West Hertfordshire Teaching Hospitals NHS Trust Charity

England & Wales · Charity number 1052210

Details

Other names	ST ALBANS AND HEMEL HEMPSTEAD NHS TRUST CHARITY, WEST HERTFORDSHIRE HOSPITALS NHS TRUST CHARITY, Raise (West Hertfordshire Hospitals Charity), West Herts Hospitals Charity
Status	Registered
Legal form	Other
Registered	1996-01-23
Register	View on the Charity Commission register

Contact

Address	Watford General Hospital 60 Vicarage Road Watford WD18 0HB
Phone	01923436182
Email	alison.rosen2@nhs.net
Website	www.raisewestherts.org.uk

Activities

Objects: FOR ANY CHARITABLE PURPOSE OR PURPOSES RELATING TO THE NATIONAL HEALTH SERVICE

Activities: We are the only registered charity dedicated to supporting patient care across West Hertfordshire Teaching Hospitals NHS Trust. We believe that every patient deserves the highest quality care possible. Charitable donations help fund the latest technology, environmental enhancements, staff development and extra comforts that make such a difference to patients, day after day.

Classification

- **How:** Provides Human Resources, Provides Services, Sponsors Or Undertakes Research
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

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Geography

- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£967,000	£1,308,000	£124,000	0
2024-03-31	£580,000	£816,000	£465,000	0
2023-03-31	£613,000	£1,131,000	£687,000	4
2022-03-31	£529,000	£705,000	£1,265,000	0
2021-03-31	£1,170,000	£766,000	£1,414,000	0

Trustees

Name	Role	Appointed
West Hertfordshire Hospital's NHS Trust		1996-05-28

Linked charities

- ST ALBANS CITY HOSPITAL GENERAL FUND (1052210-1)
- JORDAN BEQUEST (1052210-10)
- WEST HERTFORDSHIRE HOSPITALS NHS TRUST COMMON INVESTMENT FUND (1052210-11)
- ELISIE ALLISON BEQUEST (1052210-12)
- HEMEL HEMPSTEAD GENERAL HOSPITAL GENERAL FUND (1052210-2)
- THE DENISE HULL TRUST (1052210-3)
- THE T J SANDERS BEQUEST FOR PATHOLOGY AND RADIOLOGY (1052210-4)
- THE HELEN DONALD NURSE FUND (1052210-5)
- WEST HERTFORDSHIRE HOSPITALS SCANNER APPEAL (1052210-6)
- THE GURNEY BEQUEST (1052210-7)
- C T SCANNER APPEAL (1052210-8)
- ERNEST BARNES BEQUEST (1052210-9)

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West Hertfordshire Teaching Hospitals NHS Trust Charity

England & Wales - Charity number 1052210

Accounts

West Herts Hospitals Charity

Supporting excellent patient care

Charity no. 1052210

Annual Report & Accounts

For the year ended 31 March 2025









West Herts Hospitals Charity

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Watford General Hospital
Watford
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Registered charity no: 1052210
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Above:
A Touch of Magic for Hemel's Youngest Patients
On the 27th September 2024, Warner Bros. Studio Tour London volunteers brought magic to Hemel Hempstead Hospital's children's area with a colourful makeover—brightening walls and young patients alike.

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West Hertfordshire Teaching Hospitals NHS Trust

Staff/budget

- Add Prof Scientific and Technic: **109**
- Additional Clinical Services: **978**
- Administrative and Clerical: **1314**
- Allied Health Professionals: **341**
- Estates and Ancillary: **88**
- Healthcare Scientists: **68**
- Medical and Dental: **825**
- Nursing and Midwifery Registered: **1931**
- Students: **10**
- Grand Total: **5664**
- Consultants: **343**
- Midwifes: **242**
- Nurses: **1689**
- HCA: **667**
- Annual budget: **£593 million**

Patients/activity

- Catchment area **651,690**
- Outpatient appointments **540,727**
- Elective Admissions **53,491**
- Overnight elective **6,130**
- Day case **47,361**
- Operations **23,330**
- Babies Delivered **3,813**
- Emergency Department attendances**198,543**
- Non-elective admissions including maternity **61,547**



About our charity

We support the strategic priorities of the Trust in providing the best healthcare for its catchment area of 652,000 people from across the region and beyond - raising standards above the level that NHS funding alone allows.

We do this by funding the latest technology, capital and environmental enhancements, staff development, research and extra comforts that make such a difference to patients, day after day.

We believe that....

- Our patients will receive diagnoses, care and treatment using the very best equipment
- Our patients will have an excellent experience at all our Trust's sites and in the wider community where our Trust operates
- Patients approaching the end of their lives will be treated with equal dignity and compassion
- Supporting our staff to feel valued helps them deliver excellent care
- Volunteers play a central role in supporting patient care
- Our hospitals will be dementia-friendly
- Distraction, through play and companionship, helps patients through difficult times.

Our supporters

Donors and fundraisers are central to all we do, and deserve an outstanding experience when engaging with us, so that they feel valued. It is also important that they are confident that their contributions are making an impact..

Sustainability

We are keen to support the Trust in its ambition to deliver environmentally sustainable care. To do this, we will ensure that our grant-giving process considers environmental impact or benefit alongside other considerations. We will also review the environmental impact of our fundraising and other activities, as well as reviewing the environmental credentials of our own suppliers.

How we deliver

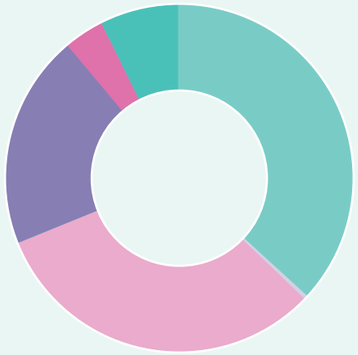
We are the only registered charity dedicated to supporting patient care across West Hertfordshire Teaching Hospitals NHS Trust. We believe every patient deserves the highest standard of care - whether it's support through pregnancy, emergency care, treatment for long-term conditions or compassion in their final days.

Thanks to the generous support of our donors, staff across our three hospitals can offer a level of care that goes beyond what NHS funding alone can provide.

- **Patients and families** – The heart of our mission is supporting patients by funding specialist services, equipment and comforts that enhance the care provided by the NHS.
- **The latest technology** – Medical technology advances rapidly, often outpacing the NHS's ability to keep up. Charitable funding plays a vital role in ensuring patients benefit from the latest innovations and receive the highest standard of care.
- **Healing spaces** – Calm, well-designed environments can lower stress during hospital visits, promote recovery and enhance both wellbeing and safety. That's why we raise funds to improve both indoor and outdoor spaces.
- **Developing staff** – We support initiatives that help staff develop their skills and expand their knowledge, empowering them to deliver even better care. Charitable funds also support staff wellbeing by funding programmes like fitness classes and dedicated relaxation spaces.

Total Income 2024/25

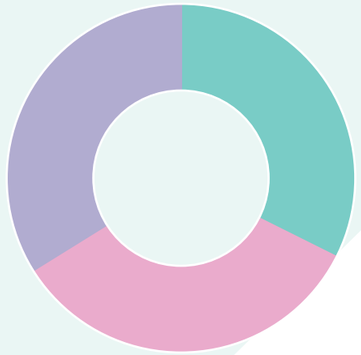
- Total income £966,000



- Donations, grants and sponsorship **£357,000**
- Legacies **£1,000**
- Lottery income **£308,000**
- Gifts in kind **£192,000**
- Investment income **£36,000**
- Other activities including events **£72,000**

Total Expenditure 2024/25

- Total expenditure £1,294,000



- Patient and staff welfare **£417,000**
- Other charitable activities **£439,000**
- Generating funds **£452,000**

Message from the charity CEO



It has been an incredible first full year for me as part of West Herts Hospitals Charity and working with all the staff in our NHS Trust.

We have continued to grow, and have come very close to our £1m income target.

It has been an absolute privilege to see the results of our fundraising come to fruition, which is all thanks to our grateful patients, community donors, fantastic corporates and other partners. In the last year, we opened our Interventional Radiology scanner. It has already been used for over 100 patients and will literally save lives.

In addition, we continue to invest in activities that make all the difference to the patient experience, by creating calm, healthy environments and providing additional comforts that make a meaningful difference. This year, we were delighted to open a refurbished Maternity Bereavement Room and by partnering with For Louis Charity, we are able to provide memory boxes for families. We have also seen our Women and Children's Wellbeing Courtyard develop.

I am so proud that the past year has seen us reach our target of £200k for our breast cancer SAVI SCOUT® appeal. We know that prompt and accurate treatment for breast cancer is crucial to improving survival rates and minimising long-term health complications and we are delighted to have progressed the treatment at St Albans with this incredible equipment.

The success of the appeal is a testimony to all the supporters and staff who worked together, and to Consultant Breast Surgeon, Miss Lee Min Lai, who led the appeal. Contributions included the Titty Trail challenge event, a very significant donation from Boot Out Breast Cancer, plus donations from the amazing Crafty Ladies in St Albans and many others. We hope that as we approach our 30th anniversary in December 2025, we can continue our history of funding innovation within West Herts.

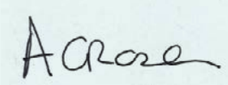
We intend to continue funding groundbreaking equipment that will improve results for cancer patients, particularly where this addresses health inequalities.

At a time when the NHS is overstretched and there is huge pressure on NHS staff, I can say that I have personally seen tremendous compassion and excellent care for patients. The Charity continues to support NHS staff where we can and we are proud to have received funding from The Childwick Trust to support a new wellbeing space in St Albans for staff.

This year has also seen some new fundraising initiatives. We are pleased to partner with MuchLoved to grow In Memory donations for the Charity. We have also started a free wills initiative and hope to attract future legacies to provide funds that would ensure a major impact on the future of the Charity and thus the patients in our hospitals.

As you can see from this report, we are making great inroads into our strategic objectives. None of this would be possible without the unwavering support we receive from our corporate partners, community fundraisers, legacy givers, foundations and Trusts, who together help us to make a lasting impact on healthcare and the wider community.

Every donation plays a vital role in ensuring that we continue to offer excellent support to staff and patients who need it the most.



Alison Rosen
CEO West Herts Hospitals Charity

Chair's overview



The Charity has seen a year of growth and we continue to be very ambitious about our future plans.

