plan has a range of qualitative and quantitative measures and key performance indicators (KPIs) against which progress is measured and monitored. For example, we monitor the numbers of children supported within our different services, hours of care delivered and the evaluation of feedback from parents obtained via parent forums and 'real-time' feedback obtained on each visit. The SLT reviews performance on a regular basis as does the Finance and Resources Committee and our local NHS commissioners.

Care services in 2024/25

Our Vision: To deliver the best quality care for extraordinary children and their families when and where they choose.

Our key achievements in 2024/25 against our 3 year strategic aims and objectives are set out below.

1: Provide safe, specialist and personalised children's nursing, care and therapies when and where needed

What we did:

- We saw exceptional growth in our clinical activity and continued transformation in how and where we deliver care. Across hospice, home and hospital settings, we provided more bednights, more end-of-life care, and more therapeutic support than ever before. We delivered 284 hospice bednights, representing a 19% increase year-on-year. Most strikingly, we saw a 495% increase in hours of end-of-life care at home, and a 540% increase in end-of-life bednights at the hospice. These changes reflect our ongoing responsiveness to the increasing complexity and acuity of need in the children and families we support.
- We continued to embed our integrated nursing model to strengthen flexibility, resilience, and continuity of care across all locations. We also launched new services including therapeutic yoga and bespoke emotional wellbeing interventions, while extending our clinical psychology planning for 2025/26.
- We implemented our Holistic Needs Analysis tool, ensuring each child and family has a tailored plan that supports physical, emotional, social, and practical goals. Alongside this, our Patient Safety Incident Response Framework (PSIRF) was fully embedded, with proactive quality improvement focused on medicines safety, fracture risk, and behaviours that challenge.
- We provided end-of-life care and support to 14 children. Families received personalised support that included 24-hour nursing care, post-death care, and counselling in the place of their choosing - home, hospital, or hospice. The year ended with a total of 28 child deaths reported in our local system, of which 6 were supported to die at home by Haven House, representing a major step forward in choice at the end of life.

2: Collaborate and partner to improve the way families are supported through integration

What we did:

- In 2024/25, we deepened our collaboration with the NHS, hospice and community partners to improve the quality and accessibility of palliative care. We contributed actively to the North East London Children's Palliative Care Partnership, and worked with the ICB to develop and deliver against shared commissioning aims.
- We sustained integrated working with Whipps Cross Hospital, allowing families to receive Haven House care while in hospital and facilitating earlier discharges home with support in place. We worked closely with local transition providers, supporting young people moving into adult services, and contributed to regional quality improvement initiatives focused on smoother transitions of care.
- We continued to lead and participate in collaborative forums, including the Children's Hospices across London (CHaL) Governance and Safeguarding Networks, sharing learning and harmonising approaches across London's children's hospices.

- We established an exciting new partnership with Chattyboxx, a local community interest company dedicated to improving communication and connection for children with complex needs. Together, we piloted a creative, interactive programme that supports non-verbal and pre-verbal children in expressing themselves through inclusive play, music, and sensory storytelling. The collaboration has strengthened our therapeutic offer, provided valuable training for staff and volunteers, and opened up new ways for children to experience joy, choice, and connection.

3: Broaden our reach and address inequalities of access and support

What we did:

- We created several new roles to improve reach and inclusion. Our team focused on improving accessibility for children with social care needs, and we expanded the number of families supported where complexity included safeguarding, housing, or parental illness.
- Our programme of events and services was expanded to include more culturally specific activities, including Eid and Diwali events, and we ran dedicated groups for siblings, grandparents and under-5s. These tailored interventions helped ensure that children and families felt seen, understood and welcomed at every stage of their journey.

4: Build capacity and ensure long-term sustainability

What we did:

- We made significant progress in workforce development, recruiting experienced nurses and healthcare assistants and enhancing support and supervision structures. Staff reported increased confidence in delivering high-quality, safe care.
- We developed our Green Plan, prioritising energy efficiency and transport emissions.

5: Clinical quality and continuous improvement

What we did:

- We maintained robust clinical governance throughout the year, with zero incidents of serious harm reported and improved compliance with statutory audits. Over 100 incidents were logged, mostly low harm or no harm, and we used thematic analysis to drive quality improvement. Audits completed included medication management, infection control, resuscitation readiness, and safer recruitment.
- We launched a refreshed education programme, supported the development of clinical competencies in tracheostomy care, palliative symptom management, and non-verbal communication.
- Safeguarding and quality remained strong priorities, with quarterly reviews, learning from case reviews, and ongoing compliance with safer recruitment, MCA and PSIRF policies. Our Safeguarding Week drew 100+ attendees and achieved 100% positive feedback.

What our families said about us:

“Our heaven on earth, Haven House! Would be so lost without them.”

“The Hospice at Home service is incredible... something we will always be eternally grateful for.”

“You support not just the child but the whole family—siblings, parents, everyone.”

“The therapies have helped teach us about our child and given us a road map.”

“We were able to have a choice about where to care for our child in end-of-life care.”

Enabling priorities in 2024/25

The delivery and development of our care services is enabled by work in five priority areas. During the year, key aspects of enabling work included:

Strong, expert and compassionate teams

- We successfully executed high-impact recruitment campaigns across the organisation, securing critical talent including seven qualified nurses, key fundraising positions, and a pivotal CEO appointment.
- We embedded our core values and behavioural expectations across the workforce, ensuring they are consistently reflected in culture, leadership, and operational delivery at all levels of the organisation.
- We conducted a comprehensive demographic audit and developed a strategic Equity, Diversity, and Inclusion (EDI) roadmap to guide organisational transformation.
- We continued to uphold our commitment to valuing our workforce through fair, competitive, and transparent pay.
- A ‘Shine a Spotlight’ staff-led recognition programme has been successfully rolled out, fostering a culture of appreciation.
- Listening Groups were launched across the Care Directorate to enhance staff engagement and feedback.
- We delivered proactive, personalised wellbeing support, with enhanced focus during periods of crisis to strengthen resilience and engagement.
- We continued to develop a wide range of cultural and social events arranged for our teams to celebrate the diversity of our workforce and to bring people together.
- A Leadership and Management Development programme has been designed during the year and is being rolled out from the beginning of 2025/26.
- Our volunteers supported 88 events during the year and we celebrated the tremendous contribution that our volunteers have given and continue to give to support our work.

An inspiring local charity of regional significance

- The charity and Barts Health signed a formal Memorandum of Understanding, marking a significant milestone in our shared mission to support seriously ill babies, children, young people and their families. This partnership means that, moving forward, our services will be delivered directly within Barts hospital settings. By integrating our care into these healthcare environments, we are making it easier for families to access vital support where and when they need it most.
- Their Royal Highnesses Princess Beatrice and Princess Eugenie attended a heartwarming garden party at the hospice. The Garden Party was a thank you to all those who have supported the hospice and helped it provide much needed care to families over the last 20 years. Princesses Beatrice and Eugenie spent the afternoon engaging with children and their families, and took the time to tour our hospice, and speak with parents and caregivers, offering words of comfort and encouragement.
- Health and Social Care Secretary Wes Streeting and the Minister of State for Care Services, Stephen Kinnock, visited our hospice in December to coincide with the announcement of additional capital funding for the hospice sector.
- As her first visit to a children’s hospice, The Children’s Commissioner for England, Dame Rachel de Souza, visited us during the year in her role as a national adviser to the government on the needs of children and families.
- We were invited to attend the Together at Christmas carol service at Westminster Abbey, attended by The Prince and Princess of Wales and members of the Royal Family.

- Honouring love and remembrance during National Grief Awareness Week we gathered at the hospice for a truly special Lights of Love event. Together, our community lit up the night with glowing lanterns, heartfelt tributes, and remembered loved ones they've lost.
- In a first for the charity, we featured in a Compassionate Business Practice podcast talking about our work, the role of children's hospices in supporting carers and the benefits of corporate partnerships.
- We continued to support a wide range of events in our local community to promote our cause, including tea parties, bingo nights, themed evenings out and golf days.
- Our ambassador Harry Kane invited several of our children and families to a VIP experience to watch the England vs Greece match at Wembley. The England Captain had surprised the children by video calling them and personally inviting them to the game.
- We were delighted to welcome comedian Jon Richardson as an ambassador for the charity. Jon has already made a significant impact to Haven House through his fundraising efforts.

Sustainable growth in funding and resources

- We achieved a 20% increase in statutory funding. A key driver of this was the expansion of our social care bednight activities, resulting in a 240% increase in funding from Local Authorities compared to last year. This reflects both the growing demand for our services and our responsiveness to the evolving needs of families and commissioners.
- Despite a challenging fundraising environment, we managed to sustain growth in our fundraising income overall, with the exception of legacy income (for which the previous year was exceptionally high), and maintain our overall level of reserves.
- More than 300 guests attended the Haven House Ball in March 2025. The fundraising evening raised over £180k for our charity and was hosted by our patron Ben Shephard.
- We secured a brand new Charity of the Year partnership with sports data company Starlizard worth an estimated £120k.
- The Matchroom Foundation continued to provide strong and visible support for our work.
- Children, families and staff joined Amy Winehouse's family Janis, Mitch and Jane Winehouse, together with Trustees from the Amy Winehouse Foundation, for a celebratory afternoon tea at the hospice to mark ten years of support for our music therapy service.
- We launched a very successful Insurance Quiz night, working closely with our supporters from Guy Carpenter and Hiscox. The event saw over 30 companies attend, with a commitment to run this event again in the coming year.
- We received £88k from the Department of Health and Social Care Capital Grant Programme, which, together with contributions from other funders, provided vital funds to support the year's capital expenditure.
- In conjunction with Northfields Nursery, our Christmas Grotto proved a very successful partnership, both in raising funds and attracting new local donors. We are already developing plans for a bigger event for Christmas 2025.
- We continued to receive valuable support from a range of other corporate partners, trusts and foundations.
- We achieved a higher financial return in our retail shops and continued to have a range of successful community fundraising events.
- We were delighted to announce the appointment of Lord (Julian) Fellowes and Lady (Emma) Fellowes as official ambassadors. The renowned couple, celebrated for their contributions to the arts, philanthropy, disability health and well-being, will play a pivotal role in raising awareness and support for the hospice's vital work.
- Following the recruitment of a Principal Gift Lead, we have been developing and expanding our major donor supporters and prospects and holding events targeted to increase opportunities to support the hospice.
- To support our fundraising and share wider awareness of our impact, we launched the film *Through Their Eyes* which shows the hospice through the eyes of a six-year-old boy and his

older brother. The film captures their everyday experiences, highlighting the essential care and support we provide and revealing the joy that both boys experience at Haven House and how being with us has helped them to forge a special relationship.

- We relaunched The Local Business Partners to re-engage with a network of local businesses that had supported us previously (pre-Covid).
- In conjunction with the Hospice UK legacy campaign, we joined Octopus Legacy's autumn on-line wills campaign to promote legacy giving, which provided encouraging results.
- We completed our transition to new investment managers, Quilter Cheviot, during the year following our review of our investments and our investment strategy.

Infrastructure and technology that delivers

- We completed the refurbishment of our family flat - a peaceful and homely space where families can stay close to their children during times of care. The revitalised flat now includes a modern open-plan living area and a play area for children. The result is a comfortable, thoughtfully designed space, where families can recharge and stay connected with their child throughout their time at the hospice.
- We upgraded our care equipment, including a new spa bath and cots that provide improved care and support.
- We upgraded part of our lift and fire management infrastructure to increase its robustness and effectiveness.
- We reviewed and upgraded our water supply provision to the hospice in response to risk around continuity of local water supply.
- We reviewed our incident management recording system and have implemented changes to improve its ease of use and wider functionality.
- We implemented Team Kinetic to support the database management of our wonderful volunteers.
- We continue to monitor risks around cyber-security in partnership with our external IT partner, including mandatory training for all staff and ongoing Cyber Essentials accreditation.

Rigorous governance and strong leadership

- We continued to recruit trustees to our Board that have widened the clinical and fundraising expertise on our Board and sub-committees.
- We have initiated early work on our organisational Green Plan. This foundational phase has focused on assessing our current environmental impact, establishing governance, and identifying priority action areas.
- We attended the recent Together for Short Lives conference, presenting our work on the development of the integrated nursing team and the Memorandum of Understanding with Barts Health.
- We continued to keep under review how our governance structure is operating, including the number, role and membership of our sub-committees and the various executive leadership groups that oversee key strategic workstreams.
- We continued to contribute to the important work of Children's Hospices across London (CHaL) and proactively engage with wider London and South East hospice networks.

Our approach to raising voluntary income in 2024/25

Our supporters raised over £3.6m during the year.

We are very grateful to the many very generous donors, organisations and supporters who help make our work possible and we are extremely lucky to have so many wonderful volunteers who underpin so much of what we achieve.

Our fundraising focuses on seven main areas:

- the solicitation and stewardship of donations or entries to a lottery
- running Haven House events and entering individuals into third party activities
- partnerships with businesses, schools, community groups and other organisations
- soliciting gifts from trusts, foundations, other major donors and statutory partners
- supporting members of the public to conduct their own fundraising activities
- shops and online selling of donated goods
- gifts in wills.

We also received gift aid on monetary donations, events sponsorship and donations to our shops.

Taking responsibility for our actions

The charity is a member of the Fundraising Regulator scheme and thereby entitled to use the Regulator's logo on its fundraising materials. It operates in accordance with the Code of Fundraising Practice and is an organisational member of the Chartered Institute of Fundraising.

As a charity registered with the Fundraising Regulator, we are committed to ensuring our fundraising is legal, open, honest, respectful, and most importantly safe for our supporters.

Our fundraising programmes are compliant with the Safeguarding Policy, and the key aspects of the policy are incorporated in our training programmes and inductions.

We also operate a whistleblowing policy (Free to Speak Up) and a complaints' policy and process, as required by the Code of Fundraising Practice.

Voluntary income complaints

We take all complaints / constructive feedback very seriously and have a robust approach to handling any issues raised. During 2024/25, 100% of complaints were investigated and resolved. There was a repeat complaint regarding one shop which we liaised with the council to confirm we were not at fault, but none the less are putting in corrective actions to permanently resolve.

We received:

- 11 complaints related to our retail operations
- 1 Amber Complaint regarding Local Hospice Lottery (0.008% of sales)

These complaints should be seen in the context of almost 100,000 marketing emails, over 37,000 direct mail items, 1,500 people taking part in our events and third-party events, and engagement with nearly 120 businesses. The retail complaints are in the context of over 140,000 customer transactions in our seven shops.

There were no instances where a complaint was required to be referred to the Fundraising Regulator, Ofcom, the Information Commissioner's Office, or any other regulatory body.

Our Volunteers

Over the past year, an astounding 296 volunteers have given their time, energy, and compassion to support Haven House in countless ways - from helping in our retail shops, assisting at fundraising

events, managing office duties, supporting sibling activity days, tending to our beautiful gardens, and more. We have continued to engage with all our volunteers with regular newsletters, virtual updates and celebration events. We are extremely lucky to have wonderful volunteers who underpin so much of what we achieve.

3. Financial review

Total income in 2024/25 was £5.938m, an increase of 3% (£171k) on 2023/24.

During the year, our statutory income exceeded expectations (£354k higher than 2023/24), with 38% of our income coming from statutory funding and the NHSE and DHSC grants (2023/24 33%). Whilst delivering some growth in the year, fundraising income overall was lower than the previous year due to the exceptional level of legacy income in 2023/24 not being repeated in 2024/25.

Total expenditure in 2024/25 was £5.923m, a decrease of £13k on 2023/24.

The early part of 2024/25 showed teams within our care services and fundraising recruit to key posts to deliver longer term growth and expansion of services. Combined with a containment of costs within other areas meant that we managed to hold costs overall at 2023/24 levels, despite inflationary pressures. The level of spend on our Charitable Activities has remained constant at over 64% of our total expenditure.

Overall, the above performance resulted in a net operating surplus of £14k (2023/24 £169k deficit). We began the financial year planning for a budget deficit of over £400k, reflecting our intention to invest in our operational growth, whilst in a climate of higher cost inflation. The significantly better than budgeted overall result for the year is due mainly to:

- much higher income than expected from social care placements from local authorities, more than offsetting lower than expected growth in fundraising and retail
- the containment of costs and delivery of cost savings across the charity
- £88k unbudgeted funding from the Department of Health & Social Care Capital Grant Programme.

Including the £24k net gain on our investment portfolios, our total funds during the year increased by £38k to £5.130m at the end of 2024/25.

Investment policy

The charity's primary objectives for investing are to achieve a balance of income and capital growth on a total return basis and to have sufficient liquidity to respond to pressures on day-to-day cash (if required).

During the early part of the year, the charity transferred the management of its investments from RBC Brewin Dolphin to another investment manager, Quilter Cheviot.

As part of ongoing routine good governance for managing the charity's assets, the Board reviewed (and updated where required) the charity's Statement of Investment Policy and Responsible Investment Policy during the year.

Given the pursuit of a total return mandate, along with future expected asset class returns and low inflation, CPI + 3% has been set as the long-term performance target to pursue alongside the risk category benchmark of the portfolio. This target will continue to be subject to annual assessment as part of the annual review of the performance of the investment portfolio and our investment managers.

Whilst our investment policies have no specific ethical restrictions, we ensure that processes are in place with our investment managers to ensure that our investments are not in conflict with the charity's objectives and we expect our investment managers to integrate environmental, social and governance aspects into their investment decision-making, providing evidence where appropriate.

To deliver the overall investment strategy, the new arrangements opened with Quilter Cheviot consisted of a £1.1m short term bond strategy, £500k longer term focus (including emphasis on equities) and £400k to be available to support working capital needs, with an overall 20% equity allocation.

This approach is delivered through two investment portfolios – one portfolio (with a shorter term horizon) of gilts, bonds and cash and a second portfolio with a longer term equity focus.

During the year, our investments earned an income return of 3.4% (2023/24 2.8%) and had an increase on the opening capital value of 4.5% (2023/24 10.2%).

At the year end, our investment portfolios managed by Quilter Cheviot totalled £2.073m.

Reserves policy

At 31 March 2025, the charity's total reserves were £5.130m (2024: £5.091m), consisting of £4.985m in unrestricted funds (2024: £5.091m) and £145k in restricted funds (2024: £nil).

The Board considers that the key issues that free reserves need to cover are to pay our operating costs for a number of months, ensure we have the funds to cover redundancy costs and that we have a proportionate amount set aside to pay for a reasonable settlement of financial obligations related to our shop leases.

As a result, the target free reserves policy is set as the sum of:

- between 3-4 months of next year's total cash expenditure;
- estimated total staff redundancy costs;
- 12 months of lease rental costs for the shops.

The above amounts to a target free reserves level ranging between £2.019m and £2.525m. Free reserves at 31 March 2025 were £3.397m (2024: £3.431m), significantly above the target range. However, we are anticipating annual deficits going forward in the medium term as we continue to:

- invest in our services and extend choice and reach
- invest in our fundraising to deliver the income growth needed to deliver longer term growth in our services
- invest in our people and infrastructure to support our work and how we respond to the increased demand for our services.

Free reserves include a designated fund of £184k (2023/24 £184k) remaining to be invested in strategic service development. Note 19 of the financial statements summarises the current position on when that specific designated fund will be utilised.

4. Risk assessment and management

The charity takes risk seriously and undertakes risk assessments in all key areas throughout the year. Risks are assessed on the basis of their likelihood and potential impact, and there are mitigation strategies in place to manage them. Risk registers were discussed and reviewed by the various sub-committees of the Board during the year.

The Integrated Governance and Risk Committee (IGRC) is a sub-committee of the Board and is accountable for ensuring an integrated approach to all areas of governance, including corporate,

financial, income generating and marketing, and clinical. The Committee's membership includes a minimum of three trustees, with the Senior Leadership Team in attendance at its meetings. Key aspects of its role include:

- leading on the development and monitoring of integrated governance and risk arrangements across the charity to ensure that the organisation delivers key priorities and manages risk efficiently, including safety, quality, finance, and income generation and marketing
- reviewing and providing the Board with assurance that the Board Assurance Framework and Strategic Risk Register are maintained and updated appropriately, and that the organisation can demonstrate that effective controls and assurances are in place to mitigate risk
- ensuring adherence to the Care Quality Commission's (CQC) registration requirements and other relevant regulatory requirements for quality and safety as well as monitoring the charity's response to the outcome of CQC inspections and ensure that appropriate actions are taken to any recommendations or warning notices
- ensuring adherence with Companies House and Charity Commission regulations.

A Risk Management Adviser participates on our Health & Safety Committee, offering specific advice on health and safety risks. The Health & Safety Committee reports to the IGRC.

The Care Committee meets quarterly with clinical representation from the Board to oversee the quality of the service and safeguard high standards of care. This sub-committee is accountable for evidence-based care, service user involvement, risk management, continuous professional development and clinical audit review and reports to the IGRC.

The Safeguarding Committee meets quarterly, is chaired by a clinical trustee with representation from the designated lead nurse from the local Integrated Care System (ICS). This sub-committee also reports to the IGRC.

The most significant key strategic risks for the year (and mitigation for those risks) are set out below:

Key strategic risks

Mitigations include:

People - Failure to recruit and retain the right staff and volunteers

- structured recruitment procedures in place, with flexibility to respond differently for difficult to recruit roles
- clinical pay structures currently following Agenda for Change
- external pay awards review and ongoing benchmarking in place with affordable solution for non-AFC staff
- ongoing assessment and promotion of staff benefits
- training programmes in place
- people strategy workstreams taking place
- embedding of our core values
- annual surveys and action plan when required
- Equity, Diversity and Inclusion roadmap in place to guide transformation
- proactive and personalised wellbeing support
- opportunities for development being offered to staff where possible
- ongoing assessment of Board membership and skill sets

Strategy - Failure to make sufficient

- feedback very positive from families

positive impact in our clinical work and reach

- KPIs in place and subject to ongoing review
- service offerings are kept under review
- Care service structure in place which is responsive and flexible to changing needs of families and wider community
- very positive feedback from Commissioners
- actions from peer review being implemented
- self-assessment and well-led review
- Board Assurance Framework in place
- ongoing service KPIs monitored by senior staff and Board sub-committees

Financial - Failure to achieve long term financial sustainability

- wide diversity of income streams
- monthly management accounts and regular review of forecasts in place
- structured budgeting and forward projections review process
- monthly cash flow forecasting
- no high dependency on one or two specific funders
- positive working relationships with Commissioners
- demand for and reputation of care services remain high
- investments managed by external investment managers within set policy
- increased focus on developing new income streams
- experienced finance team leadership

Service delivery - Failure to respond adequately to operational risks

- Clinical risk register in place with Clinical Governance and Integrated Risk and Governance Committee oversight
- SLT addresses changing areas of risk, when required
- Health & Safety Committee overseeing related risks
- mandatory training for staff in key risk areas
- Patient Safety Incident Response Framework in place
- structured reporting and investigation processes in place for potential safeguarding and health & safety incidents
- cross organisational safeguarding team in place
- protocols for management of infections and pandemic risk monitored in accordance with NHS guidelines
- on-going dynamic risk assessments in place
- health and safety adviser in place

Infrastructure - Failure to have the right technology

- ongoing IT and business systems investment
- multiple systems and IT infrastructure cyber-security safeguarding measures in place, supported by staff training and Cyber Essentials accreditation
- expert external data protection officer in place
- mandatory annual data protection training for all staff
- cross organisational Digital Working Group in place to assess ongoing priorities and the development of future investment plans

Going concern

The Board of Trustees have specifically assessed the financial status and going concern of the charity and related risks and has concluded that Haven House has sufficient resources to continue its operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements.

5. Plans for the future

Care services

In 2025/26, we will continue to deliver on our 3-year strategy through five key care priorities:

- **Service Delivery:** Expanding psychology, physiotherapy, and bereavement services, refining outcome measures, and embedding the integrated nursing model.
- **Equality, Diversity and Inclusion:** Broadening our cultural and spiritual offer, supporting children with behavioural challenges, and improving access across underserved communities.
- **Family Engagement:** Implementing a new co-produced family engagement strategy, improving digital communication, and building on feedback tools.
- **Capacity and Sustainability:** Investing in green infrastructure, improving digital systems, and maintaining clinical and operational resilience.
- **Clinical Quality:** Strengthening PSIRF delivery, deepening audit and research participation, and maintaining full readiness for the CQC Single Assessment Framework.

Supporting services

In order to enable these ambitions to develop our care services, we have agreed a number of enabling priorities to ensure we have the people, funding and infrastructure to meet our ambitions:

- We have agreed four **priorities for our People Strategy** for 2025/26:
 - Embed the People Plan:* We will continue to embed and deliver our People Plan, structured around the six agreed strategic domains, ensuring our workforce development is aligned with long-term organisational goals.
 - Strengthen Staff Retention and Engagement:* A targeted focus on retention will be supported by enhancing the appraisal process, investing in training and development opportunities, and deepening the integration of our organisational values and behaviours. Ongoing listening and engagement activities will ensure we remain responsive to staff needs.
 - Advance Equality, Diversity, and Inclusion:* Deliver on EDI Roadmap with accountability.
 - Enhance Volunteer Engagement and Infrastructure:* We will further develop our volunteer strategy, identifying opportunities to expand and enrich volunteer roles. The continued integration of the TeamKinetic system will professionalise and streamline how we recruit, manage, and support our volunteer community.
- Our **fundraising team** will be seeking more sustainable growth in our income from voluntary fundraising, driven mainly by ongoing development of our major donor, community and individual giving and supported by more strategic fundraising initiatives, including how we use our donor data.
- We will continue to **invest in our infrastructure** through an agreed set of capital priorities. In the coming year, following the award of the second phase of the DHSC Capital Grant Programme, we are taking this one-off opportunity to allocate most of the grant funding to upgrade the internal decoration, flooring, layout and flow within the care areas in the main White

House building as well as changing and improving kitchen and laundry room areas. Other smaller projects will include a range of further various health and safety and wellbeing improvements across The White House site and our retail shops as well as renewing IT equipment and delivering business systems improvements.

- During the course of the year, we will complete the **development of a new strategy** for our organisation, focused on how we meet growing and changing demand for children's palliative care services in our area, whilst remaining financially sustainable in the long term.

6. Structure, governance and management

Haven House Foundation is a company limited by guarantee, is incorporated in the United Kingdom and is governed by its Articles of Association. It is registered as a charity with the Charity Commission. Our working name is Haven House Children's Hospice. Membership of the Company is limited to the Trustees of the Charity and there are currently fourteen members, each of whom agrees to contribute £10 in the event of the charity winding up.

Organisational structure

The Board of Trustees, which can have an unlimited number of members, governs the charity. The Board is ultimately responsible for running the charity to ensure that it acts in the best interests of life-limited and life-threatened children and young people, and their families, who are the charity's beneficiaries.

The Board approves the charity's strategy and future direction following advice from the charity's staff and after consultation and discussion with the charity's stakeholders. They set the policy and financial framework for the charity's staff, volunteers, contractors, and others so that they can work together effectively to achieve the charity's aims. They also ensure the charity complies with the law and they safeguard the charity's assets.

The Board met four times during this accounting period. All Trustees give their time voluntarily and receive no benefit from the charity. Any expenses reclaimed from the charity are set out in note 8 to the financial statements.

A Chief Executive Officer is appointed by the Board of Trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including care, fundraising, finance, and employment matters.

Hospice and community services operate from The White House in Woodford Green on the edge of North East London and Essex. In addition, the charity operates seven retail shops.

Governance

All Directors of the Company are also Trustees of the charity - there are no other Trustees.

Directors appointed prior to 4 June 2024 are appointed for an initial term of four years. At the end of the first term, they can be re-elected for one more four year term. They must then stand down but can be re-elected after a gap of one year.

Directors appointed from 4 June 2024 will have an initial term of three years, after which they can be re-elected for one more three year term with an option to be appointed for up to three further years in exceptional circumstances, and on an annual approval basis. Directors appointed from 4 June 2024 may stand for re-appointment as a Director two years after their retirement.

The charity has Trustees' indemnity insurance for the benefit of its Trustees.

To further strengthen its governance arrangements and to support the delivery of the charity's multi-year strategy, the charity continues to have in place its Board Assurance Framework and committee governance structure.

The Board Assurance Framework describes the integrated governance and internal control processes within the charity and the methods by which the Board and executive leadership of the charity receive assurance that it is operating safely and effectively. It is a strategic but comprehensive method for the effective and focused management of the principal risks that may prevent or limit the charity from achieving its strategic priorities. It also helps to inform decision-making and prioritisation of work relating to the delivery of the charity's strategic priorities.

The committee governance structure means that three committees report to the Board as follows:

Finance and Resources Committee
Integrated Governance and Risk Committee
Income Generation and Marketing Advisory Committee

Each of the above committees meet a minimum of four times per annum, provide reports to each Board meeting and include a minimum of two Trustees as part of their membership. Additional meetings are scheduled when required.

In addition, the Integrated Governance and Risk Committee is supported by three operational committees – Health and Safety, Care and Safeguarding.

Management

The pay of the Senior Leadership Team is reviewed annually by the Finance and Resources Committee and benchmarked against the mid-range point for similar charities.

Recruitment and appointment of Trustees

The current Board of Trustees consists of twelve members. During the reporting year, two new Trustees were appointed to and three trustees resigned from the Board (having completed their terms of office).

Induction and training of Trustees

New Trustees are given a role description setting out their duties and responsibilities and a copy of the New Trustee Information Pack. This includes the annual report and accounts, memorandum and articles of the organisation, vision and strategy information and Charity Commission guidance relating to the role and responsibility of being a trustee. Trustees also spend time with management and other staff to obtain greater understanding of the various activities of the charity as well as attending structured trustee training.

Working with other children's hospice organisations

The charity is a member of Together for Short Lives, a charity representing children's hospices in the UK and Hospice UK, a charity representing all hospices in the UK. Both charities also have non-hospice members, covering organisations across the wider palliative and children's palliative care fields.

The charity is also a member of CHaL (Children's Hospices across London), a registered charity (1151317) and registered company (08248052). The directors are the Chief Executives of the six member children's hospices.

Auditors

Sayer Vincent LLP have indicated their willingness to continue in office and in accordance with the provisions of the Companies Act it is proposed that they be reappointed auditors for the ensuing year.

The Annual Report, which includes the Strategic Report, was approved by the Board of Trustees on 10 September 2025 and signed on its behalf by the Chair of the Board and the Treasurer.

Ian Ailles
Chair

Simon Boston
Treasurer

Legal and administrative details

Board of Trustees

Ian Ailles (Chair)
Simon Boston (Treasurer)
Rachel Brodie
Charlotte Clements
William Cooke
Lucy Mavers
Louise Morton (appointed 13 June 2025)
Deirdre Mullner
Charitha Dilini Rajapakse
Stuart Rose
Liesbeth Rubinstein-Newman
Hugh Thompson (appointed 8 August 2024)

Retirements from the Board

Matt Barrett (resigned 8 August 2024)
Jonathan Harding (resigned 31 December 2024)
Mohamed Omer (resigned 8 August 2024)
Ghislaine Stephenson (resigned 5 June 2025)
Ruquyya Vankad (appointed 8 October 2024, resigned 26 June 2025)

Life Presidents

Col (Retd.) Alan Hall MBE
Christine Mansell

Patrons

Rt. Hon. Sir Iain Duncan Smith MP
Martin Ellice
Barry Hearn OBE
Vicki Michelle MBE
Ben Shephard
Ray Winstone

Ambassadors

Lord (Julian) Fellowes
Lady (Emma) Fellowes
Rochelle Humes
Harry Kane MBE
Jon Richardson
Billie Shepherd
Greg Shepherd
Mark Wright

Senior Leadership Team

Ralph Coulbeck	Chief Executive Officer (until May 2025)
Justin Derbyshire	Chief Executive Officer (from June 2025)
Aisling Kilbane	Director of Clinical Services
Martin Mears	Director of Income Generation and Marketing
Richard Penney	Director of Finance and IT
Sarah Spackman	Director of Human Resources and Facilities

Principal Bankers

National Westminster Bank PLC
Loughton Branch
102 High Road
Loughton
Essex IG10 4AS

Investment Managers

Quilter Cheviot
Senator House
85 Queen Victoria Street
London EC4V 4AB

Auditors

Sayer Vincent LLP
110 Golden Lane
London EC1Y 0TG

Risk Management and Health and Safety Adviser

Cooper Safety Associates LLP
Church Lane
Goodworth Clatford
Hampshire SP11 7HL

Pharmacy

Specialist pharmacist for palliative and end of life care
Guy's and St Thomas' NHS Foundation Trust

Registered Office

The White House
Mallinson Park
High Road
Woodford Green
Essex
IG8 9LB

Charity number: 1044296
Company number: 3000171

Haven House Foundation - Financial Statements

Trustee responsibilities in relation to the financial statements

The Board of Trustees (who are also directors of Haven House Foundation 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).

The Trustees present their report and the audited financial statements for the year ended 31 March 2025. Reference and administrative information set out on pages 19-20 forms part of this report. The financial statements comply with current statutory requirements, the articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. This trustees' annual report includes a directors' report as required by company law.

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which Haven House Foundation's auditors are unaware
- The Trustees have taken all steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Haven House Foundation website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of guarantees at 31 March 2025 was 13 (2024: 14). The Trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Approved by the Board of Trustees and signed on its behalf by:

Ian Ailles
Chair

Date: 10 September 2025

Independent auditor's report

To the members of

Haven House Foundation

Independent auditor's report to the members of Haven House Foundation

Opinion

We have audited the financial statements of Haven House Foundation (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, 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 FRS 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
- 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 Haven House Foundation'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 auditor's report

To the members of

Haven House Foundation

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic 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 the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report including the strategic report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 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 in the trustees' annual report, 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

Independent auditor's report

To the members of

Haven House Foundation

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.

Auditor's responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the Finance and Resources Committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Haven House Foundation

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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 is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 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.

Joanna Pittman (Senior statutory auditor)

23 September 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Haven House Foundation

Statement of Financial Activities (incorporating an income and expenditure account)

For the year ended 31 March 2025

	Note	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Income from:							
Donations and legacies	2	1,603,945	9,917	1,613,862	1,912,696	-	1,912,696
Charitable activities							
Statutory funding for hospice care		1,517,706	-	1,517,706	1,265,216	-	1,265,216
Grants	3	86,336	924,042	1,010,378	96,001	668,461	764,462
Other trading activities	4	1,708,887	-	1,708,887	1,738,981	-	1,738,981
Investments	5	87,284	-	87,284	85,664	-	85,664
Total income		5,004,158	933,959	5,938,117	5,098,558	668,461	5,767,019
Expenditure on:							
Raising funds	6a	1,037,972	-	1,037,972	971,983	-	971,983
Shops	6a	906,953	-	906,953	941,815	-	941,815
Events and other fundraising activity	6a	164,307	-	164,307	170,925	-	170,925
Charitable activities							
Provision of hospice services	6a	2,937,771	876,594	3,814,365	3,183,008	668,461	3,851,469
Total expenditure		5,047,003	876,594	5,923,597	5,267,731	668,461	5,936,192
Net (expenditure) / income before net gains / (losses) on investments		(42,845)	57,365	14,520	(169,173)	-	(169,173)
Net gains on investments		24,469	-	24,469	150,711	-	150,711
Net (expenditure) / income for the year	7	(18,376)	57,365	38,989	(18,462)	-	(18,462)
Transfers between funds		(87,836)	87,836	-	-	-	-
Net movement in funds		(106,212)	145,201	38,989	(18,462)	-	(18,462)
Reconciliation of funds:							
Total funds brought forward		5,091,849	-	5,091,849	5,110,311	-	5,110,311
Total funds carried forward		4,985,637	145,201	5,130,838	5,091,849	-	5,091,849

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19a to the financial statements.

Haven House Foundation

Balance sheet

Company no. 3000171

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets:					
Tangible assets	12		1,675,839		1,660,365
Investments	13		2,073,448		1,985,022
			<u>3,749,287</u>		<u>3,645,387</u>
Current assets:					
Debtors	14	1,016,017		1,009,228	
Cash at bank and in hand		820,021		777,143	
		<u>1,836,038</u>		<u>1,786,371</u>	
Liabilities:					
Creditors: amounts falling due within one year	15	(454,488)		(339,909)	
Net current assets			<u>1,381,551</u>		<u>1,446,462</u>
Total net assets			<u><u>5,130,838</u></u>		<u><u>5,091,849</u></u>
The funds of the charity:					
Restricted income funds	19a		145,201		-
Unrestricted income funds:					
Designated funds		1,772,003		1,844,365	
General funds		3,213,634		3,247,484	
Total unrestricted funds			<u>4,985,637</u>		<u>5,091,849</u>
Total charity funds			<u><u>5,130,838</u></u>		<u><u>5,091,849</u></u>

Approved by the trustees on 10 September 2025 and signed on their behalf by

Ian Ailles
Chair

Haven House Foundation

Statement of cash flows

For the year ended 31 March 2025

	2025 £	£	2024 £	£
Cash flows from operating activities				
Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	38,989		(18,462)	
Depreciation charges	156,760		162,889	
Gain on investments	(24,469)		(150,711)	
Dividends and interest from investments	(87,284)		(85,664)	
Loss on the disposal of fixed assets	889		911	
(Increase)/Decrease in debtors	(6,789)		29,368	
Increase/(Decrease) in creditors	114,579		(62,292)	
	<u>192,675</u>		<u>(123,961)</u>	
Net cash provided by / (used in) operating activities		192,675		(123,961)
Cash flows from investing activities:				
Dividends and interest from investments	87,284		85,664	
Purchase of fixed assets	(173,123)		(127,544)	
Proceeds from sale of investments	2,540,708		422,703	
Purchase of investments	(2,604,666)		(456,677)	
	<u>(149,797)</u>		<u>(75,854)</u>	
Net cash used in investing activities		(149,797)		(75,854)
Change in cash and cash equivalents in the year		42,878		(199,815)
Cash and cash equivalents at the beginning of the year		777,143		976,958
Cash and cash equivalents at the end of the year		820,021		777,143
Analysis of cash and cash equivalents and of net debt				
	At 1 April 2024 £	Cash flows £	Other non- cash changes £	At 31 March 2025 £
Cash at bank and in hand	777,143	42,878	-	820,021
Total cash and cash equivalents	<u>777,143</u>	<u>42,878</u>	<u>-</u>	<u>820,021</u>

1 Accounting policies

a) Statutory information

Haven House Foundation is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is The White House, Mallinson Park, Woodford Green, High Road, IG8 9LB.

b) Basis of preparation

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) - (Charities SORP FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

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

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees, through regular financial and cash flow reporting at meetings of the Board and more detailed ongoing monitoring by the Finance and Resources Committee (a Board sub-committee), are kept informed on an ongoing basis of the financial performance, forward income, expenditure, cash flow and reserves projections of the charity, including potential risks affecting the underlying financial assumptions. As a result, the Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

e) Income

Income, including voluntary income received by way of donations, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

The charity receives donated goods for resale in its shops. The Trustees consider that estimating the value of the donated goods is impractical due to the volume of low-value items received and the absence of detailed stock control systems and records. Therefore, donated goods for resale are not recognised on receipt, instead income is recognised when goods are sold.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Recognition of legacy income is dependent on the type of legacy. Pecuniary legacies are recognised when notification is received. Residuary legacies are recognised when entitlement is established, and the value can be measured reliably. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, but the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Haven House participates in the Local Hospice Lottery scheme. Income is accounted for on a net cash basis as Haven House has no direct control over income generated and third party marketing costs.

