



children's hospice

Haven House Foundation

Annual Report and Financial Statements

For the year ended 31 March 2025

Charity no. 1044296
Company no. 3000171

Haven House Foundation

Annual Report and Financial Statements 2024/25

Chair and Chief Executive's introduction

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Ian Ailles

Chair

Justin Derbyshire

Chief Executive

Haven House Foundation – Annual Report

1. *Our objectives and activities*

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

Our vision

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

Our mission

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

Our values

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

Our purpose

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

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

Our services

Our services are delivered wherever they are needed and include:

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

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

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

Public benefit

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

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

Areas served

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

2. Strategic Report

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

2.1 Achievements and performance

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

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

Care services in 2024/25

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

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

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

What we did:

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

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

What we did:

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

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

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

What we did:

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

4: Build capacity and ensure long-term sustainability

What we did:

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

5: Clinical quality and continuous improvement

What we did:

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

What our families said about us:

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

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

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

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

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

Enabling priorities in 2024/25

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

Strong, expert and compassionate teams

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

An inspiring local charity of regional significance

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

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

Sustainable growth in funding and resources

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

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

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

Infrastructure and technology that delivers

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

Rigorous governance and strong leadership

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

Our approach to raising voluntary income in 2024/25

Our supporters raised over £3.6m during the year.

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

Our fundraising focuses on seven main areas:

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

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

Taking responsibility for our actions

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

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

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

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

Voluntary income complaints

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

We received:

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

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

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

Our Volunteers

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

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

3. Financial review

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

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

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

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

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

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

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

Investment policy

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

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

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

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

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

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

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

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

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

Reserves policy

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

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

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

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

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

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

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

4. Risk assessment and management

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

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

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

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

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

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

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

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

Key strategic risks

Mitigations include:

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

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

Strategy - Failure to make sufficient

- feedback very positive from families

positive impact in our clinical work and reach	<ul style="list-style-type: none"> - KPIs in place and subject to ongoing review - service offerings are kept under review - Care service structure in place which is responsive and flexible to changing needs of families and wider community - very positive feedback from Commissioners - actions from peer review being implemented - self-assessment and well-led review - Board Assurance Framework in place - ongoing service KPIs monitored by senior staff and Board sub-committees
Financial - Failure to achieve long term financial sustainability	<ul style="list-style-type: none"> - wide diversity of income streams - monthly management accounts and regular review of forecasts in place - structured budgeting and forward projections review process - monthly cash flow forecasting - no high dependency on one or two specific funders - positive working relationships with Commissioners - demand for and reputation of care services remain high - investments managed by external investment managers within set policy - increased focus on developing new income streams - experienced finance team leadership
Service delivery - Failure to respond adequately to operational risks	<ul style="list-style-type: none"> - Clinical risk register in place with Clinical Governance and Integrated Risk and Governance Committee oversight - SLT addresses changing areas of risk, when required - Health & Safety Committee overseeing related risks - mandatory training for staff in key risk areas - Patient Safety Incident Response Framework in place - structured reporting and investigation processes in place for potential safeguarding and health & safety incidents - cross organisational safeguarding team in place - protocols for management of infections and pandemic risk monitored in accordance with NHS guidelines - on-going dynamic risk assessments in place - health and safety adviser in place
Infrastructure - Failure to have the right technology	<ul style="list-style-type: none"> - ongoing IT and business systems investment - multiple systems and IT infrastructure cyber-security safeguarding measures in place, supported by staff training and Cyber Essentials accreditation - expert external data protection officer in place - mandatory annual data protection training for all staff - cross organisational Digital Working Group in place to assess ongoing priorities and the development of future investment plans