We are delighted to have the Lord Lieutenant Robert Voss as our Patron, and significant support from Watford Football Club with Captain Dan Bachmann as our Ambassador. We are also privileged to have the support of the Mayor Peter Taylor and were pleased to be a beneficiary of his Charity Christmas Card.

24/25 was a year of establishing a governance framework that will allow us to grow. We are delighted to have expanded our Charity Committee, which has brought in new staff representatives from the Trust and also from the community. This gives us an increased skills base to move forward with future plans.

Late 25/26 will be our 30th anniversary and we have exciting plans for the philanthropic world. Additionally, with the support of local communities in West Hertfordshire, we plan to support our initiatives that enable us to fund projects across our lifecycle, from neonatal, Starfish children's wards, innovative cancer equipment through to End of Life volunteering. In particular, we are planning an amazing Christmas Concert at St Albans Cathedral and a Festive Gala Dinner at The Grove Hotel.

The coming years are full of opportunity: with a proposed new hospital at Watford in the next decade, the increased development of St Albans as a centre and the opportunity to be part of a new Community Health Centre in Hemel. All of these projects rely on special project funding and we are hoping to develop a Philanthropy Board to take these fundraising opportunities forward.

In line with all of the above, the new Charity Committee is developing a long-term strategy for publication in 25/26. The strategy will include focus areas such as increased partnerships and working in the community to support improvements in health - particularly around frailty, cancer and chronic disease. We are looking into how we support innovation, address healthcare inequalities, support repatriation into the local community and maximise impact.

As we look ahead, we thank every donor for giving, whether it is through a Christmas gift or a major project. Together, we can continue to make a positive impact on the lives of those we serve. The aim for 25/26 is to raise in excess of £1m; together we can take this forward.

Thank you for your outstanding contributions and commitment.



Jonathan Rennison
Chair of the Charity Committee



Members of the Charity Committee with the Charity CEO

Kelly McGovern, Chief Nurse, Toby Hyde, Chief Strategy and Collaboration Officer,
Alison Rosen, Charity CEO and Heather Moulder,
NHS Trust Non-Executive Director and Charity Vice-Chair

Lord-Lieutenant of Hertfordshire Appointed as Charity Patron

On 15th April 2024, the Lord-Lieutenant of Hertfordshire, Robert Voss CBE CStJ Hon.LLD, the King's personal representative in the county, was appointed patron of West Herts Hospitals Charity.

As patron, the Lord-Lieutenant will reinforce the charity's position as a key partner in the local community and support its growth. The charity aims to make a major impact in the new capital development project, sourcing innovative equipment that goes beyond what the NHS can afford alone and supporting initiatives to improve the patient experience and staff wellbeing. This includes developing green spaces such as the new wellbeing garden at Watford General, as well as enabling the expansion of art throughout the trust.

Alison Rosen, CEO of West Herts Hospitals Charity, said: "We are immensely grateful to Robert for coming onboard as our first ever patron and for his support of West Herts Hospitals and our local community. By working together, we're confident we can do even more to help West Herts NHS go further."

Robert Voss CBE CStJ Hon.LLD was appointed by Her Majesty Queen Elizabeth II as Lord-Lieutenant of Hertfordshire in 2017—a position he will hold until 2028.

Robert Voss said:

"I am delighted to be appointed a patron of West Herts Hospitals Charity. I am committed to supporting initiatives that improve healthcare outcomes and enhance the well-being of individuals within our community. I hope that I can be of some help to promote and expand the important work at West Herts Hospitals Charity.

Opposite:
Lord-Lieutenant of Hertfordshire Robert Voss CBE CStJ Hon.LLD

Report and Accounts 2025



Watford FC Goalkeeper Nets First Ambassador Role



On 8th May 2024, Watford goalkeeper Daniel Bachmann signed up as an Ambassador for West Herts Hospitals Charity.

The Austrian shot stopper has played a key role in supporting our charity, which raises funds to improve patient care and staff wellbeing beyond what the NHS can afford.

We fund initiatives to enhance patient care at West Herts Hospitals, such as providing the SAVI SCOUT® system for breast cancer surgery, purchasing a Bili light to treat newborn jaundice, and creating the Rose Room for bereaved families.

Daniel said: "I'm so thankful for the support I have received from Watford fans and the local community since I joined the club – which is why I jumped at the chance to play a role in helping our friends at West Herts Hospitals Charity.

"As an ambassador, I will help raise awareness of what the charity does and the wonderful difference it makes to thousands of local people, as well as support its fundraising efforts."

Alison Rosen, Charity CEO, said: "We are hugely grateful to Daniel for becoming our first ambassador and for his support of West Herts Hospitals.

"We know Daniel is a very popular player, and he will no doubt help rally fans and the wider community to raise more funds, to help more people, in more ways in the future. **"And to get him on a free signing is even better!"**

Daniel's first engagement as ambassador was the Step Up for Health event at Vicarage Road Stadium on Saturday 1st June 2024. Around 150 runners, climbers, and walkers raised over £8,000 for West Herts Hospitals Charity and Watford FC's Community Sports and Education Trust by tackling the 20,000-plus seater stadium's stands. Daniel cheered on participants, including 8-year-old Leo Lovett, who won the under-18s category, and Mima Moore, 23, who won the adults' race and was greeted at the finish line by Bachmann himself.





Bottom right:
Daniel with Charity CEO, Alison Rosen (left) and Natalie Halliwell-Jennings, Communications Officer



Highlights of our year

With your help we are making a real difference

We are delighted to share the impact which the money you have helped us to raise has achieved. In 2024/25 we distributed grants ranging from large to small across the entire hospital Trust, funding items not covered by NHS core funding.

Regardless of size, our grants are making life changing differences to patient's treatment, experience, and bringing comfort during challenging times, as well as enhancing staff development and wellbeing.

In the year a total of £417k was awarded in grants.

Developing and Supporting NHS Trust staff	**£39,216.95**
Essentials Hub at Watford	1,097.60
Education and Learning	5,989.64
Star of Herts	29,398.68
Other small grants	2,731.03
Patient Experience	**£80,910.78**
Volunteer Role (End of Life)	10,366.15
Gifts in Kind including Christmas	57,689.18
Safeguarding Technology	762.35
Sensory Room	132.00
Neonatal Ward	617.07
Neonatal Refurbishment	3,850.35
Other Small Grants	7,493.68
Medical Equipment	**194,904.66**
Pledia Analyser for FIT Tests	55,193.66
SAVI SCOUT® Breast Cancer Equipment	139,711.00
Patient Physical Environment	**£46,764.90**
Starfish Sensory Room	15,311.25
Maternity Bereavement Room	29,599.65
Other Small Grants	1,854.00
Macmillan Frailty and Cancer Project	**£ 55,500.00**
Total grants awarded	**£417,297.29**



Clockwise from top:
Lola and Emma McCabe in the new sensory room on Starfish Ward
FIT analyser – increasing the number of bowel cancer tests that can be carried out
Interventional radiology scanner in the new suite at Watford General
SAVI SCOUT® surgical guidance system

Our highlights:

Developing and supporting staff

Star of Herts 2024 - Winners

Every day, the dedicated teams at West Hertfordshire Teaching Hospitals NHS Trust go above and beyond to provide exceptional care across Hemel Hempstead, St Albans City, Watford General hospitals and our outpatient physiotherapy centre in Abbots Langley.

It's vital that we acknowledge and celebrate the efforts of our staff, thanking them for their unwavering commitment. Our doctors, nurses, specialists and support staff face countless challenges, always stepping up to ensure that the growing number of patients receive the care they need.



That's why, on 5 October 2024, we hosted our Stars of Herts Annual Awards Night - a special evening to celebrate and honour the incredible contributions of our staff.

Chief Executive Award - Excellence for Care
Beverley Owoo-Grant

Trust Value Award - Compassion
Gillian Winkworth

Outstanding Demonstration of Quality & Safety Award
Hannah Bysouth

Trust Value Award - Inclusion
Shamira Ghouse

The People's Choice Award
Dr Tom Galliford

Outstanding Contribution to Volunteering Award
Barbara Funnell

The Chairman's Award - Inspirational Team
St Albans Pre-Operative Assessment

Left:
St Albans Pre-Operative Assessment Team
Opposite:
Left column top to bottom
Beverley Owoo-Grant
Gillian Winkworth
Shamira Ghouse
Right column, top to bottom
Hannah Bysouth
Dr Tom Galliford
Barbara Funnell



Star of Herts 2024 - Winners

Trust Value Award– Empowered
Winner: Sarah Guest

Outstanding Demonstration of Innovation & Development Award
Dr Rishi Fofaria

Trust Value Award - Professional
Urogynaecology team

Chief Executive Award - Research Excellence
Children's Emergency Department

Outstanding Contribution to Teaching and Education
Respiratory physiotherapy team

Outstanding Contribution to Staff Wellbeing
Julianne Miranda

Chairman's Award - Inspirational Colleague
Lily Murphy







Award Ceremony

Thank you to everyone who attended this year's award ceremony.

The Stars of Herts Awards are our chance to celebrate the ingenuity, innovation and outstanding performance of our teams and individuals who provide excellent care and support across all our services.

Above from the top:
Trust Value Award - Professional - Urogynaecology team
Chief Executive Award - Research Excellence - Children's Emergency Department
Outstanding Contribution to Teaching and Education - Respiratory physiotherapy team
Opposite:
Celebrating our Stars: The 2024 Stars of Herts Awards













Rapid Relief Team BBQ



Thousands of staff at Watford General Hospital were treated to a late summer barbecue – a thank-you gesture for the care and dedication they provide to patients throughout the year. This was subsidised by the Charity.

Volunteers from the Rapid Relief Team (RRT) charity cooked up around 2,500 burgers for nurses, doctors, and support staff during Thursday lunchtime.

The Watford RRT was thrilled to support West Herts Hospitals Charity at Watford General Hospital during their 'Thank You' event on 5th Sept 2024. This event was a resounding success, attracting a large crowd of NHS staff who came together to celebrate each other's hard work and commitment to keeping the community safe. Staff lined up around the block, carrying boxes of the 2,000 burger meals – including popular vegan options – to share with their teams.