1 Accounting policies (continued)

f) Donations of gifts, services and facilities

Donated goods, facilities, and services in the financial statements comprise the provision of services and other gifts, and include discounts given for such goods and services where these are over and above normal commercial discount terms. These are included in the Statement of Financial Activities at the value of the gift to the charity; a corresponding amount is then recognised in expenditure in the period of receipt or, in the case of capital items donated over the expected lifetime of the asset. In accordance with the Charities SORP (FRS 102) volunteer time, including that of trustees, is not recognised.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

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

i) Expenditure and irrecoverable VAT

Expenditure is charged on an accruals basis at cost inclusive of any VAT which cannot be recovered. Staff costs are allocated directly to the activity for which they are incurred. Costs of generating funds comprise the costs associated with attracting voluntary income (donations, legacies and grants), fundraising activities such as events and the costs of operating the charity's shops. Charitable expenditure comprises those costs incurred in the delivery of hospice services. It includes both costs which can be directly allocated and those of an indirect nature necessary to support them.

j) Allocation of support costs

Directly attributable support costs, which include governance costs, have been allocated to activity cost categories based on staff time. Remaining support costs have been allocated across activities on the basis of average head count. These costs include providing Finance, HR for employees and volunteers, central Facilities and IT support. General costs related to the operation of The White House site are included in the overall Facilities costs for the organisation.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

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

<input type="checkbox"/> Improvements to property	Shorter of life of lease and 10% of cost
<input type="checkbox"/> Leasehold property	Shorter of life of lease and 2% of cost
<input type="checkbox"/> Plant and machinery	10% of cost
<input type="checkbox"/> Equipment	20% of cost
<input type="checkbox"/> Motor Vehicles	25% of cost

1 Accounting policies (continued)

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the Statement of Financial Activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the Statement of Financial Activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Investments in subsidiaries

The charity has a wholly owned trading subsidiary, Haven House Trading Limited, which was incorporated in the United Kingdom and has not yet traded. The investment in the subsidiary is £1. Consolidated accounts have not yet been prepared because the trading subsidiary is dormant and immaterial to the group.

n) Debtors

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

o) Cash at bank and in hand

Cash at bank and in hand includes working capital cash and deposits held at call with banks.

p) Creditors and provisions

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

q) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

r) Pensions

The pension costs charged in the financial statements represent the contributions payable by the charity during the period in accordance with FRS 102.

The charity operates a defined benefit scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries based on periodic valuations.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay, plus 0.08% administration fee. As a transitional arrangement that started in 2019 and has continued through 2024/25, the employer pays 14.38% to the scheme.

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Scheme. The assets of the schemes are held separately from those of the charity. This scheme was set up to meet the government's requirements regarding pension provisions for staff.

2 Income from donations and legacies

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Donations	1,290,139	9,917	1,300,056	1,269,935	-	1,269,935
Legacies	215,290	-	215,290	484,679	-	484,679
Gifts in Kind	98,516	-	98,516	158,082	-	158,082
	1,603,945	9,917	1,613,862	1,912,696	-	1,912,696

Gifts in Kind represent donated fixed assets, goods and services, principally Google advertising valued at £50,599 (2024: £39,417), consumables or small toys valued at £23,360 (2024: £21,460), furniture, white goods, flooring and decoration for our refurbished Butterfly Suite valued at £15,936 (2024: £nil).

3 Grants for charitable activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
NHS England Annual Grant	-	632,000	632,000	-	618,750	618,750
DHSC Capital Grant	-	88,446	88,446	-	-	-
Together for Short Lives	-	57,407	57,407	-	-	-
The Amy Winehouse Foundation	-	35,594	35,594	-	20,000	20,000
The Albert Hunt Trust	30,000	-	30,000	15,000	-	15,000
The Dorothy Whitney Elmhurst Trust	-	24,504	24,504	-	-	-
The Childwick Trust	20,000	-	20,000	-	-	-
Florence Nightingale Aid in Sickness Trust	-	16,500	16,500	-	17,250	17,250
The Story of Christmas	-	15,730	15,730	-	-	-
The National Lottery Community Fund	-	14,550	14,550	-	-	-
Charles S French	-	12,330	12,330	-	-	-
The William Lithgow Foundation	-	11,100	11,100	-	-	-
Others	36,336	15,881	52,217	81,001	12,461	93,462
Total grants for charitable activities	86,336	924,042	1,010,378	96,001	668,461	764,462

4 Income from other trading activities

	Unrestricted £	Restricted £	2025 Total £	Unrestricted £	Restricted £	2024 Total £
Shops	1,170,561	-	1,170,561	1,219,320	-	1,219,320
Local Hospice Lottery	295,279	-	295,279	288,886	-	288,886
Events	232,752	-	232,752	222,052	-	222,052
Other fundraising	10,295	-	10,295	8,723	-	8,723
	1,708,887	-	1,708,887	1,738,981	-	1,738,981

5 Income from investments

	2025 £	2024 £
Dividends on listed investments and other income	67,950	50,316
Interest on bank deposits	19,334	35,348
	87,284	85,664

All income from investments is unrestricted.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

6a Analysis of expenditure (current year)

	Raising funds £	Shops £	Events and other fundraising activity £	Charitable activities Provision of Hospice Services £	Governance costs £	Support costs £	2025 Total £	2024 Total £
Staff costs (Note 8)	733,888	375,357	86,020	2,216,024	13,586	749,459	4,174,334	4,191,515
Other direct costs	66,401	320,373	50,416	944,116	1,995	2,267	1,385,568	1,336,728
Finance	2,010	-	-	-	11,902	28,368	42,280	45,946
Human Resources & Volunteering	-	-	-	-	-	83,803	83,803	111,822
Facilities & other White House costs	-	-	-	-	-	114,956	114,956	122,001
Information Technology	-	-	-	-	-	122,656	122,656	128,180
	802,299	695,730	136,436	3,160,140	27,483	1,101,509	5,923,597	5,936,192
Support costs	217,907	206,475	27,108	650,019	-	(1,101,509)	-	-
Governance costs	17,766	4,748	763	4,206	(27,483)	-	-	-
Total expenditure 2025	1,037,972	906,953	164,307	3,814,365	-	-	5,923,597	
Total expenditure 2024	971,983	941,815	170,925	3,851,469	-	-		5,936,192

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

6b Analysis of expenditure (prior year)

	Raising funds £	Shops £	Events and other fundraising activity £	Charitable activities Provision of Hospice Services £	Governance costs £	Support costs £	2024 Total £
Staff costs (Note 8)	639,942	458,925	87,756	2,232,239	30,795	741,858	4,191,515
Other direct costs	141,464	301,739	49,472	831,582	3,815	8,656	1,336,728
Finance	10,029	-	-	-	8,974	26,943	45,946
Human Resources & Volunteering	-	-	-	-	-	111,822	111,822
Facilities & other White House costs	-	-	-	-	-	122,001	122,001
Information Technology	-	-	-	-	-	128,180	128,180
	791,435	760,664	137,228	3,063,821	43,584	1,139,460	5,936,192
Support costs	169,652	181,151	33,697	754,960	-	(1,139,460)	-
Governance costs	10,896	-	-	32,688	(43,584)	-	-
Total expenditure 2024	971,983	941,815	170,925	3,851,469	-	-	5,936,192

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

7 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2025 £	2024 £
Depreciation	156,760	162,889
Loss on disposal of fixed assets	889	911
Operating lease rentals payable:		
Property	228,327	223,400
Other	8,376	7,415
Auditor's remuneration (excluding VAT):		
Audit	14,000	13,375
	<u>156,760</u>	<u>162,889</u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2025 £	2024 £
Salaries and wages	3,545,249	3,568,369
Social security costs	360,245	355,920
Employer's contribution to defined contribution pension schemes	268,840	267,226
	<u>4,174,334</u>	<u>4,191,515</u>

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2025 No.	2024 No.
£60,000 - £69,999	2	1
£70,000 - £79,999	-	3
£80,000 - £89,999	4	1
£90,000 - £99,999	1	-
	<u>2</u>	<u>5</u>

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £525,524 (2024: £542,307).

Trustees were neither paid nor received any other benefits from employment with the charity in the year (2024: £nil). No charity trustee received payment for professional or other services supplied to the charity (2024: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £646 (2024: £370) incurred by 2 (2024: 1) members relating to attendance at meetings of the Trustees.

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 102 (2024: 112).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2025 No.	2024 No.
Provision of hospice services	45	44
Raising Funds	15	13
Shops	12	14
Support & Governance	16	18
	88	89

10 Related party transactions

There is one related party transaction to disclose for this financial year of £1,750 (2024: £1,500). The charity paid Barrett Law Limited for professional services in both years. Matt Barrett, a partner at Barrett Law Limited, was a trustee when the services were commissioned.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

11 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Improvements to Property £	Leasehold land and buildings £	Fixtures and fittings £	Computer equipment £	Motor vehicles £	Total £
Cost						
At the start of the year	1,968,816	783,146	806,348	180,686	51,189	3,790,185
Additions in year	114,108	-	52,180	6,835	-	173,123
Disposals in year	-	-	(32,873)	-	-	(32,873)
At the end of the year	2,082,924	783,146	825,655	187,521	51,189	3,930,435
Depreciation						
At the start of the year	1,031,138	232,226	677,576	142,150	46,730	2,129,820
Charge for the year	68,001	15,663	41,245	27,392	4,459	156,760
Eliminated on disposal	-	-	(31,984)	-	-	(31,984)
At the end of the year	1,099,139	247,889	686,837	169,542	51,189	2,254,596
Net book value						
At the end of the year	983,785	535,257	138,818	17,979	-	1,675,839
At the start of the year	937,678	550,920	128,772	38,536	4,459	1,660,365

All of the above assets are used for charitable purposes.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

13 Investments

	2025 £	2024 £
Listed Investments		
Fair value at the start of the year	1,985,021	1,800,336
Additions at cost	2,604,666	456,677
Disposal proceeds	(2,540,708)	(422,703)
Net gain on change in fair value	24,469	150,711
	<u>2,073,448</u>	<u>1,985,021</u>
Fair value at the end of the year	<u>2,073,448</u>	<u>1,985,021</u>

Investments comprise:

	2025 £	2024 £
UK Bonds and Equities	1,079,069	507,847
Non UK Bonds and Equities	505,787	1,297,030
Private Equity and Property	16,589	110,595
Cash	472,003	69,549
	<u>2,073,448</u>	<u>1,985,021</u>

Unlisted Investment

Investment in Trading Subsidiary	<u>1</u>	<u>1</u>
----------------------------------	----------	----------

14 Debtors

	2025 £	2024 £
Trade debtors	174,940	90,686
Other debtors	30,686	26,623
VAT debtor	36,912	36,463
Prepayments	148,051	145,571
Legacies receivable	435,363	520,907
Accrued income	190,065	188,978
	<u>1,016,017</u>	<u>1,009,228</u>

15 Creditors: amounts falling due within one year

	2025 £	2024 £
Taxation and social security	85,707	86,761
Other creditors	161,632	137,599
Amounts due to associated undertakings	1	1
Accruals	87,488	98,248
Deferred income (note 16)	119,660	17,300
	<u>454,488</u>	<u>339,909</u>

16 Deferred income

Deferred income comprises funding that relates to specific time periods that have not yet occurred and the release of rent free periods within our leases.

	2025 £	2024 £
Balance at the beginning of the year	17,300	54,439
Amount released to income in the year	(17,300)	(54,439)
Amount deferred in the year	119,660	17,300
Balance at the end of the year	<u>119,660</u>	<u>17,300</u>

17 Pension scheme

The charity operates a defined benefit pension scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme, but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries on the basis of periodic valuations. The pension cost for the year was £140,577 (2024: £140,829).

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. The pension cost for the year represents contributions payable by the charity totalling £124,398 (2024: £125,568).

At the year end, £41,108 (2023: £38,919) was payable in respect of pension contributions.

18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,588,003	87,836	1,675,839
Investments	2,073,448	-	-	2,073,448
Net current assets	1,140,186	184,000	57,365	1,381,551
Net assets at 31 March 2025	3,213,634	1,772,003	145,201	5,130,838

Restricted tangible fixed assets represent the net book value of assets funded by the DHSC Capital Grant Programme.

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,660,365	-	1,660,365
Investments	1,985,022	-	-	1,985,022
Net current assets	1,262,462	184,000	-	1,446,462
Net assets at 31 March 2024	3,247,484	1,844,365	-	5,091,849

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

19a Movements in funds (current year)

	At 1 April 2024 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2025 £
Restricted funds:					
NHSE Annual Hospice Funding	-	632,000	(632,000)	-	-
DHSC Capital Grant Programme		88,446.00	(88,446)	87,836	87,836
Together for Short Lives		57,407.00	(30,462)		26,945
The Amy Winehouse Foundation	-	35,594.03	(35,594)	-	-
Other	-	120,512	(90,092)		30,420
Total restricted funds	-	933,959	(876,594)	87,836	145,201
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,660,365	173,123	(157,649)	(87,836)	1,588,003
Strategic Service Development	184,000	-	-	-	184,000
Total designated funds	1,844,365	173,123	(157,649)	(87,836)	1,772,003
General funds	3,247,484	4,855,504	(4,889,354)	-	3,213,634
Total unrestricted funds	5,091,849	5,028,627	(5,047,003)	(87,836)	4,985,637
Total funds	5,091,849	5,962,586	(5,923,597)	-	5,130,838

The narrative to explain the purpose of each fund is given at the foot of the note below.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

19b Movements in funds (prior year)

	At 2 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
NHSE Annual Hospice Funding	-	618,750	(618,750)	-	-
Music Therapy Fund	-	20,000	(20,000)	-	-
Other	-	29,711	(29,711)	-	-
Total restricted funds	-	668,461	(668,461)	-	-
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,696,621	127,544	(163,800)	-	1,660,365
Strategic Service Development	353,000	-	(169,000)	-	184,000
Total designated funds	2,049,621	127,544	(332,800)	-	1,844,365
General funds	3,060,690	5,121,725	(4,934,931)	-	3,247,484
Total unrestricted funds	5,110,311	5,249,269	(5,267,731)	-	5,091,849
Total funds	5,110,311	5,917,730	(5,936,192)	-	5,091,849

Purposes of restricted funds

The NHS England hospice annual funding consists of funds received from NHS England to support existing hospice based palliative care, respite and community services.

The DHSC Capital Grant Programme consists of monies received from the Department of Health & Social Care to fund capital investment for improving or maintaining the charity's physical estate.

The Together for Short Lives fund consists of monies received for hospice renovations.

The Amy Winehouse Foundation consists of monies received to fund the post of a senior music therapist.

Purposes of designated funds

The Fixed Assets fund represents the balance of fixed assets that has not been funded from restricted donations.

The Strategic Service Development fund consists of funds that are designated to support future service developments. It is planned for the remainder to be utilised in the coming year.

20 Contingent Asset - Legacy

At the year end, the Charity's legacy pipeline included no gifts for which the criteria for income recognition had not been met (2024: £150,000).

21 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property		Other	
	2025 £	2024 £	2025 £	2024 £
Less than one year	191,800	223,400	6,497	7,415
One to five years	233,625	390,501	15,285	20,520
	425,425	613,901	21,782	27,935

22 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £10.

Haven House Foundation - Financial Statements

Thank you

Our vital work would not be possible without the dedication and generosity of our supporters and volunteers. We would like to thank all who have helped us to enable our children and their families to receive the care and support they need, when they need it. Though some have wished to remain anonymous, we would like to say a special thank you to the following organisations and individuals:

ABN Amro Bank N.V.
Albert Hunt Trust
Amy Winehouse Foundation
Assemble Media Group
Ben Shephard
Berenberg
BGC Group
BNY
Buxted Construction Ltd
Charles S French Charitable Trust
Childwick Trust
CJC Law (Campbell Johnston Clark)
Clifford Chance LLP
Coldham Shield & Mace
Douglas Allen (Arun Estates)
East West Connect
Essex Community Foundation
Florence Nightingale Aid In Sickness Trust
Galliard Homes Ltd
Guy Carpenter
Haslers Foundation
Harry Kane Foundation
Hiscox Foundation UK
IGI - International General Insurance Company (UK) Ltd
Jon Richardson
Local Hospice Lottery
Lord and Lady Fellowes
Lord and Lady Fink
Loughton Festival
Matchroom Sport Charitable Foundation
Millnet Document Services
Mr and Mrs Peacock
Mr D Sullivan
Mr J Harding
Mr J Fisher
Mr Paul Smith
Mr R Rider
Ocean Holidays
Orbian
Overbury
Phoenix ME
POETS Luncheon Society
RH AMAR
S Taiyeb
South Woodford Islamic Centre
Sovereign International

Haven House Foundation - Financial Statements

Sport England
Stewart Investors
Temasek International (Europe) Limited
The Albert Hunt Trust
The Childwick Trust
The February Foundation
The Media People
The National Lottery Community Fund (Awards for all)
The Probate Bureau
The Roan Charitable Trust
The Story of Christmas
The Thomas J Horne Memorial Trust
Together for Short Lives
West Essex Golf Club
Winged Boots

HAVEN HOUSE FOUNDATION

England & Wales - Charity number 1044296

Accounts



children's hospice

Haven House Foundation

Annual Report and Financial Statements

For the year ended 31 March 2024

Charity no. 1044296
Company no. 3000171

Haven House Foundation

Annual Report and Financial Statements 2023/24

Chair and Chief Executive's report

Our purpose at Haven House is to provide vital care and support to children and families living with serious illness. This care and support has never been more important: the number of children living with serious illness continues to grow and we remain ambitious to expand the range of services we offer. Meanwhile, the financial climate for children's hospices is becoming more challenging due to cost inflation and a decline in statutory income across the sector. 2023/24 was therefore both a challenging and a rewarding year as we continued to work to meet the need in our local area while adapting our services and our organisation to respond better to future demands.

During 2023/24, our hospice supported 300 babies, children, and young people (BCYP) and provided over 25,000 hours of care. We achieved this by providing services, clinical and non-clinical, both in the hospice and in the homes of our families. We provided 890 overnight stays, 619 day-care sessions and 1,280 therapy sessions for our children, while our teams supported 166 siblings and ran 48 family events. In all these areas, our levels of activity and support increased compared with the previous year and our teams worked harder than ever to support our children and families.

We provided care and support to 15 families where a child sadly died, including specialist nursing support at our hospice, at home and in hospital, and post-death and bereavement care and support. The compassion shown by our families, staff and supporters in supporting everybody affected by the loss of a child remains a source of inspiration for our continuing work.

Faced with the challenge of meeting rising demand with limited resource, we reviewed the structure and organisation of our care services in 2023/24 with support from an external expert. We engaged with staff on the resulting plans for an integrated nursing team to provide services across all the locations we offer care (the hospice, at home and in the hospital), and on an expansion of our therapies and wellbeing team to increase the range of and depth of support we provide to families. We began implementation of these important changes in the final part of year, helping to ensure our care services are fit for the future.

We opened our grounds to our local community throughout the year and held events for our families, including picnics, sibling events and our first Iftar dinner. We hosted a Summer Party, wonderful Christmas Fair, and a Christmas appreciation event for our supporters. Our supporters took part wholeheartedly in our annual Sparkle Walk, a new Bike Ride and Mud Run, and our new Miles for Smiles initiative spearheaded by our ambassador Harry Kane.

We also continued our successful collaborations with the Matchroom Foundation who supported our nursing services, the Amy Winehouse Foundation who continued to fund our wonderful music therapy, and with Macfarlanes, where our Charity of the Year partnership raised an amazing £300k for our hospice. We brought all of our supporters together at our annual Ball in March for a wonderful evening that was more successful than ever in raising the vital funds we need to continue our work.

The financial outlook for the hospice sector remains challenging due to high levels of cost inflation, reductions in statutory funding and high competition for voluntary income. Given the rising demand we face, our plan was for a £300k operating deficit to allow for investment in our services. Despite the financial headwinds we face, we performed better than planned and our final position was an operating deficit of £169k, underpinned by lower costs than planned and strong legacy income. Due to the improved performance of our investment portfolio, our reserve levels remained stable year-on-year. However, we continue to plan for an operating deficit in the medium term so that we can maintain our commitment to invest more in our services in order to respond to increased demand.

Also this year, we completed the re-organisation of our fundraising teams under four pillars of activity and completed appointments to leadership roles within the team, ensuring we have greater capacity and capability to expand our voluntary income in the years ahead. Our work in restructuring both our care and fundraising team was supported by our HR team who worked hard on a number of fronts throughout the year to continue to deliver our organisation's People Plan.

2023/24 was a year of leadership transitions with Siân Wicks leaving the Chief Executive role in May and Gary Seager kindly acting as Interim CEO until the post was taken up permanently by Ralph Coulbeck in October 2023. Eileen White also left the Director of Care role after ten years during which the services we provide were greatly enhanced and expanded, and Aisling Kilbane took up the role on an acting basis until her appointment as permanent Director of Clinical Services in April 2024. We also saw two new expert medical trustees join our board, Dr Dilini Rajapakse and Dr Charlotte Clements.

We would like to thank Gary Seager for his versatility and commitment in holding a number of leadership positions at Haven House over the last two years, and Eileen White for her longstanding leadership as our Director of Care. We also wish to pay tribute to the remarkable contribution of Anne Mallinson OBE, our Life President who sadly died in December 2023 at the end of a long life of service to her community and commitment to an inspiring range of projects. Through her energy and compassion, Anne provides a role model for everybody at Haven House.

Looking ahead

We go into the year ahead with clear priorities for the development of our care services, including the expansion of our therapies, wellbeing and family support offer, with a focus on increasing support for older children making the transition to adult care and on ensuring we reach the whole range of our diverse communities. We will continue to embed our integrated nursing offer and work to meet the growing range of demands for our specialist nursing support, including increasing demand for support for children with serious illness also facing social crisis.

To enable this, we will continue to increase the capacity and capability of our fundraising and retail teams with a range of new roles planned. This will support our ambitions to expand voluntary income through a focus on major donors, grants and trusts, and our community fundraising programme. We will also continue to support our seven brilliant shops and integrate our retail team more closely with our wider business.

The delivery of our People Plan will be critical to our success: we intend to improve recruitment and retention and invest in the training, development and support of our staff. Most importantly, we will take steps to understand and improve the working culture across our organisation, ensuring everybody feels welcome, supported and included at Haven House.

All of this is aimed at making our organisation as effective as it can possibly be at meeting the needs of the children and families that we exist to support and care for. We see examples every day of the extraordinary compassion, strength and love our children and families offer to each other. These qualities help to ensure that every child living with a serious illness gets the best possible opportunity to reach their potential, and that remains our guiding ambition at Haven House.

Ian Ailles
Chair

Ralph Coulbeck
Chief Executive

Haven House Foundation – Annual Report

1. *Our objectives and activities*

Haven House is located at The White House, in four acres of unspoilt woodland on the borders of North East London and Essex. We also operate increasingly within local homes and communities through our outreach and other specialist services.

Our vision

The best quality care for extraordinary children and their families where and when they choose.

Our mission

To provide the highest quality palliative and holistic care services to babies, children and young people and their families in our local communities. Working in partnership we will deliver these services when and where our families need them.

Our values

- **Respectful:** recognising that everyone is an individual and treating others as we would expect to be treated
- **Safe:** creating a positive learning space and doing everything to ensure our services and environment are as safe as possible
- **Compassionate:** showing warmth and empathy in the most difficult of circumstances, and creating an environment where children and families can create lasting memories
- **Professional:** acting with integrity and honesty, striving for excellence and being accountable for our actions.

Our purpose

Haven House supports families throughout their experience of caring for a baby, child or young person with a life-limiting or life-threatening condition. Haven House provides a range of physical, emotional, social and spiritual support services which are offered:

- Holistically
- Centred on the family
- To all eligible families within our geographical area
- Across a range of settings including the home, hospice, and hospital
- By specialist staff
- With engagement of the community

Our services

Our services are delivered wherever they are needed and include:

- In-house and community end of life care including symptom management
- Post death care, including bereavement suite
- Counselling and bereavement support
- Planned and crisis in-house respite care – day care and overnight
- Community based respite care
- Step down care to prevent hospital admissions or to reduce the length of a hospital stay through transition from hospital to home
- In-house and community therapeutic support – specialist play, music, yoga, physiotherapy and complementary therapies
- Satellite physiotherapy service including aquatic physiotherapy
- Specialist outreach nursing and NHS integrated nursing posts – working in partnership with local and tertiary NHS services

- Partnership working with local children's community nursing teams and acute NHS trusts delivering hospice at home nursing services including education and training
- Neonatal music therapy provision – local acute trusts
- Children's Palliative Care Education and training of professionals and parents/carers
- Pre-admission and Pharmacy clinic in partnership with Guy's and St Thomas' NHS Trust
- Family support including one to one and group sibling support
- Family events including buddies events for siblings
- 24/7 specialist paediatric palliative care telephone advice

All our services are tailored to ensure that families receive individualised care in the setting of their choice, whether in the hospice, our holistic care centre, in the family home or in hospital.

Public benefit

Our principal charitable purpose, as defined in our Articles of Association, is to provide “the relief of sickness and suffering amongst children and young people, and care and support to their families”.

The trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit and consider that the hospice's activities, as outlined in this report, fall within the definition of public benefit. Haven House delivers public benefit by providing services and support for children and young people with life-limiting or life-threatening conditions and their families at no personal cost to themselves.

Areas served

Our services are available to children and families across North East London, West Essex and East & North Hertfordshire. During the year we supported 300 babies, children, and young people (BCYP), including support in local neonatal units. In addition, we provided support to 166 siblings of children with serious illness.

2. Strategic Report

The Board of Trustees presents this strategic report as required by the Companies Act 2006. This includes analysis of past performance in 'Achievements and performance', the context for the financial statements in the 'Financial review', insight into the challenges, objectives and strategies in 'Plans for the future', and the risks the charity faces in 'Risk assessment and management'.

2.1 Achievements and performance

Each member of the Senior Leadership Team holds operational responsibility for delivering against strategic aims work plans. The SLT (outlined on pages 18-19) is supported by, and reports progress to, relevant committees of the Board.

Each operational area and work plan has a range of qualitative and quantitative measures and key performance indicators (KPIs) against which progress is measured and monitored. For example, we monitor the numbers of children supported within our different services, hours of care delivered and the evaluation of feedback from parents obtained via parent forums and 'real-time' feedback obtained on each visit. The SLT reviews performance on a regular basis as does the Finance and Resources Committee and our local NHS commissioners.

Care services in 2023/24

Our Vision: To deliver the best quality care for extraordinary children and their families when and where they choose.

Our key achievements in 2023/24 against our 3 year strategic aims and objectives are set out below.

1: Provide safe, specialist and personalised children's nursing, care and therapies when and where needed

What we did:

- We redesigned our care services during 23/24 to allow us to increase the quantity, quality and diversity of our offer. This includes new services focused on mental health and emotional support, increased expertise and resources for practical family support and social work, and increased resilience in our nursing services model, allowing us to provide more responsive and planned care.
- In 2023/24, we increased the number of families we are able to support, as well as delivering an 11% year-on-year increase to 890 in the number of overnight stays with specialist nursing care provided to our families. We also saw a 3% increase in the number of therapeutic intervention sessions we have provided, with 1,280 delivered this year, and a 4% increase in day care, including our hospice at home service.
- We have worked to fully implement the new Patient Safety Incident Response Framework and have published our Patient Safety Incident Response Policy which defines the areas we want to proactively focus on quality improvement in. These are:
 - Medicines Management
 - Risk of fractures in children with complex medical conditions
 - Injury or adverse outcome as a of challenging behaviour
- We provided end of life care and support to 15 families where a child very sadly died. Our support included specialist nursing support at our hospice, at home and in hospital, post death care and support and family and sibling counselling. We collaborated with other hospices to support some of these families and to ensure the widest possible choice of support at the end of life.

2: Collaborate and partner to improve the way families are supported through integration

What we did:

- We initiated a novel Memorandum of Understanding with Barts Health NHS Trust, London's largest hospital provider, to allow our care staff to provide our services in their hospital sites. This will mean that, where appropriate, our families can access respite and therapeutic support from Haven House whilst they are in hospital in a much more integrated way. This also means that families in hospital who may benefit from our support will be able to access our services more easily.
- We hosted and participated in a NEL ICB system wide transition quality improvement project, aimed specifically at improving the experiences of young adults and their families as they transition to adult services. We supported 10 young people in their transition to adult services this year and continue our collaboration with St Francis Hospice with our joint transition group, as well as identifying new local providers of adult services to signpost families to.

- We have continued to develop and build relationships within Children’s Hospices Across London (CHaL), and have led the formation and development of Joint Safeguarding Forum, as well as participating in the ChaL Governance Group.

3: Broaden our reach and address inequalities of access and support:

What we did:

- As part of the redesign of our care services we have created several new roles with a focus on improving access for our underserved communities. These include the creation of a dedicated Cultural Link Worker role as well as a Youth Worker role to meet the differing needs of our adolescent and young adult population.
- We have increased the number of tailored services and groups to better meet the needs of our varied populations. This includes services aimed at specific age groups such as Under 5’s or Teens, services that provide peer support for specific caring roles, as well as events targeted towards individual cultural or religious groups to better meet these needs.
- We have increased the amount of support that we provide to children and families with a primary social need, alongside their complex medical needs. We have worked closely with social care agencies to increase the support offered to these families and have provided a significant increase in social care related overnight stays. The introduction of a Social Worker role at Haven House will increase our expertise and the support we can offer to families in complex social need.

What our families said about us:

“The children have a sense of belonging - like an extended family. Somewhere they don’t feel different”.

“The service has been just what our family needed. Thank you so much!”

“Lovely to meet up with some of the other parents at events because they understand and appreciate what it means to care of a child with additional needs. I love utilising the grounds during events.”

“Fantastic service. Literally a haven for children with disabilities and their families. Very inclusive. Only thing missing is transport or a van to transport for trips”.

“My child is so so happy here and SAFE! His twin sister having amazing time with Buddies & have peace and quiet in my heart and mind... Have time to rest and recharge my batteries... Thank you”.

“Haven House is place where we can confidently leave child and go out for activities which we cannot do with child otherwise”.

Enabling priorities in 2023/24

The delivery and development of our care services is enabled by work in five priority areas. During the year, key aspects of enabling work included:

Strong, expert and compassionate teams

- We continued to invest in our staff through an improved pay offer and we saw a significant improvement in staff satisfaction with levels of pay through our annual staff survey
- A range of new roles were introduced in our care services following an expert external review, including plans for a new psychology service and the introduction of a social worker to our family support services, helping to expand the range of skills within our clinical teams

- We re-organised our Income Generation & Marketing Team under our 4 pillars of activity (Retail; High Value; Mass Fundraising, and Marketing) and appointed leads for each area along with an Assistant Director for IGM
- We saw our volunteer numbers increase to over 400 and received very positive feedback in our volunteer survey; we also held the first of a regular series of volunteer appreciation events in December 2023
- We recently received an award from Queen Mary University for Community Organisation of the Year for our volunteering services, and our volunteer Rachel received the New Volunteer of the Year award
- A wide range of cultural and social events were arranged for our teams to celebrate the diversity of our workforce and to bring people together
- We undertook work to promote our organisational values with staff and to develop behaviours which support our values
- A learning and development strategy was agreed for the organisation and we began implementation to help ensure we support career development for all of our people

An inspiring local charity of regional significance

- We hosted a range of events at our hospice for our supporters and the wider public, including a Summer Party, a Halloween event and a Christmas Fair, allowing people to enjoy our beautiful grounds while supporting our cause
- Using population surveying techniques, we carried out our first comprehensive survey of our local area to understand levels of awareness and support for our charity and to inform our marketing and fundraising activity
- As part of the Miles for Smiles campaign, we received national print and radio coverage fronted by our ambassador Harry Kane to raise awareness of our work
- We supported a wide range of events in our local community to promote our cause, including tea parties, bingo nights, golf days, and our annual Comedy Night hosted by Jon Richardson
- The Matchroom Foundation continued to provide strong and visible support for our cause and we were visited by Barry Hearn in December 2023
- We hosted visits by a number of local and national supporters, including our long-standing patron Sir Iain Duncan Smith MP, Wes Streeting MP, and colleagues from Together for Short Lives, the national body for children's hospices

Sustainable growth in funding and resources

- We met our goals for the year for statutory income and agreed new long-term contractual arrangements with North East London ICB to secure our NHS commissioner income for the next 5 years
- Our overall income increased by 8% compared with the previous year and our financial performance for the year was better than planned, meaning our reserve levels were maintained despite the financial headwinds facing the hospice sector
- We maintained strong retail income and had a range of successful community fundraising events, including our regular Sparkle Walk and our new Miles for Smiles initiative
- We continued to receive support from a range of corporate partners, trusts and foundation and our annual ball raised an outstanding £200k
- We launched a new approach to major donor fundraising with expert support from a new Principal Gift Lead
- Following a tender process, we agree to move our investment portfolio to a new supplier in order to maximise our income in this area
- We signed up to the Hospice UK legacy campaign and began planning a new focus on legacy giving for the year ahead

Infrastructure and technology that delivers

- We continued our work to strengthen our IT infrastructure and gain CyberEssentials accreditation as a result of our focus on system security
- We implemented a new Intranet platform to substantially improve communication across different parts of our organisation
- Our Care team continued to improve use of the Care database and we continued the use of tablets in our care services to help us to support and engage with the children we care for
- We completed an upgrade to our fire alarm panels at the White House to improve our overall fire safety measures
- Secondary glazing was successfully installed across The White House, helping to reduce heating costs and to improve the environmental sustainability of our largest building

Rigorous governance and strong leadership

- We recruited two new trustees to our Board, both experienced and expert paediatric doctors, ensuring we have a high level of clinical knowledge and capability amongst our trustees
- We recruited a new Chief Executive and a new Director of Clinical Services to stabilise our executive leadership team
- Our new governance and committee structure was embedded along with the use of our Board Assurance Framework to ensure we have a clear oversight of risk across the organisation
- Our Articles of Association were fully reviewed and updated in line with our recent governance review to ensure they are fit for purpose
- A range of new cross-organisational working groups were introduced to foster an integrated and positive organisational culture, focusing on areas including income generation, delivering our People Plan, volunteering and digital systems
- We continued to contribute to the important work of Children's Hospices across London (CHaL) and we attended conferences for the hospice sector and for the children's palliative care sector

Our approach to raising voluntary income in 2023/24

Our supporters raised over £3.8m during the year.

We are very grateful to the many very generous donors, organisations and supporters who help make our work possible and we are extremely lucky to have so many wonderful volunteers who underpin so much of what we achieve.

Our fundraising focuses on seven main areas:

- the solicitation and stewardship of donations or entries to a lottery
- running Haven House events and entering individuals into third party activities
- partnerships with businesses, schools, community groups and other organisations
- soliciting gifts from trusts, foundations and statutory partners
- supporting members of the public to conduct their own fundraising activities
- shops and online selling of donated goods
- gifts in wills.

We also received gift aid on monetary donations, events sponsorship and donations to our shops.

Taking responsibility for our actions

The charity is a member of the Fundraising Regulator scheme and thereby entitled to use the Regulator's logo on its fundraising materials. It operates in accordance with the Code of Fundraising Practice and is an organisational member of the Chartered Institute of Fundraising.

As a charity registered with the Fundraising Regulator, we are committed to ensuring our fundraising is legal, open, honest, respectful, and most importantly safe for our supporters.

Our fundraising programmes are compliant with the Safeguarding Policy, and the key aspects of the policy are incorporated in our training programmes and inductions.

We also operate a whistleblowing policy (Free to Speak Up) and a complaints' policy and process, as required by the Code of Fundraising Practice.

Voluntary income complaints

We take all complaints / constructive feedback very seriously and have a robust approach to handling any issues raised. During 2023/24, 100% of complaints were investigated and satisfactorily resolved.

We received:

- 12 complaints related to our retail operations
- 4 complaints related to the Lottery

These complaints should be seen in the context of almost 100,000 marketing emails, over 37,000 direct mail items, 1,500 people taking part in our events and third-party events, and engagement with nearly 100 businesses. The retail complaints are in the context of over 145,000 customer transactions in our seven shops.

There were no instances where a complaint was required to be referred to the Fundraising Regulator, Ofcom, the Information Commissioner's Office, or any other regulatory body.

Our Volunteers

We have over 400 active volunteers who have traditionally supported the hospice, tirelessly helping us with many activities and a wide variety of roles. We have continued to engage with all our volunteers with regular newsletters and virtual updates.

Our invaluable team of volunteers continually provide support across a whole range of areas, including acting as trustees or committee members, working in our shops, supporting our wide range of fundraising and family events, maintaining our beautiful grounds and counting cash collections. We are extremely lucky to have wonderful volunteers who underpin so much of what we achieve.

3. Financial review

Total income in 2023/24 was £5.767m, an increase of 8% (£446k) on 2022/23.

Despite challenges in some areas, our broad ranging fundraising income streams resulted in fundraising income overall meeting expectations. Similarly, our statutory income met overall expectations, with 33% of our income coming from statutory funding and the NHSE grant (2022/23 36%).

Total expenditure in 2023/24 was £5.936m, an increase of 15% (£760k) on 2022/23. The higher level of spend continues to reflect the ongoing investment to deliver against the growing demand for our services as well as higher payroll and other operating costs reflecting the background of higher cost

inflation. The level of spend on our Charitable Activities has remained constant at over 64% of our total expenditure.

Overall, the above performance resulted in a net operating loss of £169k (2022/23 £145k surplus). We began the financial year planning for a budget deficit of over £300k, reflecting our intention to invest in our operational growth. The better than budgeted overall result for the year is due mainly to cost savings and additional unexpected legacy income. We continue to be exceptionally grateful to people who remember us in their will.

Despite the net operating loss, our total funds reduced during the year by only £19k to £5.091m at the end of 2023/24 due to the compensating net gain on our investment portfolio of £151k (2022/23 net loss of £176k) that reflects the upturn in stock market conditions during the year.

Investment policy

During the year, the charity continued to use the services of investment manager RBC Brewin Dolphin for the investing of surplus funds in a portfolio of listed investments.

The charity's primary objectives for investing are to achieve a balance of income and capital growth on a total return basis and to have sufficient liquidity to respond to pressures on day-to-day cash (if required).

As part of ongoing good governance for managing the charity's assets, the Board approved a revised Statement of Investment Policy and a new Responsible Investment Policy during the year and carried out an investment manager retendering process, led by the Finance and Resources Committee, on its behalf. This review included consideration of updated investment policies and the current and projected financial needs of the charity.

Following this process, the Board have approved Quilter Cheviot as the new investment manager and a transition of management of investment portfolio assets from RBC Brewin Dolphin is taking place in 2024/25.

Given the pursuit of a total return mandate, along with future expected asset class returns and low inflation, CPI + 3% has been set as the long-term performance target to pursue alongside the risk category benchmark of the portfolio. This target will continue to be subject to annual assessment as part of the annual review of the performance of the investment portfolio and our investment managers.

Whilst our investment policies have no specific ethical restrictions, we ensure that processes are in place with our investment managers to ensure that our investments are not in conflict with the charity's objectives and we expect our investment managers to integrate environmental, social and governance aspects into their investment decision-making, providing evidence where appropriate.

During the year, our investments earned an income return of 2.8% (2022/23 2.7%) and had an increase on the opening capital value of 10.2% (2022/23 reduction of 5.5%).

At the year end, our investments managed by RBC Brewin Dolphin in the Long-Term Reserves Fund totalled £1.985m.

Reserves policy

At 31 March 2024, the charity's total reserves were £5.091m (2023: £5.110m), all of which are unrestricted funds (2023: £5.110m unrestricted).

The Board considers that the key issues that free reserves need to cover are to pay our operating costs for a number of months, ensure we have the funds to cover redundancy costs and that we have a proportionate amount set aside to pay for a reasonable settlement of financial obligations related to our shop leases.

As a result, the target free reserves policy is set as the sum of:

- between 3-4 months of next year's total cash expenditure;
- estimated total staff redundancy costs;
- 12 months of lease rental costs for the shops.

