

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 long horizontal stroke extending to the left.

Frances Daley
Chair

A handwritten signature in black ink, appearing to read 'Richard Penney', with a stylized, cursive script.

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".

Haven House Foundation – Annual Report (contd.)

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

Haven House Foundation – Annual Report (contd.)

- 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,

Haven House Foundation – Annual Report (contd.)

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.

Haven House Foundation – Annual Report (contd.)

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.

Haven House Foundation – Annual Report (contd.)

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.

Haven House Foundation – Annual Report (contd.)

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.

Haven House Foundation – Annual Report (contd.)

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

Haven House Foundation – Annual Report (contd.)

- 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.

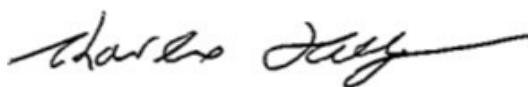
Auditors

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.

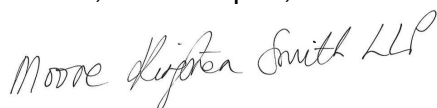
Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. 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		<u>1,514,953</u>	<u>(33,610)</u>	<u>1,481,343</u>	<u>524,457</u>	<u>(489,443)</u>	<u>35,014</u>
Total funds brought forward		3,502,860	41,856	3,544,716	2,978,403	531,299	3,509,702
Total funds carried forward		<u>5,017,813</u>	<u>8,246</u>	<u>5,026,059</u>	<u>3,502,860</u>	<u>41,856</u>	<u>3,544,716</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 27 to 42 form part of these financial statements.

Haven House Foundation - Financial Statements

Balance Sheet

As at 31 March 2021

		2021		2020	
	Notes	£	£	£	£
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

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	Unrestricted	Restricted	
Year ended 31 March 2021	Funds	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.)

Year ended 31 March 2020

	Unrestricted Funds £	Restricted 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.

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

Haven House Foundation - Financial Statements

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.

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

	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

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.

Haven House Foundation - Financial Statements

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

Haven House Foundation - Financial Statements

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 2021	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>

Haven House Foundation - Financial Statements

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>

Thank you

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February Foundation, The
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FORMO (Federation of Redbridge Muslim Organisation)
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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
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Hymans Robertson

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IGI
InterEx Group
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Kids in Need

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London Borough of Waltham Forest
London Marathon Charitable Trust, The

Maria Sanchez and Paul Samouelle
Mark Wright
Margaret McEwen Trust, The
Masonic Charitable Foundation
Matchroom Sport Foundation, The
Michael J Lonsdale Group
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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
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RBS (L&I team)

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Redburn
Roan Charitable Trust, The

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Simon Fanning
Sir Jules Thorn Charitable Trust
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Souter Charitable Trust, The
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St. James's Place Foundation
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Sub-Zero & Wolf
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