Workers enjoyed beef and vegetarian burgers, nachos, salads, and drinks as they took a well-deserved break.

The event, funded by RRT, celebrated the progress made across West Hertfordshire Teaching Hospitals NHS Trust in improving patient care.

West Hertfordshire Hospital is an inpatient emergency care hospital for patients who need specialist emergency services. It also provides intensive and elective care for higher-risk patients, as well as many outpatient and diagnostic services.

This celebration also recognised the exceptional work recently done in the emergency department, including a dramatic improvement in Accident and Emergency waiting times over the past two years. The Trust has risen by almost 100 places in national league tables and is now among the top 10 best-performing Trusts in the country – meaning more patients are being treated faster and more effectively.

> We're so pleased to be able to thank staff for everything they do and to reflect on the progress we've made together
>
> **Kelly McGovern**
> Chief Nurse



Above and opposite:
RRT preparing fresh food as a thank you to staff. Staff enjoying 'thank you' lunch and collecting burgers for colleagues



"Working in a hospital is hugely rewarding, but also challenging. Demand continues to grow across our services, and our teams meet it with passion, dedication, and real care. It's wonderful to be able to recognise them with an event like this.

"I'd also like to thank the brilliant and generous Rapid Relief Team who made this possible. They are superstars."

said Kelly McGovern, Chief Nurse.

This event was made possible by the collaborative efforts of NHS staff, who wanted to express their gratitude with a thank-you lunch for colleagues. It provided a welcome opportunity for everyone to take a break, connect, and reflect on their achievements.

Harry Read, Local Team Leader for RRT, said his 40-strong team of volunteers had enjoyed the day. "It's always special to see the smiles we put on people's faces. It was a pleasure to come to Watford today and thank NHS staff for all the brilliant work they do.

"The biggest barbecue I'd organised before this was for around 500 people – so this was a bigger challenge! We had multiple barbecues running and a well-drilled production line. I'm glad it went so well."

Established by the Plymouth Brethren Christian Church (PBCC) in 2013, RRT provides catering and practical support to charities, government bodies, and emergency services in times of need. Guided by Christian values of care and compassion, its volunteers serve communities with heart and have supported several NHS Trusts nationwide.



Patient Experience

Improving the patient experience and supporting staff development and wellbeing

Helping young patients face MRI scans with confidence

Dr Andrew Zhou and Dr Rohan Misra developed an immersive VR game, working with developer Neeti Kumar, to reduce the anxiety many children feel before undergoing an MRI. The experience allows children to explore a virtual scan environment, using customisable characters and age-appropriate challenges to help them understand what to expect.

MRI scans require children to stay perfectly still — often a daunting task. Previously, this could mean sedation, repeat scans or added stress for families. Now, this engaging VR approach is transforming how play specialists prepare young patients for scans. It's fun, fast and significantly reduces the need for sedation.

The project has been made possible by a generous grant from All Aboard Charity Shops, enabling the purchase of VR headsets, development of the game, and the launch of a trial at Watford General Hospital.

Alison Rosen, CEO of West Herts Hospitals Charity, said:

"We're delighted to support such an innovative project that directly improves the patient experience. Rohan and Andrew's idea really stood out, and we're excited to see the difference it makes."

Below: Dr Andrew Zhou and Dr Rohan Misra with the VR headset





Supporting parents with a simple gesture

Each year, over 4,000 babies are born at Watford General Hospital — around 10% of them needing neonatal care. For parents with a premature or unwell baby, every moment counts and self-care often falls by the wayside.

To help, the Special Care Baby Unit introduced a parent snack trolley, offering quick access to food and drinks for families who spend long hours by their baby's side. The initiative, led by Matron Elvira Baker, provides a small but meaningful source of comfort.

"Parents need to be able to nourish themselves easily," says Elvira. "This trolley ensures they have access to snacks and drinks, especially during stressful times when they're not thinking about their own needs."

The snack trolley runs on donations, and often needs restocking. Thanks to community support, it continues to offer a quiet act of care that makes a big difference during an anxious time.

Empowering patient independence with new mealtime equipment

Our dedicated staff work hard to enhance patient experience and independence. For some patients, enjoying their meals independently can be a challenge due to reduced hand grip and dexterity. Simple mealtime equipment can make a real difference, but observations from walkabouts and audits revealed gaps in our resources.

We have stepped in to fund a range of mealtime equipment tailored to our patients' needs. This includes specialised chunky cutlery, plate guards and anti-slip mats designed to help ensure patients can manage their meals with independence. The cutlery is being rolled out across all adult wards, starting with Sarratt Ward.

Deputy Chief Nurse Melanie Chambers said: "This addition will make a big difference, encouraging independence and improving overall patient experience. Thank you to our hospital charity for their support in making this possible!"

Below: Registered Nurse Degree Apprentice Robert Bennett with a patient using the new cutlery.



Christmas Smiles:
a season of giving

The 2024 Christmas Smiles Gift Appeal brought festive joy to every corner of our hospitals, thanks to the incredible generosity of our local community.

With your help, we delivered hundreds of hampers to patients and staff across West Herts Hospitals. These thoughtful gifts brought light and warmth to those spending the festive season in hospital, and reminded our hardworking staff just how much they're valued.

"At this time of year, our focus is on ensuring every patient feels the magic of Christmas — even while in hospital," said Alison Rosen, Charity CEO. "These gifts provide comfort, connection and show our deep appreciation for the incredible staff working over the holidays."

From donated gifts and sponsored hampers to teams of volunteers wrapping and delivering presents, you made the 2024 appeal a true success. Thank you for helping us share smiles, comfort and joy with so many.

Above and Right:
Father Christmas and his Chief Elf from Watford Rotary Club making a flying visit to Starfish Children's Ward
Staff receiving chocolates from Chief Nurse - Kelly McGovern, Paula King - Deputy Director of Nursing Surgery, Anaesthetics & Cancer and Melanie Chambers – Deputy Chief Nurse











Above:
Top left to R going clockwise
The Reach Free School Pupils School Christmas Fundraising Event,
Robbie White and Georgia Fisher,
Starfish Children's Ward Staff,
Christmas Smiles Wrapping Session with Peter Taylor – Elected Mayor of Watford and members of the community,
Starfish Children's Ward Staff receiving chocolates from Father Christmas and Watford Rotary Club

As part of our 2024 Christmas Smiles campaign, West Herts Hospitals Charity was delighted to welcome Watford FC goalkeeper and charity ambassador Daniel Bachmann to Watford General Hospital, alongside first team players Mattie Pollock, Moussa Sissoko, Ryan Andrews and Watford FC Women's midfielder Anna Filbey.

The players visited the Starfish Children's Ward on Wednesday 18 December, surprising young patients and spreading festive cheer with thoughtful gifts and plenty of smiles. They also took time to meet NHS staff, recognising the dedication of teams working throughout the Christmas period.

This special visit was part of our Christmas Smiles Gift Appeal, which aimed to lift the spirits of patients spending Christmas in hospital and thank NHS colleagues caring for them over the holidays.

Alison Rosen, CEO of West Herts Hospitals Charity, said: "We are so grateful to Daniel and the Watford FC players for taking the time to visit and bring joy to our young patients. Their kindness made a real difference, creating special moments for children and families during what can be a very challenging time. Having Daniel as our ambassador is a privilege, and we are incredibly thankful for Watford FC's continued support in helping us celebrate the strength of our patients and the dedication of our NHS teams."



"

The Christmas Smiles Gift Appeal is a fantastic way to bring festive cheer to patients who can't be home for Christmas, and to show appreciation for our incredible NHS staff who work tirelessly — even during the holidays.
It was great to meet the young patients, hand out gifts and help spread some Christmas magic.

Daniel Bachmann
Charity Ambassador



Members of Watford Football Club visit Starfish Ward

Patient Physical Environment

New Sensory Room for Starfish Ward



A new sensory room for the Starfish children's ward at Watford General is now a reality thanks to the incredible efforts of the Fullerians RFC community.

The sensory room was officially opened by the McCabe family and members of the Fullerians RFC on Monday 20 May 2024.

On 16 March 2022, members of Fullerians RFC pedalled an impressive 355km to Paris, finishing at the Stade De France two days later. Their journey raised over £20,000 for the sensory room appeal, inspired by young patient Lola McCabe.

Lola, now 6, whose life was turned upside down following a leukaemia diagnosis, inspired this amazing fundraising effort. Keeping the team company virtually was Dobbie, Lola's toy house elf, who wore a GPS tracker enabling Lola to follow their progress.

Eight cyclists from the Fullerians community plus a saddle and support team of two completed the fundraising initiative for Lola. The team departed the club on Wednesday 16 March at 6.30am for Newhaven, travelled by Ferry from Newhaven to Dieppe the next morning, and continued their pedal to Paris, arriving on Friday 18 March.

"The care Lola has received at Watford General has been amazing. It has been an honour to put all of our love, efforts and hard earned money towards a project close to our hearts and maybe even something that will help a future Fullerian, friend or family member in the future."

— Lola's dad, Richard McCabe

The sensory room is an important addition to Starfish ward, creating a therapeutic space for young patients to explore during some of the toughest times children and families can face. In addition to the sensory room, the cyclists also raised funds for a beautiful aquarium on the children's ward, helping to create a sense of calm and distract young patients during their treatment.

"This is an amazing achievement that will bring hours of pleasure to all the children on the Starfish ward during their stay in hospital. A great big thank you to all involved, seeing children play in the sensory room is so wonderful.

Kerry Beasley
Senior Sister and Starfish ward Manager,





A place of solace

The new Rose Room at Watford General Hospital



Thanks to the generosity of our community, a newly renovated maternity bereavement room, known as the Rose Room, has opened at Watford General Hospital following a public fundraising appeal.

Officially opened on 9 January 2024, supporters were invited to see the Rose Room for the first time, which now provides a dedicated, comfortable space for families to reflect, support each other and spend precious time with their baby.

West Herts Hospitals Charity led the appeal – in partnership with the hospital's maternity bereavement service. Together, they raised over £40,000, including more than £10,000 from a JustGiving campaign launched by the Bereavement Midwives. Significant donations were also received from 4Louis, The B&Q Foundation, Barratt North Thames and other generous supporters.