The above amounts to a target free reserves level ranging between £1.951m and £2.435m. Free reserves at 31 March 2024 were £3.431m (2023: £3.414m), significantly above the target range. However, we are anticipating annual deficits going forward in the medium term as we continue to:

- invest in our services and extend choice and reach as part of our new strategy
- refocus our fundraising and make investment in developing its capability and capacity
- invest in our people and their skills to ensure that we can maximise our impact for the benefit of BCYP and their families that we currently and look to support
- invest in IT, the wider business systems and other infrastructure projects that support the delivery of our work and will provide a greater platform for future growth.

Free reserves include a designated fund of £184k (2022/23 £353k) remaining to be invested in strategic service development. Note 19 of the financial statements summarises the current position on when that specific designated fund will be utilised.

4. Risk assessment and management

The charity takes risk seriously and undertakes risk assessments in all key areas throughout the year. Risks are assessed on the basis of their likelihood and potential impact, and there are mitigation strategies in place to manage them. Risk registers were discussed and reviewed by the various sub-committees of the Board during the year.

The Integrated Governance and Risk Committee (IGRC) is a sub-committee of the Board and is accountable for ensuring an integrated approach to all areas of governance, including corporate, financial, income generating and marketing, and clinical. The Committee's membership includes a minimum of three trustees, with the Senior Leadership Team in attendance at its meetings. Key aspects of its role include:

- leading on the development and monitoring of integrated governance and risk arrangements across the charity to ensure that the organisation delivers key priorities and manages risk efficiently, including safety, quality, finance, and income generation and marketing
- reviewing and providing the Board with assurance that the Board Assurance Framework and Strategic Risk Register are maintained and updated appropriately, and that the organisation can demonstrate that effective controls and assurances are in place to mitigate risk
- ensuring adherence to the Care Quality Commission's (CQC) registration requirements and other relevant regulatory requirements for quality and safety as well as monitoring the charity's response to the outcome of CQC inspections and ensure that appropriate actions are taken to any recommendations or warning notices
- ensuring adherence with Companies House and Charity Commission regulations.

A Risk Management Adviser participates on our Health & Safety Committee, offering specific advice on health and safety risks.

The Clinical Risk and Governance sub-committee meets quarterly with clinical representation from the Board to oversee the quality of the service and safeguard high standards of care. This sub-committee

is accountable for evidence-based care, service user involvement, risk management, continuous professional development and clinical audit review and reports to the IGRC.

The Safeguarding Committee meets quarterly, is chaired by a clinical trustee with representation from the designated lead nurse from the local Integrated Care System (ICS). This sub-committee also reports to the IGRC.

The most significant key strategic risks for the year (and mitigation for those risks) are set out below:

Key strategic risks

Mitigations include:

People - Failure to recruit and retain the right staff and volunteers

- structured recruitment procedures in place, with flexibility to respond differently for difficult to recruit roles
- clinical pay structures currently following Agenda for Change
- external pay awards review completed with affordable solution for non-AFC staff
- ongoing assessment and promotion of staff benefits
- training programmes in place
- people strategy workstreams taking place
- annual surveys and action plan when required
- opportunities for development being offered to staff where possible

Strategy - Failure to make sufficient positive feedback in our work

- feedback very positive from families
- KPIs in place and subject to ongoing review
- service offerings are kept under review
- new Care service structure in place in response to changing needs of families and wider community
- very positive feedback from Commissioners
- actions from peer review being implemented
- self-assessment and wel-led review
- Board Assurance Framework in place

Financial - Failure to achieve long term financial sustainability

- wide diversity of income streams
- monthly management accounts and regular review of forecasts in place
- structured budgeting and forward projections review process
- monthly cash flow forecasting
- no high dependency on one or two specific funders
- positive working relationships with Commissioners
- demand for and reputation of care services remain high
- investments managed by external investment managers within set policy
- increased focus on developing new income streams
- experienced finance team leadership

Service delivery - Failure to respond adequately to operational risks

- Clinical risk register in place with Clinical Governance and Integrated Risk and Governance Committee oversight
- SLT addresses changing areas of risk, when required
- Health & Safety Committee overseeing related risks
- mandatory training for staff in key risk areas

- Patient Safety Incident Response Framework in place
- structured reporting and investigation processes in place for potential safeguarding and health & safety incidents
- cross organisational safeguarding team in place
- protocols for management of infections and pandemic risk monitored in accordance with NHS guidelines
- on-going dynamic risk assessments in place
- health and safety adviser in place

Infrastructure - Failure to have the right technology

- ongoing IT and business systems investment
- multiple systems and IT infrastructure cyber-security safeguarding measures in place, supported by staff training and Cyber Essentials accreditation
- expert external data protection officer in place
- mandatory annual data protection training for all staff
- review of use of care database and incident management system carried out with improvements identified for further development
- cross organisational Digital Working Group assessing and developing future investment priorities

Going concern

The Board of Trustees have specifically assessed the financial status and going concern of the charity and related risks and has concluded that Haven House has sufficient resources to continue its operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements.

5. Plans for the future

Care services

The review of our care services during 2023/24 has allowed us to establish clear priorities for the future, in line with our 3-year strategy and consistent with our focus on increasing choice, reaching more families and working in collaboration with partners. Our particular priorities for the period ahead include:

- **Expanding our therapies offer** through the development of psychological support services for children and families and building on our existing strengths in music therapy, yoga, counselling and physiotherapy.
- Developing a **new and enhanced family support offer**, enhanced by social work expertise and with a particular focus on reaching our diverse communities and supporting older children and their families making the transition to adult services.
- Continuing to **develop our integrated nursing offer** so that we can provide high quality respite, end of life and hospice at home care and to strengthen our links with local hospitals and other healthcare providers, ensuring we provide the best possible pathways of care for our children.

To support the wider improvement of our care offer, we have established five overall themes for the development of our care service, consistent with our over-arching strategy:

- **Service delivery**, which includes the development of the new services described above, the development of outcome measures for our services and ensure our care services deliver sufficient activity to meet our commissioner income targets;
- **Equality, diversity and inclusion**, focused on the development of our cultural and spiritual offer, understanding the demographic make-up of our service users, and continuing to work to meet the needs of all of the diverse communities that we serve;
- **Family engagement and communication**, through the development and implementation of a new family engagement strategy which will focus on increasing the range and depth of engagement with our families, using co-production with families to develop our services, and making better use of technology in family engagement and communication;
- **Capacity and sustainability**, which include reviewing our buildings to identify where we may need more space, ensuring our buildings are environmentally sustainable, and continuing to review our digital systems to identify opportunities to develop and improve; and
- **Clinical quality**, which will cover the embedding of the new Patient Safety Incident Response Framework, continuing our work to ensure we meet the requirements of the new CQC Single Assessment Framework, and expanding our work in education and research.

Supporting services

In order to enable these ambitions to develop our care services, we have agreed a number of enabling priorities to ensure we have the people, funding and infrastructure to meet our ambitions:

- We have agreed six priorities for our **People Plan for 2024/25**: continuing to improve attraction and recruitment with a focus on nursing staff; improving our organisational culture; investing in learning and development; creating a more inclusive working environment; improving wellbeing support to our staff, and investing in our volunteer workforce.
- Our **fundraising team** will be seeking an ambitious 20% growth in our income from voluntary fundraising, driven by new approaches to major donor income, grants and trusts, individual giving, digital fundraising and legacies; these ambitions will be supported by our new 4 pillar structure and continued investment in the capacity and capability of our fundraising team.
- We will continue to **invest in our infrastructure** through an agreed set of capital priorities focused on improving the safety of our core infrastructure; making major improvements to our family accommodation and our children's entrance area; investing in a new bath and new cots for our children, and new digital devices to support technology in our care services
- During the course of the year, we will also begin work on the **development of a refreshed strategy** for our organisation, focused on how we meet growing and changing demand for children's palliative care services in our area.

6. Structure, governance and management

Haven House Foundation is a company limited by guarantee, is incorporated in the United Kingdom and is governed by its Articles of Association (last amended 4 June 2024). It is registered as a charity with the Charity Commission. Our working name is Haven House Children's Hospice. Membership of the Company is limited to the Trustees of the Charity and there are currently fourteen members, each of whom agrees to contribute £10 in the event of the charity winding up.

Organisational structure

The Board of Trustees, which can have an unlimited number of members, governs the charity. The Board is ultimately responsible for running the charity to ensure that it acts in the best interests of life-limited and life-threatened children and young people, and their families, who are the charity's beneficiaries.

The Board approves the charity's strategy and future direction following advice from the charity's staff and after consultation and discussion with the charity's stakeholders. They set the policy and financial framework for the charity's staff, volunteers, contractors, and others so that they can work together effectively to achieve the charity's aims. They also ensure the charity complies with the law and they safeguard the charity's assets.

The Board met four times during this accounting period. All Trustees give their time voluntarily and receive no benefit from the charity. Any expenses reclaimed from the charity are set out in note 8 to the financial statements.

A Chief Executive Officer is appointed by the Board of Trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including care, fundraising, finance, and employment matters.

Hospice and community services operate from The White House in Woodford Green on the edge of North East London and Essex. In addition, the charity operates seven retail shops.

Governance

All Directors of the Company are also Trustees of the charity - there are no other Trustees.

Directors appointed prior to 4 June 2024 are appointed for an initial term of four years. At the end of the first term, they can be re-elected for one more four year term. They must then stand down but can be re-elected after a gap of one year.

Following a review of the Articles of Association, Directors appointed from 4 June 2024 will have an initial term of three years, after which they can be re-elected for one more three year term with an option to be appointed for up to three further years in exceptional circumstances, and on an annual approval basis. Directors appointed from 4 June 2024 may stand for re-appointment as a Director two years after their retirement.

The charity has Trustees' indemnity insurance for the benefit of its Trustees.

To further strengthen its governance arrangements and to support the delivery of the charity's multi-year strategy, the charity continues to have in place its Board Assurance Framework and committee governance structure.

The Board Assurance Framework describes the integrated governance and internal control processes within the charity and the methods by which the Board and executive leadership of the charity receive assurance that it is operating safely and effectively. It is a strategic but comprehensive method for the effective and focused management of the principal risks that may prevent or limit the charity from achieving its strategic priorities. It also helps to inform decision-making and prioritisation of work relating to the delivery of the charity's strategic priorities.

The committee governance structure means that four committees report to the Board as follows:

Finance and Resources Committee
Integrated Governance and Risk Committee
Integrated Service Development Committee
Income Generation and Marketing Advisory Committee

Each of the above committees meet a minimum of four times per annum, provide reports to each Board meeting and include a minimum of two Trustees as part of their membership. Additional meetings are scheduled when required.

In addition, the Integrated Governance and Risk Committee is supported by three operational committees – Health and Safety, Clinical Risk and Governance, and Safeguarding.

Management

The pay of the Senior Leadership Team is reviewed annually by the Finance and Resources Committee and benchmarked against the mid-range point for similar charities

Recruitment and appointment of Trustees

The current Board of Trustees consists of fourteen members. During the reporting year two new clinical Trustees were appointed to the Board. Following Emma Devereux's retirement, Charitha Dilini Rajapakse was appointed in December 2023 and is Chair of the Clinical Risk and Governance Committee.

Induction and training of Trustees

New Trustees are given a role description setting out their duties and responsibilities and a copy of the New Trustee Information Pack. This includes the annual report and accounts, memorandum and articles of the organisation, vision and strategy information and Charity Commission guidance relating to the role and responsibility of being a trustee. Trustees also spend time with management and other staff to obtain greater understanding of the various activities of the charity as well as attending structured trustee training.

Working with other children's hospice organisations

The charity is a member of Together for Short Lives, a charity representing children's hospices in the UK and Hospice UK, a charity representing all hospices in the UK. Both charities also have non-hospice members, covering organisations across the wider palliative and children's palliative care fields.

The charity is also a member of CHaL (Children's Hospices across London), a registered charity (1151317) and registered company (08248052). The directors are the Chief Executives of the six member children's hospices.

Auditors

Sayer Vincent LLP have indicated their willingness to continue in office and in accordance with the provisions of the Companies Act it is proposed that they be reappointed auditors for the ensuing year.

The Annual Report, which includes the Strategic Report, was approved by the Board of Trustees on 8 August 2024 and signed on its behalf by the Chair of the Board and the Treasurer.

Ian Ailles
Chair

Simon Boston
Treasurer

Date: 8 August 2024

Legal and administrative details

Board of Trustees

Ian Ailles (Chair)
Matt Barrett
Simon Boston (Treasurer)
Rachel Brodie
Charlotte Clements (appointed 19 March 2024)
William Cooke
Jonathan Harding
Lucy Mavers
Deirdre Mullner
Mohamed Omer
Charitha Dilini Rajapakse (appointed 12 December 2023)
Stuart Rose
Liesbeth Rubinstein-Newman
Ghislaine Stephenson

Retirements

Emma Devereux (resigned 16 November 2023)

Life Presidents

Col (Retd.) Alan Hall MBE
Anne Mallinson (deceased December 2023)
Christine Mansell

Patrons

Rt. Hon. Sir Iain Duncan Smith MP
Martin Ellice
Barry Hearn OBE
Vicki Michelle MBE
Ben Shephard
Ray Winstone

Ambassadors

Rochelle Humes
Harry Kane MBE
Billie Shepherd
Greg Shepherd
Mark Wright

Senior Leadership Team

Siân Wicks	Chief Executive Officer (until May 2023)
Gary Seager	Interim Chief Executive Officer (from May to October 2023)
Ralph Coulbeck	Chief Executive Officer (from October 2023)
Martin Mears	Director of Income Generation and Marketing
Richard Penney	Director of Finance
Sarah Spackman	Director of Human Resources and Facilities
Eileen White	Director of Care (until September 2023)
Aisling Kilbane	Acting Director of Care (September 2023 to April 2024) and Director of Clinical Services (from April 2024)

Principal Bankers

National Westminster Bank PLC
Chingford Branch
Chatham Customer Service Centre
Western Avenue
Chatham Marine
Kent ME4 4RT

Auditors

Sayer Vincent LLP
Invicta House
110 Golden Lane
London EC1Y 0TG

Risk Management and Health and Safety Adviser

Cooper Safety Associates LLP
Barn Cottage
Malacca Farm
West Clandon
Surrey GU4 7UG

Pharmacy

Specialist pharmacist for palliative and end of life care
Guy's and St Thomas' NHS Foundation Trust

Registered Office

The White House
Mallinson Park
High Road
Woodford Green
Essex
IG8 9LB

Charity number: 1044296

Company number: 3000171

Haven House Foundation - Financial Statements

Trustee responsibilities in relation to the financial statements

The Board of Trustees (who are also directors of Haven House Foundation 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).

The Trustees present their report and the audited financial statements for the year ended 31 March 2024. Reference and administrative information set out on pages 18-19 forms part of this report. The financial statements comply with current statutory requirements, the articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. This trustees' annual report includes a directors' report as required by company law.

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which Haven House Foundation's auditors are unaware
- The Trustees have taken all steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Haven House Foundation website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of guarantees at 31 March 2024 was 14 (2023: 13). The Trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Approved by the Board of Trustees and signed on its behalf by:

Ian Ailles
Chair

Date: 8 August 2024

Independent auditor's report

To the members of

Haven House Foundation

Independent auditor's report to the members of Haven House Foundation

Opinion

We have audited the financial statements of Haven House Foundation (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, balance sheet, 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 FRS 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
- 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 Haven House Foundation'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 auditor's report

To the members of

Haven House Foundation

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic 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 the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report including the strategic report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 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 in the trustees' annual report, 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

Independent auditor's report

To the members of

Haven House Foundation

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.

Auditor's responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the Finance and Resources Committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Haven House Foundation

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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 is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 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.

Joanna Pittman (Senior statutory auditor)
13 August 2024
for and on behalf of Sayer Vincent LLP, Statutory Auditor
110 Golden Lane, LONDON, EC1Y 0TG

Haven House Foundation

Statement of Financial Activities (incorporating an income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Income from:							
Donations and legacies	2	1,912,696	-	1,912,696	1,544,518	-	1,544,518
Charitable activities							
Statutory funding for hospice care		1,265,216	-	1,265,216	1,409,723	-	1,409,723
Grants	3	96,001	668,461	764,462	104,241	593,375	697,616
Other trading activities	4	1,738,981	-	1,738,981	1,613,800	-	1,613,800
Investments	5	85,664	-	85,664	55,819	-	55,819
Total income		5,098,558	668,461	5,767,019	4,728,101	593,375	5,321,476
Expenditure on:							
Raising funds	6a	971,983	-	971,983	745,401	-	745,401
Shops	6a	941,815	-	941,815	829,674	-	829,674
Events and other fundraising activity	6a	170,925	-	170,925	252,051	-	252,051
Charitable activities							
Provision of hospice services	6a	3,183,008	668,461	3,851,469	2,749,691	599,520	3,349,211
Total expenditure		5,267,731	668,461	5,936,192	4,576,817	599,520	5,176,337
Net (expenditure) / income before net gains / (losses) on investments		(169,173)	-	(169,173)	151,284	(6,145)	145,139
Net gains / (losses) on investments		150,711	-	150,711	(176,688)	-	(176,688)
Net movement in funds		(18,462)	-	(18,462)	(25,404)	(6,145)	(31,549)
Reconciliation of funds:							
Total funds brought forward		5,110,311	-	5,110,311	5,135,715	6,145	5,141,860
Total funds carried forward		5,091,849	-	5,091,849	5,110,311	-	5,110,311

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19a to the financial statements.

Haven House Foundation

Balance sheet

Company no. 3000171

As at 31 March 2024

	Note	£	2024 £	£	2023 £
Fixed assets:					
Tangible assets	12		1,660,365		1,696,621
Investments	13		1,985,022		1,800,337
			3,645,387		3,496,958
Current assets:					
Debtors	14	1,009,228		1,038,596	
Cash at bank and in hand		777,143		976,958	
		1,786,371		2,015,554	
Liabilities:					
Creditors: amounts falling due within one year	15	(339,909)		(402,201)	
Net current assets			1,446,462		1,613,353
Total net assets			5,091,849		5,110,311
The funds of the charity:	19a				
Restricted income funds			-		-
Unrestricted income funds:					
Designated funds		1,844,365		2,049,621	
General funds		3,247,484		3,060,690	
Total unrestricted funds			5,091,849		5,110,311
Total charity funds			5,091,849		5,110,311

Approved by the trustees on 8 August 2024 and signed on their behalf by

Ian Ailles
Chair

Haven House Foundation

Statement of cash flows

For the year ended 31 March 2024

	2024 £	£	2023 £	£
Cash flows from operating activities				
Net (expenditure) for the reporting period (as per the Statement of Financial Activities)	(18,462)		(31,549)	
Depreciation charges	162,889		166,225	
(Gain)/Loss on investments	(150,711)		176,688	
Dividends and interest from investments	(85,664)		(55,819)	
Loss on the disposal of fixed assets	911		690	
Decrease/(Increase) in debtors	29,368		(427,599)	
(Decrease)/Increase in creditors	(62,292)		82,958	
Net cash (used in) / provided by operating activities		(123,961)		(88,406)
Cash flows from investing activities:				
Dividends and interest from investments	85,664		55,819	
Purchase of fixed assets	(127,544)		(54,751)	
Proceeds from sale of investments	422,703		427,807	
Purchase of investments	(456,677)		(498,922)	
Net cash used in investing activities		(75,854)		(70,048)
Change in cash and cash equivalents in the year		(199,815)		(158,454)
Cash and cash equivalents at the beginning of the year		976,958		1,135,412
Cash and cash equivalents at the end of the year		777,143		976,958
Analysis of cash and cash equivalents and of net debt				
	At 1 April 2023 £	Cash flows £	Other non- cash changes £	At 31 March 2024 £
Cash at bank and in hand	976,958	(199,815)	-	777,143
Total cash and cash equivalents	976,958	(199,815)	-	777,143

1 Accounting policies

a) Statutory information

Haven House Foundation is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is The White House, Mallinson Park, Woodford Green, High Road, IG8 9LB.

b) Basis of preparation

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) - (Charities SORP FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

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

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

d) Going concern

The Trustees, through regular financial and cash flow reporting at meetings of the Board and more detailed ongoing monitoring by the Finance and Resources Committee (a Board sub-committee), are kept informed on an ongoing basis of the financial performance, forward income, expenditure, cash flow and reserves projections of the charity, including potential risks affecting the underlying financial assumptions. As a result, the Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

e) Income

Income, including voluntary income received by way of donations, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

The charity receives donated goods for resale in its shops. The Trustees consider that estimating the value of the donated goods is impractical due to the volume of low-value items received and the absence of detailed stock control systems and records. Therefore, donated goods for resale are not recognised on receipt, instead income is recognised when goods are sold.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Recognition of legacy income is dependent on the type of legacy. Pecuniary legacies are recognised when notification is received. Residuary legacies are recognised when entitlement is established, and the value can be measured reliably. Where legacies have been notified to the charity, or the charity is aware of the granting of probate, but the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Haven House participates in the Local Hospice Lottery scheme. Income is accounted for on a net cash basis as Haven House has no direct control over income generated and third party marketing costs.

1 Accounting policies (continued)

f) Donations of gifts, services and facilities

Donated goods, facilities, and services in the financial statements comprise the provision of services and other gifts, and include discounts given for such goods and services where these are over and above normal commercial discount terms. These are included in the Statement of Financial Activities at the value of the gift to the charity; a corresponding amount is then recognised in expenditure in the period of receipt or, in the case of capital items donated over the expected lifetime of the asset. In accordance with the Charities SORP (FRS 102) volunteer time, including that of trustees, is not recognised.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

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

i) Expenditure and irrecoverable VAT

Expenditure is charged on an accruals basis at cost inclusive of any VAT which cannot be recovered. Staff costs are allocated directly to the activity for which they are incurred. Costs of generating funds comprise the costs associated with attracting voluntary income (donations, legacies and grants), fundraising activities such as events and the costs of operating the charity's shops. Charitable expenditure comprises those costs incurred in the delivery of hospice services. It includes both costs which can be directly allocated and those of an indirect nature necessary to support them.

j) Allocation of support costs

Directly attributable support costs, which include governance costs, have been allocated to activity cost categories based on staff time. Remaining support costs have been allocated across activities on the basis of average head count. These costs include providing Finance, HR for employees and volunteers, central Facilities and IT support. General costs related to the operation of The White House site are included in the overall Facilities costs for the organisation.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

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

~ Improvements to property	Shorter of life of lease and 10% of cost
~ Leasehold property	Shorter of life of lease and 2% of cost
~ Plant and machinery	10% of cost
~ Equipment	20% of cost
~ Motor Vehicles	25% of cost

1 Accounting policies (continued)

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the Statement of Financial Activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the Statement of Financial Activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Investments in subsidiaries

The charity has a wholly owned trading subsidiary, Haven House Trading Limited, which was incorporated in the United Kingdom and has not yet traded. The investment in the subsidiary is £1. Consolidated accounts have not yet been prepared because the trading subsidiary is dormant and immaterial to the group.

n) Debtors

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

o) Cash at bank and in hand

Cash at bank and in hand includes working capital cash and deposits held at call within banks.

p) Creditors and provisions

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

q) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

r) Pensions

The pension costs charged in the financial statements represent the contributions payable by the charity during the period in accordance with FRS 102.

The charity operates a defined benefit scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries based on periodic valuations.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay, plus 0.08% administration fee. As a transitional arrangement that started in 2019 and has continued through 2023/24, the employer pays 14.38% to the scheme.

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Scheme. The assets of the schemes are held separately from those of the charity. This scheme was set up to meet the government's requirements regarding pension provisions for staff.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2024

2 Income from donations and legacies

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Donations	1,269,935	-	1,269,935	1,337,813	-	1,337,813
Legacies	484,679	-	484,679	137,736	-	137,736
Gifts in Kind	158,082	-	158,082	68,969	-	68,969
	1,912,696	-	1,912,696	1,544,518	-	1,544,518

Gifts in Kind represent donated goods and services, principally billboards & advertising for Miles for Smiles £75,000 (2023: nil), Google advertising valued at £39,417 (2023: £31,772) and services at the Ball at £1,000 (2023: £35,000)

3 Grants for charitable activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
NHS England Annual Grant		618,750	618,750		518,875	518,875
St James's Place Foundation	40,211	-	40,211	39,041	-	39,041
The Amy Winehouse Foundation	-	20,000	20,000	-	20,000	20,000
Florence Nightingale Aid in Sickness Trust	-	17,250	17,250	-	12,000	12,000
Albert Hunt Trust	15,000	-	15,000	20,000	-	20,000
Thomas J Horne	8,500	-	8,500	8,500	-	8,500
Pears Foundation	-	-	-	25,000	-	25,000
The Childwick Trust	-	-	-	-	15,000	15,000
The London Marathon Charitable Trust Limited	-	-	-	-	13,000	13,000
The Baily Thomas Charitable Fund	-	-	-	-	10,000	10,000
Others	32,290	12,461	44,751	11,700	4,500	16,200
Total income from charitable activities	96,001	668,461	764,462	104,241	593,375	697,616

4 Income from other trading activities

	Unrestricted £	Restricted £	2024 Total £	Unrestricted £	Restricted £	2023 Total £
Shops	1,219,320	-	1,219,320	1,144,669	-	1,144,669
Local Hospice Lottery	288,886	-	288,886	262,322	-	262,322
Events	222,052	-	222,052	197,162	-	197,162
Other fundraising	8,723	-	8,723	9,647	-	9,647
	1,738,981	-	1,738,981	1,613,800	-	1,613,800

5 Income from investments

	2024 £	2023 £
Dividends on listed investments and other income	50,316	50,556
Interest on bank deposits	35,348	5,263
	85,664	55,819

All income from investments is unrestricted.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2024

6a Analysis of expenditure (current year)

	Raising funds £	Shops £	Events and other fundraising activity £	Charitable activities Provision of Hospice Services £	Governance costs £	Support costs £	2024 Total £	2023 Total £
Staff costs (Note 8)	639,942	458,925	87,756	2,232,239	30,795	741,858	4,191,515	3,724,507
Other direct costs	141,464	301,739	49,472	831,582	3,815	8,656	1,336,728	1,103,207
Finance	10,029	-	-	-	8,974	26,943	45,946	37,409
Human Resources & Volunteering	-	-	-	-	-	111,822	111,822	98,888
Facilities & other White House costs	-	-	-	-	-	122,001	122,001	100,032
Information Technology	-	-	-	-	-	128,180	128,180	112,293
	791,435	760,664	137,228	3,063,821	43,584	1,139,460	5,936,192	5,176,337
Support costs	169,652	181,151	33,697	754,960	-	(1,139,460)	-	-
Governance costs	10,896	-	-	32,688	(43,584)	-	-	-
Total expenditure 2024	971,983	941,815	170,925	3,851,469	-	-	5,936,192	
Total expenditure 2023	745,401	829,674	252,051	3,349,211	-	-		5,176,337

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2024

6b Analysis of expenditure (prior year)

	Raising funds £	Shops £	Events and other fundraising activity £	Charitable activities Provision of Hospice Services £	Governance costs £	Support costs £	2023 Total £
Staff costs (Note 8)	457,353	403,429	148,949	2,061,943	26,420	626,413	3,724,507
Other direct costs	113,133	270,688	66,293	650,731	2,362	-	1,103,207
Finance	11,473	-	-	-	7,967	17,969	37,409
Human Resources & Volunteering	-	-	-	-	-	98,888	98,888
Facilities & other White House costs	-	-	-	-	-	100,032	100,032
Information Technology	-	-	-	-	-	112,293	112,293
	581,959	674,117	215,242	2,712,675	36,749	955,595	5,176,337
Support costs	155,475	155,557	36,809	607,754	-	(955,595)	-
Governance costs	7,967	-	-	28,782	(36,749)	-	-
Total expenditure 2023	745,401	829,674	252,051	3,349,211	-	-	5,176,337

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2024

7 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2024 £	2023 £
Depreciation	162,889	166,225
Loss on disposal of fixed assets	911	1,074
Operating lease rentals payable:		
Property	223,400	226,900
Other	7,415	13,591
Auditor's remuneration (excluding VAT):		
Audit	13,375	12,528
	<u>13,375</u>	<u>12,528</u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2024 £	2023 £
Salaries and wages	3,568,369	3,201,379
Social security costs	355,920	316,675
Employer's contribution to defined contribution pension schemes	267,226	206,453
	<u>4,191,515</u>	<u>3,724,507</u>

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2024 No.	2023 No.
£60,000 - £69,999	1	4
£70,000 - £79,999	3	-
£80,000 - £89,999	1	1
£90,000 - £99,999	-	1
	<u>-</u>	<u>1</u>

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £542,307 (2023: £488,596).

Trustees were neither paid nor received any other benefits from employment with the charity in the year (2023:£nil). No charity trustee received payment for professional or other services supplied to the charity (2023:£nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £370 (2023: £233) incurred by 1 (2023:1) member relating to attendance at meetings.

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 112 (2023: 104).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2024 No.	2023 No.
Provision of hospice services	44	40
Raising Funds	13	12
Shops	14	14
Support & Governance	18	16
	89	82

10 Related party transactions

There is one related party transaction to disclose for this financial year of £1,500 (2023:£nil). Trustee Matt Barrett is a partner at Barrett Law Limited. Haven House paid Barrett Law Limited for professional services.

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

11 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

Cost	Improvements to Property £	Leasehold land and buildings £	Fixtures and fittings £	Computer equipment £	Motor vehicles £	Total £
At the start of the year	1,897,881	783,146	766,832	168,077	51,189	3,667,125
Additions in year	70,935	-	41,299	15,310	-	127,544
Disposals in year	-	-	(1,783)	(2,701)	-	(4,484)
At the end of the year	1,968,816	783,146	806,348	180,686	51,189	3,790,185
Depreciation						
At the start of the year	966,358	216,563	633,469	111,844	42,270	1,970,504
Charge for the year	64,780	15,663	45,890	32,096	4,460	162,889
Eliminated on disposal	-	-	(1,783)	(1,790)	-	(3,573)
At the end of the year	1,031,138	232,226	677,576	142,150	46,730	2,129,820
Net book value At the end of the year	937,678	550,920	128,772	38,536	4,459	1,660,365
At the start of the year	931,523	566,583	133,363	56,233	8,919	1,696,621

All of the above assets are used for charitable purposes.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2024

13 Investments

	2024 £	2023 £
Listed Investments		
Fair value at the start of the year	1,800,336	1,905,909
Additions at cost	456,677	498,922
Disposal proceeds	(422,703)	(427,807)
Net gain/ (loss) on change in fair value	150,711	(176,688)
	1,985,021	1,800,336
	1,985,021	1,800,336
Investments comprise:		
	2024 £	2023 £
UK Bonds and Equities	507,847	482,013
Non UK Bonds and Equities	1,297,030	1,157,827
Private Equity and Property	110,595	93,179
Cash	69,549	67,317
	1,985,021	1,800,336
	1	1
Unlisted Investment		
Investment in Trading Subsidiary	1	1

14 Debtors

	2024 £	2023 £
Trade debtors	90,686	587,030
Other debtors	26,623	28,610
VAT debtor	36,463	32,722
Prepayments	145,571	102,515
Legacies receivable	520,907	124,000
Accrued income	188,978	163,719
	1,009,228	1,038,596

15 Creditors: amounts falling due within one year

	2024 £	2023 £
Taxation and social security	86,761	77,529
Other creditors	137,599	127,406
Amounts due to associated undertakings	1	1
Accruals	98,248	142,826
Deferred income (note 16)	17,300	54,439
	339,909	402,201

16 Deferred income

Deferred income comprises funding that relates to specific time periods that have not yet occurred and the release of rent free periods within our leases

	2024 £	2023 £
Balance at the beginning of the year	54,439	66,837
Amount released to income in the year	(54,439)	(66,837)
Amount deferred in the year	17,300	54,439
	17,300	54,439

17 Pension scheme

The charity operates a defined benefit pension scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme, but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries on the basis of periodic valuations. The pension cost for the year was £140,829 (2023: £114,459).

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Scheme. The assets of the schemes are held separately from those of the charity. The pension cost for the year represents contributions payable by the charity totalling £126,397 (2023: £101,931).

At the year end, £38,919 (2023: £21,521) was payable in respect of pension contributions.

18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,660,365	-	1,660,365
Investments	1,985,022	-	-	1,985,022
Net current assets	1,262,462	184,000	-	1,446,462
Net assets at 31 March 2024	3,247,484	1,844,365	-	5,091,849

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,696,621	-	1,696,621
Investments	1,800,336	-	-	1,800,336
Net current assets	1,260,354	353,000	-	1,613,354
Net assets at 31 March 2023	3,060,690	2,049,621	-	5,110,311

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2024

19a Movements in funds (current year)

	At 1 April 2023 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2024 £
Restricted funds:					
NHSE Annual Hospice Funding	-	618,750	(618,750)	-	-
Music Therapy Fund	-	20,000	(20,000)	-	-
Other	-	29,711	(29,711)	-	-
Total restricted funds	-	668,461	(668,461)	-	-
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,696,621	127,544	(163,800)	-	1,660,365
Strategic Service Development	353,000	-	(169,000)	-	184,000
Total designated funds	2,049,621	127,544	(332,800)	-	1,844,365
General funds	3,060,690	5,121,725	(4,934,931)	-	3,247,484
Total unrestricted funds	5,110,311	5,249,269	(5,267,731)	-	5,091,849
Total funds	5,110,311	5,917,730	(5,936,192)	-	5,091,849

The narrative to explain the purpose of each fund is given at the foot of the note below.

19b Movements in funds (prior year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 1 April 2023 £
Restricted funds:					
NHSE Annual Hospice Funding	-	518,875	(518,875)	-	-
Music Therapy Fund	-	20,000	(20,000)	-	-
Other	6,145	54,500	(60,645)	-	-
Total restricted funds	6,145	593,375	(599,520)	-	-
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,808,785	54,751	(166,915)	-	1,696,621
Strategic Service Development	353,000	-	-	-	353,000
Total designated funds	2,161,785	54,751	(166,915)	-	2,049,621
General funds	2,973,930	4,496,662	(4,409,902)	-	3,060,690
Total unrestricted funds	5,135,715	4,551,413	(4,576,817)	-	5,110,311
Total funds	5,141,860	5,144,788	(5,176,337)	-	5,110,311

Purposes of restricted funds

The NHS England hospice annual funding consists of funds received from NHS England to support existing hospice based palliative care, respite and community services.

The Music Therapy fund consists of funds received to fund the music therapy service.

Purposes of designated funds

The Fixed Assets fund represents the balance of fixed assets that has not been funded from restricted donations.

The Strategic Service Development fund consists of funds that are designated to support future service developments. £169k was utilised in 2023/24 with the remainder planned to be utilised in the following year.

20 Contingent Asset - Legacy

At the year end the Charity's legacy pipeline included a gift estimated at £150,000 for which the criteria for income recognition had not been met (2023: £nil).

21 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property		Other	
	2024 £	2023 £	2024 £	2023 £
Less than one year	223,400	226,900	7,415	13,591
One to five years	390,501	613,901	20,520	10,854
	613,901	840,801	27,935	24,445

22 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £10.

Haven House Foundation - Financial Statements

Thank you

Our vital work would not be possible without the dedication and generosity of our supporters and volunteers. We would like to thank all who have helped us to enable our children and their families to receive the care and support they need, when they need it. Though some have wished to remain anonymous, we would like to say a special thank you to the following organisations and individuals:

Amy Winehouse Foundation
Assemble Media Group
Bancroft's School
Ben Shephard
BGC Partners
Billie & Greg Shepherd
Blueprint Fitness
BNY Mellon Corporation
Campbell Johnston Clark (CJC Law)
Charles S French Charitable Trust
Chigwell Group (Chigwell Construction and Chigwell Windows)
Craig Davies
Dechert LLP
Douglas Allen (Arun Estates)
East West Connect
Florence Nightingale Aid In Sickness Trust
Galliard Homes Ltd
Guy Carpenter
Jon Richardson
Joseph and Lilian Sully Foundation
Just Helping
K Patel
LK LAW LLP
Local Hospice Lottery
Macfarlanes LLP
Maria Borg Barthet
Mark Wright
Matchroom Sport Charitable Foundation
Michael J Lonsdale
Mr A Wood
Mr and Mrs A Wiseman
Mr and Mrs Vanlint
Mr J Harding
Mr J Mortimer
Mr K J Shannon
Mr W Cooke
Ocean Holidays
Orbian
Overbury Southern PLC
POETS Luncheon Society
Savills

Haven House Foundation - Financial Statements

St James's Place Charitable Foundation

Temasek International (Europe) Limited

The Albert Hunt Trust

The Gerald Ronson Family Foundation

The Harry Kane Foundation

The Media People

The Thomas J Horne Memorial Trust

Together for Short Lives

Winged Boots

HAVEN HOUSE FOUNDATION

England & Wales - Charity number 1044296

Accounts

Haven House Foundation
Annual Report and Financial Statements

For the year ended 31 March 2023



Charity no. 1044296
Company no. 3000171

Haven House Foundation

Annual Report and Financial Statements 2022/23

Chair and Chief Executive's report

Chair and Chief Executive's report

In the last financial year, Haven House Children's Hospice supported 401 babies, children, and young people (BCYP) and provided 25,180 hours of care. We achieved this by providing services, clinical and non-clinical, both in the hospice and in the homes of families. We carried out 871 'Hospice at Home' visits and provided 803 overnight stays in the hospice. Our team supported 156 siblings and delivered 1,606 therapy sessions which included music therapy, therapeutic yoga, physiotherapy, and play. Our engagement with our service users across all dimensions continues an upward trajectory post Covid creating a strong base for further growth and meeting the needs of the localities within which Haven House operates.

We opened our grounds to our local community and held events for our families, including picnics and sibling themed days such as a pumpkin decorating day. We hosted a magical Christmas Fair, and our families enjoyed a gingerbread themed grotto located in our grounds. Spectacularly, more than 300 people took part in our Sparkle Walk and raised an incredible amount cementing our presence and brand in our community.

Other successes included being chosen as Macfarlanes' Charity of the Year, an incredible partnership to coincide with and deliver against the first year of our new strategy which will ensure more children live as fulfilling lives as possible.

As we enter the second year of our strategy, we know we need to continue to work collaboratively to improve access to our services. This year we led an 'Unmet Needs Analysis' across NE London. The report unveiled that there are around 3,000 children that need hospice services. Our new referrals have increased by nearly 50%, and we are committed to doing everything we can to continue to thrive and provide the highest quality nursing care to as many of these children as we can reach.

Our annual report sets out our main achievements. We move forward this year financially strong and stable with an increase in both statutory funding levels and fundraising income at a level to support our increased activity which in turn drives operating expenditure. Our reserve levels are in line with 2021/22 and are at a level to ensure we can remain optimistic about our future development and delivery plans.

The entire team's approach and the commitment to providing the highest quality of care has been genuinely uplifting, prioritising the well-being of the child and their family above all else. We consistently emphasise quality, safety, and compassion.

The dedication of our staff throughout has been truly remarkable. Our team, wherever it operates, live and walk our mission and our values, delivery the extraordinary in an ordinary day. This past year has been successful, and our Board, Committees and Senior Management Team extend their heartfelt gratitude to all our staff and volunteers, as well as our local communities, fundraising, retail, and statutory partners, for their unwavering support.

We would also like to thank Siân Wicks CEO (to May 2023) for leading us for 18 months and delivering significant achievements across the hospice, during her time with us and for Frances Daley Chair (to October 2022) for her dedication over 10 years in leading the Board. Over Frances' tenure, the hospice has grown and strengthened remarkably including surviving and responding in agile ways through the Covid pandemic.