Going concern

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

5. Plans for the future

Care services

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

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

Supporting services

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

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

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

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

6. Structure, governance and management

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

Organisational structure

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

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

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

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

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

Governance

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

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

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

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

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

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

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

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

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

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

Management

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

Recruitment and appointment of Trustees

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

Induction and training of Trustees

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

Working with other children's hospice organisations

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

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

Auditors

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

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

Ian Ailles
Chair

Simon Boston
Treasurer

Legal and administrative details

Board of Trustees

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

Retirements from the Board

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

Life Presidents

Col (Retd.) Alan Hall MBE
Christine Mansell

Patrons

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

Ambassadors

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

Senior Leadership Team

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

Principal Bankers

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

Investment Managers

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

Auditors

Sayer Vincent LLP
110 Golden Lane
London EC1Y 0TG

Risk Management and Health and Safety Adviser

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

Pharmacy

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

Registered Office

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

Charity number: 1044296
Company number: 3000171

Haven House Foundation - Financial Statements

Trustee responsibilities in relation to the financial statements

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

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

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

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

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

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

In so far as the Trustees are aware:

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

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

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

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

Ian Ailles
Chair

Date: 10 September 2025

Independent auditor's report

To the members of

Haven House Foundation

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

Opinion

We have audited the financial statements of Haven House Foundation (the 'charitable company') for the year ended 31 March 2025 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure for the year then ended
- Have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

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

Independent auditor's report

To the members of

Haven House Foundation

Other Information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and

Independent auditor's report

To the members of

Haven House Foundation

fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities

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

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

Independent auditor's report

To the members of

Haven House Foundation

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

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Use of our report

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

Joanna Pittman (Senior statutory auditor)

23 September 2025

for and on behalf of Sayer Vincent LLP, Statutory Auditor

110 Golden Lane, LONDON, EC1Y 0TG

Haven House Foundation

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

For the year ended 31 March 2025

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

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

Haven House Foundation

Balance sheet

Company no. 3000171

As at 31 March 2025

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

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

Ian Ailles
Chair

Haven House Foundation

Statement of cash flows

For the year ended 31 March 2025

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

1 Accounting policies

a) Statutory information

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

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

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) - (Charities SORP FRS 102) and the Companies Act 2006.

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

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

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

c) Public benefit entity

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

d) Going concern

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

e) Income

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

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

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

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

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

1 Accounting policies (continued)

f) Donations of gifts, services and facilities

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

g) Interest receivable

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

h) Fund accounting

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

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

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

i) Expenditure and irrecoverable VAT

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

j) Allocation of support costs

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

k) Operating leases

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

l) Tangible fixed assets

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

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

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

1 Accounting policies (continued)

m) Listed investments

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

Investments in subsidiaries

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

n) Debtors

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

o) Cash at bank and in hand

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

p) Creditors and provisions

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

q) Financial instruments

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

r) Pensions

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

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

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

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

2 Income from donations and legacies

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

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

3 Grants for charitable activities

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

4 Income from other trading activities

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

5 Income from investments

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

All income from investments is unrestricted.

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

6a Analysis of expenditure (current year)

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

Haven House Foundation

Notes to the financial statements

For the year ended 31 March 2025

6b Analysis of expenditure (prior year)

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

7 Net (expenditure) / income for the year

This is stated after charging / (crediting):

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

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

Staff costs were as follows:

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

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

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

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

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

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

9 Staff numbers

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

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

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

10 Related party transactions

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

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

11 Taxation

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

12 Tangible fixed assets

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

All of the above assets are used for charitable purposes.

13 Investments**Listed Investments**

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

Investments comprise:

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

Unlisted Investment

Investment in Trading Subsidiary	1	1
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14 Debtors

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

15 Creditors: amounts falling due within one year

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

16 Deferred income

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

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

17 Pension scheme

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

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

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

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

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

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

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

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

19a Movements in funds (current year)

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

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

19b Movements in funds (prior year)

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

Purposes of restricted funds

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

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

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

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

Purposes of designated funds

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

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

20 Contingent Asset - Legacy

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

21 Operating lease commitments payable as a lessee

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

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

22 Legal status of the charity

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

Thank you

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

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

Haven House Foundation - Financial Statements

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