"We meet families during the worst imaginable times," said Samantha Behagg, Lead Bereavement Midwife. "This room offers a peaceful, supportive environment for parents to spend precious time with their baby and begin to process their grief. Thanks to generous donations, we've been able to create a more comforting space, including special bereavement books for families and siblings, which have been especially impactful in helping guide them through their loss."

The Rose Room now features:

- A double bed to allow parents to rest together
- LED skylights to create a soothing atmosphere
- A kitchenette for refreshments, including an area to prepare drinks and store food
- Bereavement books for parents and siblings
- 3D hand and foot casting kits, helping to preserve lasting memories

In the UK, one in four pregnancies ends in miscarriage, and every day 17 babies are stillborn or die shortly after birth. The death of a baby is devastating for parents, families, and the staff who support them. Watford General Hospital's maternity bereavement service has been running for eight years, offering vital support during these most difficult times.

Alison Rosen, CEO of West Herts Hospitals Charity, added: "We are incredibly grateful to our community and supporters for their generosity in helping to transform the Rose Room. This space will provide solace and comfort for grieving families, offering them a place to create lasting memories and begin their healing journey. On behalf of the hospital and the charity, thank you for your kindness and compassion."

Continued fundraising will help keep the Rose Room a comforting, supportive space for families who experience the heartbreaking loss of a baby.





To make a donation, please visit the Maternity Bereavement team's JustGiving page:

https://www.justgiving.com/page/sam-behagg-1683022014934

Kirsty's reflection

"As a previous user of the Rose Room on the delivery ward during the stillbirth of our first child, Savannah, I was thrilled to hear about the renovation of the room. Though families using the room are going through the most difficult moments of their life, it is also the time they get to meet their beautiful child. The renovation of this room has created a calm and comforting environment with soft colours and lighting to bring a little peace in the moments it is needed the most.

Particularly the ability to pull out the bed, so families can benefit from some rest together gathering strength for what is to come, and soaking in the precious moments they will get with their little one after their birth. On the whole, a job very well done by the bereavement team - one which many families will continue to appreciate in the months and years to come."

Kirsty Fearon
mother to Savannah and Sienna





A transformative gift for breast cancer care

In a major step forward for breast cancer treatment at West Herts Hospitals, Boot Out Breast Cancer has made an extraordinary donation of nearly £140,000, completing our £200,000 fundraising appeal and funding two state-of-the-art SAVI SCOUT® surgical guidance systems.

This cutting-edge technology, in place at St Albans City Hospital, uses radar waves to precisely locate cancerous tissue, within just one millimetre – allowing for more accurate, less invasive breast cancer surgery.

The donation was made by Debbie Dowie, breast cancer survivor and founder of Boot Out Breast Cancer.

"When I heard about the appeal, I knew I had to support it," said Debbie. "It's vital that NHS patients have access to the best possible equipment – and we're proud to help make that a reality for West Herts."



Right:
Lee Min Lai, Consultant Breast Surgeon at West Herts Hospitals and Debbie Dowie, Founder of Boot Out Breast Cancer.

"The SAVI SCOUT® systems are a game-changer. They enhance precision, improve outcomes and reduce patient stress. We're incredibly grateful to Debbie and everyone who helped bring this to West Herts.

Lee Min Lai
Consultant Breast Surgeon at West Herts Hospitals



The Community behind the breast cancer cause

The appeal, launched in September 2024, was embraced by the local community and supported by the Watford Observer and Herts Advertiser. Additional fundraising highlights included:

- **£31,000** raised by the Titty Trail – an 11-mile walk from Watford General Hospital to St Albans City Hospital's breast unit
- **£5,000** from the Shanly Foundation
- **£700** raised by St Joseph's Catholic Primary School, South Oxhey
- **£2,000** from The Hospital Saturday Fund
- **£2,000** from All Aboard Charity Shops
- **£2,400** from a festive fundraiser led by Janet Perry, Louise Curtis and Alison Warner, a committee member of the Abbots Langley Tough 10, a popular village race that fundraised for the breast cancer appeal.

Above: Generous pupils, teachers and parents at St Joseph's Catholic Primary School in South Oxhey raised an impressive £700 to support our breast cancer appeal.

St Joseph's Catholic Primary School

On 22 November 2024, the community at St Joseph's Catholic Primary School in South Oxhey came together in a remarkable show of support for West Herts Hospitals Charity's breast cancer appeal. Pupils, teachers and parents raised an impressive £700 to help fund state-of-the-art equipment for local breast cancer care.

Headteacher Mrs Linda Payne said:
"We were truly thankful for the generous donations and unwavering support from our wonderful school community. Their contributions made a meaningful difference to a cause that has sadly touched many lives. Together, we helped bring hope and support to those in need."

The appeal held special significance for the school. Office Manager and violin teacher Dawn Tannian, who was undergoing treatment at the time, shared: "We chose to support the appeal because it was so close to our hearts. The St Albans Breast Unit had treated several of our staff and parents, and I was a patient myself. The care we received was outstanding. This was our way of giving back."

Titty Trail Triumphs:

£30,000 Raised for Breast Cancer Appeal



On Sunday 3 November 2024, staff from West Herts Hospitals, alongside their families, friends and local supporters, came together for the Titty Trail — a 12-mile fundraising walk from Watford General to St Albans City Hospital.

With 79 dedicated participants, the event raised an incredible £30,000 for the Breast Cancer Appeal, bringing the community together for a common cause: improving outcomes for breast cancer patients across West Hertfordshire.



The funds contributed to the purchase of two SAVI SCOUT® surgical guidance systems—cutting-edge technology that uses radar to precisely locate and remove cancerous tissue. This investment aims to significantly enhance surgical precision and patient care.

Among the participants was 12-year-old Amy Woods from Bushey, who was the first to complete the trail, crossing the finish line in just 3 hours and 52 minutes.



Chief Nurse Kelly McGovern joined the walk, along with Deputy Chief Nurse Melanie Chambers and her sister-in-law Claire Fryer.

“One of my staff members who had breast cancer asked me to join,” said Kelly.
“I wanted to support her and raise money for the breast unit. As Chief Nurse, it was important for me to be part of this.”

The atmosphere at the finish line in St Albans was electric. Local MP Daisy Cooper handed out medals alongside West Herts Hospitals NHS Trust non-executive director Heather Moulder.

“We’re lucky to have excellent breast cancer services here,” Daisy said. “But we must keep investing in technology like the SAVI SCOUT® to keep improving outcomes. I’m so grateful to everyone who walked and raised funds today.”





Left: The dedicated team from the Breast Clinic at St Albans City Hospital signed up to take part in the Titty Trail, to help raise funds for our breast cancer appeal.

“I’m so proud of everyone involved. Like many, I walked in memory of a loved one. I hope my mother would be proud to see my daughter and me walking together for this cause. The funds raised will help countless women in West Herts.

Alison Rosen
CEO, West Herts Hospitals Charity

A Community effort

A huge thank you to everyone who helped make the Titty Trail such a success, including:

- Abbey Line Community Rail Partnership for the Abbey Trail route and refreshments
- Little Munden Equestrian Centre for hosting a rest stop
- Collie Print for maps and signage
- F.I.T-shirts for event t-shirts
- Watford Bar & Coffee House and Watford Rugby Club for rest stops
- Beefeater’s Moor Mill Lane Restaurant and Morrisons, St Albans for providing refreshments

The new SAVI SCOUT® systems are based at St Albans City Hospital, supporting patients from across West Herts, including Watford.

Below: Staff from West Herts Hospitals, alongside their families, friends and supporters, came together for the Titty Trail



Medical equipment

Interventional Radiology Scanner opening

Thanks to the generosity of kind donors, our Imagine This appeal reached its £695k target. This enabled a brand-new state-of-the-art scanner to be opened in the new Interventional Radiology Suite, which opened in July 2024 at Watford General.

This marks a significant advancement in patient care, ensuring faster treatment, lower risk of infection, earlier discharge and quicker recovery compared to traditional techniques.



Above and opposite:
Supporters get a first look at the new Interventional Radiology scanner during the reveal event on 19 June 2024





"This advanced technology will enable minimally invasive pinhole surgery, utilising X-rays to guide surgical instruments into previously inaccessible areas without open surgery, facilitating novel treatments at West Herts. The project hasn't just been an investment in equipment. Fundamentally it's been an investment in the health and wellbeing of our community."

Dr. Muhammad A. Zamir
Diagnostic and Interventional Radiology Consultant

The new IR Suite will consist of the treatment room, anaesthetic room and recovery areas with five beds, meaning patients can be welcomed, treated and recuperate all in one space, ensuring privacy and dignity throughout.

The Wellbeing Courtyard opens at Watford General

On 22 May 2025, the hospital charity opened the Wellbeing Courtyard — a vibrant green space located at the heart of the Women and Children's Services (WACS) building at Watford General Hospital. This peaceful sanctuary offers patients and staff a calming retreat from the pressures of a busy hospital environment.

The Courtyard transforms a previously unused 150-square-metre area into an inviting and colourful outdoor space. Designed with the healing power of nature in mind, it provides patients — many of whom stay in hospital for days — with access to fresh air, natural daylight, and enough space to remain mobile. It also offers staff a much-needed space to reflect and recharge away from the constant demands of the wards.

The project raised £40,000 to fund the transformation and is made possible thanks to the generosity and dedication of many individuals and organisations. We extend our thanks to Firecracker Films, Wickes Community Programme, Watford Phoenix Choir, the family of Joseph W. Golding, NUGEN Electrical Contractors, ETA Projects Ltd., and Brian Hargreaves, as well as NHS staff and members of the local community who contributed to making this special Courtyard a reality.

The finished design includes:

- Screening to accommodate separate patient and staff areas
- Provision of four covered areas with various seating options
- Solar powered lighting around the perimeter powered by a new solar panel, installed on the Women and Children's Services building roof
- Fencing to screen off air conditioning units and fire escape steps, with trellis to accommodate climbers to soften and brighten the space
- Mirrored film on internal windows to ensure privacy on the wards
- Painted walls to reflect light
- Planters filled with peat-free compost and a range of spring bulbs and flowers designed to attract pollinators
- Keypad entry to the space to ensure security of the site for patients and staff

Since opening, the Wellbeing Courtyard has been welcoming hundreds of patients and staff each week, offering a quiet, restorative space that supports mental wellbeing, encourages gentle movement and connects the hospital community with nature.