Looking ahead

Throughout the year our focus has always been on the professional care and wellbeing of the child and their family. This remains our top priority as we look to the future. We hold strong to our vision that care and compassion should be at the forefront of everything we do. We still look to invest in continuing our growth to reach more children but also to invest in our staff, fundraising and infrastructure to strengthen our foundation to ensure it continues long into the future.

As we begin celebrations of our 20th anniversary, we have big hopes for the next 20 years. We have set out a forward-thinking strategy that will build on our existing strengths. Through collaboration, and increasing our reach into the communities we serve, we can make sure more families of seriously ill children can make the right choices for them about the care they want and need and we are committed to continue to be a safe, supportive space for children and families; to be a hub for the local community; and continue to be a wonderful and rewarding place to work.

Finally, we are continually inspired by the remarkable strength and courage of the extraordinary children and families we wholeheartedly support. Recognising the profound significance of our services in their lives, we eagerly embrace the opportunity to further enhance our care for babies, children, and young people already under our care. Our dedication also extends to support a wider and more diverse community of families, while fostering collaborative partnerships with other health and charitable organisations to uplift the quality of life for all our beneficiaries. With an unwavering commitment, we strive to make a positive and lasting impact on the lives of those we serve.

Ian Ailles
Chair

Gary Seager
Interim Chief Executive

Haven House Foundation – Annual Report

1. *Our objectives and activities*

Haven House is located at The White House, in four acres of unspoilt woodland on the borders of North East London and Essex. We also operate increasingly within local homes and communities through our outreach and other specialist services.

Our vision

The best quality care for extraordinary children and their families where and when they choose.

Our mission

To provide the highest quality palliative and holistic care services to babies, children and young people and their families in our local communities. Working in partnership we will deliver these services when and where our families need them.

Our values

- **Respectful:** recognising that everyone is an individual and treating others as we would expect to be treated
- **Safe:** creating a positive learning space and doing everything to ensure our services and environment are as safe as possible
- **Compassionate:** showing warmth and empathy in the most difficult of circumstances, and creating an environment where children and families can create lasting memories
- **Professional:** acting with integrity and honesty, striving for excellence and being accountable for our actions.

Our purpose

Haven House supports families throughout their experience of caring for a baby, child or young person with a life-limiting or life-threatening condition. Haven House provides a range of physical, emotional, social and spiritual support services which are offered:

- Holistically
- Centred on the family
- To all eligible families within our geographical area
- Across a range of settings including the home, hospice, and hospital
- By specialist staff
- With engagement of the community

Our services

Our services are delivered wherever they are needed and include:

- In-house and community end of life care including symptom management
- Post death care, including bereavement suite
- Counselling and bereavement support
- Planned and crisis in-house respite care – day care and overnight
- Community based respite care
- Step down care to prevent hospital admissions or to reduce the length of a hospital stay through transition from hospital to home
- In-house and community therapeutic support – specialist play, music, yoga, physiotherapy and complementary therapies
- Satellite physiotherapy service including aquatic physiotherapy
- Specialist outreach nursing and NHS integrated nursing posts – working in partnership with local and tertiary NHS services

- Partnership working with local children's community nursing teams and acute NHS trusts delivering hospice at home nursing services including education and training
- Neonatal music therapy provision – local acute trusts
- Children's Palliative Care Education and training of professionals and parents/carers
- Pre-admission and Pharmacy clinic in partnership with Guy's and St Thomas' NHS Trust
- Family support including one to one and group sibling support
- Family events including teenage cancer peer support group
- 24/7 specialist paediatric palliative care telephone advice

All our services are tailored to ensure that families receive individualised care in the setting of their choice, whether in the hospice, our holistic care centre or in the family home or in hospital.

Public benefit

Our principal charitable purpose, as defined in our Articles of Association, is to provide “the relief of sickness and suffering among children and young people, and care and support to their families”.

The trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit and consider that the hospice's activities, as outlined in this report, fall within the definition of public benefit. Haven House delivers public benefit by providing services and support for children and young people with life-limiting or life-threatening conditions and their families at no personal cost to themselves.

Areas served

Our services are available to children and families across North East London, West Essex and East & North Hertfordshire. During the year we supported 401 babies, children, and young people (BCYP) through touchpoints with the charity, including support in local neonatal units and sibling support. Our reach continues to extend to our NHS partners.

Further information on our work can be found in our 2022/23 Quality Account and 2022/23 Impact Report on our website www.havenhouse.org.uk.

2. Strategic report

The Board of Trustees presents this strategic report as required by the Companies Act 2006. This includes analysis of past performance in 'Achievements and performance', the context for the financial statements in the 'Financial review', insight into the challenges, objectives and strategies in 'Plans for the future', and the risks the charity faces in 'Risk assessment and management'.

2.1 Achievements and performance

Each member of the Senior Management Team (SMT – see page 18) holds operational responsibility for delivering against strategic aims work plans. The SMT is supported by, and reports progress to, relevant committees of the Board.

Each operational area and work plan has a range of qualitative and quantitative measures and key performance indicators (KPIs) against which progress is measured and monitored. For example, we monitor the numbers of children supported within our different services, hours of care delivered and the evaluation of feedback from parents obtained via parent forums and 'real-time' feedback obtained on each visit. The SMT reviews performance against all KPIs each quarter as do the Finance and Resources Committee and our local NHS commissioners.

Our Vision: To deliver the best quality care for extraordinary children and their families when and where they choose.

Our key achievements in 2022/23 against our 3 year strategic aims and objectives are set out below.

1: Provide safe, specialist and personalised children's nursing, care and therapies when and where needed

What we did:

- We widened our partnership, working with tertiary and local providers to ensure that 24/7 responsive care was offered at home, in the hospice and local hospitals.
- We delivered 137 nights of responsive end of life care delivered in the hospice and at home, an increase of 70% from 2021/22
- In our annual family experience survey of families, respondents awarded the following areas –
100% agree Haven House is caring
100% agree Haven House treats the children with dignity and respect
- Quarterly engagement meetings provided oversight of service delivery with our Care Quality Commission (CQC) relationship officer
- Participation in shared Children's Hospices across London (CHaL) competency programme
- Development of new single policy for medicines management
- Commenced digitalisation of bedside assessments and records
- Extensive staff training in implementing new electronic risk management system
- Improvements made to clinical data collection
- Neonatal Palliative Care study day delivered to 21 nurses from across London Neonatal workstream in partnership with CHaL
- 68 neonates supported with music therapy in local hospitals
- 63 service user cancellations reallocated to other families

"Haven House have helped in moments of need and been supportive." Family survey 2022

"Thank you for being there on my rough days. Just having someone listen to me, so I could hear myself. It's amazing work you do at Haven House. Please know that it is appreciated." Family survey 2022

2: Collaborate and partner to improve the way families are supported through integration

What we did:

- Haven House collaborated with Richard House Children's Hospice and NHS North East London to lead on The Paediatric Palliative Care Needs Assessment. The review is an important piece of work that highlights the need for joined-up, co-ordinated and family-centred care. The work will enable Haven House to strengthen services offered to the community, enabling choice and consistent high quality care where and when it is needed. The report has demonstrated a better understanding of the needs of babies, children and young people with life limiting and life-threatening illnesses.
- We continued to fund integrated nursing posts in the NHS to support 24/7 palliative care pathways. These nurses work in partnership with local Children's Community Nurses and tertiary palliative care service neonatal music therapy continues at local hospital to improve pathway for palliative neonates. Three part time Band 6 nurses (1 WTE) embedded in NHS integrated posts resulting in 17 new referrals. One music therapist delivered music therapy to 68 neonates at 3 local neonatal units.
- 14 student nurses from four universities supported Participation in shared Children's Hospices across London (CHaL) competency program.
- 212 external health and social care professionals trained in children's palliative care.

“As a team the family came a long way in terms of end-of-life care decisions and felt very supported by local acute, community and hospice teams.” Professional.

3: Broaden our reach and address inequalities of access and support:

What we did:

- We delivered a total of 31,100 hours of care and support to children and the wider families
- We supported 401 babies and children through one or more of our services
- We continued our Hospice at Home service, providing 871 home visits
- We delivered 1,606 therapy sessions for children and young people, including music therapy, physiotherapy and therapeutic yoga
- Increasing our reach to underserved populations such as neonates - Neonatal workstream commenced in partnership with CHaL - 68 neonates supported with music therapy in local hospitals
- We opened a Garden of Reflection at Haven House, a private refuge for children, families and staff. The stimulating space will be utilised for life-enriching therapy sessions such as music and yoga, as well for play, story time, picnics and relaxation.

What our families said about us:

“Wow - what a lovely group, S enjoyed it so much, and it’s so nice for her to be with other children, they can really show their potential here.”

“Thank you again, to Haven House and to everyone involved in E's care. Your compassionate heart and support mean a lot to us.”

“Physio is fantastic. We were invited for a tour and picnic at Haven House and the picnic grounds were amazing. Haven House holds a special place in our hearts for providing access to physio which is so needed.”

“Once again thanks to Haven House for being part of our family for the last 18 years, we couldn’t have managed without you. We miss the space, the people, and the support very much.”

“Amazing, wonderful, and utterly invaluable care, support and help navigating the complex challenges of life with a disabled child. Thank you!”

Enabling priorities during the year

The delivery of our three strategic aims is enabled by a series of five priorities. During the year, key aspects of enabling work included:

Strong, expert and compassionate teams

- awarding an additional pay review for staff mid-year in response to cost of living pressures
- supporting more flexible roles that work within different health care settings and enhance our wider knowledge in supporting BCYP and their families
- responding promptly to staff survey feedback and implementing a plan of further developments
- running a programme of Lunch and Learn sessions with staff
- attending the Nursing Times workforce summit in November to raise recruitment profile with clinical professionals
- commissioning an independent pay and benefits review for non-clinical staff.

An inspiring local charity of regional significance

- re-establishing dialogue post pandemic with local contacts and supporters and building plans for delivering a step change in local awareness and impact
- selected by The Harry Kane Foundation as one of its key charities with Harry Kane becoming ambassador to the hospice
- continuing to develop further funding opportunities with our long standing supporters Barry and Eddie Hearn through their promotions company The Matchroom Sport
- continuing tremendous support from Michelle Vanlint with her hugely inspiring annual Garden Tea Party.

Sustainable growth in funding and resources

- securing £1.409m statutory funding during the year, an increase of £630k on 2021/22
- working with North East London ICB to shape and develop investment priorities for additional funding;
- rebuilding retail activity post pandemic to deliver £1.144m in income
- securing a successful corporate charity of the year partnership with Macfarlanes
- having a successful 20th anniversary charity Ball in March raising £180k
- continued long standing support from The Amy Winehouse Foundation for our hugely popular music therapy
- developing and launching an integrated calendar of dynamic fundraising events.

Infrastructure and technology that delivers

- delivering better use of our Care database and incident reporting systems, including efficiencies in processes, better use of electronic recording, delivering service improvements and further embedding best practice
- upgrading of the hospice's wi-fi infrastructure
- implementing improved measures and training to protect against cyber-security and equipment vulnerability
- installing hybrid meeting and training equipment in our Training and Education Room
- implementing more consistent and supportive IT equipment in shops
- identifying and implementing a system that automates financial workflow processes
- carrying out an IT training needs analysis to support learning and development priorities.

Rigorous governance and strong leadership

- recruiting six new trustees to the Board, further enhancing the depth of governance skills and experience to oversee the running of the charity and the delivery of our strategy
- implementing a new governance committee structure to support delivery of new strategy and further enhance ongoing governance oversight, risk management and leadership
- implementing the Board Assurance Framework to provide assurance to the Board that it is operating safely and effectively in delivering our multi-year strategy
- developing an annual operational plan with key priorities to track progress in delivering our strategy
- delivering new induction and training programme for trustees.

Our approach to raising voluntary income

Our supporters raised over £3.3m during the year.

We are very grateful to the many very generous donors, organisations and supporters who help make our work possible – we are extremely lucky to have wonderful volunteers who underpin so much of what we achieve.

Our fundraising focuses on seven main areas:

- the solicitation and stewardship of donations or entries to a lottery being paid either by direct debit or as cash gifts
- running Haven House events and entering individuals into third party activities
- partnerships with businesses, schools, community groups and other organisations
- soliciting gifts from trusts, foundations and statutory partners
- supporting members of the public to conduct their own fundraising activities
- shops and online retail selling donated goods
- gifts in wills.

We also received gift aid on monetary donations, events sponsorship and donations to our shops.

Taking responsibility for our actions

The charity is a member of the Fundraising Regulator scheme and thereby entitled to use the Regulator's logo on its fundraising materials. It operates in accordance with the Code of Fundraising Practice and is an organisational member of the Chartered Institute of Fundraising.

As a charity registered with the Fundraising Regulator, we are committed to ensuring our fundraising is legal, open, honest, respectful, and most importantly safe for our supporters.

Our fundraising programmes are compliant with the Safeguarding Policy, and the key aspects of the policy are incorporated in our training programmes and inductions.

We also operate a whistleblowing policy (Free to Speak Up) and a complaints' policy and process, as required by the Code of Fundraising Practice.

Voluntary income complaints

We take all complaints / constructive feedback very seriously and have a robust approach to handling any issues raised. During 2022/23, 100% of complaints were investigated and satisfactorily resolved.

We received:

- 7 complaints related to our retail operations
- 2 complaints related to the Lottery

These complaints should be seen in the context of almost 128,000 marketing emails, over 37,000 direct mail items, 1,379 people taking part in our events and third-party events, and engagement with 87 businesses. The retail complaints are in the context of over 140,000 customer transactions in our 7 shops and our on-line retail operation.

There were no instances where a complaint was required to be referred to the Fundraising Regulator, Ofcom, the Information Commissioner's Office or any other regulatory body.

Our Volunteers

We have over 380 active volunteers who have traditionally supported the hospice, tirelessly helping us with many activities and a wide variety of roles. We have continued to engage with all our volunteers with regular newsletters and virtual updates.

Our invaluable team of volunteers continually provide support across a whole range of areas, including acting as trustees or committee members, working in our shops, supporting our wide range of

fundraising and family events, maintaining our beautiful grounds and counting cash collections. We are extremely lucky to have wonderful volunteers who underpin so much of what we achieve.

2.2. Financial review

Total income in 2022/23 was £5.321m, an increase of 19% (£846k) on 2021/22.

Despite challenges in some areas, the broad range of our fundraising income streams resulted in fundraising income overall meeting expectations. Higher than expected levels of statutory income during the year meant that over 36% of our income came from statutory funding and the NHSE grant (2021/22 28%). This primarily reflected a significant increase in the year in funding from North East London ICB.

Total expenditure in 2022/23 was £5.176m, an increase of 17% (£761k) on 2021/22. The higher level of spend reflects the ongoing investment to deliver against the growing demand for our services as well as higher payroll and other operating costs reflecting the background of higher cost inflation. The level of spend on our Charitable Activities remained constant at over 64% of our total expenditure.

Overall, the above performance resulted in a net operating surplus of £145k (2021/22 £60k). As part of plans to invest coming out of the Covid-19 pandemic period, we began the financial year planning for a budget deficit. The better than budgeted overall result for the year is due mainly to additional unexpected statutory income we received from North East London ICB to support our ongoing work.

Our total funds reduced during the year by £32k to £5.11m at the end of 2022/23. This reduction includes the net loss on our investment portfolio of £176k (2021/22 net gain of £55k) that reflects the challenges in stock market conditions during the year.

Reserves policy

At 31 March 2023, the charity's total reserves were £5.110m (2022: £5.142m), all of which are unrestricted funds (2022: £5.136m unrestricted; £6k restricted).

The Board considers that the key issues that free reserves need to cover are to pay our operating costs for a number of months, ensure we have the funds to cover redundancy costs and that we have a proportionate amount set aside to pay for a reasonable settlement of financial obligations related to our shop leases.

As a result, the target free reserves policy is set as the sum of:

- between 3-4 months of next year's total cash expenditure;
- estimated total staff redundancy costs;
- 12 months of lease rental costs for the shops.

The above amounts to a target free reserves level ranging between £1.846m and £2.315m. Free reserves at 31 March 2023 were £3.414m (2022: £3.327m), significantly above the target range. However, we are anticipating annual deficits going forward in the medium term as we continue to:

- grow the investment in our services and reach as part of our new strategy
- refocus our fundraising and make investment in developing its capability and capacity
- invest in our people and their skills to ensure that we can maximise our impact for the benefit of BCYP and their families that we currently and look to support
- invest in IT, the wider business systems and other infrastructure projects that support the delivery of our work and will provide a greater platform for future growth.

Free reserves include a designated fund of £353k (2021/22 £353k) remaining to be invested in strategic service development. Note 19 of the financial statements summarises the current position on when that specific designated fund will be utilised.

Risk assessment and management

The charity takes risk seriously and undertakes risk assessments in all key areas throughout the year. Risks are assessed on the basis of their likelihood and potential impact, and there are mitigation strategies in place to manage them. Risk registers were discussed and reviewed by the various sub-committees of the Board during the year.

Risk management and reporting processes have included:

- the systematic reporting to and updating by the Board of a Strategic Risk Register
- oversight of the charity's risk management and reporting processes by the Finance and Resources Committee
- increased responsibilities for sub-committees in their role as regards the reporting of changes in risks
- improved incident recording and monitoring.

Following the completion of the Governance Review, the Integrated Governance and Risk Committee (IGRC) was established in January 2023 as a sub-committee of the Board and is accountable for ensuring an integrated approach to all areas of governance, including corporate, financial, income generating and marketing, and clinical. The Committee's membership includes a minimum of three trustees, with the Senior Management Team in attendance at its meetings. Key aspects of its role include:

- leading on the development and monitoring of integrated governance and risk arrangements across the charity to ensure that the organisation delivers key priorities and manages risk efficiently, including safety, quality, finance, and income generation and marketing
- providing the Board with assurance that the Board Assurance Framework and Strategic Risk Register are maintained and updated appropriately, and that the organisation can demonstrate that effective controls and assurances are in place to mitigate risk
- ensuring adherence to the Care Quality Commission's (CQC) registration requirements and other relevant regulatory requirements for quality and safety as well as monitoring the charity's response to the outcome of CQC inspections and ensure that appropriate actions are taken to any recommendations or warning notices
- ensuring adherence with Companies House and Charity Commission regulations.

A Risk Management Adviser participates on our Health & Safety and Premises Committee, offering specific advice on health and safety risks.

The Clinical Governance and Risk sub-committee meets quarterly with clinical representation from the Board to oversee the quality of the service and safeguard high standards of care. This sub-committee is accountable for evidence-based care, service user involvement, risk management, continuous professional development and clinical audit review and reports to the IGRC.

The Safeguarding Committee meets quarterly, is chaired by a clinical trustee with representation from the designated lead nurse from the local Integrated Care System (ICS). This sub-committee also now reports to the IGRC.

The most significant key strategic risks for the year (and mitigation for those risks) are set out below:

Key strategic risks

Mitigations include:

People- Failure to recruit and retain the right staff and volunteers

- structured recruitment procedures in place, with flexibility to respond differently for difficult to recruit roles
- clinical pay structures currently following Agenda for Change
- external pay awards review completed with affordable solution for non-AFC staff
- training programmes in place
- people strategy workstreams taking place, including use of external consultants around better communication, training and development
- opportunities for development being offered to staff where possible

Strategic- Failure to make sufficient positive impact in our work

- feedback very positive from families
- integrated posts in place within NHS working alongside health & social care partners
- service offerings are kept under review
- very positive feedback from Commissioners
- peer review carried out in 2023, overseen by IGRC
- Board Assurance Framework now in place

Financial- Failure to achieve long term financial sustainability

- wide diversity of income streams
- monthly management accounts and regular review of forecasts in place
- structured budgeting and forward projections process
- monthly cash flow forecasting
- no high dependency on one or two specific funders
- positive working relationships with Commissioners
- investments managed by external investment managers within set policy
- experienced finance team leadership

Care- Failure to respond adequately to risk of infectious disease / pandemic

- Clinical risk register in place with Clinical Governance and Risk Committee oversight
- SMT addresses changing areas of risk, when required
- staff Covid testing and protocols for BCYP and families in place in accordance with NHS guidelines
- on-going dynamic risk assessments in place
- all front line hospice staff encouraged to be Covid vaccinated

Operational- Failure to have the right technology infrastructure

- ongoing IT and business systems investment
- multiple systems and IT infrastructure cyber-security safeguarding measures in place, supported by staff

training and plans for further Cyber Essentials developments in the coming year

- expert external data protection officer in place
- new intranet system being implemented
- review of use of care database and incident management system has been carried out with improvements implemented and further developments planned

Investment policy

The charity uses the services of investment manager Brewin Dolphin for the investing of surplus funds in a portfolio of listed investments.

The charity's primary objectives for investing are to achieve a balance of income and capital growth on a total return basis and to have sufficient liquidity to respond to pressures on day-to-day cash (if required).

Given the pursuit of a total return mandate, along with future expected asset class returns and low inflation, CPI + 3% has been set as the long-term performance target to pursue alongside the risk category benchmark of the portfolio. This target will continue to be subject to annual assessment as part of the annual review of the performance of the investment portfolio and Brewin Dolphin as investment manager.

Whilst our investment policies have no specific ethical restrictions, we ensure that processes are in place with Brewin Dolphin to ensure that our investments are not in conflict with the charity's objectives and we expect Brewin Dolphin to integrate environmental, social and governance aspects into their investment decision-making, providing evidence where appropriate.

During the year, our investments earned an income return of 2.7% (2021/22 2.4%) and had a reduction on the opening capital value of 5.5% (2021/22 increase of 4%).

At the year end, our investments managed by Brewin Dolphin in the Long-Term Reserves Fund totalled £1.800m.

Going concern

The Board of Trustees have specifically assessed the financial status and going concern of the charity and related risks and has concluded that Haven House has sufficient resources to continue its operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements.

2.3 Plans for the future

Throughout the years our focus has always been with the child and their family. This remains our top priority as we look to the future. We hold strong to our vision that care and compassion should be at the forefront of everything we do.

We continue to strive to be the 'best in class', sector leading and staying committed to making a vital difference to the hundreds of children and families we support. There is more to do, there are more families to care for, more children who deserve to smile and should enjoy every moment that they are here. At the time of writing there are over 3,000 children who urgently need access to palliative care services locally, and this is increasing.

The next few years are crucial, and our strategy for the future outlines the need for us to reach these children. We believe every family should have a choice of where their child is supported, either at the hospice or at home. We want to break down the barriers associated with the word “hospice” and assist in early help. Our priority is to reach more families and continue to work with our partners in health and social care to facilitate early discharge from hospital, prevent admission back into hospital and provide much loved play, music therapy, hydro therapy, physio and yoga.

Key focus for 2023/24

The philosophy of children’s palliative care is to promote the best possible quality of life and care for every BCYP with a life-limiting or life-threatening condition and their family. Giving families real choice is key to this approach. Our vision relies on a high performing clinical team renowned for excellence and innovation. Ultimately our ambition is nothing less than becoming an outstanding provider of safe and compassionate care, working in partnership with all who use our services. To achieve this, we will strengthen our already established relationships with our neighbouring children’s hospices and local health and social care partnerships. We will work with our local ICS (North East London Health and Care Partnership) to support the delivery of 'Integrated Care Systems' within North East London to drive transformation of children’s palliative care at local level and improve outcomes for BCYP. This partnership working will support the delivery of the NHS Long Term Plan commitments in North East London.

In 2023/24 we will continue to embed our care strategy in our practice to achieve our vision ‘To deliver the best quality care for extraordinary children and their families when and where they choose’. We continue to work towards our core values:

In summary, the charity has identified the following key themes for 2023/24:

- We continue to work towards our core values: respectful, safe, compassionate, professional.
- We continually strive to improve both the experience and outcomes of the BCYP we support in order to deliver the highest standards of care. This includes developing Quality Performance Indicators (QPI’s) across the three domains: service user safety, clinical effectiveness, service user experience.

Our programme of work for our five key enabling priorities in 2023/24 includes:

Strong, expert and compassionate teams

- completing a clinical scoping exercise to provide an in-depth insight into the operations of our Care directorate, and to critically analyse our broad range of services to ensure they are high quality, efficient, impactful and sustainable for the future
- developing and implementing a “One Team” approach to how we deliver our services to ensure we maximise the number of BCYP and their families that we can reach and support
- carrying out and delivering the results of a staff learning and development review
- implementing an organisational wide approach for our culture, values and behaviours
- implementing the recommendations from April 2023 of the independent pay and benefits review.

An inspiring local charity of regional significance

- carrying out work to understand more the current needs of our local population with a focus on engaging our richly diverse communities
- increasing focus on neonatal referrals and transition pathways
- ensuring palliative and end of life care for children continues to be championed across North East London using findings from the Palliative Care Needs Assessment
- working with North East London ICB to maximise the impact of available matched funding for 2023/24 by targeting greatest need

- carrying out a product and brand review to underpin greater brand awareness and more fundraising opportunities.

Sustainable growth in funding and resources

- delivering an engaging and successful programme of fundraising and family events to celebrate our 20th birthday
- making a step change in building our trust and corporate bid pipeline
- investing in our supporter database to engage more supporters and greatly enhance our supporter journey offering
- in the midst of increased funding pressures within the NHS, working with Together for Short Lives and ICBs to get sufficient clarity on available funding beyond 2023/24 so that we can develop further growth plans with greater confidence
- developing a new retail strategy for the next stage of growth.

Infrastructure and technology that delivers

- implementing a new intranet solution to improve communication across the charity and enable more effective use of our significant information resources that support our work
- delivering a new cost effective and environmentally responsive printing solution
- further investment in better use of our Care database and incident management system
- implementing the second stage of IT and internet investment in our shops
- continuing to implement further measures to protect the charity against cyber-security threats
- reviewing our business systems and further IT needs to develop a longer term investment plan for further enhancing how we support our vital work.

Rigorous governance and strong leadership

- completing an environment sustainability audit and developing an environmental strategy that supports a sustainable future
- further embedding the specific skills and experience of our board and other volunteers to support developments in service delivery, fundraising and marketing
- completing the final stages of the recommendations of the governance review.

The delivery of our key priorities are supported by an annual operational delivery plan and linked to objectives set for the Senior Management Team.

3. Structure, governance and management

Haven House Foundation is a company limited by guarantee, is incorporated in the United Kingdom and is governed by its Memorandum and Articles of Association dated 3 April 2012. It is registered as a charity with the Charity Commission. Our working name is Haven House Children's Hospice. Membership of the Company is limited to the Trustees of the Charity and there are currently 13 members each of whom agrees to contribute £10 in the event of the charity winding up.

Organisational structure

The Board of Trustees, which can have an unlimited number of members, governs the charity. The Board is ultimately responsible for running the charity to ensure that it acts in the best interests of life-limited and life-threatened children and young people, and their families, who are the charity's beneficiaries.

The Board approves the charity's strategy and future direction following advice from the charity's staff and after consultation and discussion with the charity's stakeholders. They set the policy and financial framework for the charity's staff, volunteers, contractors and others so that they can work together

effectively to achieve the charity's aims. They also ensure the charity complies with the law and they safeguard the charity's assets.

The Board met four times during this accounting period. All trustees give their time voluntarily and receive no benefit from the charity. Any expenses reclaimed from the charity are set out in note 8 to the financial statements.

A Chief Executive Officer is appointed by the Board of Trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive Officer has delegated authority, within the terms of delegation approved by the Board, for operational matters including care, fundraising, finance and employment matters.

Remuneration policy is overseen by the charity's Remuneration Committee on behalf of the Board of Trustees. Pay and benefits are referenced to NHSE pay settlements for clinical staff and to external benchmarks for non-clinical staff and senior management, including the use of an external organisation.

Hospice and community services operate from The White House in Woodford Green on the edge of North East London and Essex. In addition, the charity operates seven retail shops located across our area and an on-line retail operation.

Governance

All Directors of the Company are also Trustees of the charity - there are no other Trustees. The Directors are appointed for an initial term of four years. At the end of the first term, they can be re-elected for one more term. They must then stand down but can be re-elected after a gap of one year. The charity has Trustees' indemnity insurance for the benefit of its Trustees.

Following the completion of the Governance Review in 2022, the charity has implemented a Board Assurance Framework and a new committee governance structure from January 2023 to further strengthen its governance arrangements and to support the delivery of the charity's multi-year strategy.

The Board Assurance Framework describes the integrated governance and internal control processes within the charity and the methods by which the Board and executive leadership of the charity receive assurance that it is operating safely and effectively. It is a strategic but comprehensive method for the effective and focused management of the principal risks that may prevent or limit the charity from achieving its strategic priorities. It also helps to inform decision-making and prioritisation of work relating to the delivery of the charity's strategic priorities.

The new committee governance structure means that four committees now report to the Board as follows:

- Finance and Resources Committee
- Integrated Governance and Risk Committee
- Integrated Service Development Committee
- Income Generation and Marketing Advisory Committee

Each of the above committees meet a minimum of four times per annum, provide reports to each Board meeting and include a minimum of two trustees as part of their membership. Additional meetings are scheduled when required.

In addition, the Integrated Governance and Risk Committee is supported by three operational committees – Health and Safety, Clinical Risk and Governance, and Safeguarding.

Recruitment and appointment of Trustees

Following the governance review in 2022, six new trustees were appointed to the Board of Trustees, strengthening the range of skills on the Board as well as replacing trustees that had retired. Simon

Boston was appointed Treasurer and Chair of the Finance and Resources Committee in October 2022 as Ian Ailles was appointed Chair of the Board of Trustees upon Frances Daley's retirement in October 2022. The current Board of Trustees consists of 13 members.

Induction and training of Trustees

New trustees are given a role description setting out their duties and responsibilities and a copy of the New Trustee Information Pack. This includes the annual report and accounts, memorandum and articles of the organisation, vision and strategy information and Charity Commission guidance relating to the role and responsibility of being a trustee. Trustees also spend time with management and other staff to obtain greater understanding of the various activities of the charity as well as attending structured trustee training.

Working with other children's hospice organisations

The charity is a member of Together for Short Lives, a charity representing children's hospices in the UK and Hospice UK, a charity representing all hospices in the UK. Both charities also have non-hospice members, covering organisations across the wider palliative and children's palliative care fields. The charity is also a member of CHaL (Children's Hospices across London), a registered charity (1151317) and registered company (08248052). The directors are the Chief Executives of the six member children's hospices.

Auditors

Following a routine re-tendering process, Sayer Vincent LLP were appointed auditors during the year. Sayer Vincent LLP have indicated their willingness to continue in office and in accordance with the provisions of the Companies Act it is proposed that they be reappointed auditors for the ensuing year.

The Annual Report, which includes the Strategic Report, was approved by the Board of Trustees on 20 September 2023 and signed on its behalf by the Chair of the Board and the Treasurer.

Ian Ailles
Chair

Simon Boston
Treasurer

Date: 20 September 2023

Haven House Foundation

Legal and administrative details

Board of Trustees

Ian Ailles (Chair)
Rachel Brodie
Matt Barrett
Simon Boston (Treasurer) (appointed 3 October 2022)
William Cooke (appointed 1 January 2023)
Emma Devereux
Jonathan Harding
Lucy Mavers (appointed 1 January 2023)
Deirdre Mullner (appointed 1 January 2023)
Mohamed Omer
Stuart Rose (appointed 1 January 2023)
Liesbeth Rubinstein-Newman (appointed 1 January 2023)
Ghislaine Stephenson

Retirements

Frances Daley (resigned 3 October 2022)

Life Presidents

Col (Retd.) Alan Hall MBE
Anne Mallinson
Christine Mansell

Patrons

Rt. Hon. Sir Iain Duncan Smith MP
Martin Ellice
Barry Hearn OBE
Vicki Michelle MBE
Ben Shephard
Ray Winstone

Ambassadors

Rochelle Humes
Harry Kane MBE
Billie Shepherd
Greg Shepherd
Mark Wright

Senior Management team

Siân Wicks	Chief Executive Officer (until May 2023)
Gary Seager	Interim Chief Executive Officer (from May 2023)
Martin Mears	Director of Income Generation and Marketing

Haven House Foundation

Senior Management team (contd.)

Richard Penney	Director of Finance
Sarah Spackman	Director of Human Resources and Facilities
Eileen White	Director of Care (until September 2023)

Principal Bankers

National Westminster Bank PLC
Chingford Branch
Chatham Customer Service Centre
Western Avenue
Chatham Marine
Kent ME4 4RT

Auditors

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

Risk Management and Health and Safety Adviser

Cooper Safety Associates LLP
Barn Cottage
Malacca Farm
West Clandon
Surrey GU4 7UG

Pharmacy

Specialist pharmacist for palliative and end of life care
Guy's and St Thomas' NHS Foundation Trust

Registered Office

The White House
Mallinson Park
High Road
Woodford Green
Essex
IG8 9LB

Charity number: 1044296

Company number: 3000171

Haven House Foundation - Financial Statements

Trustee responsibilities in relation to the financial statements

The Board of Trustees (who are also directors of Haven House Foundation 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).

The trustees present their report and the audited financial statements for the year ended 31 March 2023. Reference and administrative information set out on pages 18-19 forms part of this report. The financial statements comply with current statutory requirements, the articles of association and the Statement of Recommended Practice - Accounting and Reporting by Charities: SORP applicable to charities preparing their accounts in accordance with FRS 102. This trustees' annual report includes a directors' report as required by company law.

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which Haven House Foundation's auditors are unaware
- The Trustees have taken all steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Haven House Foundation website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of guarantees at 31 March 2023 was 13 (2022: 8). The Trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Approved by the Board of Trustees and signed on its behalf by:

Ian Ailles
Chair

Date: 20 September 2023

Independent auditor's report

To the members of

Haven House Foundation

Independent auditor's report to the members of Haven House Foundation

Opinion

We have audited the financial statements of Haven House Foundation (the 'charitable company') 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 significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 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
- 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 Haven House Foundation'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 auditor's report

To the members of

Haven House Foundation

Other Information

The other information comprises the information included in the trustees' annual report, including the strategic 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 the audit:

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual report including the strategic report. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 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 in the trustees' annual report, 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

Independent auditor's report

To the members of

Haven House Foundation

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.

Auditor's responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We enquired of management and the Finance and Resources Committee, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Identifying, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected, or alleged fraud;
 - The internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.

Independent auditor's report

To the members of

Haven House Foundation

- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.
- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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 is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 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.

Joanna Pittman (Senior statutory auditor)

26 September 2023

for and on behalf of Sayer Vincent LLP, Statutory Auditor

Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Haven House Foundation

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2023

	Note	Unrestricted £	Restricted £	2023 Total £	Unrestricted £	Restricted £	2022 Total £
Income from:							
Donations and legacies	2	1,544,518	-	1,544,518	1,771,753	-	1,771,753
Charitable activities							
Statutory funding for hospice care		1,409,723	-	1,409,723	779,176	-	779,176
Grants	3	104,241	593,375	697,616	103,120	529,029	632,149
Other trading activities	4	1,613,800	-	1,613,800	1,252,334	-	1,252,334
Investments	5	55,819	-	55,819	39,737	-	39,737
Total income		4,728,101	593,375	5,321,476	3,946,120	529,029	4,475,149
Expenditure on:							
Raising funds	6a	745,401	-	745,401	631,861	1,617	633,478
Shops	6a	829,674	-	829,674	715,444	5,664	721,108
Events and other fundraising activity	6a	252,051	-	252,051	222,579	2,318	224,897
Charitable activities							
Provision of hospice services	6a	2,749,691	599,520	3,349,211	2,313,761	521,531	2,835,292
Total expenditure		4,576,817	599,520	5,176,337	3,883,645	531,130	4,414,775
Net income / (expenditure) before net (losses) / gains on investments		151,284	(6,145)	145,139	62,475	(2,101)	60,374
Net (losses) / gains on investments		(176,688)	-	(176,688)	55,427	-	55,427
Net movement in funds		(25,404)	(6,145)	(31,549)	117,902	(2,101)	115,801
Reconciliation of funds:							
Total funds brought forward		5,135,715	6,145	5,141,860	5,017,813	8,246	5,026,059
Total funds carried forward		5,110,311	-	5,110,311	5,135,715	6,145	5,141,860

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 19a to the financial statements.

Haven House Foundation

Balance sheet

Company no. 3000171

As at 31 March 2023

	Note	£	2023 £	£	2022 £
Fixed assets:					
Tangible assets	12		1,696,621		1,808,785
Investments	13		1,800,337		1,905,909
			3,496,958		3,714,694
Current assets:					
Debtors	14	1,038,596		610,997	
Cash at bank and in hand		976,958		1,135,412	
		2,015,554		1,746,409	
Liabilities:					
Creditors: amounts falling due within one year	15	(402,201)		(319,243)	
Net current assets			1,613,353		1,427,166
Total net assets			5,110,311		5,141,860
The funds of the charity:	19a				
Restricted income funds			-		6,145
Unrestricted income funds:					
Designated funds		2,049,621		2,161,785	
General funds		3,060,690		2,973,930	
Total unrestricted funds			5,110,311		5,135,715
Total charity funds			5,110,311		5,141,860

Approved by the trustees on 20 September 2023 and signed on their behalf by

Ian Ailles
Chair

Haven House Foundation

Statement of cash flows

For the year ended 31 March 2023

	2023 £	£	2022 £	£
Cash flows from operating activities				
Net (expenditure) / income for the reporting period (as per the statement of financial activities)	(31,549)		115,801	
Depreciation charges	166,225		154,653	
Losses / (gains) on investments	176,688		(88,163)	
Dividends and interest from investments	(55,819)		(39,737)	
Loss on the disposal of fixed assets	690		-	
Increase in debtors	(427,599)		(33,814)	
Increase/(decrease) in creditors	82,958		(34,132)	
Net cash (used in) / provided by operating activities		(88,406)		74,608
Cash flows from investing activities:				
Dividends, interest and rents from investments	55,819		39,737	
Purchase of fixed assets	(54,751)		(259,609)	
Proceeds from sale of investments	427,807		226,524	
Purchase of investments	(498,922)		(269,007)	
Cash movement in investments	-		55,682	
Net cash used in investing activities		(70,048)		(206,673)
Change in cash and cash equivalents in the year		(158,454)		(132,065)
Cash and cash equivalents at the beginning of the year		1,135,412		1,267,477
Change in cash and cash equivalents due to exchange rate movements		-		-
Cash and cash equivalents at the end of the year		976,958		1,135,412
Analysis of cash and cash equivalents and of net debt				
	At 1 April 2022 £	Cash flows £	Other non- cash changes £	At 31 March 2023 £
Cash at bank and in hand	1,135,412	(158,454)	-	976,958
Total cash and cash equivalents	1,135,412	(158,454)	-	976,958

1 Accounting policies

a) Statutory information

Haven House Foundation is a charitable company limited by guarantee and is incorporated in England and Wales.

The registered office address is The White House, Mallinson Park, Woodford Green, High Road, IG8 9LB.

b) Basis of preparation

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) - (Charities SORP FRS 102), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charity meets the definition of a public benefit entity under FRS 102.

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

d) Going concern

The Trustees, through regular financial and cash flow reporting at meetings of the Board and more detailed ongoing monitoring by the Finance and Resources Committee (a Board sub-committee), are kept informed on an ongoing basis of the financial performance, forward income, expenditure, cash flow and reserves projections of the charity, including potential risks affecting the underlying financial assumptions. As a result, the Trustees consider there are no material uncertainties about the charity's ability to continue as a going concern.

e) Income

Income, including voluntary income received by way of donations, is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

The charity receives donated goods for resale in its shops. The Trustees consider that estimating the value of the donated goods is impractical due to the volume of low-value items received and the absence of detailed stock control systems and records. Therefore, donated goods for resale are not recognised on receipt, instead income is recognised when goods are sold.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Recognition of legacy income is dependent on the type of legacy. Pecuniary legacies are recognised when notification is received. Residuary legacies are recognised when entitlement is established, and the value can be measured reliably.