The Courtyard stands as a lasting testament to the power of community collaboration and the healing benefits of green spaces in healthcare settings.



Left: Volunteers with Charity CEO Alison at the celebratory opening event of the Wellbeing Courtyard on 22 May 2025.

Opposite: The new Wellbeing Courtyard - staff and community gather at the unveiling of the new Wellbeing Courtyard on the Women and Children's Services ward.

The brickwork around the garden was painted by volunteers from the Wickes community programme.





How we did it

No Mountain high enough for the Facilities Team

Members of the West Herts Hospitals Facilities Team took on an epic fundraising challenge for our hospital charity. On Saturday 8th June, the team embarked on a midnight trek up Snowdon, the highest mountain in Wales, to raise vital funds for West Herts Hospitals.

The fearless fundraisers pictured above on the summit of Snowdon, left to right are: Retail specialist Gayan Liyanage, Head of Facilities Jan Jonker, Facilities Administrator Vijay Gnanamani, Facilities Operations



Manager Darryl Harber, Waste Managers Glen Riley and Maddy Giles, Assurance Manager Colin Flower, Assurance Officers Erin Janaway and Karel Jonker.

Departing from Watford at 7pm on Saturday, the team embarked on their trek up the PYG track, beginning their ascent at 12:30am. Braving -8 degrees and 40 mph winds, they reached the summit just after 4am, before making their descent down Miners track.

Head of facilities Jan Jonker shared her initial thoughts on the trek:
"I originally wondered why we were doing the climb at night, especially with only two of the team as experienced climbers and the rest of us as first timers. However, on the way down (when it was light), we looked up and realised it was probably the best thing as it would have been nerve wracking had we actually seen how close to the edge we had come, especially for Colin!"

Jan highlighted the camaraderie during the challenge: "The whole event was very positive right from the drive from the meeting point at Watford hospital. Darryl drove the "party bus" and everyone was in good spirits. Darryl is actually a good DJ, so if all else fails... The team waited for and supported each other throughout, and there was a lot of laughter. We were sharing snacks, although Glen had thoughtfully bought us all a bag of Biltong which is very high in protein and energy, so we were fuelled up and raring to go.

"It was wonderful to see the sun come up and reveal the magnificent scenery around us as we approached the top of the mountain. We couldn't see much from the summit due to the cold low cloud and high winds."

Proceeds from their fundraising will go towards various projects, including new wheelchairs for St Albans City Hospital and the refurbishment of the children's waiting area in the UTC at Hemel Hempstead Hospital.





West Herts Hospitals Charity CEO Alison Rosen said: "Huge congratulations to the Facilities Team! Your dedication and teamwork are truly inspiring. We are incredibly proud of your efforts and deeply grateful for your support of our hospitals."

So far, the Facilities Team has raised over £1,400.

If you would like to support them, please consider sponsoring them through their go fund me page at **gofundme.com/f/raise-hospital-charity.**

Opposite:
West Herts Hospitals Facilities Team get ready to depart from Watford for Snowdonia

Opposite top:
West Herts Hospitals Facilities Team on their midnight trek to the summit of Mount Snowdon



Above:
West Herts Hospitals Facilities Team reach the summit of Snowdon
The team saw the sunrise over Mount Snowdon during their descent
Spectacular views from Mount Snowdon during the climb

Step Up for Health Event at Vicarage Road Stadium



On 1st June 2024, runners, climbers, and walkers raised over £8,000 after taking part in an epic stair-climbing challenge hosted at Watford FC's Vicarage Road Stadium.

The event saw participants running and walking up and down the stands of the 20,000+ seater stadium to raise vital funds for West Herts Hospitals Charity and Watford FC's Community Sports and Education Trust.

Watford FC's goalkeeper and charity ambassador, Daniel Bachmann, cheered on from the sidelines as around 150 participants tackled the challenge, which included a shorter route option for children.

The first to cross the finish line in the under-18s category was 8-year-old Leo Lovett from Dunstable. Leo's mum, Tara, said: "We are extremely proud of Leo winning the Step Up challenge and raising money for a good cause that will benefit the local community."

Mima Moore, 23, from Watford won the adults' challenge. Mima said: "I didn't expect to win as I only signed up on the day, but it was a fantastic feeling when I completed the challenge and crossed the finish line in first place. Plus, Dan Bachmann was there to greet me at the finish line, so that was an added bonus!"



Alison Rosen, Charity CEO, said: "I am delighted so many people came along to support both West Herts Hospitals Charity and Watford FC's Community Sports and Education Trust. The energy and enthusiasm from everyone, including the children, was incredible. It's so great to see our local community come together."

Above:
8-year-old Leo Lovett was the winner in the under-18s category.
23-year-old Mima Moore was the winner in the adults' category.



"Huge thanks to our sponsors and to our ambassador Daniel Bachmann for opening the event and cheering on all our participants all morning. I personally joined the Step Up challenge with my daughter and grandson, and it was a lovely surprise when my daughter Mima won the adults' race!"

The event was supported by AMYA UK — the Ahmadiyya Muslim Youth Association.

Special prizes were awarded to the first ten participants to cross the finish line and the top ten fundraisers. Winners received Watford Forever, The Sunday Times Sports Book of the Year, detailing Elton John's ownership of Watford Football Club and its rise to the top of the first division under manager Graham Taylor. Top fundraisers were also treated to a tour of the dressing room.

Above:
Step Up Challenge finishers proudly displaying their medals alongside Watford FC goalkeeper Daniel Bachmann.

The event was sponsored by Anytime Fitness clubs in Croxley Park and Bushey, and CMR Surgical, a supplier of surgical robots to the Trust, highlighting their commitment to promoting health and wellbeing in the community. The Anytime Fitness team hosted a warm-up session at the stadium before the challenge began.

Participants received goody bags with gym passes from Anytime Fitness, products from Lush in Watford, and other items. Local supermarkets, including Morrisons in Watford, Tesco stores in Rickmansworth and Maylands, and Tesco Extra in Watford, donated water and cereal bars for the participants.

If you would like to make a donation, please visit the link below and note 'Step Up' in the reason for the donation box: watfordfccsetrust.com/make-a-donation.

Our NHS Birthday Bake-Off



On Friday 5th July, our local community joined us for West Herts Hospitals Charity's NHS Big Tea party, held to celebrate the NHS's 76th birthday and raise vital funds for patients and staff across West Herts Hospitals.

We were delighted to host the event in the gardens at the Vicarage Road entrance to Watford General Hospital, where we gathered to honour our much-loved National Health Service. Thanks to funding from Watford Borough Council's Community Fund, the celebration included a lively Bake-Off competition and a wonderful performance by singer-songwriter Ky Lewis.

A panel of Bake Off judges — including our Patron, the Lord-Lieutenant of Hertfordshire Robert Voss CBE CStJ Hon. LLD, Chief Nurse Kelly McGovern, Deputy Chief Nurse Melanie Chambers, and Alex Murray from W3RT CVS — sampled a range of delicious bakes.

We were thrilled to see West Herts Hospitals' Audiology Waiting List Coordinator, Masuma Punjani, take home both "best cake" and "best cookie" for her light, fluffy sponge cake with raspberries and her delicately spiced cardamon cookies. Judges praised her creations as "fruity and delicious" and "simply delicious." We also congratulate Siân Darvell, Director of Collie Print, who won "best decorated cake."

We extend our heartfelt thanks to Wenzels, Bushey Synagogue – Bushey Gives Back Committee, Bridgewater Home Care in Watford, and Peabody's Coffee for their generous cake donations and invaluable support on the day.

To learn more about our Wellbeing Garden appeal and how you can support our work to improve patient care and staff wellbeing, please visit:

raisewestherts.org.uk/appeals/wellbeing-garden

Our CEO, Alison Rosen, shared her gratitude:



"We are incredibly thankful to everyone who came along and supported our Big Tea Party. This wonderful event was a fantastic opportunity to celebrate our beloved NHS and raise vital funds to support our hospitals. The money raised will go directly towards our Wellbeing Garden appeal, which will transform an old courtyard into a beautiful new space for patients and staff at the Women's and Children's Services building at Watford General.



Thank you to our supporters

Our work is only possible with your support

Thanks to your generosity, we are able to go above and beyond NHS funding and enhance the care and experience of every patient who comes through the doors of West Hertfordshire Teaching Hospitals.

Your support helps us fund cutting-edge equipment, improve hospital environments, and care for our dedicated staff. From providing life-saving surgical technology like the SAVI SCOUT® system for breast cancer patients, and purchasing a Bili light to treat jaundice in newborns, to creating a comforting Rose Room for bereaved families and funding a new sensory room to support children's wellbeing – every donation makes a difference.

We would especially like to thank the following supporters, as well as those who have chosen to remain anonymous.



Above: Left to right -
Jon Andrews from the Decorum Motorcycle Riders with his wife Jaky Andrews & Saira Ramadan from Hempsons.

With thanks to our corporate partners, community fundraisers, charitable trusts and statutory bodies:

- 4Louis
- AMYA UK
- Anytime Fitness
- Barratt North Thames
- Boot Out Breast Cancer
- CMR Surgical
- Dacorum Motorcycle Riders
- Fullerians RFC Community
- Haberdashers' Girls' School
- League of Friends
- Lush Watford
- Morrisons
- One YMCA
- Tesco
- The B&Q Foundation
- The Grove Hotel
- Watford Borough Council's Community Fund
- Watford FC & Vicarage Road Stadium
- Watford FC's Community Sports and Education Trust
- Watford General Hospital's Maternity Bereavement Service
- West Herts Hospitals Facilities Team
- West Hertfordshire Teaching Hospitals NHS Trust



Our Volunteers

We are lucky to be supported by a team of incredible volunteers

Each year, our dedicated volunteers generously give countless hours of their time.

They are key ambassadors for the Charity, playing a vital role in everything we do. Alongside them, our wonderful corporate partners contribute their expertise, time, energy and enthusiasm to support our events and ad-hoc activities.

Thanks to their selfless support, we are able to continue making life better for patients and enhancing the working environment for the hardworking staff at West Hertfordshire Teaching Hospitals.



Our volunteers support the Charity in a wide range of ways, including:

- Assisting with office administration
- Running fundraising stalls at locations like Watford Morrisons
- Supporting our team during fundraising events
- Operating stalls at local fairs and fetes
- Holding bucket collections in local shopping centres
- Managing collection boxes in the community
- Wrapping and distributing festive gifts to hospital wards
- Delivering treats to staff and patients

While the incredible contributions of our volunteers are not reflected in the financial statements, in line with the Charities Statement of Recommended Practice (SORP), this is simply due to the absence of a reliable way to measure their impact in monetary terms — their efforts, however, are truly invaluable, and we thank them deeply.

Charity Champions Programme

We continue to grow awareness of our work: we launched our new Charity ChampionsProgramme in February. We are thrilled that over 20 members of staff enthusiastically signed up to become Ambassadors to undertake this important role.

Our Charity Champions actively raise awareness, share our mission, and inspire involvement in fundraising and corporate sponsorships through their own networks, social media platforms as well as attending events.

Above: Volunteer Chris prepares to distribute Easter eggs to patients at Watford General.

In Memory Donations

This year, we launched our In Memory Appeal, providing patients, families and members of our wider community with a meaningful and heartfelt way to honour the life of someone special.

By making a donation to West Herts Hospitals Charity in memory of a loved one, supporters can create a lasting legacy that directly benefits the care and wellbeing of future patients and staff at West Herts Hospitals.



Whether through a funeral collection, setting up a tribute fund or making a personal donation, every contribution helps to fund vital services, equipment and support across our hospitals. These gifts not only pay tribute to those we have lost but also play a crucial role in enhancing patient care for generations to come.

We are proud to work in partnership with MuchLoved, the UK's leading in-memory giving platform, to offer a free and easy-to-use online tribute service. Families and friends can create a dedicated tribute page, where they can celebrate their loved one's life by sharing cherished memories, photos, stories, music and videos. Visitors to the page can also leave messages and make donations in their honour, helping to grow a lasting tribute that supports the hospital community.

Through our in Memory Appeal, we aim to offer comfort, connection and a sense of purpose during a time of loss, providing a special and lasting way to remember and celebrate the lives of those who meant so much to us.

If you would like to donate money In Memory of a loved one, please visit our website at https://whhc.org.uk/in-memory.

If you have any enquiries, please don't hesitate to contact Ilana at ilana.hartal@nhs.net.



Celebrate the life of a loved one by donating to West Herts Hospitals Charity in their memory

Remembering Norman Tyrwhitt



Remembering Norman Tyrwhitt - Chair of League of Friends Watford Hospital, Honorary Freeman of the Borough of Watford.

Norman Tyrwhitt was one of the greatest and most influential of all public servants that Watford has ever known. As well as being a Labour councillor for 28 years, Norman served two terms as Watford's Mayor (1979–80 and 1995–96).

On 23rd July 2005, Norman, along with his wife Mavis, was accorded the highest honour that a borough council can bestow on a citizen who has truly excelled in their service to the community: he was invested with the prestigious "Freedom of the Borough".

One of only 20 people to have been granted this privilege, he is commemorated alongside other local VIPs – Elton John, Graham Taylor and Luther Blissett. Watford is probably unique in having Freemen who actively undertake activities on behalf of the borough on a frequent basis and Norman and Mavis carried out many civic engagements as representatives of the council, the Mayor and the Chairman.









Celebrating the life of Norman Tyrwhitt



As a young man, Norman served as corporal at No2 Radio School RAF Yatesbury. He later became a chemistry teacher at Harrow County School for Boys and developed a passion for education. Norman served on many school governing bodies and was particularly fond of his roles as Chair of the Governors for his childhood schools: Garston Infant and Lea Farm Schools and the Grammar Schools. He also served on the Local Education Executive and the Education Advisory Committee.

Norman's long-standing dedication to the local community was inspired by his father Clifford's civic work and is perfectly



demonstrated by the number of offices he has held. He was Chair of Labour's Leisure Standards Committee, Audit Committee and the Market Working Party and a Trustee of Watford Labour Church Charity as well as a Trustee of the Bedford, Morison and Cordery Almshouses for 20 years.

Norman also held directorships in other organisations which enhance the cultural life of the town. Here, his work included saving Watford Palace Theatre from closure back in 1962 and then serving on its Endowment Trust for many years. He was also a director of Watford Musical Heritage, Vice President of Watford Festival of Music, Speech and Drama, Chair of Friends of Watford Museum and a Friend of Cassiobury.

Norman sadly passed away
at home on 8th March 2025
at the age of 93 following a period in
hospital suffering with pneumonia.
He will be greatly missed by
West Herts Hospitals Charity
and all the team at
Watford General.



Norman and Mavi Tyrwhitt celebrating Norman's birthday

Remembering Mike Carruthers

In 2019 Mike Carruthers was rushed into Watford's Emergency Department after his blood pressure dropped and he began losing consciousness.

His story powerfully illustrates the importance of having the right team, the right equipment and the right expertise in place — and how the hospital's new Interventional Radiology scanner could help save even more lives like his.

Mike shared his experience:

"It all happened one weekend a couple of years ago. On the Saturday, I'd been suffering from a stomach bug and went to bed feeling unwell. I got up to use the bathroom, and the next thing I knew, I woke up on the bedroom floor. I'd passed out."

"My wife, who is a GP, checked my blood pressure — it was low — so she encouraged me to drink plenty of water. We both assumed I'd become dehydrated, but every time I moved, I'd get dizzy or faint. It was frightening."

"She called 111, and eventually the call was prioritised. The ambulance arrived at around 11pm. The team was fantastic — they ran all the checks and blue-lighted me from St Albans to Watford."

"When we arrived, my blood pressure had dropped even further. I was taken straight to the Resuscitation ward in A&E. There, I had blood tests, ECGs, X-rays and ultrasounds. At that point, there was no clear diagnosis. But early the next morning, I had a CT scan, which revealed a small abdominal aneurysm and significant internal bleeding."

"I met with several doctors, including Mr Bhatti, the Surgical Consultant, who discussed the possibility of surgery — but the location of the aneurysm made that option extremely risky. They also considered Interventional Radiology, but believed I'd need to be transferred to the Royal Free as their Interventional Radiologist might not be available."

"A few hours later, Dr Zamir came to see me. He introduced himself and said he was available and confident he could help. When I asked how soon he could start, he said, 'I'll try to get you in within the next 10 minutes.' That was a bit of a shock!"

"In Radiology, the surgical team and anaesthetists were all present in case the procedure failed or surgery was needed. It was a full room, and everyone was fantastic."

"They inserted a wire into the artery in my leg and guided it toward the bleeding aneurysm using imaging. The plan was to use microcoils to block it, but the angle made that difficult. Dr Zamir suggested using a special medical glue — but they didn't have any in stock. The team quickly contacted the supplier, who delivered it directly to the hospital, allowing the procedure to continue."

"The glue worked. They sealed the ruptured artery through a tiny incision in my leg, avoiding the need for major surgery. It was uncomfortable, but I was awake throughout, and the care I received was exceptional."

"Looking back, it's clear how serious it was. At the time, it didn't feel life-threatening — but in hindsight, it absolutely was. I am so grateful to everyone involved. I spent three days in hospital and about a month recuperating, but I made a full recovery. The skill and determination of the staff saved my life."

Report and Accounts 2025



Above: Mike Carruthers

Consultant Dr Muhammad Zamir added: "Michael suffered from a bleeding aneurysm of the pancreaticoduodenal artery, which supplies blood to the pancreas. Unfortunately, there were delays due to the limitations of our current Interventional Radiology facilities and anaesthesia capabilities. The new Interventional Radiology room will enable us to treat these complex cases more efficiently — especially out-of-hours — without needing to transfer patients elsewhere. The new scanner also provides high-resolution imaging and advanced software for faster diagnosis and treatment."

Gemma Carruthers, Mike's wife, reflected: "I was very fortunate to have been married to Mike for 28 years. We were both born in St Albans and returned to the area after marrying. West Herts Hospitals have played an important role in our lives — through my work as a local GP, and most importantly, through the life-saving treatment Mike received in 2019."

"Mike loved walking, travelling, cooking, and entertaining friends and family — passions he continued to enjoy for many years after his illness. He passed away suddenly in March 2025. It's been a comfort to me and our three children that we had six more precious years with him."

> "Mike was proud to support the campaign for a new Interventional Radiology facility at Watford General Hospital. After his death, it felt only right that we continue to support the West Herts Hospitals Charity — so that others might benefit, just as he did.
>
> **Gemma Carruthers**
> Mike's wife



Leave a Legacy

Leaving a gift in your Will to West Herts Hospitals Charity will make a lasting difference by improving patient care across West Hertfordshire.

Your support will help ensure that loved ones receive the best treatment from skilled staff, in modern facilities equipped with the latest technology.

Our promise to you

We know that your family and friends come first. We promise to treat you and your loved ones with sensitivity, respect and compassion.

We value all the gifts that are left to us. Nothing is too big or small – your gift will help us make a world of difference.

We will use your gift efficiently and effectively, so that it has the greatest impact.



You have the right to change your mind about leaving a gift in your Will at any time and we will respect your decision.

We will always respect your privacy – you can decide when and how often we contact you.

Please contact us if you would like to speak to someone regarding leaving a gift in your Will to West Herts Hospitals Charity by phone 01923 436 182, or email westherts.hospitalscharity@nhs.net.

For the full Gifts in Wills pack, please contact Alison, our Charity CEO, at alison.rosen2@nhs.net. She will be happy to assist you.

We have also partnered with Gifts in Wills so that you can complete your Will for free: farewill.com/whhc-gifts-in-wills

Building and maintaining such special healing spaces for our patients and families is largely thanks to gifts in Wills. Will you consider leaving a forever thank you to the NHS, with a gift in your Will to West Herts Hospitals Charity?



Lottery

About our Lotto

We're delighted to report on the significant growth of our lottery throughout the 2024/25 financial year,

Growth Overview

- **Supporters:** We saw a remarkable increase in our supporter base, growing from **2,534** at the first draw of the year (April 5, 2024) to **5,526** by the last draw (March 28, 2025). This represents a gain of **2,992** supporters, an impressive **118.07%** increase.
- **Tickets:** The number of tickets sold also saw substantial growth, rising from **3,610** to **7,850** over the same period. This is an increase of **4,240** tickets, or 117.45%.