1 Accounting policies (continued)

f) Donations of gifts, services and facilities

Donated goods, facilities, and services in the financial statements comprise the provision of services and other gifts, and include discounts given for such goods and services where these are over and above normal commercial discount terms. These are included in the Statement of Financial activities at the value of the gift to the charity; a corresponding amount is then recognised in expenditure in the period of receipt or, in the case of capital items donated over the expected lifetime of the asset. Goods, facilities, and services donated for charitable activities are treated as restricted in nature, while those donated for support activities are treated as unrestricted. In accordance with the Charities SORP (FRS 102) volunteer time, including that of trustees, is not recognised.

g) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

h) Fund accounting

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

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

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

i) Expenditure and irrecoverable VAT

Expenditure is charged on an accrual's basis at cost inclusive of any VAT which cannot be recovered. Staff costs are allocated directly to the activity for which they are incurred. Costs of generating funds comprise the costs associated with attracting voluntary income (donations, legacies and grants), fundraising activities such as events and the costs of operating the charity's shops. Charitable expenditure comprises those costs incurred in the delivery of hospice services. It includes both costs which can be directly allocated and those of an indirect nature necessary to support them. Support costs, which include governance costs, have been allocated to activity cost categories based on staff costs

j) Allocation of support costs

Directly attributable support costs have been allocated as appropriate. Remaining support costs have been allocated across activities on the basis of average head count. These costs include providing Finance, HR for employees and volunteers, central Facilities and IT support. General costs related to the operation of The White House site are included in the overall Facilities costs for the organisation.

k) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

l) Tangible fixed assets

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use.

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

~	Improvements to property	Shorter of life of lease and 10% of cost
~	Leasehold property	Shorter of life of lease and 2% of cost
~	Plant and machinery	10% of cost
~	Equipment	20% of cost
~	Motor Vehicles	25% of cost

1 Accounting policies (continued)

m) Listed investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. Any change in fair value will be recognised in the statement of financial activities. Investment gains and losses, whether realised or unrealised, are combined and shown in the heading "Net gains/(losses) on investments" in the statement of financial activities. The charity does not acquire put options, derivatives or other complex financial instruments.

Investments in subsidiaries

The charity has a wholly owned trading subsidiary, Haven House Trading Limited, which was incorporated in the United Kingdom and has not traded yet. The investment in the subsidiary is £1. Consolidated accounts have not been prepared because the trading subsidiary is dormant and immaterial to the group.

n) Debtors

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

o) Cash at bank and in hand

Cash at bank and in hand includes working capital cash and deposits held at call within banks.

p) Creditors and provisions

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

q) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

r) Pensions

The pension costs charged in the financial statements represent the contributions payable by the charity during the period in accordance with FRS 102.

The charity operates a defined benefit scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries based on periodic valuations.

The latest actuarial valuation undertaken for the NHS Pension Scheme was completed as at 31 March 2016. The results of this valuation set the employer contribution rate payable from April 2019 to 20.6% of pensionable pay, plus 0.08% administration fee. As a transitional arrangement that started in 2019 and has continued through 2022/23, the employer pays 14.38% to the scheme.

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. This scheme was set up to meet the government's requirements regarding pension provisions for staff.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

2 Income from donations and legacies

	2023		2022
	Unrestricted £	Restricted £	
Donations	1,337,813	-	1,488,589
Legacies	137,736	-	47,575
Gifts in Kind	68,969	-	235,589
	1,544,518	-	1,771,753

Gifts in Kind represent donated goods and services, principally the band & services at the Ball at £35,000 (2022: £nil), Google advertising valued at £31,772 (2022: £69,275) and Garden of Reflection works at £nil (2022: £162,814).

3 Grants for charitable activities

	2023		2022
	Unrestricted £	Restricted £	
NHS England Annual Grant		518,875	365,022
St James's Place Foundation	39,041	-	18,949
Pears Foundation	25,000	-	30,000
Albert Hunt Trust	20,000	-	20,000
The Amy Winehouse Foundation	-	20,000	10,497
The Childwick Trust	-	15,000	-
The London Marathon Charitable Trust Limited	-	13,000	-
Florence Nightingale Aid in Sickness Trust	-	12,000	14,250
The Baily Thomas Charitable Fund	-	10,000	-
Thomas J Horne	8,500	-	8,500
Charles S French	-	-	20,000
Jessie's Fund	-	-	10,000
MCKS Charitable Foundation	-	-	10,000
NHSE Covid-19 Emergency Grant	-	-	70,609
BBC Children In Need	-	-	9,901
Coronavirus Job Retention Scheme	-	-	16,183
Others	11,700	4,500	25,671
	104,241	593,375	632,149

4 Income from other trading activities

			2023			2022
	Unrestricted £	Restricted £	Total £	Unrestricted £	Restricted £	Total £
Shops	1,144,669	-	1,144,669	882,953	-	882,953
Local Hospice Lottery	262,322	-	262,322	257,946	-	257,946
Events	197,162	-	197,162	49,518	-	49,518
Other fundraising	9,647	-	9,647	33,917	-	33,917
Local Authority Retail	-	-	-	28,000	-	28,000
	1,613,800	-	1,613,800	1,252,334	-	1,252,334

5 Income from investments

	2023	2022
	£	£
Dividends on listed investments and other income	50,556	39,159
Interest on bank deposits	5,263	578
	55,819	39,737

All income from investments is unrestricted.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

6a Analysis of expenditure (current year)

	Raising funds	Shops	Events and other fundraising activity	Charitable activities Provision of Hospice Services	Governance costs	Support costs	2023 Total	2022 Total
	£	£	£	£	£	£	£	£
Staff costs (Note 8)	457,353	403,429	148,949	2,061,943	26,420	626,413	3,724,507	3,162,062
Other direct costs	113,133	270,688	66,293	650,731	2,362	-	1,103,207	973,708
Finance	11,473	-	-	-	7,967	17,969	37,409	41,199
Human Resources & Volunteering	-	-	-	-	-	98,888	98,888	85,260
Facilities & other White House costs	-	-	-	-	-	100,032	100,032	72,890
Information Technology	-	-	-	-	-	112,293	112,293	79,656
	581,959	674,117	215,242	2,712,675	36,749	955,595	5,176,337	4,414,775
Support costs	155,475	155,557	36,809	607,754	-	(955,595)	-	-
Governance costs	7,967	-	-	28,782	(36,749)	-	-	-
Total expenditure 2023	745,401	829,674	252,051	3,349,211	-	-	5,176,337	
Total expenditure 2022	633,478	721,108	224,897	2,835,292	-	-		4,414,775

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

6b Analysis of expenditure (prior year)

	Raising funds £	Shops £	Events and other fundraising activity £	Charitable activities Provision of Hospice Services £	Governance costs £	Support costs £	2022 Total £
Staff costs (Note 8)	374,744	353,913	124,531	1,697,346	2,196	609,332	3,162,062
Other direct costs	109,521	233,411	58,614	572,162	-	-	973,708
Finance	12,773	-	-	-	12,000	16,426	41,199
Human Resources & Volunteering	-	-	-	-	-	85,260	85,260
Facilities & other White House costs	-	-	-	-	-	72,890	72,890
Information Technology	-	-	-	-	-	79,656	79,656
	497,038	587,324	183,145	2,269,508	14,196	863,564	4,414,775
Support costs	134,439	131,458	41,027	556,640	-	(863,564)	-
Governance costs	2,001	2,326	725	9,144	(14,196)	-	-
Total expenditure 2022	633,478	721,108	224,897	2,835,292	-	-	4,414,775

Notes to the financial statements

For the year ended 31 March 2023

7 Net (expenditure) / income for the year

This is stated after charging / (crediting):

	2023	2022
	£	£
Depreciation	166,225	154,653
Loss on disposal of fixed assets	1,074	-
Operating lease rentals payable:		
Property	226,900	210,400
Other	13,591	9,127
Auditor's remuneration (excluding VAT):		
Audit	12,528	10,000

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs were as follows:

	2023	2022
	£	£
Salaries and wages	3,201,379	2,711,372
Social security costs	316,675	254,663
Employer's contribution to defined contribution pension schemes	206,453	196,027
	3,724,507	3,162,062

The following number of employees received employee benefits (excluding employer pension costs and employer's national insurance) during the year between:

	2023	2022
	No.	No.
£60,000 - £69,999	4	1
£70,000 - £79,999	-	1
£80,000 - £89,999	1	1
£90,000 - £99,999	1	-

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £488,596 (2022: £431,399).

Trustees were neither paid nor received any other benefits from employment with the charity in the year (2022:£nil). No charity trustee received payment for professional or other services supplied to the charity (2022:£nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £233 (2022:£nil) incurred by 1 (2022:0) members relating to attendance at meetings of the Trustees.

9 Staff numbers

The average number of employees (head count based on number of staff employed) during the year was 104 (2022: 102).

Staff are split across the activities of the charity as follows (full time equivalent basis):

	2023	2022
	No.	No.
Provision of hospice services	40	39
Raising Funds	12	12
Shops	14	14
Support & Governance	16	14
	82	79

10 Related party transactions

There are no related party transactions to disclose for this financial year (2022:£nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

11 Taxation

The charity is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

12 Tangible fixed assets

	Improvements to Property	Leasehold land and buildings	Fixtures and fittings	Computer equipment	Motor vehicles	Total
Cost	£	£	£	£	£	£
At the start of the year	2,047,540	783,146	918,380	202,989	52,089	4,004,144
Additions in year	5,990	-	16,746	32,015	-	54,751
Disposals in year	(155,649)	-	(168,294)	(66,927)	(900)	(391,770)
At the end of the year	1,897,881	783,146	766,832	168,077	51,189	3,667,125
Depreciation						
At the start of the year	1,056,759	200,896	746,604	152,390	38,710	2,195,359
Charge for the year	64,669	15,667	55,158	26,271	4,460	166,225
Eliminated on disposal	(155,070)	-	(168,293)	(66,817)	(900)	(391,080)
At the end of the year	966,358	216,563	633,469	111,844	42,270	1,970,504
Net book value						
At the end of the year	931,523	566,583	133,363	56,233	8,919	1,696,621
At the start of the year	990,781	582,250	171,776	50,599	13,379	1,808,785

All of the above assets are used for charitable purposes.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2023

13 Investments

	2023 £	2022 £
Listed Investments		
Fair value at the start of the year	1,905,909	1,830,458
Additions at cost	498,922	269,007
Disposal proceeds	(427,807)	(248,983)
Net (loss) / gain on change in fair value	(176,688)	55,427
	1,800,336	1,905,909
Fair value at the end of the year	1,800,336	1,905,909
Investments comprise:		
	2023 £	2022 £
UK Bonds and Equities	482,013	542,600
Non UK Bonds and Equities	1,157,827	1,174,676
Private Equity and Property	93,179	131,551
Cash	67,317	57,082
	1,800,336	1,905,909
Unlisted Investment		
Investment in Trading Subsidiary	1	1

14 Debtors

	2023 £	2022 £
Trade debtors	587,030	248,623
Other debtors	28,610	39,753
VAT Debtor	32,722	27,930
Prepayments	102,515	93,215
Accrued income	287,719	201,476
	1,038,596	610,997

15 Creditors: amounts falling due within one year

	2023 £	2022 £
Taxation and social security	77,529	67,946
Other creditors	127,406	61,412
Amounts due to associated undertakings	1	1
Accruals	142,826	123,047
Deferred income (note 16)	54,439	66,837
	402,201	319,243

16 Deferred income

Deferred income comprises funding that relates to specific time periods that have not yet occurred and the release of rent free periods within our leases

	2023 £	2022 £
Balance at the beginning of the year	66,837	114,473
Amount released to income in the year	(66,837)	(114,473)
Amount deferred in the year	54,439	66,837
Balance at the end of the year	54,439	66,837

17 Pension scheme

The charity operates a defined benefit pension scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme, but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries on the basis of periodic valuations. The pension cost for the year was £114,459 (2022: £100,761).

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. The pension cost for the year represents contributions payable by the charity totalling £101,931 (2022: £93,361).

At the year end, £21,521 (2022: £24,788) was payable in respect of pension contributions.

18a Analysis of net assets between funds (current year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,696,621	-	1,696,621
Investments	1,800,336	-	-	1,800,336
Net current assets	1,260,354	353,000	-	1,613,354
Net assets at 31 March 2023	3,060,690	2,049,621	-	5,110,311

18b Analysis of net assets between funds (prior year)

	General unrestricted £	Designated £	Restricted £	Total funds £
Tangible fixed assets	-	1,808,785	-	1,808,785
Investments	1,905,909	-	-	1,905,909
Net current assets	1,068,021	353,000	6,145	1,427,166
Net assets at 31 March 2022	2,973,930	2,161,785	6,145	5,141,860

19a Movements in funds (current year)

	At 1 April 2022 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2023 £
Restricted funds:					
NHSE Annual Hospice Funding	-	518,875	(518,875)	-	-
Music Therapy Fund	-	20,000	(20,000)	-	-
Other	6,145	54,500	(60,645)	-	-
Total restricted funds	6,145	593,375	(599,520)	-	-
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,808,785	54,751	(166,915)	-	1,696,621
Strategic Service Development	353,000	-	-	-	353,000
Total designated funds	2,161,785	54,751	(166,915)	-	2,049,621
General funds	2,973,930	4,496,662	(4,409,902)	-	3,060,690
Total unrestricted funds	5,135,715	4,551,413	(4,576,817)	-	5,110,311
Total funds	5,141,860	5,144,788	(5,176,337)	-	5,110,311

The narrative to explain the purpose of each fund is given at the foot of the note below.

Notes to the financial statements

For the year ended 31 March 2023

19b Movements in funds (prior year)

	At 1 April 2021 £	Income & gains £	Expenditure & losses £	Transfers £	At 31 March 2022 £
Restricted funds:					
Fixed assets including equipment for care/other	2,101	-	(2,101)	-	-
NHSE Covid-19 Emergency Funding	-	70,609	(70,609)	-	-
NHSE Annual Hospice Funding	-	365,022	(365,022)	-	-
Coronavirus Job Retention Scheme	-	16,183	(16,183)	-	-
Music Therapy Fund	-	10,497	(10,497)	-	-
Other	6,145	66,718	(66,718)	-	6,145
Total restricted funds	8,246	529,029	(531,130)	-	6,145
Unrestricted funds:					
Designated funds:					
Fixed Assets	1,702,215	259,025	(152,455)	-	1,808,785
Strategic Service Development	353,000	-	-	-	353,000
Total designated funds	2,055,215	259,025	(152,455)	-	2,161,785
General funds	2,962,598	3,742,523	(3,731,191)	-	2,973,930
Total unrestricted funds	5,017,813	4,001,548	(3,883,646)	-	5,135,715
Total funds	5,026,059	4,530,577	(4,414,776)	-	5,141,860

Purposes of restricted funds

The Fixed Asset fund consists of funds raised to fund the refurbishment of the hospice building and purchase of medical equipment.

NHSE awarded funding from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19 situation.

The NHS England hospice annual funding consists of funds received from NHS England to support existing hospice based palliative care, respite and community services.

The Coronavirus Job Retention Scheme fund consists of monies received directly for the payroll costs of staff on furlough during the pandemic.

The Music Therapy fund consists of funds received to fund the music therapy service.

Purposes of designated funds

The Fixed Assets fund represents the balance of fixed assets that has not been funded from restricted donations.

The Strategic Service Development fund consists of funds that are designated to support future service developments. None was spent in this financial year but it is planned to utilise £337k in 2023/24 with the remainder to be utilised in the following year.

20 Operating lease commitments payable as a lessee

The charity's total future minimum lease payments under non-cancellable operating leases is as follows for each of the following periods

	Property		Other	
	2023	2022	2023	2022
	£	£	£	£
Less than one year	226,900	210,400	13,591	9,127
One to five years	613,901	582,750	10,854	14,763
Over five years	-	242,600	-	-
	840,801	1,035,750	24,445	23,890

21 Legal status of the charity

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £10.

Haven House Foundation - Financial Statements

Thank you

Our vital work would not be possible without the dedication and generosity of our large number of supporters and volunteers. We would like to thank all who have helped us to enable our children and their families to receive the care and support they need, when they need it. Though some have wished to remain anonymous, we would like to say a special thank you to the following organisations and individuals:

Alan Sullivan
Alex Reeves
Amy Winehouse Foundation
Assemble Media Group
Ben Shephard
BGC Partners
Billie and Greg Shepherd
Chigwell Group (Chigwell Construction)
CMC Markets
Condurache Lilana
Douglas Allen (Head Office Arun Estates)
East West Connect
EPIC Golf Society
Florence Nightingale Aid In Sickness Trust
Friends of Haven House
Galliard Homes Ltd
Gary Aylett
Harry Kane
Hollow Angling Society
Jeet Gathani & Rashmi Gathani
Jonathan B Harding
Jon Richardson
Korodi Ioan Claudiu
Luke Taylor
Macfarlanes LLP
Maria Borg Barthelet
Mark Wright
Martin Ellice
Matchroom Sport Charitable Foundation
Michelle Vanlint
Ocean Holidays
Orbian Management
Partners of Haven House
Reena Kalia
Richard Barker
Roy Nottage
Sir Iain Duncan Smith
Sir Martin Sorrell
St Aubyn's School
St James's Place Charitable Foundation
Steve Shelton
Stewart Investors
The Albert Hunt Trust
The Baily Thomas Charitable Fund
The Childwick Trust
The London Marathon Charitable Trust Limited

Haven House Foundation - Financial Statements

The Media People
The Pears Foundation
Together for Short Lives
Trevor Long

HAVEN HOUSE FOUNDATION

England & Wales - Charity number 1044296

Accounts

Haven House Foundation

Annual Report and Financial Statements

For the year ended 31 March 2022



Charity no. 1044296
Company no. 3000171

Haven House Foundation

Annual Report and Financial Statements 2021/22

Chair and Chief Executive's report

In the last financial year, Haven House Children's Hospice supported 404 babies, children, and young people (BCYP) and provided 36,995 hours of care to them and their families. We achieved this by providing services, clinical and non-clinical, both inside and outside the hospice. Our Hospice at Home team supported 118 children and young people who might not otherwise have received our support. We delivered 52 face to face family events and 117 face to face children's events safely. We opened our grounds to our local community and have had wonderful events for families, most notably our Platinum Jubilee Garden Tea Party, which was attended by 20 families.

Our annual report sets out our main achievements. We move forward this year financially strong and stable with an increase in statutory funding which has offset the drop in fundraising income due to the pandemic. With income-generating events planned, we are optimistic about our future.

The approach of the whole team has been truly inspiring, putting the child and family first and foremost, with quality, safety and compassion being at the heart of everything we do. All the staff working across our charity have been incredible. We have had a successful year and our Board and Senior Management Team would like to thank all our staff and volunteers, our local communities, our fundraising, retail and our statutory partners for their support.

Looking ahead

Our focus going forward is to invest in restoring growth in the services we deliver but also to ensure that we are making investment in our fundraising and infrastructure that will underpin and sustain increasing our reach and impact for the babies, children, and young people (BCYP) and families that we are here to support.

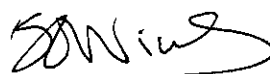
There are many children and families who we sadly still cannot reach, and we know that the number of BCYP with life-limiting or life-threatening conditions in our communities continues to increase. 2021/22 has made us more determined to do more for the BCYP we support but also for children and families who still need our help in our local communities. There is an issue of unmet need and this is a challenge.

In May 2022 we launched our new strategy '*Delivering the Extraordinary in the Ordinary Day.*' This will be our road map for the next three years, setting out how we will achieve more for children and families at Haven House. This has been co-produced with our families, staff, volunteers, commissioners and other stakeholders. We are excited to have led a North East London wide needs assessment for paediatric palliative care in collaboration with our partners. This will ensure that we develop our services where there is the greatest need so that we can reach as many families as possible.

We are always in awe of the incredible strength, courage and personalities of the children and families that we support here at Haven House. We know how important our services are to these families, and we look forward to expanding what we do to care even more effectively for the babies, children and young people that are already known to us, expanding the community of families we reach and also working collaboratively with our partners to improve the way that they work to improve the quality of lives of our beneficiaries.



Frances Daley
Chair



Siân Wicks
Chief Executive

Haven House Foundation – Annual Report

1. *Our objectives and activities*

Haven House is located at The White House, in four acres of unspoilt woodland on the borders of North East London and Essex. We also operate increasingly within local homes and communities through our outreach and other specialist services.

Our vision

The best quality care for extraordinary children and their families where and when they choose.

Our mission

To provide the highest quality palliative and holistic care services to babies, children and young people and their families in our local communities. Working in partnership we will deliver these services when and where our families need them.

Our values

- **Respectful:** recognising that everyone is an individual and treating others as we would expect to be treated
- **Safe:** creating a positive learning space and doing everything to ensure our services and environment are as safe as possible
- **Compassionate:** showing warmth and empathy in the most difficult of circumstances, and creating an environment where children and families can create lasting memories
- **Professional:** acting with integrity and honesty, striving for excellence and being accountable for our actions.

Our purpose

Haven House supports families throughout their experience of caring for a baby, child or young person with a life-limiting and life-threatening condition. Haven House provides a range of physical, emotional, social and spiritual support services which are offered:

- Holistically
- Centred on the family
- To all eligible families within our geographical area
- Across a range of settings including the home, hospice, and hospital
- By specialist staff
- With engagement of the community

Our services

Our services are delivered wherever they are needed and include:

- In-house and community end of life care including symptom management
- Post death care, including bereavement suite
- Counselling and bereavement support
- Planned and crisis in-house respite care – day care and overnight
- Community based respite care
- Step down care to prevent hospital admissions or to reduce the length of a hospital stay through transition from hospital to home
- In-house and community therapeutic support – specialist play, music, yoga, physiotherapy and complementary therapies
- Satellite physiotherapy service including aquatic physiotherapy
- Specialist outreach nursing – working in partnership with the Louis Dundas Oncology Outreach and Palliative Care Service at Great Ormond Street Hospital
- Partnership working with local children's community nursing teams and acute NHS trusts delivering hospice at home nursing services including education and training

- Neonatal music therapy provision – Whipps Cross Hospital
- Education and training of professionals and parents/carers
- Pharmaceutical clinic – Guys and St Thomas Trust
- Family support including one to one and group sibling support
- Family events including teenage cancer peer support group
- 24/7 specialist paediatric palliative care telephone advice

All our services are tailored to ensure that families receive individualised care in the setting of their choice, whether in our residential hospice, our holistic care centre or in the home and community.

Public benefit

Our principal charitable purpose, as defined in our Articles of Association, is to provide “the relief of sickness and suffering among children and young people, and care and support to their families”.

The trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission’s general guidance on public benefit and consider that the hospice’s activities, as outlined in this report, fall within the definition of public benefit. Haven House delivers public benefit by providing services and support for children and young people with life-limiting or life-threatening conditions and their families at no personal cost to themselves.

Areas served

Our services are available to children and families across North East London, West Essex and East & North Hertfordshire. During the year we supported over 400 children and families, mainly from these areas and supported some children and families from the North Central London area.

2. Restoration and Recovery following the COVID-19 Pandemic

This past year we have been emerging from the COVID-19 pandemic safely. We are proud to say that we had 0% Hospice acquired infection and 100% COVID-19 staff vaccination uptake.

The last two and a half years have been challenging for our whole community, nation and the world. We have dealt with unprecedented healthcare and quality of life issues and Haven House, along with the wider health and charitable sectors have had to adapt, replan, and think differently about how we deliver our services. However, we have proven that Haven House is full of determined advocates for the children and families we support, keeping our doors open 24/7 throughout the pandemic and adapting and innovating as much as we could to continue to make a difference.

We now look ahead with optimism, confidence, and a renewed sense of ambition. We are excited about our future ambitions – we want to support more families, with even more care and work as effectively as possible with others to make sure that all families who need our support can access it equitably.

3. Strategic report

The Board of Trustees presents this strategic report as required by the Companies Act 2006. This includes analysis of past performance in ‘Achievements and performance’, the context for the financial statements in the ‘Financial review’, insight into the challenges, objectives and strategies in ‘Plans for the future’, and the risks the charity faces in ‘Risk assessment and management’.

Achievements and performance

Each member of the Senior Management Team (SMT – see page 16) holds operational responsibility for delivering against strategic aims work plans. The SMT is supported by, and reports progress to, relevant committees of the Board.

Each operational area and work plan has a range of qualitative and quantitative measures and key performance indicators (KPIs) against which progress is measured and monitored. For example, we monitor the numbers of children supported within our different services, hours of care delivered and the evaluation of feedback from parents obtained via parent forums and ‘real-time’ feedback obtained on each visit. The SMT reviews performance against all KPIs each quarter as do our local NHS commissioners.

Our key achievements in 2021/22 against our original strategic aims and objectives are set out below.

1: To be the number one choice for referrers and families

What we did:

- Patient safety, patient experience and clinical effectiveness were prioritised as we emerged from the pandemic, delivering high quality compassionate care. We saw higher demand for more complex care provision and end of life care. We widened our partnership, working with tertiary and local providers to ensure that 24/7 responsive care was offered at home and in the Hospice
- We continued to share information with our families through monthly e-newsletters, updating on events and developments, and using a secure parent page on our website which can be translated into other languages
- In our annual family experience survey of families, respondents awarded the following areas the top rating of 5 – Haven House is caring, Haven House treats my child with dignity and respect
- Quarterly engagement with local partners including CCG commissioners, our CQC relationship manager, CHaL (Children's hospices across London) colleagues to champion the needs of BCYP with life limiting and life-threatening conditions.

“Haven house is probably the only place I look forward to when I desperately need help and support to look after my child.” Family survey 2021

“Haven House was our safe pair of hands, somewhere we could trust, they gave us reassurance and provided protection and guidance on an extremely difficult journey.” Bereaved parents 2021

2: To build and maintain a reputation for clinical excellence

What we did:

- The Haven House clinical team were successfully shortlisted as finalists in the Royal College of Nursing (RCN) awards. The 2021 awards acknowledged the outstanding efforts, commitment and achievements made by the whole of the nursing community. Our successful submission was for the full care team in the category ‘Commitment to Carers’. We were very pleased to be highly commended.
- Working with our commissioners and NHS partners, we undertook research in Spring 2022 to ensure that our new strategy is built on the best possible understanding of the need for our services. This will ensure we target our support and growth in services effectively over the coming years. We have called this work the ‘needs assessment’ as it seeks to understand the need for Haven House services from within our local community.
- We integrated our care across the local system, working in partnership with other providers to ensure families could choose where end-of-life care was delivered e.g. at home, in hospital or in the hospice. Two Band 6 nurses were recruited to NHS integrated posts. We continued to provide neonatal music therapy providing 107 neonates with music therapy.
- 155 pharmacy clinics undertaken virtually and face to face. Introduction of a Saturday clinic to offer more flexibility for families

- Emerging from the COVID-19 pandemic safely - we had 0% Hospice acquired infection and 100% COVID-19 staff vaccination uptake.

What professionals said about us:

“Our panel also feels it is important to highlight good practice and where possible pass such feedback to the professionals concerned. Clearly the parents had stated a wish for O to die at home and the panel were struck by the extreme lengths that services went to in order to fulfil this wish for the family. With the best will, it can be challenging to collaborate with the many professionals and services involved in cases such as O’s and the panel heard that in the absence of available nursing cover in South East London, the North London service stepped in so that this child could get home whilst still receiving the best possible care. We know from our conversations with families that optimal care right to the very end of life makes the harrowing grieving process that follows that little bit easier. We do appreciate in a case such as this, that a high degree of communication and professional respect is required to work together so well and we commend you and all of your team for your part in this. Please share our appreciation.”
(Child death overview panel June 2021)

3: To support more children and families

What we did:

- We delivered a total of 36,995 hours of care to children and the wider families
- We supported 404 children through one or more of our services
- We continued our Hospice at Home service, providing 763 home visits and successfully reaching out to 118 children with specialist nursing support, advice and symptom management, counselling, play, yoga, music and physiotherapy
- We delivered 1,591 therapy sessions for children and young people, including music therapy, physiotherapy and therapeutic yoga
- 52 face to face family events delivered, 177 face to face children's events delivered
- Opened a new accessible playground through funding from a charitable trust. Accessible garden of reflection completed through funding from a charitable trust.

What our families said about us:

"Respite sessions during the year really help to support our family and ensure we spend quality time with the older sibling."

"The mum and dad groups are absolutely vital and critically missed out by other services."

"Haven House is probably the only place I look to when I desperately need help and support to look after my child."

"Having a child with such a rare and complex condition is extremely challenging and affects the whole family. I do not think we could have kept together as a family if it were not for the chance to reconnect to each other on respite days."

4: To widen our positive profile within our communities

What we did:

- We secured excellent regional and national print, and broadcast media coverage. A total of 346 media articles (**261** web, **34** press and **51** broadcast). Advertising value equivalent of **£2.69million**. Key highlights included:
ITV1: Celebrity Tipping Point (Mark Wright), Harry Kane leading England to the Euro Finals, Lily Blackburn’s 15km Walk. Coverage on ITV1 reached **20.4million** people.
GB News: Haven House mum featuring in interview for Children’s Hospice Week 2021
ITVBE: Family Diaries (with Billie and Greg Shepherd featured in 4 episodes)

- We know that celebrities bring us a spike in coverage, and this was evident when our ambassadors Billie and Greg Shepherd held their fundraising event. Articles appeared in the Mail Online, The Mirror and The Sun **(Reach 23.8million, AVE 2.15million)**
- We had 228k views on our website with 77K visitors, 18% of those from social media. Our tweets were seen over one million times on twitter and our Facebook page reached over 392K people. Our Instagram page reached over 133K people, a 120% increase from the last financial year. We reached a milestone of 7,000 followers on twitter and 6,000 followers on Instagram and launched our TikTok account in February.
- We took the lead in working collaboratively with other care-providers across North-East London, meeting weekly to collectively manage system risks, highlight issues, share best practice and find solutions to common problems

5: To build and maintain a workforce comprising high quality, well-motivated staff and volunteers

What we did for our staff:

- We continued to support staff through the awareness of positive mental health and wellbeing and the regular promotion of the Employee Assistance Programme
- We expanded the reach of our qualified Mental Health First Aiders across the organisation
- We implemented a Menopause Awareness and Support Policy supported by 'Menopause Workplace Champions' and set up a 'Menopause Café'
- We raised awareness of the role of our 'Freedom to Speak Up Guardians'
- We held a virtual Organisational Learning Day (OLD) for staff to come together and share learnings
- We carried out a staff survey in March 2022 and the results highlighted:
 - 100% of staff enjoy the work they do
 - 100% of staff said that if a family member or friend needed to be treated, they would be happy with the standard of care at Haven House
 - 96% of staff believe they understand what Haven House wants to achieve as an organisation
- We offered 13 student placements during the year, enabling student nurses to expand their knowledge and training within the hospice environment
- Five 2nd and 3rd year student nurses were paid to move into clinical practice during the pandemic, spending time each week at Haven House. This was a great example of collaboration, enabling us to do more for children and families as well as bolstering our resource and developing a potential workforce for the future.

What our staff think is the best thing about working at Haven House:

"The people are passionate and committed, the cause is one that is so important. It is a privilege to work here."

"What I love about working for Haven House is the 1:1 personalised time I get to give the children and their families."

"The Team. Supportive, hardworking, caring, responsive, very loyal to Haven House and the BCYP and families, always willing to learn and grow."

Our Volunteers

We have around 295 active volunteers who have traditionally supported the hospice, tirelessly helping us with many activities and a wide variety of roles, including as trustees.

As 2022 began and restrictions started lifting, we have seen the reintroduction of volunteers in certain key areas such as our grounds, and we have eased back towards normality. We are delighted to see our volunteers supporting our fundraising events again and back in our retail shops.

We have continued to engage with all our volunteers with regular newsletters and virtual updates.

6: To operate from a solid and sustainable financial platform

What we did:

- Total income declined to £4.475m (2020/21 £5.210m). This included a total of £0.124m (2020/21 £1.011m) of Covid emergency funding. Excluding the Covid emergency funding underlying income was £0.151m (4%) above 2020/21 levels
- We have continued to receive increased levels of statutory funding which is provided to hospices throughout the UK, but to meet the increasing need for care and support to our beneficiaries we are reliant upon external fundraising from our supporters
- Over a number of years, we have built long-term relationships with funders who have supported our work and enabled us to care for our Haven House families. Notably, we are extremely grateful to the Amy Winehouse Foundation for their ongoing commitment to our Music Therapy programme, allowing our children and their siblings to express themselves through music, and the Pears Family Charitable Trust, who over the last ten years have enabled us to care for over 2,400 children and their families.
- We had a successful year in Corporate Fundraising with continued support from many long-term partners and the launch of new, exciting partnerships. We were delighted to retain and grow the support from our key partners including Assemble Media, BGC Partners, Galliard Homes, Ocean Holidays and Orbian. Launching new partnerships with Temasek and The Anderson Foundation has opened up new opportunities to grow income for the hospice.
- We have seven vibrant shops who have, for the first time, brought in £0.9 million of sales and continue to build our profile in key high streets
- We have continued to partner with the Local Hospice Lottery to support our Individual Giving programme
- Our celebrity ambassadors Billie & Greg Shepherd along with The Function Band held a fundraising evening in London with 250 guests and raised £120k
- We've been working hard in the background data cleaning and making better use of our CRM system (Raiser's Edge). This has led to better reporting for the team as well as quicker information shared with our Finance team
- We held one Schools Enterprise Project last year with 9 schools taking part. The project ran from September to December 2021 and raised £23k
- The Christmas Tree Collection held in January 2022 we raised £14k from collecting and recycling 623 trees.

7: To be a model of good governance

What we did:

Haven House understands the unique requirements associated with running a charity that undertakes regulated activities, and so proactively commissioned a Board governance and effectiveness review to ensure that the charity is in a strong position from a leadership and governance perspective.

The review experienced a small, committed group of trustees, with diverse experiences, but a shared passion for the work the hospice undertakes. The review also encountered a dedicated SMT, ready to support the trustees by the operational oversight and delivery of the hospice's work.

A great deal has been achieved by the hospice in recent years, including:

- the development of the hospice at home model
- a successful CQC inspection and rating
- resilience during the pandemic to ensure the service was maintained

- integrated working across the emerging ICS landscape, to set the hospice on a good platform as further changes across the sector emerge from the Health and Care Bill.

Haven House acknowledges that governance reviews, even when they are pro-active 'best practice' reviews, may often appear to focus on areas of improvement, as the main value of the review is to ensure that gaps and/or concerns are identified, to enable the Board to consider areas of action.

We have recognised this by including 'rigorous governance and strong leadership' as a key enabler within the 2022-2025 strategy, with this Board review representing just one of many steps within that focus.

Additional actions:

- Risk management reporting incorporating a new strategic risk register and oversight have continued to be embedded throughout the year.
- Risk assessment and the on-going management of Covid-19 risks continued to be a standing item at Board of Trustees and sub-committee meetings throughout the year
- We held quarterly engagement meetings with our CQC specialist adviser and maintained our good rating
- At least one trustee represented the Board on every Committee, including on Safeguarding
- We utilised the services of an external, qualified Data Protection Officer (DPO) to oversee and advise on data protection including the General Data Protection Regulations (GDPR), Health & Safety Advisor and Infection Control Advisor.
- The work that identified our future IT needs and the means to ensure that all our staff will be appropriately equipped and trained to work both in-hospice and remotely continues

4. Financial review

Total income in 2021/22 was £4.475m, a decrease of 14% (£736k) on 2020/21. After adjusting for the income received from Covid-19 emergency funding schemes which totalled £0.124m (2020/21 - £1.011m), underlying income in 2021/22 was £0.151m (4%) above 2020/21.

Income from our trading activities recovered strongly as the effects of the Covid-19 pandemic lessened and our stores returned to a more normal level of operations. Total income increased to £1.0m, an increase of £0.7m over 2020/21, as our retail stores were closed due to Covid-19 for much of the previous year

Legacy income was lower in 2021/22 at £48k compared to £528k in 2020/21.

Other fundraising income was broadly in line with 2020/21.

The impact of the pandemic and Covid-19 restrictions continued throughout the year but at a reduced level compared to 2020/21, and we continued to ensure that we maximised funding support provided by the various Government Covid-19 emergency funding schemes. We received £80k in NHSE Covid-19 Emergency Grant funding (£611k 2020/21), which allowed us to maintain our bed capacity and support the NHS during the pandemic by receiving higher numbers of children for step down care. This continued to provide increased bed capacity within the NHS at a time when it was critically required. In addition, we received £16k (£292k 2020/21) from the Coronavirus Job Retention Scheme towards the payroll costs of those staff that were unable to work because of the restrictions and a further £28k (£107k 2020/21) in local authority retail grants to reduce the impact of losses incurred while the shops had to remain closed.

Total expenditure in 2021/22 was £4.415m, an increase of 9% (£365k) on 2020/21. At the start of the pandemic (March 2020) and as income was affected significantly, the charity reassessed its spending priorities, maximised opportunities to delay or cancel non-critical spend and utilised the Government's furlough scheme to reduce costs whilst retaining staff. During 2021/22 we began to reinvest to deliver

against growing demand for our services both in the short and medium term. The level of spend on our Charitable Activities remained constant at 64% of our total expenditure.

Overall, the above performance resulted in a net operating surplus of £0.06m (2020/21 £1.161m). Our plans for 2021/22 were formulated in the constantly changing and evolving circumstances of the pandemic and we began the financial year planning for a budget deficit. The better than budgeted overall result for the year is due mainly to a combination of the strong recovery of our retail stores and the very generous response of our donors whose support did not waiver despite the continued effects of the pandemic.

Our total funds increased during the year by £0.116m to £5.142m at the end of 2021/22. This increase includes the unrealised gains on our investment portfolio of £55k (2020/21 £320k) that reflect the rather more modest gains during the second year of the pandemic.

Reserves policy

At 31 March 2022, the charity's total reserves were £5.142m (2021: £5.026m), made up of restricted funds of £6k and unrestricted funds of £5.136m.

The Board considers that the key issues that free reserves need to cover are to pay our operating costs for a number of months, ensure we have the funds to cover redundancy costs and that we have a proportionate amount set aside to pay for a reasonable settlement of financial obligations related to our shop leases.

As a result, the target free reserves policy is set as the sum of:

- between 3-4 months of next year's total cash expenditure
- estimated total staff redundancy costs
- 12 months of lease rental costs for the shops.

The above amounts to a target free reserves level ranging between £1.655m and £2.069m. Free reserves at 31 March 2022 were £3.327m (2021: £3.315m), significantly above the target range. However, we are anticipating annual deficits going forward in the medium term as we:

- 1) Rebuild and grow the investment in our services.
- 2) Refocus our fundraising and make a step change investment in developing its capability and capacity; and
- 3) Ensure that delayed investment in IT and other infrastructure projects that support the delivery of our work is delivered at pace and provides a greater platform for future growth.

Free reserves include a designated fund of £353k (2020/21 £353k) remaining to be invested in strategic service development. Note 14 of the financial statements summarises the current position on when that specific designated fund will be utilised.

Risk assessment and management

The charity takes risk seriously and has undertaken risk assessments in five areas – governance, clinical, health and safety, finance and HR. Risk registers were discussed and reviewed by the various sub-committees of the Board during the year. Revised risk management and reporting processes were implemented at the beginning of 2020/21 which included:

- the systematic reporting to and updating by the Board of a Strategic Risk Register.
- oversight of the charity's risk management and reporting processes by the Finance and Resources Committee
- increased responsibilities for sub-committees in their role as regards the reporting of changes in risks
- improved incident recording and monitoring.

In addition, the charity continued its specific additional Covid-19 risk management reporting for the Board and a more detailed operational Covid-19 risk register for oversight by senior clinical staff and the senior management team. The Health & Safety and Premises Committee continued to assess Covid-19 risk management, including emergency arrangements for a potential Covid-19 outbreak and the assessment of risks relating to staff and volunteers returning to their place of work. Planning for events activity includes Covid-19 specific risk assessment as well as the routine risk assessment process.

Work and further actions identified are analysed by each committee throughout the year and the Committees provide reports to the Board.

A Risk Management Adviser participates on our Clinical and Health & Safety and Premises Committees, offering specific advice on clinical and health and safety risks.

The Clinical Governance Board meets quarterly and is chaired by clinical representation from the Board of Trustees. Membership includes our governance and risk lead nurse, safeguarding lead nurse, and Infection Prevention and Control adviser. The Board supports with improving the quality of the service and safeguarding high standards of care by creating an environment in which excellence in clinical care can flourish.

The Clinical Risk Group meets bi-monthly and is accountable for all of the components of clinical governance, specifically evidence-based care, service user involvement, risk management, continuous professional development and clinical audit review.

Investment policy

The charity uses the services of investment managers Brewin Dolphin for the investing of surplus funds in a portfolio of listed investments.

The charity's primary objectives for investing are to achieve a balance of income and capital growth on a total return basis and to have sufficient liquidity to respond to pressures on day-to-day cash (if required).

Given the pursuit of a total return mandate, along with future expected asset class returns and low inflation, CPI + 3% has been set as the long-term performance target to pursue alongside the risk category benchmark of the portfolio. This target will continue to be subject to annual assessment as part of the annual review of the performance of the investment portfolio and Brewin Dolphin as investment manager.

Whilst our investment policy has no specific ethical restrictions, we ensure that processes are in place with Brewin Dolphin to ensure that our investments are not in conflict with the charity's objectives and we expect Brewin Dolphin to integrate environmental, social and governance aspects into their investment decision-making, providing evidence where appropriate.

During the year, our investments earned an income return of 2.4% (2020/21 2.6%) and an increase on the opening capital value of 4% (2020/21 17%)

At the year end, our investments managed by Brewin Dolphin in the Long-Term Reserves Fund totalled £1.906m. This value had reduced further to £1.835m in line with the continued fall in global equity markets as at July 31st 2022.

Going concern

The Board of Trustees is of the opinion that Haven House has sufficient resources to continue its operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements.

5. Plans for the future

Thanks to the decisions that we took during the COVID-19 pandemic to focus on the quality and responsiveness of our care whilst being innovative in raising funds and thorough in managing down costs, we are in a much stronger position now to invest in the development and growth of our services and to ensure that we increase our investment in our fundraising and infrastructure for the longer term.

We know that the number of BCYP with life threatening or life-limiting conditions in the communities that we serve has continued to increase and that, sadly, despite our endeavours, the level of unmet need is higher too. During 2022/23, as we set out below, we are building on the themes of restore and recover, extending reach and accelerating improvement. This will create a strong platform for the development of our new ambitious three-year vision and strategy for 2022 onwards.

Key priorities for improvement in 2022/23

The philosophy of children's palliative care is to promote the best possible quality of life and care for every BCYP with a life-limiting or life-threatening condition and their family. Giving families real choice is key to this approach. Our vision relies on a high performing clinical team renowned for excellence and innovation. Ultimately our ambition is nothing less than becoming an outstanding provider of safe and compassionate care, working in partnership with all who use our services. To achieve this, we will strengthen our already established relationships with our neighbouring children's hospices and local health and social care partnerships. We will work with our local ICS (North East) London Health and Care Partnership) to support the delivery of 'Integrated Care Systems' within North East London to drive transformation of children's palliative care at local level and improve outcomes for BCYP. This partnership working will support the delivery of the NHS Long Term Plan commitments in North East London.

In summary, the charity has identified the following key themes as priorities for 2022/23:

1 - Provide safe, specialist and personalised children's nursing, care and therapies when and where needed: improving children and families' quality of life, enabling choice

- Expand back core elements of the service that the pandemic has made challenging, for example family group sessions
- Continue to innovate service provision to meet the needs of the families we support – identifying new therapies, support, counselling and group
- Expand support into hospital settings and environments to provide one-to-one specialist nursing and support for those children needing a greater medical oversight
- Develop models of family engagement and support that better integrate the experience of families across the different services
- Continue to extend mechanisms for family engagement and feedback to improve service provision and model of care.

2 - Collaborate and partner to improve the way families are supported through integration: develop strong pathways and build capacity and resilience

- Continue to build relationships with key stakeholders that ensure Haven House participation and influence in local policy and strategy decisions
- Collaborate with others to better address the needs of young people and their families transitioning to adulthood, to address the unmet need identified in the research
- Participate and collaborate in research initiatives that are relevant for improving the work of Haven House and the wider field
- Identify gaps in evidence and research that, if filled, would improve the way that BCYP and their families are supported; develop proposals for partners and funders and then deliver or contribute to the evidence generation

- Disseminate needs analysis and other research widely to help improve others' approaches to widening access and support – both locally and within the children's hospice network.

3. Broaden our reach and address inequalities of access and support: expanding the number of babies, children and young people we support, addressing unmet needs

- Develop specific neonatal pathways and referral mechanisms to broaden access for families as soon as possible after diagnosis
- Extend relationships with targeted NHS and third sector partners who will help with access and credibility with these target groups
- Build plans to address specific barriers to support within our communities, for example supporting non-native English speakers and developing links with community groups and other charities
- Put in place expanded monitoring framework to ensure success of widening access can be monitored and measured.

Our key priorities going forward will be supported by a clear operating plan for each year

6. Structure, governance and management

Haven House Foundation is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 3 April 2012. It is registered as a charity with the Charity Commission. Our working name is Haven House Children's Hospice. Membership of the Company is limited to the Trustees of the Charity and there are currently eight members each of whom agrees to contribute £10 in the event of the charity winding up.

Organisational structure

The Board of Trustees, which can have an unlimited number of members, governs the charity. The Board is ultimately responsible for running the charity to ensure that it acts in the best interests of life-limited and life-threatened children and young people, and their families, who are the charity's beneficiaries.

The Board approves the charity's strategy and future direction following advice from the charity's staff and after consultation and discussion with the charity's stakeholders. They set the policy and financial framework for the charity's staff, volunteers, contractors and others so that they can work together effectively to achieve the charity's aims. They also ensure the charity complies with the law and they safeguard the charity's assets.

The Board met five times during this accounting period. Due to restrictions placed because of the pandemic, meetings were also held on-line. In addition, due to the significance of the pandemic on the organisation's finances and operations, the Board were provided with updates between meetings. Five Committees report to the Board, each chaired by a trustee. These include Finance and Resources, Clinical Governance, Service Development, Income Generation and Marketing, and the Health & Safety and Premises Committees. Bi-monthly or quarterly Committee meetings were held depending on the needs of each Committee and on-line due to the pandemic, with additional meetings scheduled when required.

A Chief Executive is appointed by the Board of Trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the terms of delegation approved by the Board, for operational matters including care, fundraising, finance and employment matters. The Board appointed a new Chief Executive in November 2021 following the long service and departure of the previous Chief Executive.

Hospice and community services operate from The White House in Woodford Green on the edge of North East London and Essex. In addition, the charity operates seven retail shops located across our area.

Governance

All Directors of the Company are also Trustees of the charity - there are no other Trustees. The Directors are appointed for an initial term of four years. At the end of the first term, they can be re-elected for one more term. They must then stand down but can be re-elected after a gap of one year. The charity has Trustees' indemnity insurance for the benefit of its Trustees.

Recruitment and appointment of Trustees

During the year two trustees retired as anticipated at the October 2021 AGM and one new trustee was appointed in July 2021. Ian Ailles was appointed as treasurer and chair of the Finance and Resources Committee from October 2021 and will assume the position of Chair of the Board of Trustees upon Frances Daley's pending retirement in October 2022. Two further trustees resigned in July 2022 due to other commitments. The current Board of Trustees consists of 8 members and a recruitment process is underway to increase the number and diversity of the Board.

A governance review was undertaken during the year, and this will assist in the process of recruiting appropriate new trustees and will ensure that recognition is taken of the skills gap at Board level and wider representation on sub – committees across the hospice.

Induction and training of Trustees

New trustees are given a role description setting out their duties and responsibilities and a copy of the New Trustee Information Pack. This includes the annual report and accounts, memorandum and articles of the organisation, vision and strategy information and Charity Commission guidance relating to the role and responsibility of being a trustee. Trustees also spend time with management and other staff to obtain greater understanding of the various activities of the charity.

Working with other children's hospice organisations

The charity is a member of Together for Short Lives, a charity representing children's hospices in the UK and Hospice UK, a charity representing all hospices in the UK. Both charities also have non-hospice members, covering organisations across the wider palliative and children's palliative care fields. The charity is also a member of CHaL (Children's Hospices across London), a registered charity (1151317) and registered company (08248052). The directors are the Chief Executives of the six member children's hospices.

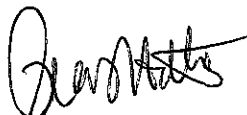
Auditors

Moore Kingston Smith LLP have indicated their willingness to continue in office and in accordance with the provisions of the Companies Act it is proposed that they be reappointed auditors for the ensuing year.

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption. The Annual Report, which includes the Strategic Report, was approved by the Board of Trustees on 3 October 2022 and signed on its behalf by the Chair of the Board and the Treasurer.



Frances Daley
Chair



Ian Ailles
Treasurer

Date: *October 3rd 2022*

Haven House Foundation

Legal and administrative details

Board of Trustees

Frances Daley (Chair)
Ian Ailles (Treasurer)
Rachel Brodie (appointed 12 July 2021)
Matt Barrett
Emma Devereux
Jonathan Harding
Mohamed Omer
Ghislaine Stephenson

Retirements

Charles Hollwey (Treasurer) (resigned 4 October 2021)
Michael Herst (resigned 4 October 2021)
David Reading (formerly Bayton) (resigned 1 July 2022)
Daniel Fluskey (resigned 12 July 2022)

Life Presidents

Col (Retd.) Alan Hall MBE
Anne Mallinson
Christine Mansell

Patrons

Rt. Hon. Sir Iain Duncan Smith MP
Barry Hearn OBE
Vicki Michelle MBE
Ben Shephard
Ray Winstone

Ambassadors

Rochelle Humes
Billie Shepherd
Greg Shepherd
Mark Wright

Senior Management team

Mike Palfreman	Chief Executive until July 2021
Siân Wicks	Chief Executive Officer (commenced November 2021)
Richard Penney	Interim Chief Executive (July – November 2021) and Director of Finance to May 2022
Gary Seager	Interim Director of Finance and Interim Director of Income Generation and Marketing (commenced May 2022)
Sarah Spackman	Director of Human Resources and Facilities
Eileen White	Director of Care

Haven House Foundation

Principal Bankers

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Auditors

Moore Kingston Smith LLP
Orbital House
20 Eastern Road
Romford
Essex
RM1 3PJ

Risk Management and Health and Safety Adviser

Cooper Safety Associates LLP
Barn Cottage
Malacca Farm
West Clandon
Surrey GU4 7UG

Pharmacy

Specialist pharmacist for palliative and end of life care
Clinical lead for Hospice pharmacy services
Guy's and St Thomas' NHS Foundation Trust

Registered Office

The White House
Mallinson Park
High Road
Woodford Green
Essex
IG8 9LB

Charity number: 1044296

Company number: 3000171

Haven House Foundation - Financial Statements

Trustee responsibilities in relation to the financial statements

The Board of Trustees (who are also directors of Haven House Foundation 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charity will continue in operation.

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

Each Trustee accepts, in so far as the Trustee is aware, that:

- There is no relevant audit information of which Haven House Foundation's auditors are unaware
- The Trustees have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information, and
- The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Haven House Foundation website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

Approved by the Board of Trustees and signed on its behalf by:



Frances Daley
Chair

Date: October 3rd 2022

Haven House Foundation - Financial Statements

Independent Auditor's Report

To the Members of Haven House Foundation

Opinion

We have audited the financial statements of Haven House Foundation for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 applicable law and United Kingdom Accounting Standards, including FRS 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 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's 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 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 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.

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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

Haven House Foundation - Financial Statements

the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and [the strategic report and the] trustees' annual report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 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 exemption in preparing the Trustees' Annual Report and from preparing a Strategic Report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 18, 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.

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 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.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Haven House Foundation - Financial Statements

Our approach was as follows:

We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council. We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.

We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.

We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.

Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

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

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

Evaluate the overall presentation, structure, and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

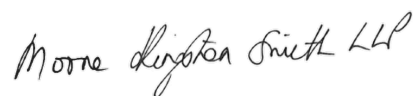
We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

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

**Karen Wardell (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP**

**Chartered Accountants
Statutory Auditor**



25 October 2022

Orbital House, 20 Eastern Road
Romford RM1 3PJ

Haven House Foundation - Financial Statements

Statement of Financial Activities for the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
INCOME:	2						
<i>Donations and legacies:</i>							
Legacies		47,575	-	47,575	528,258	-	528,258
Donations and Grants	2.1	2,113,244	69,247	2,182,491	2,136,876	392,462	2,529,338
		<u>2,160,819</u>	<u>69,247</u>	<u>2,230,066</u>	<u>2,665,134</u>	<u>392,462</u>	<u>3,057,596</u>
<i>Income from charitable activities:</i>							
Statutory funding for hospice care		779,176	-	779,176	717,924	-	717,924
Government grant funding	2.2	-	435,631	435,631	-	940,812	940,812
Other grants	2.2	-	24,151	24,151	-	82,566	82,566
		<u>779,176</u>	<u>459,782</u>	<u>1,238,958</u>	<u>717,924</u>	<u>1,023,378</u>	<u>1,741,302</u>
<i>Income from other trading activities:</i>							
Shops	2.4	882,953	-	882,953	239,322	-	239,322
Events and other fundraising	2.5	83,435	-	83,435	141,253	-	141,253
		<u>966,388</u>	<u>-</u>	<u>966,388</u>	<u>380,575</u>	<u>-</u>	<u>380,575</u>
Investment income	2.6	39,737	-	39,737	31,205	-	31,205
Total		<u>3,946,120</u>	<u>529,029</u>	<u>4,475,149</u>	<u>3,794,838</u>	<u>1,415,840</u>	<u>5,210,678</u>
EXPENDITURE:	3						
<i>Costs of raising funds:</i>							
Donations and legacies		619,088	1,617	620,705	568,262	45,088	613,350
Shops		715,445	5,664	721,108	525,708	122,685	648,393
Events and other fundraising		222,580	2,318	224,897	146,653	10,692	157,345
Investment management fees		12,773	-	12,773	9,096	-	9,096
		<u>1,569,885</u>	<u>9,598</u>	<u>1,579,483</u>	<u>1,249,719</u>	<u>178,465</u>	<u>1,428,184</u>
<i>Expenditure on charitable activities:</i>							
Provision of hospice services		2,313,760	521,532	2,835,292	1,421,670	1,199,760	2,621,430
Total		<u>3,883,645</u>	<u>531,131</u>	<u>4,414,775</u>	<u>2,671,389</u>	<u>1,378,225</u>	<u>4,049,614</u>
Net operating surplus / (deficit)		62,476	(2,101)	60,374	1,123,449	37,615	1,161,064
Net unrealised gain/(loss) on investment		55,425	-	55,425	320,279	-	320,279
Net income / (expenditure)		<u>117,901</u>	<u>(2,101)</u>	<u>115,800</u>	<u>1,443,728</u>	<u>37,615</u>	<u>1,481,343</u>
Transfers between funds		-	-	-	71,225	(71,225)	-
Net movement in funds		<u>117,901</u>	<u>(2,101)</u>	<u>115,800</u>	<u>1,514,953</u>	<u>(33,610)</u>	<u>1,481,343</u>
Total funds brought forward		5,017,813	8,246	5,026,059	3,502,860	41,856	3,544,716
Total funds carried forward		<u>5,135,714</u>	<u>6,145</u>	<u>5,141,860</u>	<u>5,017,813</u>	<u>8,246</u>	<u>5,026,059</u>

The statement of financial activities includes all gains and losses for the year and all activities relate to continuing activities. The detailed comparative information is included in note 20. The notes on pages 24 to 39 form part of these financial statements.

Haven House Foundation - Financial Statements

Balance Sheet

As at 31 March 2022

		2022		2021	
	Notes	£	£	£	£
Fixed Assets					
Tangible Assets	6		1,808,785		1,704,316
Investments	8		<u>1,905,909</u>		<u>1,830,458</u>
			3,714,694		3,534,774
Current Assets					
Debtors	9	610,997		577,183	
Cash at bank and in hand		<u>1,135,412</u>		<u>1,267,477</u>	
		1,746,409		1,844,660	
Creditors:					
Amounts falling due within one year	10	<u>(319,243)</u>		<u>(353,375)</u>	
Net current assets			<u>1,427,166</u>		<u>1,491,285</u>
Total assets less current liabilities			<u>5,141,860</u>		<u>5,026,059</u>
Net assets			<u><u>5,141,860</u></u>		<u><u>5,026,059</u></u>
Income Funds					
Restricted Funds	13		6,145		8,246
Unrestricted Funds					
Designated funds	14		2,161,785		2,055,215
Other Charitable funds			<u>2,973,930</u>		<u>2,962,598</u>
			<u><u>5,141,860</u></u>		<u><u>5,026,059</u></u>

The accounts were approved by the Board



Frances Daley, Chair

Date: October 31st 2022

Company registration no: 3000171

The notes on pages 24 to 39 form part of these financial statements.

Haven House Foundation - Financial Statements

Cash Flow statement for year ended 31 March 2022

	Notes	2022 £	2021 £
Net cash flow from operating activities	(a)	74,607	857,027
Returns on investment and servicing of finance			
Investment income and interest		39,737	31,205
Capital expenditure and financial investment			
Purchase of fixed assets		(259,609)	(103,625)
Purchase of Investment assets		(269,007)	(802,802)
Proceeds from sale of investment assets		226,524	498,058
Net cash movement in investments		55,425	320,279
		(132,065)	800,142
Management of liquid resources		-	-
Increase in net cash	(b)	(132,065)	800,142
Reconciliation to net cash			
Net cash at 1 April		1,267,477	467,335
Increase in cash		(132,065)	800,142
Movement in liquid resources		-	-
Net cash at 31 March		1,135,412	1,267,477

Notes to the cashflow statement:

(a) Net cash inflow from operating activities

Net incoming resources for the year	115,800	1,163,136
Depreciation	154,653	164,054
Net (gain)/loss in investments	(88,163)	(407,359)
Investment income and interest	(39,737)	(31,205)
(Increase)/decrease in debtors	(33,814)	(14,584)
Decrease in creditors	(34,132)	(17,015)
Net cash inflow from operating activities	74,607	857,027

(b) Analysis of changes in net funds in the year

	1 April 2021 £	Cashflows £	31 March 2022 £
Cash at bank	1,267,477	(132,065)	1,135,412
	1,267,477	(132,065)	1,135,412

Haven House Foundation - Financial Statements

Notes to the financial statements for the year ended 31 March 2022

Accounting Policies

Company information

Haven House Foundation is a charity, which is also a private company limited by guarantee, domiciled and incorporated in England and Wales. The registered office is The White House, Mallinson Park, Woodford Green, High Road, Essex, IG8 9LB.

1.1 Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the 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 effective 1 January 2019 (The FRS 102 Charities SORP), the Companies Act 2006 and Charities Act 2011.

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

The principal accounting policies adopted are set out below.

1.2 Incoming resources

Voluntary income is received by way of donations and is included in full in the Statement of Financial Activities as soon as receivable.

Fundraising income by way of sale of function tickets is included when the function is held and is shown gross with the associated costs being included in fundraising costs.

Bank interest is included with the Statement of Financial Activities when receivable.

Legacies are recognised as income upon measurable entitlement and reasonable certainty of receipt.

Grant income is recognised as income in the period specified in the grant agreement.

Gifts in kind are brought into the accounts upon receipt at an estimate of open market value.

Shop sales are included when receivable.

1.3 Volunteer help

The charitable company receives support from a wide variety of volunteers. It is not practical to place a value on the time volunteered by these persons, due to the variety of roles performed, the differences in time spent, and the sheer number of volunteers who gave of their time.

1.4 Resources expended

Expenditure is charged on an accrual's basis at cost inclusive of any VAT which cannot be recovered. Staff costs are allocated directly to the activity for which they are incurred. Costs of generating funds comprise the costs associated with attracting voluntary income (donations, legacies and grants), fundraising activities such as events and the costs of operating the charity's shops. Charitable expenditure comprises those costs incurred in the delivery of hospice services. It includes both costs which can be directly allocated and those of an indirect nature necessary to support them. Support costs, which include governance costs, have been allocated to activity cost categories based on staff costs.

Haven House Foundation - Financial Statements

1.5 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Assets with a cost in excess of £1,000 intended to be of on-going use are capitalised as fixed assets. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Improvements to property:	Shorter of life of lease or 10% of cost
Leasehold property:	Shorter of life of lease or 2% of cost
Plant and machinery:	10% of cost
Equipment:	20% of cost
Motor vehicles:	25% of cost

1.6 Leasing commitments

Rental payable under operating leases is charged against income on a straight-line basis over the period of the lease.

1.7 Fixed asset investments

Investments are initially measured at their cost and subsequently are measured at their fair value at each reporting date. Fair value is based on their quoted price at the balance sheet date. Changes in fair value and gains and losses arising on the disposal of investments are realised in the Statement of Financial Activities.

1.8 Realised gains and losses

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investment are calculated as the difference between sales proceeds and original cost. Unrealised gains and losses are calculated as the difference between market value at the end of the year and the opening market value, or cost at purchase date if later.

1.9 Pensions

The pension costs charged in the financial statements represent the contributions payable by the charity during the period in accordance with FRS 102.

The charity operates a defined benefit scheme for staff previously employed within the National Health Service. The assets of the scheme are held by the National Health Service Superannuation Scheme. This is a multi-employer defined benefit scheme but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries based on periodic valuations.

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. This scheme was set up to meet the government's requirements regarding pension provisions for staff.

1.10 Going concern

The Trustees have at the time of approving the financial statements, a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements. As a result, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Haven House Foundation - Financial Statements

1.11 Financial Assets

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other financial instruments Issues' of FRS 102 to all its financial instruments.

Basic financial assets, which include trade and other receivables 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 market is measured at the present value of the future receipts discounted at a market rate of interest.

Other financial assets classified as fair value, through profit or loss, are measured at fair value. They are subsequently carried at amortised cost, using the effective interest rate method.

Impairment of financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in profit or loss.

De-recognition of financial assets

Financial assets are de-recognised only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership to another entity.

1.12 Financial Liabilities

Basic financial liabilities are initially measured at transaction price, unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Other financial liabilities classified as fair value through the profit or loss, are measured at fair value. They are subsequently carried at amortised cost, using the effective interest rate method.

De-recognition of financial liabilities

Financial liabilities are de-recognised when, and only when, the company's obligations are discharged, cancelled or they expire.

1.13 Cash at bank and in hand

Cash at bank and in hand includes working capital cash and deposits held at call within banks.

1.14 Critical accounting estimates and judgements

In the application of the charitable company'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 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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Haven House Foundation - Financial Statements

Key sources of estimation uncertainty

Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 6 for the net book value of the tangible fixed assets by category of asset.

1.15 Donations of Gifts, Services and Facilities

Donated goods, facilities, and services in the financial statements comprise the provision of services and other gifts, and include discounts given for such goods and services where these are over and above normal commercial discount terms. These are included in the Statement of Financial activities at the value of the gift to the charity; a corresponding amount is then recognised in expenditure in the period of receipt or, in the case of capital items donated over the expected lifetime of the asset. Goods, facilities, and services donated for charitable activities are treated as restricted in nature, while those donated for support activities are treated as unrestricted. In accordance with the Charities SORP (FRS 102) volunteer time, including that of trustees, is not recognised.

1.16 Donated Goods for resale

The charity receives donated goods for resale in its shops. The Trustees consider that estimating the value of the donated goods is impractical due to the volume of low-value items received and the absence of detailed stock control systems and records. Therefore, donated goods for resale are not recognised on receipt, instead income is recognised when goods are sold.

1.17 Funds

Funds held by the charity are either:

- Unrestricted funds which can be used in accordance with the charitable objects at the discretion of the trustees; or
- Designated funds which are set aside by the Trustees out of unrestricted funds for specific purposes or projects; or
- Restricted funds which are to be used for specific purposes within the objects of the charity, as laid down by the donor.

Haven House Foundation - Financial Statements

2 INCOME

2.1 Donations and grants	Unrestricted Funds £	Restricted Funds £	Total £
2022			
Donations	1,746,534	-	1,746,534
Grants receivable (note 2.2)	131,121	69,247	200,368
Gifts in Kind (note 2.3)	235,589	-	235,589
	2,113,244	69,247	2,182,491
2021			
Donations	1,702,756	-	1,702,756
Grants receivable (note 2.2)	365,924	392,462	758,386
Gifts in Kind (note 2.3)	68,196	-	68,196
	2,136,876	392,462	2,529,338
2.2 Grants Receivable			
Year ended 31 March 2022	Unrestricted Funds £	Restricted Funds £	Total £
Income from grants			
Coronavirus Job Retention Scheme	-	16,183	16,183
Local Authority Retail Grants	28,000	-	28,000
Albert Hunt Trust	20,000	-	20,000
Pears Foundation	30,000	-	30,000
Charles S French Charitable Trust	-	20,000	20,000
The Amy Winehouse Foundation	-	10,497	10,497
St James's Place Foundation	18,949	-	18,949
Jessie's Fund	-	10,000	10,000
MCKS Charitable Foundation	-	10,000	10,000
Thomas J Horne	8,500	-	8,500
Others	25,671	2,567	28,238
	131,121	69,247	200,367
Income from charitable activities			
NHSE Covid-19 Emergency Grant*	-	70,609	70,609
NHS England Annual Grant	-	365,022	365,022
Florence Nightingale Aid In Sickness Trust	-	14,250	14,250
BBC Children In Need	-	9,901	9,901
	-	459,782	459,782
Total Grants	131,121	529,029	660,150

*NHSE awarded funding from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19 situation

Haven House Foundation - Financial Statements

2.2 Grants Receivable (contd.) Year ended 31 March 2021	Unrestricted Funds £	Restricted Funds £	Total £
Income from grants			
Coronavirus Job Retention Scheme	-	292,988	292,988
Local Authority Retail Grants	107,073	-	107,073
Epic Foundation	93,438	-	93,438
Pears Foundation	60,000	-	60,000
London Marathon Charitable Trust	-	41,225	41,225
The Amy Winehouse Foundation	-	19,366	19,366
St James's Place Foundation	18,400	-	18,400
Childwick Trust	15,000	-	15,000
Baily Thomas Charitable Fund	-	15,000	15,000
Stavros Niarchos Foundation	-	10,000	10,000
Thomas J Horne	8,000	-	8,000
Others	64,013	13,883	77,896
	365,924	392,462	758,386
Income from charitable activities			
NHSE Covid-19 Emergency Grant*	-	611,608	611,608
NHS England Annual Grant		329,204	329,204
Florence Nightingale Aid In Sickness Trust	-	43,250	43,250
BBC Children In Need	-	39,316	39,316
	-	1,023,378	1,023,378
Total Grants	365,924	1,415,840	1,781,764

*NHSE awarded funding to allow the hospice to make available bed capacity and community support from April - July 2020 and from November 2020 - March 2021 to provide support to people with complex needs in the context of the COVID-19 situation.

2.3 Gifts in Kind

Gifts in Kind represent donated goods and services, principally Google advertising valued at £69,275 (2021: £67,696) and Garden of Reflection works £162,814 (2021: £0)

2.4 Shops

Income from our shops includes an insurance claim of £nil (2021: £110,516) in respect of loss of earnings due to Covid-19 closures (2021: April - June 2020)

2.5 Events and Other Fundraising

	2022 £	2021 £
Events	49,518	131,195
Other Fundraising Activities	33,917	10,058
	83,435	141,253

2.6 Investment income

	2022 £	2021 £
Dividends on listed investments and other income	39,159	30,694
Interest on bank deposits	578	511
	39,737	31,205

Haven House Foundation - Financial Statements

3 Expenditure

Analysis of total Expenditure: 2022	Fundraising Donations & Legacies	Fundraising Events & Other	Shops	Provision of Hospice Services	Investment Manager Fees	Total 2022
	£	£	£	£	£	£
Direct salary and other costs	484,264	183,145	587,324	2,269,513	12,773	3,537,019
Support costs (see below)	136,440	41,752	133,784	565,781	-	877,757
	620,704	224,897	721,108	2,835,294	12,773	4,414,776
Analysis of support costs:						
Finance	24,296	6,626	35,339	103,809	-	170,070
Human Resources and Volunteering	38,402	10,473	55,858	164,083	-	268,816
Facilities & other White House costs	51,673	18,455	11,073	203,003	-	284,204
Information Technology	18,701	5,100	27,201	79,905	-	130,907
Communications	1,366	373	1,987	5,837	-	9,563
Governance	2,001	725	2,326	9,144	-	14,196
	136,440	41,752	133,784	565,781	-	877,757

Directly attributable support costs have been allocated as appropriate.

Remaining support costs have been allocated across activities on the basis of average head count. These costs include providing Finance, HR for employees and volunteers, central facilities and IT support. General costs related to the operation of The White House site are included in the overall Facilities costs for the organisation.

Governance costs includes the cost of external audit and an allocation of time spent by the Chief Executive.

Haven House Foundation - Financial Statements

3 Expenditure (contd.)

Analysis of total Expenditure: 2021

	Fundraising Donations & Legacies	Fundraising Events & Other	Shops	Provision of Hospice Services	Investment Management Fees	Total 2020
	£	£	£	£	£	£
Direct Salary and other costs	493,677	118,591	523,020	2,089,436	9,096	3,233,820
Support costs (see below)	119,672	38,754	125,373	531,995	-	815,794
	613,349	157,345	648,393	2,621,431	9,096	4,049,614

Analysis of support costs:

Finance	26,511	7,953	45,069	127,252	-	206,785
Human Resources and Volunteering	30,407	9,122	51,693	145,956	-	237,178
Facilities & other White House costs	51,589	18,425	11,055	206,358	-	287,427
Information Technology	7,709	2,313	13,105	37,005	-	60,132
Communications	1,242	373	2,110	5,959	-	9,684
Governance	2,214	568	2,341	9,465	-	14,588
	119,672	38,754	125,373	531,995	-	815,794

Haven House Foundation - Financial Statements

4 Net movement in funds

	2022 £	2021 £
Net movement in funds is stated after charging:		
Depreciation of tangible fixed assets	154,653	164,054
Staff costs (note 5)	3,162,062	2,984,575
Operating lease rentals	219,527	218,120
Auditors remuneration:		
Audit Fees	10,000	8,300

5 Staff costs

Number of employees

The average number of employees (including full time equivalents) were as follows:

	2022 Heads	2022 FTEs	2021 Heads	2021 FTEs
Provision of hospice services	61	39	44	36
Fundraising	19	12	12	12
Shops	21	14	16	13
Other functions	31	14	20	15
	132	79	92	76

Staff costs

	£	£
Wages and salaries	2,711,372	2,572,061
Social security costs	254,663	237,905
Pension costs	196,027	174,609
	3,162,062	2,984,575

Number of employees earning in excess of £60,000

	2022 Number	2021 Number
Employees with annual salary: £60,000 to £70,000	1	2
Employees with annual salary: £70,000 to £80,000	1	2
Employees with annual salary: £80,000 to £90,000	1	1

Total employer's pension contributions for the higher paid employees during the year were £20,064 (2021: £27,050).

The key management personnel of the charity comprise the Trustees, the Chief Executive, Director of Care, Director of Finance, Director of HR & Facilities and Director of Income Generation & Marketing whose employee benefits including salaries, employers pension and national insurance contributions totalled £387,355 (2021: £437,960). No trustees received remuneration or reimbursement of expenses in the year (2021: £nil).

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2022

6 Tangible Fixed Assets

	Improvements to Property	Land and Buildings Leasehold	Fixtures, fittings & Equipment	Motor Vehicles	Computer Equipment	Total
	£	£	£	£	£	£
Cost						
At 1 April 2021	1,878,384	783,146	883,903	38,710	160,976	3,745,119
Additions	169,156	-	34,477	13,379	42,597	259,609
Disposals					(584)	(584)
At 31 March 2022	2,047,540	783,146	918,380	52,089	202,989	4,004,144
Depreciation						
At 1 April 2021	1,006,031	185,220	674,997	38,710	135,845	2,040,803
Charge for period	50,728	15,676	71,607	-	16,643	154,653
Disposals	-				(97)	(97)
At 31 March 2022	1,056,759	200,896	746,604	38,710	152,391	2,195,359
Net book value						
At 31 March 2022	990,781	582,250	171,776	13,379	50,599	1,808,785
At 31 March 2021	872,353	597,926	208,906	-	25,131	1,704,316

Land and buildings have not been revalued. The Trustees consider that there is no advantage in obtaining a valuation as the property is used exclusively for charitable purposes.

Haven House Foundation - Financial Statements

7 Unlisted Investments

The charity has a wholly owned trading subsidiary, Haven House Trading Limited, which was incorporated on 20 July 2011 in the United Kingdom and has not traded yet. The investment in the subsidiary is £1. Consolidated accounts have not been prepared because the trading subsidiary is dormant and immaterial to the group.

8 Listed investments

	2022	2021
	£	£
Market value at 1 April	1,830,458	1,120,427
Disposals at opening market value	(223,250)	(451,006)
Acquisitions at cost	269,007	802,802
Change in value in the year	29,694	358,235
Market Value at 31 March	<u>1,905,909</u>	<u>1,830,458</u>
Historical cost	<u>1,638,971</u>	<u>1,545,010</u>

No individual investment holdings were deemed to be material and requiring separate disclosure.

9 Debtors

	2022	2021
	£	£
Income receivable	248,623	149,621
Prepayments	93,215	87,225
Accrued income	201,476	274,268
Other debtors	67,682	66,069
	<u>610,996</u>	<u>577,183</u>

10 Creditors: amounts falling due within one year

	2022	2021
	£	£
Other creditors	61,414	79,170
Accruals	123,047	100,117
Deferred income (note 10.1)	66,837	114,473
Due to subsidiary trading company	1	1
Taxation and social security	67,946	59,614
	<u>319,245</u>	<u>353,375</u>

10.1 Deferred income

	2022	2021
	£	£
Balance at 1 April	114,473	109,217
Amounts released to incoming resources	(114,473)	(109,217)
Amounts deferred to future period	66,837	114,473
Balance at 31 March	<u>66,837</u>	<u>114,473</u>

Haven House Foundation - Financial Statements

11 Pension costs

The charity operates a defined benefit pension scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme, but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries on the basis of periodic valuations. The pension cost for the year was £100,761 (2021: £84,712).

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. The pension cost for the year represent contributions payable by the charity totalling £93,361 (2021: £89,897).

At the year end, £24,788 (2021: £36,885) was payable in respect of pension contributions.

12 Company limited by guarantee

The company is limited by guarantee and does not have share capital. Under the terms of the Memorandum and Articles of Association the members each guarantee to contribute £10 in the event of winding up the company.

13 Restricted Funds

	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Income £	Expenditure £	Transfers £	
Fixed assets including equipment for care/other	2,101	-	(2,101)	-	-
NHSE Covid-19 Emergency Funding	-	70,609	(70,609)	-	-
NHSE Annual Hospice Funding	-	365,022	(365,022)	-	-
Coronavirus Job Retention Scheme	-	16,183	(16,183)	-	-
Music Therapy fund	-	10,497	(10,497)	-	-
Other	6,145	66,718	(66,718)	-	6,145
	8,246	529,029	(531,130)	-	6,145

The Fixed Asset fund consists of funds raised to fund the refurbishment of the hospice building and purchase of medical equipment.

NHSE awarded funding from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19 situation

The NHS England hospice annual funding consists of funds received from NHS England to support existing hospice based palliative care, respite and community services.

The Coronavirus Job Retention Scheme fund consists of monies received directly for the payroll costs of staff on furlough during the pandemic.

The Music Therapy fund consists of funds received to fund the music therapy service.

Haven House Foundation - Financial Statements

14 Designated funds

	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Income	Expenditure	Transfers	
		£	£	£	
Fixed Assets	1,702,215	259,025	(152,455)	-	1,808,785
Strategic Service Development	353,000	-	-	-	353,000
	2,055,215	259,025	(152,455)	-	2,161,785

The Fixed Assets fund represents the balance of fixed assets that has not been funded from restricted donations.

The Strategic Service Development fund consists of funds that are designated to support future service developments. None was spent in this financial year but it is planned to utilise £296,000 in 2022/23.

The timing and utilisation of the remainder of the fund will be planned as part of developing our next strategy.

15 Analysis of net assets between funds

	Restricted £	Designated £	Unrestricted £	Total £
Fund balances at 31 March 2022 are represented by:				
Investments	-	-	1,905,909	1,905,909
Tangible fixed assets	-	1,808,785	-	1,808,785
Net current assets	6,145	353,000	1,068,021	1,427,166
	6,145	2,161,785	2,973,930	5,141,860

16 Analysis of reserves

	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Income	Expenditure	Transfers	
		£	£	£	
Restricted funds	8,246	529,029	(531,131)	-	6,145
Designated funds	2,055,215	259,025	(152,455)	-	2,161,785
Unrestricted funds	2,962,598	3,742,520	(3,731,189)	-	2,973,929
	5,026,059	4,530,575	(4,414,775)	-	5,141,860

Haven House Foundation - Financial Statements

17 Commitments under operating leases

At 31 March 2022 the charity has entered into a number of non-cancellable operating leases as lessee for which the total of future minimum lease payments are as follows:

	2022	2021	Other 2022	2021
	£	£	£	£
Operating lease payments due:				
Within one year	210,400	209,817	9,127	8,304
Later than one year but within five years	582,750	793,733	14,763	13,418
More than five years	242,600	242,600	-	-
	1,035,750	1,246,150	23,890	21,721

18 Capital commitments

At 31 March 2022 the charity had no capital commitments (2021: £nil).