This outstanding growth highlights the increasing engagement and support from our community, allowing us to generate more funds for vital charity work.

Winners throughout the year

Congratulations to all our lucky winners during the 2024/25 financial year! We distributed prizes as follow:

- **9** winners of £1,000
- **41** winners of £100
- **477** winners of £10
- **1** grand prize winner of £25,000

Our lottery grants have been allocated as follows:	
Staff essentials hub	£1,247
Staff fitness activities	£1624
End of life volunteering	£10,366
End of life Rose project	£4,283
Wheelchair subsidy	£100
Mealtime equipment for frail patients	£1,672
Special needs toys	£165
Sensory communication toys	£145
Festive wards	£825
Dementia support	£264
Health inequalities anchor project	£10,826
Total	**£31517**

This outstanding growth highlights the increasing engagement and support from our community, allowing us to generate more funds for vital charity work. Thank you to all those who buy tickets.



West Herts Hospitals Charity Lotto is operated by The Fundraising Foundry Ltd, an External Lottery Manager (ELM) licensed by the Gambling Commission, account number: 57455. Each ticket costs just £1, with supporters choosing to play £5 or £10 per month. The draw takes place every Saturday at 6:45pm, and entries close each Thursday at 23:59:59 GMT. In months with only four Saturdays, an extra draw is added on the last Wednesday to ensure value for money. There are 60 draws per year, including 8 additional draws, ensuring more chances to win throughout the year. Results are published at 17:45 GMT on Saturdays. Winners are notified by email or post and published at whhc.org.uk/hospital-lotto. View our Terms & Conditions at whhc.org.uk/hospital-lotto/tcs. West Herts Hospitals Charity is licensed by the Gambling Commission under License Number(s) 063956-N-338675-001 & 063956-A-338676-001, with Gambling Commission account number: 63956, to promote and operate the Lotto in accordance with the provisions of the Gambling Act 2005. Responsible persons: Alison Rosen, Chief Executive, and Emily Theobald, Senior Fundraiser. Full terms and conditions and lottery rules apply. Registered Address: Sycamore House, Watford General Hospital, Watford WD18 0HB. Tel: 01923 436182.

GAMBLING COMMISSION · Registered with FUNDRAISING REGULATOR · 18+ GambleAware Advice | Tools | Support · begambleaware.org

Looking ahead

Art in Hospitals

Art in hospitals offers numerous benefits for patients, staff and the overall healthcare environment

It can reduce stress, anxiety, and pain, improve communication, and even shorten hospital stays. Art also fosters a sense of well-being and helps create a more pleasant, supportive atmosphere for both patients and caregivers.

West Herts Hospitals Charity has partnered with Paintings in Hospitals to create new art exhibitions at Watford General Hospital and St Albans City Hospital. The artworks were selected on loan following consultations with both patients and staff. These paintings are part of the Paintings in Hospitals Collection, which includes nearly 3,000 pieces by world-class artists.

This is the UK's largest national art collection dedicated solely to health and wellbeing, and it is used by hospitals and care organisations across England and Wales.

To learn more about how Paintings in Hospitals is transforming health and wellbeing through art, please visit paintingsinhospitals.org.uk.

The artworks were installed at the end of June 2025, and will be followed by special opening exhibition events at both hospitals.









This initiative is part of a wider art strategy that we aim to develop further over the coming year.

To discuss art or potential donations, please contact Charity CEO Alison Rosen at alison.rosen2@nhs.net.





Opposite page:
Far left: ' A Night of Love',
Patrick Hughes, 1985, Screenprint.

Top right: 'Deer in Woodland',
Peter Reading, 1985, Watercolour.

Bottom right: 'Bright Strata'
John McClenaghan, 2000, Acrylic on Paper.

This page:
Top: 'Harbour with Still Life (St Ives)',
Rachel Nicholson,1999, Lithograph

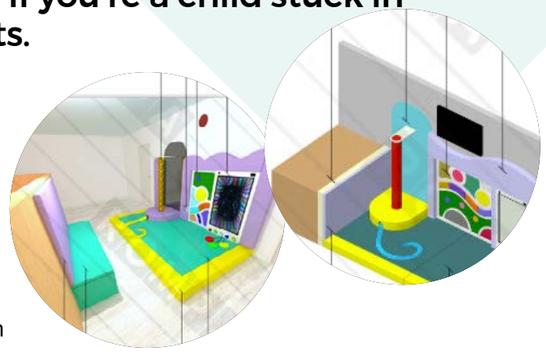
Centre: 'Venice by Moonlight',
Deirdre Borlase, 2003, Paper Collage and Gouache on Board.

Bottom: 'Landscape in Tuscany,
Mark Haynes, 2003, Acrylic on Paper.

Children's Outpatients Appeal:

Sensory play areas

Waiting for a hospital appointment is never fun — and it's especially difficult if you're a child stuck in a space designed for adults.



West Herts Hospitals Charity is aiming to change this. We have launched an appeal to raise £36,000 to create child-friendly sensory play areas in the Outpatients departments at Watford General, St Albans City and Hemel Hempstead hospitals. Currently, there are no dedicated waiting areas for children in Outpatients, and young patients are often left bored and anxious while parents struggle to keep them entertained.

The Children's Outpatients Appeal hopes to raise £36,000 to transform the play area at each hospital into a welcoming, interactive space for young patients and their families.

The new sensory-focused play areas will provide:

- enhanced comfort — keeping children entertained and helping parents feel at ease
- calmer atmosphere — engaged children mean less disruption in waiting areas
- learning and engagement — features such as tactile wall panels, puzzles, and interactive toys to encourage curiosity and creativity

Sensory-focused additions, such as bubble walls and light-up displays, will also help create a calming environment for children.

To learn more about the Children's Outpatients Appeal or to make a donation, please visit our website: whhc.org.uk/appeals/childrens-outpatients-appeal.

> "Creating sensory play areas is about more than entertainment; it's about reducing anxiety, encouraging learning through play, and showing our youngest patients and their families that we truly care.
>
> **Alison Rosen**
> CEO, West Herts Hospitals Charity





Help us create a Wellbeing Room for our NHS heroes



Our NHS staff work tirelessly to care for our community. Now, it's time to care for them.

West Herts Hospitals Charity has launched an appeal to create a dedicated wellbeing room at St Albans City Hospital — a space where hardworking NHS staff can recharge, relax, and feel appreciated for their incredible efforts.

Why a Wellbeing Room?

Healthcare professionals often work long hours under immense pressure. Currently, staff rooms on site are too small, outdated, and lack essential amenities. A dedicated space for relaxation and mental wellness can significantly improve morale, resilience, and overall wellbeing.

That's why we're planning to transform an old gym area in the Moynihan Wing into a modern, functional wellbeing room. This is our way of showing appreciation for staff's unwavering commitment to our community.

Our proposed design for the new wellbeing room includes:

- A fully equipped kitchen with a breakfast bar
- Dining and lounge areas
- A secondary kitchen for heating and preparing food
- Comfortable seating and calming décor
- A private treatment room for massage and physiotherapy
- Resources to support relaxation and mental wellness

This page:
Staff in the current space at St Albans City Hospital.



"A dedicated wellbeing space is about more than just providing a place to sit – it's about fostering a supportive environment for our hardworking NHS staff. With a space to relax and recharge, we'll see reduced stress levels and improved team collaboration. Staff wellbeing must remain a high priority to support recruitment and retention at a challenging time.

Nuala Littlechild
Site Director, St Albans City Hospital

Supporting Staff Wellbeing

Prioritising staff wellbeing is essential for recruitment and retention, especially during challenging times. This investment will help attract and retain skilled professionals, demonstrating our commitment to their welfare and making West Herts Hospitals an employer of choice.

Nuala Littlechild, Site Director at St Albans City Hospital, and colleague Hannah Reynolds, Lead Radiographer, have already kickstarted fundraising with the "31 for 31" challenge, completing 31 minutes of exercise each day in January. Their activities included running, cycling, and HIIT classes. Nuala continued her efforts by abseiling from the roof of One YMCA in Watford, joined by colleagues Sarahjane Turner, Matron for Surgery, Anaesthetics and Cancer, Senior Relationship Manager
Colin Gray, James Ingall from GSCI Consulting, and Mima Moore.

Help us reach our £40,000 goal

Thanks to a generous match funder, every £1 you donate will be doubled up to £20,000. Additional funds raised will support further staff wellbeing initiatives across West Herts Hospitals, benefitting staff at Watford General, Hemel Hempstead, and St Albans City Hospitals. Every donation, large or small, brings us closer to our goal and helps us invest in the wellbeing of our dedicated NHS staff.

To donate, please visit:

whhc.org.uk/appeals/staff-wellbeing-appeal

"Our NHS staff give their all to care for patients, and it's vital we look after their wellbeing too. This new space will be a small but meaningful way to thank them for their dedication and ensure they have the resources they need to thrive. We're so grateful for the community's support in helping us make this vision a reality.

Alison Rosen
CEO, West Herts Hospitals Charity





Ways you can help

Support West Herts Hospitals Charity and make a difference

There are countless ways you can help improve patient care across our hospitals.

Whether you donate, fundraise or get involved in one of our many initiatives, your support will make an incredible impact.

Here are some of the ways you can contribute to West Herts Hospitals Charity:

Make a donation

- **Online:** Donate quickly and securely at whhc.org.uk/donate.
- **By post**: Send a cheque made payable to 'West Hertfordshire Hospitals NHS Trust Charitable Funds' to: West Herts Hospitals Charity, Watford General Hospital, Vicarage Road, Watford, Hertfordshire, WD18 0HB.
- Alternatively, use our Freepost address: Freepost WEST HERTS HOSPITALS CHARITY.
- **In person:** Visit the 'Tap to Donate' box at Watford General's main reception for quick card donations.
- **Over the phone:** Call us at 01923 436182.

Become a Charity Champion

Join our community of supporters who commit to regular donations, giving us the flexibility to fund vital projects year-round.

Philanthropy

Explore opportunities for making significant one-time donations that can help transform patient care. Contact our Senior Fundraising Officer Emily at 07815 459037 or email westherts.hospitalscharity@nhs.net.