19 Financial Instruments

	2022	2021
	£	£
Carrying amount of financial assets		
Debt instruments measured at amortised cost	472,001	450,591
Measured at fair value through profit and loss	1,905,909	1,830,458
	2,377,910	2,281,049
Carrying amount of financial liabilities		
Measured at amortised cost	184,461	189,130

Haven House Foundation - Financial Statements

20. Prior Year Statement of Financial Activities:

Statement of Financial Activities for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
INCOME:	2						
<i>Donations and legacies:</i>							
Legacies		528,258	-	528,258	254,808	-	254,808
Donations and Grants	2.1	2,136,876	392,462	2,529,338	2,006,193	164,191	2,170,384
		<u>2,665,134</u>	<u>392,462</u>	<u>3,057,596</u>	<u>2,261,001</u>	<u>164,191</u>	<u>2,425,192</u>
<i>Income from charitable activities:</i>							
Statutory funding for hospice care		717,924	-	717,924	820,644	-	820,644
Government grant funding	2.2	-	940,812	940,812	-	223,582	223,582
Other grants	2.2	-	82,566	82,566	-	46,764	46,764
		<u>717,924</u>	<u>1,023,378</u>	<u>1,741,302</u>	<u>820,644</u>	<u>270,346</u>	<u>1,090,990</u>
<i>Income from other trading activities:</i>							
Shops	2.4	239,322	-	239,322	797,221	-	797,221
Events and other fundraising	2.5	141,253	-	141,253	338,746	-	338,746
		<u>380,575</u>	<u>-</u>	<u>380,575</u>	<u>1,135,967</u>	<u>-</u>	<u>1,135,967</u>
Investment income	2.6	31,205	-	31,205	35,104	-	35,104
Total		<u>3,794,838</u>	<u>1,415,840</u>	<u>5,210,678</u>	<u>4,252,716</u>	<u>434,537</u>	<u>4,687,253</u>
EXPENDITURE:	3						
<i>Costs of raising funds:</i>							
Donations and legacies		568,262	45,088	613,350	710,864	-	710,864
Shops		525,708	122,685	648,393	698,058	-	698,058
Events and other fundraising		146,653	10,692	157,345	300,080	-	300,080
Investment management fees		9,096	-	9,096	8,947	-	8,947
		<u>1,249,719</u>	<u>178,465</u>	<u>1,428,184</u>	<u>1,717,949</u>	<u>-</u>	<u>1,717,949</u>
<i>Expenditure on charitable activities:</i>							
Provision of hospice services		1,421,670	1,199,760	2,621,430	2,369,284	449,422	2,818,706
Total		<u>2,671,389</u>	<u>1,378,225</u>	<u>4,049,614</u>	<u>4,087,233</u>	<u>449,422</u>	<u>4,536,655</u>
Net operating surplus / (deficit)		1,123,449	37,615	1,161,064	165,483	(14,885)	150,598
Net unrealised gain/(loss) on investment		320,279	-	320,279	(115,584)	-	(115,584)
Net income / (expenditure)		1,443,728	37,615	1,481,343	49,899	(14,885)	35,014
Transfers between funds		71,225	(71,225)	-	474,558	(474,558)	-
Net movement in funds		1,514,953	(33,610)	1,481,343	524,457	(489,443)	35,014
Total funds brought forward		3,502,860	41,856	3,544,716	2,978,403	531,299	3,509,702
Total funds carried forward		5,017,813	8,246	5,026,059	3,502,860	41,856	3,544,716

Haven House Foundation - Financial Statements

Thank you

Our vital work would not be possible without the dedication and generosity of our supporters and volunteers. We would like to thank all who have helped us to enable our children and their families to receive the care and support they need, when they need it. Though some have wished to remain anonymous, we would like to say a special thank you to the following organisations and individuals:

1-2-1 Urban Hot Yoga Essex

Acorns Charitable Trust
Albert Hunt Trust
Amy Winehouse Foundation, The
Ardwick Trust
Arsenal Foundation, The
Assemble Media Group

B.A.D. Golf Society
Baily Thomas Charitable Fund, The
Balgores Property
Bancroft's School
Barclays Client Services
BBC Children in Need
Ben Shephard
Berenberg
BGC Partners
BGL Group Limited
Billie and Greg Shepherd
BNY Mellon
Brock Charitable Trust, The
Bywaters Waste Management Services

Cadent Foundation
Campbell Johnston Clark
Cannon Lodge No 1539
Carpenter's Company Charitable Trust, The

Centor Insurance & Risk Management Ltd
Chantal Rosenbaum Foundation

Childwick Trust, The
Chingford Foundation School
CK66 Ltd
Craig Davies

David Rothstein
Daytrippers Foundation
Dennis and Kathleen Smith Fund
D J H Currie Memorial Trust
D'Oyly Carte Charitable Trust
Douglas Allen (Arun Estates)

EH Smith Charitable Trust
Elena and Ralph Sueppel
Epic Foundation
Essex Community Foundation
Essex Province of Mark Masons, The
Euromoney Institutional Investor plc

February Foundation, The
Florence Nightingale Aid in Sickness Trust

Haven House Foundation - Financial Statements

Forest School
FORMO (Federation of Redbridge Muslim Organisation)
Fowler Smith and Jones Trust
Friends of Haven House
Function Band, The
Fulwell 73

Galliard Homes Ltd
George Burrows
Gerald Ronson Family Foundation
Graham and Diana Peacock
Greenfingers Charity

Harapan
Harry Kane
Haslers' Foundation
Heulwen Evans
The Holly
Homelands Charitable Trust
Hyde Park Corporation
Hymans Robertson

ICAP
IGI Insurance
InterEx Group
Invesco

James Sandler
Jessie's Fund
John D Stephens, Dr
Joshua Hayday Helping Hand Trust

Kids in Need
King Solomon High School
Kobler Trust

Lenderhand
Leyton Orient Football Club
Lily Blackburn
Lipman Karas LLP
London Angels Cancer Association
London Borough of Waltham Forest
London Marathon Charitable Trust, The
London Province of Mark Lodges, The

Maria Sanchez and Paul Samouelle
Martin Ellice
Margaret McEwen Trust, The
Masonic Charitable Foundation
Matchroom Sport Foundation, The
MCKS Charitable Foundation UK
Michael J Lonsdale Group
Michelle and Neill Vanlint
Mondrian Investment Partners Ltd
MRM Construction Ltd
Mrs Yvonne Flux Charitable Trust

Nick Davis
Nicola and Harry Hastings

Haven House Foundation - Financial Statements

Ocean Holidays
Office Team
OneE Trustee Services Ltd
Orbian

Partners of Haven House
Paul Canal
Paul Turrell
Pears Family Charitable Foundation
Penelope Gluckstein Trust
POETS Luncheon Society

Rachel Charitable Trust
Rachel & David Barnett Charitable Trust
RBS (L&I team)
Redburn
Roan Charitable Trust, The

Sam Hustler
Senator Pens Limited
Simon Fanning
Sir Jules Thorn Charitable Trust
Sir Martin Sorrell
Souter Charitable Trust, The
Southgate School
Stewart Investors
Steve Shelton
St. James's Place Foundation
Stavros Niarchos Foundation
Sub-Zero & Wolf
Suleyman Gul SGPT

TCHC Group Limited
Terence and Anne Mallinson
The Function Band
The Media People
The Health Lottery ELM Limited
Thomas J Horne Memorial Trust, The
Toyota Fund for a Better Tomorrow
Trinity Catholic High School

Universal Pictures Limited

Victoria Claridge
Victoria Sanderson
Vincent Goldstein
Viveca Dutt

Woodbridge High School
Woodford County High School for Girls

HAVEN HOUSE FOUNDATION

England & Wales - Charity number 1044296

Accounts

Haven House Foundation

Annual Report and Financial Statements

For the year ended 31 March 2021



Charity no. 1044296

Company no. 3000171

Haven House Foundation

Annual Report and Financial Statements 2020/21

Chair and Interim Chief Executive's report

The past year has been a rollercoaster in every sense of the word. We recognise that one report cannot reflect all the achievements that have happened and challenges that we have faced in 2020/21. However, we hope that it will give you a real sense of how the hospice has lived through the pandemic and emerged leaner, fitter and stronger.

A year like no other

The clinical team at Haven House has excelled in circumstances of profound pressure and we are proud of the commitment and resilience of the team over the past year. Throughout this most turbulent of years, we have remained steadfastly focused on our vision at Haven House – the best possible life for every baby, child and young person with a life-limiting or life-threatening condition and their families. In response to the Covid-19 crisis, we moved rapidly to support families and the NHS through providing more rapid step-down, emergency and crisis respite, and a range of therapeutic, practical and emotional support, often delivered creatively and remotely.

In the last financial year, despite the pandemic, we supported 331 babies, children and young people (BCYP) and provided 30,811 hours of care to them and their families. We achieved this by providing services, clinical and non-clinical, both inside and outside the hospice. Our Hospice at Home team supported 114 children and young people who might not otherwise have received our support. Due to Covid-19 restrictions, we were unable to host our wide range of family events at the hospice but our committed staff used their creativity to provide some alternative activities to bring joy to children and families, most notably our drive in visits to Father Christmas in December!

At the beginning of 2020/21, we faced a very sudden and significant collapse in some key elements of our fundraising - almost all event activity stopped, our shops closed and some of our local business donors were unable to continue their support. With the ongoing challenges of further waves of Covid-19 and regular changes to lockdown restrictions during the year, our shops were closed for multiple periods of the year and further uncertainty on face-to-face fundraising activities continues to impact us.

Our annual report sets out our main achievements. Despite the challenges, we ended the financial year strongly, thanks in large part to highly creative fundraising early in the year but also by taking some difficult decisions on expenditure. The extent to which individual donors, corporate supporters, trusts and others mobilised to generously provide their financial support at a time of such uncertainty was overwhelming, for which we are extremely grateful. In addition, we recognise the very significant impact of the various Government Covid-19 emergency funding initiatives that we accessed during the year. This included the NHS England emergency funding programme that was managed successfully via Hospice UK.

Our Board and Senior Management Team would like to thank all our staff, volunteers, donors, our statutory partners and other funders and supporters for all their generous support in this extraordinary year.

Our staff and volunteers

Our staff and volunteers, working across every single area of the charity, have been simply incredible – resilient, courageous, optimistic, creative and dedicated. Everyone will have had to face their own personal challenges during the pandemic and many of our non-clinical staff have had to suddenly work

Chair and Interim Chief Executive's report (contd.)

very differently from home for a year or had the added uncertainty of being on furlough for extended periods of time.

Due to Covid-19 restrictions, many of our volunteers were not able to provide the hugely valuable contribution this year that they give to our fundraising and other activities. Despite this, we have endeavoured to contact and keep our volunteers updated on the work of the hospice and how things were changing as restrictions were imposed or lifted.

We know that we need to restore plans for further investment in our greatest resource and ensure that our staff and volunteers have the support they need going forward to take the hospice to the next stage of its development and growth.

Mike Palfreman

In July 2021, we said farewell to Mike Palfreman, who had been our Chief Executive Officer for over 10 years. Mike played a huge part in the hospice achieving such significant growth in the services it now delivers for BCYP and their families. He was instrumental in successfully driving our fundraising ambition and a wider engagement with an increasing number of supporters which has resulted in Haven House being able to reach out and support so many more people who benefit from our services. On behalf of the Board of Trustees and the Senior Management Team, we thank him for all that he has achieved for Haven House.

Recruitment of new Chief Executive Officer

We are very pleased that Siân Wicks joins us as our new Chief Executive Officer in November. Passionate about children's services and with a background in health and social care in London and the South East, Siân has significant leadership experience in working across the NHS, the independent sector and the charity sector.

Trustees

After their eight years of service on the Board, the 2021 AGM sees the retirement of Charles Hollwey as trustee, treasurer and Chair of the Finance and Resources Committee and Michael Herst as trustee. In addition, Inge Linneman-Hussein left the Board during the year after five years' service. We thank them all for their commitment and support during a time of significant change and growth.

We were pleased to welcome as new trustees Ian Ailles in June 2020 and Rachel Brodie in July 2021. Ian will take over as treasurer and Chair of the Finance and Resources Committee following Charles Hollwey's retirement at the 2021 AGM. As a parent and carer with direct experience of our services, Rachel bring her particular perspective to the Board.

Looking ahead

Our focus going forward is to invest in restoring growth in the services we deliver but also to ensure that we are making investment in our fundraising and infrastructure that will underpin and sustain increasing our reach and impact for the BCYP and families that we are here to support.

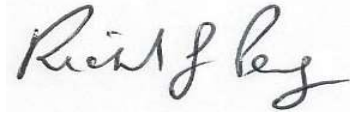
There are many children and families who we sadly still cannot reach, and we know that the number of BCYP with life-limiting or life-threatening conditions in our communities continues to increase. 2020/21 has made us more determined than ever to do more for the BCYP we support but also for all those for which unmet need in our local communities remains an issue and a real challenge.

Work is underway to develop a new vision and strategy for 2022/23 and beyond. Our vision and strategy need to be ambitious. We believe that we can play a much more significant role in supporting and working with the NHS and the wider health services in our communities in tackling increased

demand and complexity of needs but also one that is sustainable whilst growing our impact for the long term.

A handwritten signature in black ink, appearing to read 'Frances Daley', with a horizontal line underneath the end of the signature.

Frances Daley
Chair

A handwritten signature in black ink, appearing to read 'Richard Penney', with a light grey rectangular background behind the signature.

Richard Penney
Interim Chief Executive

Haven House Foundation – Annual Report

1. *Our objectives and activities*

Haven House is located at The White House, in four acres of unspoilt woodland on the borders of North East London and Essex. We also operate increasingly within local homes and communities through our outreach and other specialist services.

Our vision

The best possible life for every baby, child and young person with a life-limiting or life-threatening condition and their families, who live in our local communities.

Our mission

To provide the highest quality palliative and holistic care services to babies, children and young people and their families in our local communities. Working in partnership we will deliver these services when and where our families need them.

Our values

- **Respectful:** recognising that everyone is an individual and treating others as we would expect to be treated
- **Safe:** creating a positive learning space and doing everything to ensure our services and environment are as safe as possible
- **Compassionate:** showing warmth and empathy in the most difficult of circumstances, and creating an environment where children and families can create lasting memories
- **Professional:** acting with integrity and honesty, striving for excellence and being accountable for our actions.

Our purpose

Haven House supports families throughout their experience of caring for a baby, child or young person with a life-limiting and life-threatening condition.

Haven House provides a range of physical, emotional, social and spiritual support services which are offered:

- Holistically
- Centred on the family
- To all eligible families within our geographical area
- Across a range of settings including the home, hospice and hospital
- By specialist staff
- With engagement of the community

Our services

Our services are delivered wherever they are needed and include:

- In-house and community end of life care including symptom management
- Post death care, including bereavement suite
- Counselling and bereavement support
- Planned and crisis in-house respite care – day care and overnight
- Community based respite care
- Step down care to prevent hospital admissions or to reduce the length of a hospital stay through transition from hospital to home
- In-house and community therapeutic support – specialist play, music, yoga, physiotherapy and complementary therapies

Haven House Foundation – Annual Report (contd.)

- Satellite physiotherapy service including aquatic physiotherapy
- Specialist outreach nursing – working in partnership with the Louis Dundas Oncology Outreach and Palliative Care Service at Great Ormond Street Hospital
- Partnership working with local children’s community nursing teams and acute NHS trusts delivering hospice at home nursing services including education and training
- Neonatal music therapy provision – Whipps Cross Hospital
- Education and training of professionals and parents/carers
- Pharmaceutical clinic – Guys and St Thomas Trust
- Family support including one to one and group sibling support
- Family events including teenage cancer peer support group
- 24/7 specialist paediatric palliative care telephone advice

All our services are tailored to ensure that families receive individualised care in the setting of their choice, whether in our residential hospice, our holistic care centre or in the home and community.

Public benefit

Our principal charitable purpose, as defined in our Articles of Association, is to provide “the relief of sickness and suffering among children and young people, and care and support to their families”.

The trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charity Commission’s general guidance on public benefit and consider that the hospice’s activities, as outlined in this report, fall within the definition of public benefit. Haven House delivers public benefit by providing services and support for children and young people with life-limiting or life-threatening conditions and their families at no personal cost to themselves.

Areas served

Our services are available to children and families across the whole of North and North East London, West Essex and East Hertfordshire. During the year we supported 331 children and families, mainly across the following areas: Waltham Forest, Redbridge, Havering, Enfield, West Essex, Haringey, East Hertfordshire, Barking & Dagenham, Newham, Barnet and Islington.

2. Covid-19

COVID-19 has been a huge challenge for the children and families for whom we exist. These families are already used to facing up to the most unimaginable difficulties and fears, and the pandemic significantly exacerbated these. Through this crisis, they have been an inspiration to our team at Haven House as we have faced our most difficult period in our history and that of the entire hospice movement. At the outset of the crisis and throughout 2020/21, we immediately reviewed and took all necessary actions to protect children and families, staff and volunteers, including a full review and implementation of comprehensive infection control procedures. We also worked hand-in-hand with the NHS where we built on our strong relationships with hospitals and commissioners to ensure that life-limited and life-threatened babies, children and young people could be discharged safely from hospital to Haven House or home, thus freeing up acute resources. This has enabled families to be together during their child’s end of life care (not at that time possible in hospital) as well as supporting NHS capacity.

We focused on adapting our services to meet the changing needs of our families, creating individualised support packages for carers, to enable them to continue to care, as many of their support networks were impacted by the pandemic. This included step-down care, emergency and crisis respite, and therapeutic as well as practical support such as collecting and delivering medicines as many of our families chose to go into complete isolation to protect their children. This proved vital, and at times during the year, the hospice and our hospice-at-home service have been just as busy as in pre-pandemic times.

Haven House Foundation – Annual Report (contd.)

Alongside the above, Covid-19 had an immediate impact on our voluntary income with the closure of our shops and the cancellation of most of the events on which we rely every year. Throughout the year

we have sought to respond to what initially appeared a significant emergency and, through the implementation of an emergency appeal and subsequent creative online fundraising, as well as focusing firmly on controlling and reducing costs where feasible, and maximising government related funding, ended the year in a far more financially secure position that we started it or indeed feared would be the case.

3. Strategic report

The Board of Trustees presents this strategic report as required by the Companies Act 2006. This includes analysis of past performance in 'Achievements and performance', the context for the financial statements in the 'Financial review', insight into the challenges, objectives and strategies in 'Plans for the future', and the risks the charity faces in 'Risk assessment and management'.

Our previous strategy ended in March 2020 and we had initiated plans to agree and commence a new three year strategy which was due to commence April 2020. Covid-19 forced us to put those plans on ice and to focus on an immediate "emergency" response to the pandemic. As a result we did not set new strategic objectives or any specific aims for the year 2020/21. The following report therefore sets out what have nevertheless been some significant achievements against each of the original Vision 2020 strategic aims.

Achievements and performance

Each member of the Senior Management Team (SMT - see page 18) holds operational responsibility for delivering against strategic aims work plans. The SMT is supported by, and reports progress to, relevant committees of the Board.

Each operational area and work plan has a range of qualitative and quantitative measures and key performance indicators (KPIs) against which progress is measured and monitored. For example, we monitor the numbers of children supported within our different services, hours of care delivered and the evaluation of feedback from parents obtained via parent forums and 'real-time' feedback obtained on each visit. The Senior Management Team reviews performance against all KPIs each quarter as do our local NHS commissioners.

Our key achievements in 2020/1 against our original strategic aims and objectives are set out below.

1: To be the number one choice for referrers and families

What we did:

- We redesigned services from a planned to a more responsive model of care, adapting our services to meet the needs of families during the pandemic. This included;
 - Offering music and other therapies online
 - Running collections and deliveries of medicines and food from pharmacies and supermarkets
 - Delivering sensory play boxes to doorsteps
 - Opening up our woodland gardens for individual families to enjoy safe, accessible outdoor space
 - A drive through Christmas event for 70 children and families to meet Father Christmas safely
 - Doorstep Christmas gift drop off to families who continued to shield or for children too unwell to leave home
- A new rapid discharge pathway enabled safe transfer of babies, children and young people to hospice and home for end-of-life and step-down care

Haven House Foundation – Annual Report (contd.)

- The Care Education team developed training resources and provided clinical workshops for the specific children being discharged from hospital
- We continued to share information with our families through weekly e-newsletters, updating on events and developments, and using a secure parent page on our website which can be translated into other languages
- In our annual satisfaction survey of families, 100% of respondents agreed that Haven House staff are caring, whilst 94% agreed that we improved the quality of their children's lives and treated their child with dignity and respect
- We were commended by our local NHS Clinical Commissioning Group (CCG) Commissioner who expressed gratitude for how Haven House managed the challenges posed by COVID-19, including how patient care was prioritised and appropriate action taken to protect children, staff and volunteers
- Quarterly meetings continued to take place with CCGs and referrers

What families said about us:

“Thank you for all your support during such a challenging year. It has made a massive difference to W and the rest of us. W has had a more normal life as a result of all the wonderful music and yoga classes held through zoom. The parent sessions helped keep J and I sane! Being able to visit the grounds was a life-saver”.

“Just a note to say thank you so much for the Father Christmas Drive-Through and especially for such a well-chosen toy for S. She has really enjoyed playing with the drum...Despite the odd circumstances, it was a really special event and we really appreciated all the organisation that went into it”.

“Thank you for organising a wonderful memory day service recently which even in its remote format, managed to move us as we reflected on the loss of all our children.... The day was beautiful and special as always”.

“It made me feel that for her (nurse) he was not just another number... he was an individual....The other day the nurse took time to ask if I was alright...sometimes people forget about you the care giver”.

2: To build and maintain a reputation for clinical excellence

What we did:

- We actively encouraged excellence with our multi-disciplinary team contributing to various academic research including:
 - Inclusion of a case study from a Haven House service user in the Pan-London Lead Nurse for Palliative Care Project
 - Participation by our Chief Executive and Director of Care in a research study with Imperial College London, “The opportunities for innovation in paediatric palliative care – the perspectives of health professionals”
 - Presentation by our Director of Care of an integrated care case study at a virtual workshop run by Together for Short Lives “Helping children’s hospices meet the needs of children, young people and their families... during the Covid-19 pandemic”
- We shared our Crisis Assessment Criteria and Intervention Risk Assessment Tools with colleagues in commissioning and children’s hospices as examples of good practice
- We held a range of virtual training sessions during the year for a total of 93 participants covering topics such as children’s palliative care, music therapy and safeguarding
- We integrated working across the local system, hospital and children’s nursing and other children’s hospice nursing teams to ensure there was capacity in the community for palliative and end-of-life care where needed
- We commenced our virtual pharmacy clinic to ensure continued safe medicines’ management

Haven House Foundation – Annual Report (contd.)

- As part of an ongoing audit cycle, we conducted local clinical audits including on infection control and safeguarding
- Our Director of Care continued to build relationships within our local integrated care system – North East London Health and Care Partnership - representing Haven House on the NEL wide programme for babies, children and young people. Senior nurses have supported the Child Death Overview Panels (CDOP) in North East London, as well as the COVID-19 Testing and Vaccination clinical task and finish group and London Children’s Palliative Care Working Group
- We provided placements for seven university student nurses from London South Bank, Middlesex, City and University of West London and five elective placements from Barts’ Health
- We supported local commissioners in prioritising services to utilise additional funding that was made available as part of an NHS England initiative.

What professionals said about us:

“The achievements of Haven House, in particular through the Covid pandemic, have been significant and wide ranging across all service areas. Your assistance with step-downs from the Acute Trusts was facilitated with care, excellent clinical oversight and with the child and family at its core during a key critical pinch point” - Clinical Commissioner.

“Their responsiveness to families and supporting the wider system is hugely valued and they are committed to growing hospice-at-home services with sustained funding from NHSE/I. Only this weekend HH received a child from us at the Royal London/Barts Health in a swift and timely manner, releasing acute care capacity”.

3: To support more children and families

What we did:

- We made a deliberate point of contacting every family at the outset of the pandemic and regularly throughout the year, identifying the particular challenges they were facing and tailoring our services to ensure we could meet their individual needs, through offering new services (such as collections of medicines) or adapted services such as therapies and group support by Zoom
- We delivered a total of 30,811 hours of care to children and the wider families, including 3,216 hours of family support in April 2020 alone as lockdown measures began to have such a huge impact on our families’ lives
- We supported 331 children through one or more of our services
- We continued our Hospice at Home service, providing home visits and successfully reaching out to 114 children with specialist nursing support, advice and symptom management, counselling, play, yoga, music and physiotherapy
- We delivered 848 therapy sessions for children and young people, including music therapy, physiotherapy and therapeutic yoga

What parents said about us:

“Thank you for helping with everything and looking after S so well through this difficult period. You are all so kind and caring and have been invaluable to me over this time. I don’t know what I would have done without having the support from Haven House and all of you”.

“Thank you so, so much for such a wonderful weekend at Haven House. It was just what we needed in many ways. I was blown away by how well cared for we all were. It meant such a lot that H, W and F were so well looked after and had such fun playing, baking, painting and drawing. Nothing was too much trouble and everyone was so warm and welcoming”.

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4: To widen our positive profile within our communities

What we did:

- We secured excellent regional and national print, radio and broadcast media coverage. Key highlights included: BBC London featuring Virtual Music Therapy; Nick Ferrari inviting the Chief Executive on LBC; the Leyton Orient FC partnership with Harry Kane featuring on Good Morning Britain and subsequently a hospice family talking about the impact of this on ITV London News; fundraiser Lily Blackburn and her 15km walk on BBC London Breakfast and in the Sunday Mirror; and a feature for Children's Hospice Week 2021 on GB News
- A half marathon run by a supporter on his flat balcony at the outset of the first lockdown attracted lots of national media (66 online articles – including The Metro, The Times, Sky News)
- We took the lead in working collaboratively with other care-providers across North-East London, meeting weekly to collectively manage system risks, highlight issues, share best practice and find solutions to common problems
- We secured a new partnership and shirt sponsorship with Leyton Orient, prompted and endorsed by Harry Kane, the England football captain. This has been renewed into the 2021/2 season
- We launched our first-ever Christmas digital fundraising campaign - the Christmas appeal raised £73k, a record
- We had 263k visitors to our website – 25% of those from social media. Despite the much reduced number of events held in the year due to the pandemic, we achieved reach of 1.6m via Twitter, 1.1m via Facebook and over 200k on reach on Instagram.

5: To build and maintain a workforce comprising high quality, well-motivated staff and volunteers

What we did for our staff:

- Throughout the pandemic, we put significant effort into supporting staff, in person and through access to our Employee Assistance Programme. This included the further expansion of Mental Health Awareness Training, with our Director of Human Resources & Facilities and our HR Manager now trained as 'Mental Health Awareness Champions'
- We held a virtual Organisational Learning Day (OLD) for staff to come together and share learning. This year we placed an emphasis on staff wellbeing and introduced a number of initiatives both at OLD and day to day to support their working life and environment and the opportunity to share with each other the challenges faced by different teams through the pandemic
- We ensured that support contact was maintained with staff that had been placed on furlough throughout the year and that they were regularly kept informed of developments that impacted the timing of their return to work
- We adapted systems and processes to respond to a sudden change in staff's working arrangements as many non-clinical staff had to work from home full-time at short notice due to Covid-19 restrictions
- Replies from our Birdsong staff survey (conducted October 2020) revealed that:
 - 100% of staff enjoy the work they do
 - 100% of staff said that if a family member or friend needed to be treated, they would be happy with the standard of care at Haven House
 - 96% of staff believe they understand what Haven House wants to achieve as an organisation
- We offered 12 student placements during the year, enabling student nurses to expand their knowledge and training within the hospice environment. All placements tended to run longer due to Covid-19, averaging eight weeks rather than four

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- Five 2nd and 3rd year student nurses were paid to move into clinical practice during the pandemic, spending time each week at Haven House. This was a great example of collaboration, enabling us to do more for children and families as well as bolstering our resource and developing a potential workforce for the future.

What our staff think is the best thing about working at Haven House:

“The amazing care we give to children and families, and the difference we make. I feel proud to work for an organisation that has such a vital impact on families”

“Hearing first-hand from families we support how Haven House has changed their lives for the better is incredible. It is very clear how hard the team works at HH, often working round the clock...”

“Being able to voice my non work-related concerns and problems, knowing that I will be listened to without my ability to do my work being questioned”

“Knowing that we deliver the absolute best service to children and families when they need us the most”

Our Volunteers and what we did to support them

We have around 450 volunteers who have traditionally supported the hospice, tirelessly helping us with many activities and a wide variety of roles, including as trustees.

This year, the Covid-19 pandemic had a significant impact on the ability of our volunteers to continue to support Haven House, whether in the delivery of services (where infection control procedures meant that access to Care had to be severely restricted), in fundraising (where few of our normal events could function), in our shops (which were closed for various parts of the year) and also for volunteer gardeners that work in the hospice grounds. We kept in touch with volunteers throughout the year, in some cases facilitating communication with and even the delivery of food and other essentials to older, more isolated volunteers, but hospice activity was by necessity limited. As 2021-22 began and restrictions started lifting, we have seen the reintroduction of volunteers in certain key areas such as our grounds, and we anticipate easing back towards normality over the coming months.

6: To operate from a solid and sustainable financial platform

What we did:

- Total income rose to £5.21m (2019/20 - £4.68m). This included a total of £1.01m (2019/20 - £175k) of Covid-19 emergency funding
- We responded quickly to secure Covid-19 emergency funding, which consisted of £611k from the NHSE Emergency Grant hospice funding programme, £293k from the Coronavirus Job Retention Scheme and additional local authority retail grants totalling £107k (£175k in 2019/20)
- As the significant impact of the pandemic began to emerge with events cancelled and our shops closed, we launched an emergency appeal at the beginning of the year which raised over £410k across all areas of fundraising
- We took some difficult decisions to manage down our costs and to defer expenditure and other investment where possible that was considered not key to the core work of the hospice whilst the pandemic was having its biggest impact
- We continued a number of excellent, long term relationships, notably with Pears Foundation who have supported Haven House for nine years, contributing over £400k in that time, and Epic Foundation who have contributed £325k over six years. Both foundations have demonstrated the vital importance of long term relationships. Crucially the provision of unrestricted funding,

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where we have been able to use these monies for whatever purpose we deemed necessary, has enabled us to be more flexible in response to the pandemic

- We achieved legacy income of £528k, significantly beating expectations and including a very generous legacy of £337k
- We saw a significant increase in support from corporates, including participation in the ICAP Trading Day which raised £100k, as well as from trusts where we secured seven brand new supporters. The Florence Nightingale Aid in Sickness Trust, who support the cost of individual nights of respite care, increased their overall funding by £33k
- Paul Turrell and Simon Fanning, two supporters of many years standing, walked 875 miles from John O’Groats to Land’s End and raised over £100k
- Our seven shops faced an extremely tough year, opening then closing again on three different occasions and remaining closed for much of the year. However, our retail staff and volunteers worked quickly and innovatively to adapt to the regular changing circumstances during the year and to maximise income as much as possible during a very challenging time for all retailers
- We successfully secured match funding and other monies totalling over £121k, being Haven House’s share of additional NHSE financial support provided to hospices
- Our first virtual special events programme raised over £60k. This included an online auction, a “Fireside chat” with Sir Richard Branson hosted by our supporter, Sir Martin Sorrell, and a prize draw with our celebrity Ambassadors, Billie and Greg Shepherd
- Lily’s Walk raised over £40k
- Our longstanding Patron, Ben Shephard, hosted three “Ben’s Night In” virtual quizzes with over 500 participants joining from home
- We completed “Haven Island”, our new, accessible playground, funded by The London Marathon Charitable Trust and Euromoney
- In Community fundraising, we saw a number of new creative ideas come to fruition, including our 2.6 Challenge which attracted many adults and children who were new to the hospice, our first Pop-Up Cake Trail and our first Christmas Tree recycling project.

7: To be a model of good governance

What we did:

- Though working remotely, we engaged three new members in our Finance and Resources Committee. All subsequently brought fresh ideas and a new dynamic to the Committee and one also subsequently joined the Board of Trustees
- We embedded the new process for risk management reporting incorporating a new strategic risk register and oversight
- We ensured that additional reporting on the assessment and management of Covid-19 risks was an on-going standing item at Board of Trustees and sub-committee meetings throughout the year
- We held quarterly engagement meetings with our CQC specialist adviser
- At least one trustee represented the Board on every Committee, including on Safeguarding
- We utilised the services of an external, qualified Data Protection Officer (DPO) to oversee and advise on data protection including the General Data Protection Regulations (GDPR)
- We made significant progress on work to identify our future IT needs and the means to ensure that all our staff will be appropriately equipped and trained to work both in-hospice and remotely. This work will continue into 2021/2 and beyond.

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4. Financial review

Total income in 2020/21 was £5.210m, an increase of 11% (£523k) on 2019/20. After adjusting for the income received from Covid-19 emergency funding schemes which totalled £1.011m (2019/20 - £175k), underlying income in 2020/21 was over £300k (7%) down on 2019/20.

The year showed an increase in income in some areas but a significant drop in others. In fundraising, our legacy income more than doubled to £528k and donations increased by over £100k as donors mobilised to support us during the pandemic. However, income from our trading activities fell by over £750k as our shops were forced to remain closed during much of the year and most of our events activity could not take place due to Covid-19 restrictions.

As the significance of the potential impact of the pandemic and Covid-19 restrictions became clear and continued throughout the year, we ensured that we maximised funding support provided by the various Government Covid-19 emergency funding schemes. We received £611k in NHSE Covid-19 Emergency Grant funding, which allowed us to increase our bed capacity and support the NHS during the pandemic by receiving higher numbers of children for step down care. This provided increased bed capacity within the NHS at a time when it was critically required. In addition, we received £292k from the Coronavirus Job Retention Scheme towards the payroll costs of those staff that were unable to work because of the restrictions and a further £107k in local authority retail grants to reduce the impact of losses incurred while the shops had to remain closed.

Total expenditure in 2020/21 was £4.049m, a decrease of over 10% (£487k) on 2019/20. At the start of the pandemic and as income was affected significantly, the charity reassessed its spending priorities, maximised opportunities to delay or cancel non-critical spend and utilised the Government's furlough scheme to reduce costs whilst retaining staff. Sadly, this also resulted in a small number of redundancies, particularly in some fundraising areas where activities could not take place or were not viable for a significant period of time due to Covid-19 restrictions. In addition, the restrictions meant that certain face-to-face or group activities for the children and families that we support were not able to take place at the hospice.

Whilst we maximised our financial protection against the threat from the sudden and significant fall in certain fundraising income streams, it did result in the stripping back of budgeted investment and means that we enter the new year of 2021/22 knowing that various areas of the charity's work require rapid re-investment to build us back to where we had been and to provide a stronger platform for growth going forward.

Overall, the above performance resulted in a net operating surplus of £1.161m. Our plans for 2020/21 had to evolve rapidly as the pandemic unfolded and we started the financial year with a deficit budget. The better than budgeted overall result for the year is due mainly to a combination of the very generous response of our donors whose support did not waiver despite the pandemic, a £337k legacy that was not anticipated, the significant reduction in non-critical spending commitments in response to the pandemic and the Covid-19 emergency funding.

Our total funds increased during the year by £1.481m to £5.026m at the end of 2020/21. This increase includes the unrealised gains on our investment portfolio of £320k that reflect the exceptional turnaround in global markets from where they were at the start of the pandemic.

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Reserves policy

At 31 March 2021, the charity's total reserves were £5.026m (2020: £3.544m), made up of restricted funds of £8k and unrestricted funds of £5.018m.

The Board considers that the key issues that free reserves need to cover are to pay our operating costs for a number of months, ensure we have the funds to cover redundancy costs and that we have a proportionate amount set aside to pay for a reasonable settlement of financial obligations related to our shop leases.

As a result, the target free reserves policy is set as the sum of:

- between 3-4 months of next year's total cash expenditure
- estimated total staff redundancy costs
- 12 months of lease rental costs for the shops.

The above amounts to a target free reserves level ranging between £1.489m and £1.850m. Free reserves at 31 March 2021 were £3.315m (2020: £1.744m), significantly above the target range. However, we are anticipating annual deficits going forward in the medium term as we:

- 1) rebuild and grow the investment in our services;
- 2) refocus our fundraising and make a step change investment in developing its capability and capacity; and
- 3) ensure that delayed investment in IT and other infrastructure projects that support the delivery of our work is delivered at pace and provides a greater platform for future growth.

Free reserves include a designated fund of £353k remaining to be invested in strategic service development. Note 14 of the financial statements summarises the current position on when that specific designated fund will be utilised.

Risk assessment and management

The charity takes risk seriously and has undertaken risk assessments in five areas – governance, clinical, health and safety, finance and HR. Risk registers were discussed and reviewed by the various sub-committees of the Board during the year. New risk management and reporting processes were implemented at the beginning of the year which included:

- the systematic reporting to and updating by the Board of a Strategic Risk Register;
- oversight of the charity's risk management and reporting processes by the Finance and Resources Committee;
- increased responsibilities for sub-committees in their role as regards the reporting of changes in risks;
- improved incident recording and monitoring.

In addition, the charity continued its specific additional Covid-19 risk management reporting for the Board and a more detailed operational Covid-19 clinical care risk register for oversight by senior clinical staff and the senior management team. The Health & Safety and Premises Committee continued to assess Covid-19 risk management, including emergency arrangements for a potential Covid-19 outbreak and the assessment of risks relating to staff and volunteers returning to their place of work. Planning for events activity includes Covid-19 specific risk assessment as well as the routine risk assessment process.

Work and further actions identified are analysed by each committee throughout the year and the Committees provide reports to the Board.

A Risk Management Adviser participates on our Clinical and Health & Safety and Premises Committees, offering specific advice on clinical and health and safety risks.

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The Clinical Governance Board meets quarterly and is chaired by clinical representation from the Board of Trustees. Membership includes our governance and risk lead nurse, safeguarding lead nurse, Infection Prevention and Control adviser and pharmacy technician. The board supports with improving the quality of the service and safeguarding high standards of care by creating an environment in which excellence in clinical care can flourish.

The Clinical Risk Group meets bi-monthly and is accountable for all of the components of clinical governance, specifically evidence based care, service user involvement, risk management, continuous professional development and clinical audit review.

Investment policy

The charity uses the services of investment managers Brewin Dolphin for the investing of surplus funds in a portfolio of listed investments.

During the year, as part of the review of the portfolio and the charity's investment requirements, the charity revised the primary objectives and performance target for the portfolio.

The charity's primary objectives for investing are to achieve a balance of income and capital growth on a total return basis and to have sufficient liquidity to respond to pressures on day-to-day cash (if required).

Given the pursuit of a total return mandate along with future expected asset class returns and low inflation, CPI + 3% has been set as the long term performance target to pursue alongside the risk category benchmark of the portfolio. This target will continue to be subject to annual assessment as part of the annual review of the performance of the investment portfolio and Brewin Dolphin as investment manager.

Whilst our investment policy has no specific ethical restrictions, we ensure that processes are in place with Brewin Dolphin to ensure that our investments are not in conflict with the charity's objectives and we expect Brewin Dolphin to integrate environmental, social and governance aspects into their investment decision-making, providing evidence where appropriate.

During the year, our investments earned an income return of 2.6% and an increase on the opening capital value of 17%. This increase in capital value for the year reflects the significant recovery in markets that followed the very sharp fall in early 2020 due to the impending Covid-19 pandemic at that time. In addition, £400k from cash reserves was added to the portfolio just before the year end.

At the year end, our investments managed by Brewin Dolphin in the Long Term Reserves Fund totalled £1.830m.

Going concern

The Board of Trustees is of the opinion that Haven House has sufficient resources to continue its operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements.

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5. Plans for the future

As we look towards the end of the Covid-19 pandemic and we focus again on how we can really pick up the pace in reaching and supporting more children and families, we know that we have lost time and momentum during this extraordinary period of 18 months or so. However, thanks to the decisions that we took during the pandemic to focus on the quality and responsiveness of our care whilst being innovative in raising funds and thorough in managing down costs, we are in a much stronger position now to invest in the development and growth of our services and to ensure that we increase our investment in our fundraising and infrastructure for the longer term.

We know that the number of babies, children and young people (BCYP) with life threatening or life-limiting conditions in the communities that we serve has continued to increase and that, sadly, despite our endeavours, the level of unmet need is higher too. During 2021/22, as we set out below, we are building on the themes of restore and recover, extending reach and accelerating improvement. This will create a strong platform for the development of a new ambitious vision and strategy for 2022/23 onwards.

Key priorities for improvement in 2021/22

The philosophy of children's palliative care is to promote the best possible quality of life and care for every BCYP with a life-limiting or life-threatening condition and their family. Giving families real choice is key to this approach. Our vision relies on a high performing clinical team renowned for excellence and innovation. Ultimately our ambition is nothing less than becoming an outstanding provider of safe and compassionate care, working in partnership with all who use our services. To achieve this, we will strengthen our already established relationships with our neighbouring children's hospices and local health and social care partnerships. We will work with our local ICS (North East London Health and Care Partnership) to support the delivery of 'Integrated Care Systems' within north east London to drive transformation of children's palliative care at local level and improve outcomes for BCYP. This partnership working will support the delivery of the NHS Long Term Plan commitments in north east London.

In summary, the charity has identified the following key themes as priorities for 2021/22:

1 - Restore and recover following the COVID-19 pandemic

- Capture and embed positive service development from the pandemic
- Build on the good liaison with local CCGs and ICS
- Embed a flexible working approach across all our teams
- Build back our fundraising events and deliver on digital fundraising investment plans – but with the learning of new innovative ideas that helped us through 2020/21
- Invest in our IT infrastructure to improve working effectiveness and widen access to our services
- Ensure our staff recruitment and retention strategy is responsive to changes in working priorities and the wider environment for staff working in health services
- Carry out a governance review that ensures we have a governance infrastructure that meets our future needs
- Continue to support our staff and volunteers with various wellbeing initiatives as we ease out of the pandemic.

2 - Extend our reach through integration and collaboration

- Identify unmet need and gaps in service provision
- Champion equitable, compassionate care and choices for BCYP with palliative care needs

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- Explore integrated posts with NHS and other children's hospices to build on existing partnerships and programmes
- Influence others to reduce health inequalities for BCYP with palliative care needs
- Engage in new regional strategic clinical networks – all age palliative and end of life care networks (PEoLC)
- Carry out integrated working across local ICS and wider care and support sector to provide personalised care for families.

3 - Accelerate improvement with a strong, dynamic and responsive offer

- Build on staff development pathways and comprehensive clinical education programme
- Increase staff expertise in the safe management of more complex health conditions in BCYP
- Review digital transformation of services to maximise productivity in care
- Encourage innovation, technology-enabled services and research that benefits BCYP.

6. Structure, governance and management

Haven House Foundation is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 3 April 2012. It is registered as a charity with the Charity Commission. Our working name is Haven House Children's Hospice. Membership of the Company is limited to the Trustees of the Charity and there are currently eleven members each of whom agrees to contribute £10 in the event of the charity winding up.

Organisational structure

The Board of Trustees, which can have an unlimited number of members, governs the charity. The Board is ultimately responsible for running the charity to ensure that it acts in the best interests of life-limited and life-threatened children and young people, and their families, who are the charity's beneficiaries.

The Board approves the charity's strategy and future direction following advice from the charity's staff and after consultation and discussion with the charity's stakeholders. They set the policy and financial framework for the charity's staff, volunteers, contractors and others so that they can work together effectively to achieve the charity's aims. They also ensure the charity complies with the law and they safeguard the charity's assets.

The Board met four times during this accounting period. Due to restrictions placed as a result of the pandemic, meetings were held on-line. In addition, due to the significance of the pandemic on the organisation's finances and operations, the Board were provided with updates between meetings. Five Committees report to the Board, each chaired by a trustee. These include Finance and Resources, Clinical Governance, Service Development, Income Generation and Marketing, and the Health & Safety and Premises Committees. Bi-monthly or quarterly Committee meetings were held depending on the needs of each Committee and on-line due to the pandemic, with additional meetings scheduled when required.

A Chief Executive is appointed by the Board of Trustees to manage the day-to-day operations of the charity. To facilitate effective operations, the Chief Executive has delegated authority, within the terms of delegation approved by the Board, for operational matters including care, fundraising, finance and employment matters.

Hospice and community services operate from The White House in Woodford Green on the edge of North East London and Essex. In addition, the charity operates seven retail shops located across our area.

Haven House Foundation – Annual Report (contd.)

Governance

All Directors of the Company are also Trustees of the charity - there are no other Trustees. The Directors are appointed for an initial term of four years. At the end of the first term they can be re-elected for one more term. They must then stand down, but can be re-elected after a gap of one year. The charity has Trustees' indemnity insurance for the benefit of its Trustees.

Recruitment and appointment of Trustees

During the year, one trustee resigned due to other commitments. After the year end, this vacancy was filled as Rachel Brodie was appointed trustee in July 2021. In response to the impending retirement of the trustee and treasurer Charles Hollwey at the 2021 AGM in October, the existing trustee Ian Ailles will become treasurer and chair of the Finance and Resources Committee. The 2021 AGM will also see the retirement of the trustee Michael Herst from the Board.

The Board have agreed that a governance review will be commissioned in the coming year that will include a review of skills needed for the Board going forward as well as a wider review of the roles and terms of reference of the sub-committees of the Board.

Induction and training of Trustees

New trustees are given a role description setting out their duties and responsibilities and a copy of the New Trustee Information Pack. This includes the annual report and accounts, memorandum and articles of the organisation, vision and strategy information and Charity Commission guidance relating to the role and responsibility of being a trustee. Trustees also spend time with management and other staff to obtain greater understanding of the various activities of the charity.

Working with other children's hospice organisations

The charity is a member of Together for Short Lives, a charity representing children's hospices in the UK and Hospice UK, a charity representing all hospices in the UK. Both charities also have non-hospice members, covering organisations across the wider palliative and children's palliative care fields. The charity is also a member of CHaL (Children's Hospices across London), a registered charity (1151317) and registered company (08248052). The directors are the Chief Executives of the six member children's hospices.

Auditors

Moore Kingston Smith LLP have indicated their willingness to continue in office and in accordance with the provisions of the Companies Act it is proposed that they be reappointed auditors for the ensuing year.

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption. The Annual Report, which includes the Strategic Report, was approved by the Board of Trustees on 4 October 2021 and signed on its behalf by the Chair of the Board and the Treasurer.



Frances Daley
Chair



Charles Hollwey
Treasurer

Date: 4 October 2021

Haven House Foundation

Legal and administrative details

Board of Trustees

Frances Daley (Chair)
Charles Hollwey (Treasurer)
Ian Ailles (appointed 30 June 2020)
Rachel Brodie (appointed 12 July 2021)
Matt Barrett
Emma Devereux
Daniel Fluskey
Jonathan Harding
Michael Herst
Inge Linneman-Hussein (resigned 29 July 2020)
Mohamed Omer
David Reading (formerly Bayton)
Ghislaine Stephenson

Life Presidents

Col (Retd.) Alan Hall MBE
Anne Mallinson
Christine Mansell

Patrons

Rt. Hon. Sir Iain Duncan Smith MP
Barry Hearn OBE
Vicki Michelle MBE
Ben Shephard
Ray Winstone

Ambassadors

Rochelle Humes
Billie Shepherd
Greg Shepherd
Mark Wright

Senior Management team

Mike Palfreman	Chief Executive Officer (to July 2021)
Richard Penney	Interim Chief Executive Officer (from July 2021) and Director of Finance
Pushpinder Gill	Director of Income Generation and Marketing (to July 2021)
Jo Carter	Interim Director of Income Generation and Marketing (from July 2021)
Sarah Spackman	Director of Human Resources and Facilities
Eileen White	Director of Care

Haven House Foundation

Principal Bankers

CAF Bank Limited
25 Kings Hill Avenue
Kings Hill
West Malling
Kent ME19 4JQ

Auditors

Moore Kingston Smith LLP
Orbital House
20 Eastern Road
Romford
Essex
RM1 3PJ

Risk Management and Health and Safety Adviser

Cooper Safety Associates LLP
Barn Cottage
Malacca Farm
West Clandon
Surrey GU4 7UG

Pharmacy

Specialist pharmacist for palliative and end of life care
Clinical lead for Hospice pharmacy services
Guy's and St Thomas' NHS Foundation Trust

Registered Office

The White House
Mallinson Park
High Road
Woodford Green
Essex
IG8 9LB

Charity number: 1044296

Company number: 3000171

Haven House Foundation - Financial Statements

Trustee responsibilities in relation to the financial statements

The Board of Trustees (who are also directors of Haven House Foundation 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 which give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements the Board of Trustees is required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charities SORP
- Make judgements and estimates that are reasonable and prudent
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- Prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charity will continue in operation.

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

Each Trustee accepts, in so far as the Trustee is aware, that:

- There is no relevant audit information of which Haven House Foundation's auditors are unaware
- The Trustees have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information, and
- The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Haven House Foundation website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions

Approved by the Board of Trustees and signed on its behalf by:



Frances Daley
Chair

Date: 4 October 2021

Haven House Foundation - Financial Statements

Independent Auditor's Report

To the Members of Haven House Foundation

Opinion

We have audited the financial statements of Haven House Foundation for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement 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 applicable law and United Kingdom Accounting Standards, including FRS 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 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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.

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. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

the information given in the trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and

Haven House Foundation - Financial Statements

[the strategic report and the] trustees' annual report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 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 exemption in preparing the Trustees' Annual Report and from preparing a Strategic Report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 19, 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.

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 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.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council

Haven House Foundation - Financial Statements

We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.

We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.

We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.

Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

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

Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the charitable company's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Use of our report

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



**Karen Wardell (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP**

**Chartered Accountants
Statutory Auditor**

5 October 2021

Orbital House
20 Eastern Road
Romford
RM1 3PJ

Haven House Foundation - Financial Statements

Statement of Financial Activities for the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
INCOME:	2						
<i>Donations and legacies:</i>							
Legacies		528,258	-	528,258	254,808	-	254,808
Donations and Grants	2.1	2,136,876	392,462	2,529,338	2,006,193	164,191	2,170,384
		<u>2,665,134</u>	<u>392,462</u>	<u>3,057,596</u>	<u>2,261,001</u>	<u>164,191</u>	<u>2,425,192</u>
<i>Income from charitable activities:</i>							
Statutory funding for hospice care		717,924	-	717,924	820,644	-	820,644
Government grant funding	2.2	-	940,812	940,812	-	223,582	223,582
Other grants	2.2	-	82,566	82,566	-	46,764	46,764
		<u>717,924</u>	<u>1,023,378</u>	<u>1,741,302</u>	<u>820,644</u>	<u>270,346</u>	<u>1,090,990</u>
<i>Income from other trading activities:</i>							
Shops	2.4	239,322	-	239,322	797,221	-	797,221
Events and other fundraising	2.5	141,253	-	141,253	338,746	-	338,746
		<u>380,575</u>	<u>-</u>	<u>380,575</u>	<u>1,135,967</u>	<u>-</u>	<u>1,135,967</u>
Investment income	2.6	31,205	-	31,205	35,104	-	35,104
Total		<u>3,794,838</u>	<u>1,415,840</u>	<u>5,210,678</u>	<u>4,252,716</u>	<u>434,537</u>	<u>4,687,253</u>
EXPENDITURE:	3						
<i>Costs of raising funds:</i>							
Donations and legacies		568,262	45,088	613,350	710,864	-	710,864
Shops		525,708	122,685	648,393	698,058	-	698,058
Events and other fundraising		146,653	10,692	157,345	300,080	-	300,080
Investment management fees		9,096	-	9,096	8,947	-	8,947
		<u>1,249,719</u>	<u>178,465</u>	<u>1,428,184</u>	<u>1,717,949</u>	<u>-</u>	<u>1,717,949</u>
<i>Expenditure on charitable activities:</i>							
Provision of hospice services		1,421,670	1,199,760	2,621,430	2,369,284	449,422	2,818,706
Total		<u>2,671,389</u>	<u>1,378,225</u>	<u>4,049,614</u>	<u>4,087,233</u>	<u>449,422</u>	<u>4,536,655</u>
Net operating surplus / (deficit)		1,123,449	37,615	1,161,064	165,483	(14,885)	150,598
Net unrealised gain/(loss) on investment		320,279	-	320,279	(115,584)	-	(115,584)
Net income / (expenditure)		1,443,728	37,615	1,481,343	49,899	(14,885)	35,014
Transfers between funds		71,225	(71,225)	-	474,558	(474,558)	-
Net movement in funds		1,514,953	(33,610)	1,481,343	524,457	(489,443)	35,014
Total funds brought forward		3,502,860	41,856	3,544,716	2,978,403	531,299	3,509,702
Total funds carried forward		5,017,813	8,246	5,026,059	3,502,860	41,856	3,544,716

The statement of financial activities includes all gains and losses for the year and all activities relate to continuing activities. The detailed comparative information is included in note 20. The notes on pages 27 to 42 form part of these financial statements.

Haven House Foundation - Financial Statements

Balance Sheet

As at 31 March 2021

	Notes	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible Assets	6		1,704,316		1,764,745
Investments	8		<u>1,830,458</u>		<u>1,120,427</u>
			3,534,774		2,885,172
Current Assets					
Debtors	9	577,183		562,599	
Cash at bank and in hand		<u>1,267,477</u>		<u>467,335</u>	
		1,844,660		1,029,934	
Creditors:					
Amounts falling due within one year	10	<u>(353,375)</u>		<u>(370,390)</u>	
Net current assets			<u>1,491,285</u>		<u>659,544</u>
Total assets less current liabilities			<u>5,026,059</u>		<u>3,544,716</u>
Net assets			<u>5,026,059</u>		<u>3,544,716</u>
Income Funds					
Restricted Funds	13		8,246		41,856
Unrestricted Funds					
Designated funds	14		2,055,215		2,112,034
Other Charitable funds			<u>2,962,598</u>		<u>1,390,826</u>
			<u>5,026,059</u>		<u>3,544,716</u>

The accounts were approved by the Board



Frances Daley
Chair

Date: 4 October 2021

Company registration no: 3000171

The notes on pages 27 to 42 form part of these financial statements.

Haven House Foundation - Financial Statements

Cash Flow statement for year ended 31 March 2021

	Notes	2021 £	2020 £
Net cash flow from operating activities	(a)	857,027	414,810
Returns on investment and servicing of finance			
Investment income and interest		31,205	35,104
Capital expenditure and financial investment			
Purchase of fixed assets		(103,625)	(115,078)
Purchase of Investment assets		(802,802)	(265,722)
Proceeds from sale of investment assets		498,058	229,771
Net cash movement in investments		320,279	(115,584)
		800,142	183,299
Management of liquid resources		-	(159,644)
Increase in net cash	(b)	800,142	342,943
Reconciliation to net cash			
Net cash at 1 April		467,335	284,036
Increase in cash		800,142	342,943
Movement in liquid resources		-	(159,644)
Net cash at 31 March		1,267,477	467,335

Notes to the cashflow statement:

(a) Net cash inflow from operating activities

Net incoming resources for the year	1,163,136	150,598
Depreciation	164,054	174,166
Net (gain)/loss in investments	(407,359)	166,860
Investment income and interest	(31,205)	(35,104)
(Increase)/decrease in debtors	(14,584)	57,940
Decrease in creditors	(17,015)	(99,651)
Net cash inflow from operating activities	857,027	414,810

(b) Analysis of changes in net funds in the year

	1 April 2020 £	Cashflows £	31 March 2021 £
Cash at bank	467,335	800,142	1,267,477
	467,335	800,142	1,267,477

Haven House Foundation - Financial Statements

Notes to the financial statements for the year ended 31 March 2021

Accounting Policies

Company information

Haven House Foundation is a charity, which is also a private company limited by guarantee, domiciled and incorporated in England and Wales. The registered office is The White House, Mallinson Park, Woodford Green, High Road, Essex, IG8 9LB.

1.1 Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the 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 effective 1 January 2019 (The FRS 102 Charities SORP), the Companies Act 2006 and Charities Act 2011.

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

The principal accounting policies adopted are set out below.

1.2 Incoming resources

Voluntary income is received by way of donations and is included in full in the Statement of Financial Activities as soon as receivable.

Fundraising income by way of sale of function tickets is included when the function is held and is shown gross with the associated costs being included in fundraising costs.

Bank interest is included with the Statement of Financial Activities when receivable.

Legacies are recognised as income upon measurable entitlement and reasonable certainty of receipt.

Grant income is recognised as income in the period specified in the grant agreement.

Gifts in kind are brought into the accounts upon receipt at an estimate of open market value.

Shop sales are included when receivable.

1.3 Volunteer help

The charitable company receives support from a wide variety of volunteers. It is not practical to place a value on the time volunteered by these persons, due to the variety of roles performed, the differences in time spent, and the sheer number of volunteers who gave of their time.

1.4 Resources expended

Expenditure is charged on an accruals basis at cost inclusive of any VAT which cannot be recovered. Staff costs are allocated directly to the activity for which they are incurred. Costs of generating funds comprise the costs associated with attracting voluntary income (donations, legacies and grants), fundraising activities such as events and the costs of operating the charity's shops. Charitable expenditure comprises those costs incurred in the delivery of hospice services. It includes both costs which can be directly allocated and those of an indirect nature necessary to support them. Support costs, which include governance costs, have been allocated to activity cost categories based on staff costs.

Haven House Foundation - Financial Statements

1.5 Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost less depreciation. Assets with a cost in excess of £1,000 intended to be of on-going use are capitalised as fixed assets. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

Improvements to property:	Shorter of life of lease or 10% of cost
Leasehold property:	Shorter of life of lease or 2% of cost
Plant and machinery:	10% of cost
Equipment:	20% of cost
Motor vehicles:	25% of cost

1.6 Leasing commitments

Rental payable under operating leases is charged against income on a straight-line basis over the period of the lease.

1.7 Fixed asset investments

Investments are initially measured at their cost and subsequently are measured at their fair value at each reporting date. Fair value is based on their quoted price at the balance sheet date. Changes in fair value and gains and losses arising on the disposal of investments are realised in the Statement of Financial Activities.

1.8 Realised gains and losses

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investment are calculated as the difference between sales proceeds and original cost. Unrealised gains and losses are calculated as the difference between market value at the end of the year and the opening market value, or cost at purchase date if later.

1.9 Pensions

The pension costs charged in the financial statements represent the contributions payable by the charity during the period in accordance with FRS 102.

The charity operates a defined benefit scheme for staff previously employed within the National Health Service. The assets of the scheme are held by the National Health Service Superannuation Scheme. This is a multi-employer defined benefit scheme but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries based on periodic valuations.

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. This scheme was set up to meet the government's requirements regarding pension provisions for staff.

1.10 Going concern

The Trustees have at the time of approving the financial statements, a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future and for at least a period of twelve months following the date of approval of these financial statements. As a result, the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Haven House Foundation - Financial Statements

1.11 Financial Assets

The charitable company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other financial instruments Issues' of FRS 102 to all its financial instruments.

Basic financial assets, which include trade and other receivables 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 market is measured at the present value of the future receipts discounted at a market rate of interest.

Other financial assets classified as fair value, through profit or loss, are measured at fair value. They are subsequently carried at amortised cost, using the effective interest rate method.

Impairment of financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. The impairment loss is recognised in profit or loss.

De-recognition of financial assets

Financial assets are de-recognised only when the contractual rights to the cash flows from the asset expire, or when it transfers the financial asset and substantially all the risks and rewards of ownership to another entity.

1.12 Financial Liabilities

Basic financial liabilities are initially measured at transaction price, unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Other financial liabilities classified as fair value through the profit or loss, are measured at fair value. They are subsequently carried at amortised cost, using the effective interest rate method.

De-recognition of financial liabilities

Financial liabilities are de-recognised when, and only when, the company's obligations are discharged, cancelled or they expire.

1.13 Cash at bank and in hand

Cash at bank and in hand includes working capital cash and deposits held at call within banks.

1.14 Critical accounting estimates and judgements

In the application of the charitable company'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 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, if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

Haven House Foundation - Financial Statements

Key sources of estimation uncertainty

Useful economic lives of tangible fixed assets

The annual depreciation charge for tangible fixed assets is sensitive to changes in the estimated useful lives and residual values of the assets. The useful economic lives and residual values are re-assessed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See note 6 for the net book value of the tangible fixed assets by category of asset.

1.15 Donated Goods

The charity receives donated goods for resale in its shops. The Trustees consider that estimating the value of the donated goods is impractical due to the volume of low-value items received and the absence of detailed stock control systems and records. Therefore, donated goods for resale are not recognised on receipt, instead income is recognised when goods are sold.

1.16 Funds

Funds held by the charity are either:

- Unrestricted funds which can be used in accordance with the charitable objects at the discretion of the trustees; or
- Designated funds which are set aside by the Trustees out of unrestricted funds for specific purposes or projects; or
- Restricted funds which are to be used for specific purposes within the objects of the charity, as laid down by the donor.

Haven House Foundation - Financial Statements

2 INCOME

2.1 Donations and grants	Unrestricted Funds £	Restricted Funds £	Total £
2021			
Donations	1,702,756	-	1,702,756
Grants receivable (note 2.2)	365,924	392,462	758,386
Gifts in Kind (note 2.3)	68,196	-	68,196
	2,136,876	392,462	2,529,338
2020			
Donations	1,571,651	30,000	1,601,651
Grants receivable (note 2.2)	374,666	134,191	508,857
Gifts in Kind	59,876	-	59,876
	2,006,193	164,191	2,170,384
2.2 Grants Receivable			
Year ended 31 March 2021	Unrestricted Funds £	Restricted Funds £	Total £
Income from grants			
Coronavirus Job Retention Scheme	-	292,988	292,988
Local Authority Retail Grants	107,073	-	107,073
Epic Foundation	93,438	-	93,438
Pears Foundation	60,000	-	60,000
London Marathon Charitable Trust	-	41,225	41,225
The Amy Winehouse Foundation	-	19,366	19,366
St James's Place Foundation	18,400	-	18,400
Childwick Trust	15,000	-	15,000
Baily Thomas Charitable Fund	-	15,000	15,000
Stavros Niarchos Foundation	-	10,000	10,000
Thomas J Horne	8,000	-	8,000
Others	64,013	13,883	77,896
	365,924	392,462	758,386
Income from charitable activities			
NHSE Covid-19 Emergency Grant*	-	611,608	611,608
NHS England Annual Grant	-	329,204	329,204
Florence Nightingale Aid In Sickness Trust	-	43,250	43,250
BBC Children In Need	-	39,316	39,316
	-	1,023,378	1,023,378
Total Grants	365,924	1,415,840	1,781,764

*NHSE awarded funding to allow the hospice to make available bed capacity and community support from April - July 2020 and from November 2020 - March 2021 to provide support to people with complex needs in the context of the COVID-19 situation.

Haven House Foundation - Financial Statements

2.2 Grants Receivable (contd.)	Unrestricted	Restricted	
Year ended 31 March 2020	Funds	Funds	Total
	£	£	£
Income from grants			
Local Authority Retail Grants	175,000	-	175,000
Epic Foundation	121,789	-	121,789
Pears Foundation	55,000	-	55,000
The Story of Christmas	-	52,000	52,000
Stavros Niarchos Foundation	-	30,000	30,000
Euromoney Institutional Investor PLC		30,000	30,000
Thomas J Horne	8,000	-	8,000
Aurum Funds Ltd	-	7,994	7,994
The Amy Winehouse Foundation	-	3,647	3,647
Other	14,877	10,550	25,427
	374,666	134,191	508,857
Income from charitable activities			
NHS England	-	223,582	223,582
Florence Nightingale Aid In Sickness Trust	-	10,250	10,250
BBC Children In Need	-	36,514	36,514
	-	270,346	270,346
Total Grants	374,666	404,537	779,203

2.3 Gifts in Kind

Gifts in Kind represent donated goods and services, principally Google advertising valued at £67,696 (2020: £46,137) and consultancy £nil (2020--£4,500)

2.4 Shops

Income from our shops includes an insurance claim of £110,516 (2020: £nil) in respect of loss of earnings due to Covid-19 closure April - June 2020.

2.5 Events and Other Fundraising

	2021	2020
	£	£
Events	131,195	302,254
Other Fundraising Activities	10,058	36,492
	141,253	338,746

2.6 Investment income

	2021	2020
	£	£
Dividends on listed investments and other income	30,694	34,574
Interest on bank deposits	511	530
	31,205	35,104

3 Expenditure

Analysis of total Expenditure: 2021	Fundraising Donations & Legacies	Fundraising Events & Other	Shops	Provision of Hospice Services	Investment Manager Fees	Total 2021
	£	£	£	£	£	£
Direct salary and other costs	493,677	118,591	523,020	2,089,436	9,096	3,233,820
Support costs (see below)	119,672	38,754	125,373	531,995	-	815,794
	613,349	157,345	648,393	2,621,431	9,096	4,049,614

Analysis of support costs:

Finance	26,511	7,953	45,069	127,252	-	206,785
Human Resources and Volunteering	30,407	9,122	51,693	145,956	-	237,178
Facilities & other White House costs	51,589	18,425	11,055	206,358	-	287,427
Information Technology	7,709	2,313	13,105	37,005	-	60,132
Communications	1,242	373	2,110	5,959	-	9,684
Governance	2,214	568	2,341	9,465	-	14,588
	119,672	38,754	125,373	531,995	-	815,794

Directly attributable support costs have been allocated as appropriate.

Remaining support costs have been allocated across activities on the basis of average head count. These costs include providing Finance, HR for employees and volunteers, central facilities and IT support. General costs related to the operation of The White House site are included in the overall Facilities costs for the organisation.

Governance costs includes the cost of external audit and an allocation of time spent by the Chief Executive.

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3 Expenditure (contd.)

Analysis of total Expenditure: 2020

	Fundraising Donations & Legacies	Fundraising Events & Other	Shops	Provision of Hospice Services	Investment Management Fees	Total 2020
	£	£	£	£	£	£
Direct Salary and other costs	586,332	258,367	600,038	2,307,294	8,948	3,760,978
Support costs (see below)	124,532	41,713	98,020	511,412	-	775,677
	710,864	300,080	698,058	2,818,706	8,948	4,536,655

Analysis of support costs:

Finance	31,175	10,392	38,969	131,794	-	212,330
Human Resources and Volunteering	28,243	9,414	35,304	120,034	-	192,995
Facilities & other White House costs	54,318	18,106	10,864	213,649	-	296,937
Information Technology	7,182	2,394	8,977	31,223	-	49,776
Communications	1,332	444	1,665	5,662	-	9,103
Governance	2,282	963	2,241	9,050	-	14,536
	124,532	41,713	98,020	511,412	-	775,677

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4 Net movement in funds

	2021 £	2020 £
Net movement in funds is stated after charging:		
Depreciation of tangible fixed assets	164,054	174,396
Staff costs (note 5)	2,984,575	3,219,874
Operating lease rentals	218,120	218,257
Auditors remuneration:		
Audit Fees	8,300	8,882

5 Staff costs

Number of employees

The average number of employees (including full time equivalents) were as follows:

	2021 Heads	2021 FTEs	2020 Heads	2020 FTEs
Provision of hospice services	44	36	59	39
Fundraising	12	12	18	17
Shops	16	13	17	14
Other functions	20	15	20	15
	92	76	114	85

Staff costs

	£	£
Wages and salaries	2,572,061	2,783,533
Social security costs	237,905	255,264
Pension costs	174,609	181,077
	2,984,575	3,219,874

Number of employees earning in excess of £60,000

	2021 Number	2020 Number
Employees with annual salary: £60,000 to £70,000	2	2
Employees with annual salary: £70,000 to £80,000	2	1
Employees with annual salary: £80,000 to £90,000	1	1

Total employer's pension contributions for the higher paid employees during the year were £27,050 (2020: £26,670).

The key management personnel of the charity comprise the Trustees, the Chief Executive, Director of Care, Director of Finance, Director of HR & Facilities and Director of Income Generation & Marketing whose employee benefits including salaries, employers pension and national insurance contributions totalled £437,960 (2020: £434,823). No trustees received remuneration or reimbursement of expenses in the year (2020: £nil).

6 Tangible Fixed Assets

	Improvements to Property	Land and Buildings Leasehold	Fixtures, fittings & Equipment	Motor Vehicles	Computer Equipment	Total
	£	£	£	£	£	£
Cost						
At 1 April 2020	1,788,590	783,146	879,536	38,710	151,512	3,641,494
Additions	89,794	-	4,367	-	9,464	103,625
At 31 March 2021	1,878,384	783,146	883,903	38,710	160,976	3,745,119
Depreciation						
At 1 April 2020	956,693	169,557	589,653	38,710	122,136	1,876,749
Charge for period	49,338	15,663	85,344	-	13,709	164,054
At 31 March 2021	1,006,031	185,220	674,997	38,710	135,845	2,040,803
Net book value						
At 31 March 2021	872,353	597,926	208,906	-	25,131	1,704,316
At 31 March 2020	831,897	613,589	289,883	-	29,376	1,764,745

Land and buildings have not been revalued. The Trustees consider that there is no advantage in obtaining a valuation as the property is used exclusively for charitable purposes.

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7 Unlisted Investments

The charity has a wholly owned trading subsidiary, Haven House Trading Limited, which was incorporated on 20 July 2011 in the United Kingdom and has not traded yet. The investment in the subsidiary is £1. Consolidated accounts have not been prepared because the trading subsidiary is dormant and immaterial to the group.

8 Listed investments

	2021	2020
	£	£
Market value at 1 April	1,120,427	1,251,334
Disposals at opening market value	(451,006)	(250,943)
Acquisitions at cost	802,802	265,722
Change in value in the year	358,235	(145,686)
Market Value at 31 March	1,830,458	1,120,427
Historical cost	1,545,010	1,193,214

No individual investment holdings were deemed to be material and requiring separate disclosure.

9 Debtors

	2021	2020
	£	£
Income receivable	149,621	89,756
Prepayments	87,225	96,008
Accrued income	274,268	304,000
Other debtors	66,069	72,835
	577,183	562,599

10 Creditors: amounts falling due within one year

	2021	2020
	£	£
Other creditors	79,170	111,672
Accruals	100,117	77,457
Deferred income (note 10.1)	114,473	109,217
Due to subsidiary trading company	1	1
Taxation and social security	59,614	72,043
	353,375	370,390

10.1 Deferred income

	2021	2020
	£	£
Balance at 1 April	109,217	107,899
Amounts released to incoming resources	(109,217)	(107,899)
Amounts deferred to future period	114,473	109,217
Balance at 31 March	114,473	109,217

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11 Pension costs

The charity operates a defined benefit pension scheme for staff previously employed within the NHS. The assets of the scheme are held by the NHS Superannuation Scheme. This is a multi-employer defined benefit scheme, but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees' working lives with the charity. The contributions are determined by qualified actuaries on the basis of periodic valuations. The pension cost for the year was £84,712 (2020: £80,633).

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. The pension cost for the year represent contributions payable by the charity totalling £89,897 (2020: £100,444).

At the year end, £36,885 (2020: £25,307) was payable in respect of pension contributions.

12 Company limited by guarantee

The company is limited by guarantee and does not have share capital. Under the terms of the Memorandum and Articles of Association the members each guarantee to contribute £10 in the event of winding up the company.

Haven House Foundation - Financial Statements

13 Restricted Funds

	Balance at 1 April 2020 £	Movement in funds			Balance at 31 March 2021 £
		Income	Expenditure	Transfers	
		£	£	£	
Euromoney Institutional Investors PLC	30,000	-	-	(30,000)	-
London Marathon Charitable Trust	-	41,225	-	(41,225)	-
Fixed assets including equipment for care/other	5,711	-	(3,610)	-	2,101
NHSE Covid-19 Emergency Funding	-	611,608	(611,608)	-	-
NHSE Annual Hospice Funding	-	329,204	(329,204)	-	-
Coronavirus Job Retention Scheme	-	292,988	(292,988)	-	-
Music Therapy fund	-	19,366	(19,366)	-	-
Other	6,145	121,449	(121,449)	-	6,145
	41,856	1,415,840	(1,378,225)	(71,225)	8,246

The Euromoney Institutional Investors PLC and The London Marathon Charitable Trust fund consists of monies received as a contribution to the cost of refurbishing the playground.

The Fixed Asset fund consists of funds raised to fund the refurbishment of the hospice building and purchase of medical equipment.

The NHSE Covid-19 Emergency Funding allowed the hospice to make available bed capacity and community support from April - July 2020 and from November 2020 - March 2021 to support children and young people with complex needs during the pandemic.

The NHS England hospice annual funding consists of funds received from NHS England to support existing hospice based palliative care, respite and community services.

The Coronavirus Job Retention Scheme fund consists of monies received directly for the payroll costs of staff on furlough during the pandemic.

The Music Therapy fund consists of funds received to fund the music therapy service.

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14 Designated funds

	Balance at 1 April 2020 £	Movement in funds			Balance at 31 March 2021 £
		Income	Expenditure	Transfers	
		£	£	£	
Fixed Assets	1,759,034	103,625	(160,444)	-	1,702,215
Strategic Service Development	353,000	-	-	-	353,000
	2,112,034	103,625	(160,444)	-	2,055,215

The Fixed Assets fund represents the balance of fixed assets that has not been funded from restricted donations.

The Strategic Service Development fund consists of funds that are designated to support future service developments. None was spent in this financial year but it is planned to utilise £292,000 in 2021/22.

The timing and utilisation of the remainder of the fund will be planned as part of developing our next strategy.

15 Analysis of net assets between funds

	Restricted £	Designated £	Unrestricted £	Total £
Fund balances at 31 March 2021 are represented by:				
Investments	-	-	1,830,458	1,830,458
Tangible fixed assets	2,101	1,702,215	-	1,704,316
Net current assets	6,145	353,000	1,132,140	1,491,285
	8,246	2,055,215	2,962,598	5,026,059

16 Analysis of reserves

	Balance at 1 April 2020 £	Movement in funds			Balance at 31 March 2021 £
		Income	Expenditure	Transfers	
		£	£	£	
Restricted funds	41,856	1,415,840	(1,378,225)	(71,225)	8,246
Designated funds	2,112,034	103,625	(160,444)	-	2,055,215
Unrestricted funds	1,390,826	4,011,492	(2,510,945)	71,225	2,962,598
	3,544,716	5,530,957	(4,049,614)	-	5,026,059

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17 Commitments under operating leases

At 31 March 2021 the charity has entered into a number of non-cancellable operating leases as lessee for which the total of future minimum lease payments are as follows:

	2021	2020	Other	2020
	£	£	£	£
Operating lease payments due:				
Within one year	209,817	208,957	8,304	9,300
Later than one year but within five years	793,733	768,000	13,418	17,968
More than five years	242,600	380,013	-	-
	<u>1,246,150</u>	<u>1,356,970</u>	<u>21,722</u>	<u>27,268</u>

18 Capital commitments

At 31 March 2021 the charity had no capital commitments (2020: £nil).

19 Financial Instruments

	2021	2020
	£	£
Carrying amount of financial assets		
Debt instruments measured at amortised cost	450,591	439,973
Measured at fair value through profit and loss	1,830,458	1,120,427
	<u>2,281,049</u>	<u>1,560,400</u>
 Carrying amount of financial liabilities		
Measured at amortised cost	<u>179,288</u>	<u>189,130</u>

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20. Prior year Statement of Financial Activities:

Statement of Financial Activities for the year ended 31 March 2020

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Unrestricted Funds £	Restricted Funds £	Total 2019 £
INCOME:							
<i>Donations and legacies:</i>	2.0						
Legacies		254,808	-	254,808	199,441	-	199,441
Donations and Grants	2.1	2,006,193	164,191	2,170,384	1,665,425	156,586	1,822,011
		<u>2,261,001</u>	<u>164,191</u>	<u>2,425,192</u>	<u>1,864,866</u>	<u>156,586</u>	<u>2,021,452</u>
<i>Income from charitable activities:</i>							
Statutory funding for hospice care		820,644	-	820,644	570,123	-	570,123
Government grant funding	2.2	-	223,582	223,582	-	204,950	204,950
Grants	2.2	-	46,764	46,764	-	46,632	46,632
		<u>820,644</u>	<u>270,346</u>	<u>1,090,990</u>	<u>570,123</u>	<u>251,582</u>	<u>821,705</u>
<i>Income from other trading activities:</i>							
Shops		797,221	-	797,221	722,047	-	722,047
Other fundraising activities	2.4	338,746	-	338,746	331,461	-	331,461
		<u>1,135,967</u>	<u>-</u>	<u>1,135,967</u>	<u>1,053,508</u>	<u>-</u>	<u>1,053,508</u>
Investment income	2.5	35,104	-	35,104	34,124	-	34,124
Total		<u>4,252,716</u>	<u>434,537</u>	<u>4,687,253</u>	<u>3,522,621</u>	<u>408,168</u>	<u>3,930,789</u>
EXPENDITURE:							
<i>Costs of raising funds:</i>	3.0						
Donations and legacies		710,864	-	710,864	690,310	-	690,310
Shops (including retail development)		698,058	-	698,058	628,308	-	628,308
Events and other fundraising		300,080	-	300,080	329,879	-	329,879
Investment management fees		8,947	-	8,947	9,114	-	9,114
		<u>1,717,949</u>	<u>-</u>	<u>1,717,949</u>	<u>1,657,611</u>	<u>-</u>	<u>1,657,611</u>
<i>Expenditure on charitable activities:</i>							
Provision of hospice services		2,369,284	449,422	2,818,706	2,107,335	444,455	2,551,790
Total		<u>4,087,233</u>	<u>449,422</u>	<u>4,536,655</u>	<u>3,764,946</u>	<u>444,455</u>	<u>4,209,401</u>
Net operating surplus / (deficit)		165,483	(14,885)	150,598	(242,325)	(36,287)	(278,612)
Net unrealised (loss)/gain on investment:		(115,584)	-	(115,584)	45,239	-	45,239
Net income / (expenditure)		49,899	(14,885)	35,014	(197,086)	(36,287)	(233,373)
Transfers between funds		474,558	(474,558)	-	68,504	(68,504)	-
Net movement in funds		<u>524,457</u>	<u>(489,443)</u>	<u>35,014</u>	<u>(128,582)</u>	<u>(104,791)</u>	<u>(233,373)</u>
Total funds brought forward		2,978,403	531,299	3,509,702	3,106,985	636,090	3,743,075
Total funds carried forward		<u>3,502,860</u>	<u>41,856</u>	<u>3,544,716</u>	<u>2,978,403</u>	<u>531,299</u>	<u>3,509,702</u>

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Thank you

Our vital work would not be possible without the dedication and generosity of our supporters and volunteers. We would like to thank all who have helped us to enable our children and their families to receive the care and support they need, when they need it. Though some have wished to remain anonymous, we would like to say a special thank you to the following organisations and individuals:

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Anne Mallinson
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Balgores Property
Bancroft's School
Barclays London Service Centre
BBC Children in Need
Ben Shephard
Berenberg
BGC
BGL Group Limited
Billie and Greg Shepherd
BNY Mellon
Brock Charitable Trust, The

Cadent Foundation
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Chantal Rosenbaum Foundation

Childwick Trust, The
Chingford Foundation School
CK66 Ltd

David Rothstein
Daytrippers Foundation
Debden Park High School
Dennis and Kathleen Smith Fund
D J H Currie Memorial Trust

Douglas Allen
Drivers Union, The

Elena and Ralph Sueppel
Epic Foundation
Essex Community Foundation
Euromoney Institutional Investor plc

February Foundation, The
Florence Nightingale Aid in Sickness Trust
Forest School
FORMO (Federation of Redbridge Muslim Organisation)
Fowler Smith and Jones Trust
Friends of Haven House
Fulwell 73

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Galliard Homes Ltd
George Burrows
Gerald Ronson Family Foundation
Glyn Hopkin
Graham and Diana Peacock
Greenfingers Charity

Harry Kane
Haslers' Foundation
Heulwen Evans
The Holly
Homelands Charitable Trust
Hyde Park Corporation
Hymans Robertson

Ian Rundall
ICAP
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James Sandler
Jessie's Fund
John D Stephens, Dr
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Joyce Jackson

Kids in Need

Lenderhand
Leyton Orient Football Club
Lily Blackburn
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London Ambulance Service
London Angels Cancer Association
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London Marathon Charitable Trust, The

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Mark Wright
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Masonic Charitable Foundation
Matchroom Sport Foundation, The
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Mondrian Investment Partners Ltd

Nick Davis
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Paul Canal
Paul Turrell
Pears Foundation, The
Penelope Gluckstein Trust
POETS Luncheon Society

Rachel Charitable Trust
Rachel & David Barnett Charitable Trust
RBS (L&I team)

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Sir Martin Sorrell
Souter Charitable Trust, The
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TCHC Group Limited
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Thomas J Horne Memorial Trust, The
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