Weekly Lotto

Get involved in our exciting lottery! By entering, you'll not only support patients and staff, but you'll also have the chance to win fantastic prizes. Learn more at whhc.org.uk/west-herts-hospitals-lottery.

Fundraising

Whether you participate in one of our organised events or create your own fundraiser, we're here to support you every step of the way. Explore current events at whhc.org.uk/events and get fundraising tips at whhc.org.uk/fundraise.







In Memory

Commemorate someone special by creating a tribute in their memory on the MuchLoved website, choosing West Herts Hospitals Charity as your chosen charity. Visit muchloved.com.

Leave a gift in your Will

A gift in your Will can leave a lasting legacy that transforms patient care for generations to come. Find out how at whhc.org.uk/get-involved/gifts-in-wills.

Corporate support

We offer a variety of corporate partnerships, from Charity of the Year initiatives to event sponsorships and team-building opportunities.

Contact us to explore how we can work together by emailing westherts.hospitalscharity@nhs.net or calling 01923 436182.

Support our appeals

Help fund key hospital developments and strategic projects by supporting our ongoing appeals. Visit whhc.org.uk/appeals to learn more.

Visit our website

To see the powerful impact of your donations on patient care, explore more at whhc.org.uk/.

Get in touch

Our dedicated fundraising team would love to discuss how you can get involved and support our cause. Call our Senior Fundraising Officer Emily at 07815 459037, email westherts.hospitalscharity@nhs.net or visit our office.

We look forward to hearing from you!

Structure, governance and management

Legal structure

West Herts Hospitals Charity was established by a declaration of trust dated 12 December 1995 and its aim is to provide monies wholly or mainly for the services of the hospital trust. West Herts Hospitals Charity replaces the brand name Raise and is the working name for West Herts Teaching Hospitals NHS Trust Charity, charity 1052210. There are a number of subsidiary funds relating to the umbrella charity.

Corporate trustee representatives and their responsibilities

The charity has a single corporate trustee, West Hertfordshire Teaching Hospitals NHS Trust. The NHS Trust Board, representing the corporate trustee, delegates responsibility to a Charity Committee.

This committee meets at least four times a year and the Chair of the Committee reports to the NHS Trust Board, as corporate trustee, following each meeting. The Charity Committee acts for the corporate trustee, and its purpose is to:

- Ensure there are robust processes in place to manage resources and to ensure these processes are implemented.
- Monitor the disposition of resources to ensure funds held on trust are used in a way which reflects donors' wishes and that funds are maximised.
- Promote greater awareness of our charity to encourage donations, particularly through demonstrating their impact on patient care.
- Proactively fundraise for the charity to support charitable activities and purposes across our three great hospitals.

Right: Alison Rosen, Jonathan Rennison and Catherine Dugmore

CHARITY COMMITTEE

Jonathan Rennison	Coopted Independent Member
Heather Moulder	Corporate Trustee Member
Alison Rosen	Charity Chief Executive Officer
Kelly McGovern	Corporate Trustee Member
Toby Hyde	Trust Board Member
Charlotte McAlpine	Coopted Staff Member
David Goodier	Coopted Staff Member
Martine Mason	Coopted Staff Member
Jason Palman	Coopted Staff Member
Theresa Maunganidze	Coopted Staff Member
Sam Martin	Coopted Independent Member
Ginny Edwards	Coopted Independent Member
Ubaid Ul-Rehman	Coopted Independent Member
Ilana Rinkoff	Coopted Independent Member

CORPORATE TRUSTEE

Catherine Dugmore	Chair of Trust
Matthew Coats	Chief Executive Officer
Catherine Pelley	Non-Executive Director
Heather Moulder	Non-Executive Director
Harvey Griffiths	Non-Executive Director
Natalie Edwards	Non-Executive Director
Edwin Josephs	Non-Executive Director and Senior Independent Director
Professor Ann Griffin	Non-Executive Director
Kelly McGovern	Chief Nurse and Director of Infection Prevention and Control
Rodney Pindai	Acting Chief Financial Officer
Dr Mike van der Watt	Chief Medical Officer
Rachel Thorman	Chief Operating Officer

A full list of appointments and resignations is available on request.





Reference and administrative regulation

Registered charity number
1052210

Registered charity name
West Hertfordshire Teaching Hospitals NHS Trust Charity

Operating names
Raise
Raise West Herts
West Herts Hospitals Charity

Bank
Lloyds TSB
67 High Street
Watford
Herts
WD17 2DU

Registered charity address
Watford General Hospital
60 Vicarage Road
Watford
Hertfordshire
WD18 0HB

Independent Examiner
Hillier Hopkins LLP
Chartered Accountant
Radius House
51 Clarendon Road
Watford
Hertfordshire WD17 1HP

Investment Managers
Rathbones Greenback Investments
8 Finsbury Circus
London
EC2M 7AZ

Senior charity staff
Alison Rosen CEO - joined July 2023

Website and email
whhc.org.uk
westherts.hospitalscharity@nhs.net

Social media
X: @whhospcharity
Instagram: @westhertshospitalcharity
Facebook: @West Herts Hospitals Charity
LinkedIn: @West Herts Hospitals Charity

Privacy and fundraising
We work hard to meet our responsibilities under the General Data Protection Regulations (GDPR). Our privacy notice is available on our website and explains what supporters and others can expect from us and how we collect and manage information about them. Any adverse matters relating to GPDR compliance are reported to the Charity Committee and to our regulators as required. There were no such matters to report this year.

We are registered with the Fundraising Regulator to demonstrate our commitment to transparency. Our fundraising promise is published on our website and explains what supporters can expect from us, and what to do if they have any concerns.

Opposite:
The Charity Team - Left to right:
Ninghzi Zhang, Natalie Halliwell Jennings, Alison Rosen, Ilana Hartell, Oludamilola Oyetosho, Emily Theobald, Amanda White.

Financial Review

Overview

As at 31 March 2025, our total net assets stood at £123k, reflecting a £342k decrease in reserves (a 74% decline) compared to 31 March 2024. Income rose from £580k to £966k, driven primarily by increases in donations, lottery income, and gifts in kind. Lottery income grew significantly, from £120k to £308k (an increase of 157%).

A major contribution to income was the donation of breast cancer equipment valued at £140k from Boot Out, recognised as a gift in kind.

Total expenditure has increased from £816k to £1,294k, representing a 59% rise. This growth is mainly attributed to a 68% increase in lottery costs, rising from £230k to £386k, and a significant 182% increase in grant spending, which grew from £148k to £417k.

Investments

The valuation of the charity's investment portfolio was £631k as at 31 March 2025, compared to £653k in the previous year, a 3% decrease. This decline reflects the ongoing volatility and downward pressure in global stock markets. The trustees continued to monitor the portfolio based on Rathbones' advice as international events affect stock markets around the world. In March 2025 Rathbones recommended that the investment strategy remain unchanged and planned to make strategic purchases of preferred equities in a more considered way.

Debtors

As at 31 March 2025 total debtors were £76k (previous year £85k). This mainly comprised monies due from restricted grants.

Cash

As at 31 March 2025 the total cash balance was £123k (previous year £547k).

Creditors

The amount owed by the charity at 31 March 2025 was £707k which includes monies for completed projects and accruals for other projects; including the interventional radiology scanner.

Reserves policy

The reserves currently stand at £124k (previous year £465k). At 31 March 2025 the valuation of the investment portfolio was £631k, with the balance of assets (negative £508k) being net current liabilities due to the amount due for the interventional radiology scanner. Note 10 of the accounts refers to the purposes of the material funds. Of the total fund balance at 31 March 2025 of £124k, there are 47 restricted funds with a value of £245k, the unrestricted funds is currently in a negative of £121k due to significant investment in lottery.

In the medium term, the Charity Committee believes it is prudent to hold a target level of free reserves to enable the Charity to take advantage of opportunities as they present themselves and to have sufficient working capital to allow the fundraising, support and governance operations of the Charity to continue for six months and meet any unrestricted grant giving commitments. This will allow the Charity to respond in a considered way to an adverse change in circumstances, giving sufficient time to enable emerging circumstances to be assessed and appropriate plans developed and implemented, without requiring a crisis response.

Having carefully considered the best interests of the Charity and its beneficiaries, the Corporate Trustee believes it appropriate to work towards holding free reserves sufficient to fund six months of operating expenditure, which based on the **2025/26 budget equates to approximately £600,000**, alongside a target **cash holding equivalent to 90 days of expenditure**. This level is considered appropriate to ensure financial resilience, manage fluctuations in income, and enable the Charity to continue supporting West Hertfordshire Teaching Hospitals NHS Trust in the event of unforeseen financial pressures.

At the year end, the Charity held **negative free reserves of £121,000.** This position reflects a planned position, based on a multiyear financial analysis and reflects the current mix of income sources, and the strategic investment made in lottery player recruitment, which is expected to generate strong and sustainable unrestricted income in future years. The Corporate Trustee has reviewed this position and is satisfied that the Charity has sufficient liquidity to meet all current obligations.

A structured financial recovery plan is in place to **eliminate the negative free reserves and restore a positive reserves position by no later than the end of 2027/28 with an improved position in 2026/27.** Following this recovery phase, the Charity will continue to build towards the six-month reserves target of **£600,000** which brings us in line with the current charity policy.

Any free reserves held above the target level, and not required in the short term, will be made available for grants that directly benefit patients and service users of WHTH.

If, in the future, free reserves fall below the target level, the Corporate Trustee will assess whether this arises from short-term circumstances or longer-term trends, and will review grant commitments, expenditure plans, and fundraising activity accordingly.

Investment policy

Our investment objectives are to maximise growth over the long term whilst protecting the real value of the funds and maintaining a reasonable level of income. The appointed investment managers have, at the discretion of the Corporate Trustee, unrestricted powers in accordance with the Charities Act 2011, with the exception that there will be no investment in companies that have a significant investment in tobacco or alcohol.

Rathbones Investment Managers Ltd have been the charity's investment manager for the whole of the financial year ending 31 March 2025. They report quarterly to the Charity Committee regarding performance of the investment portfolio and outlook for the coming year. The report explains all investment movements i.e. purchases, sales and market movements, and all financial transactions are supported by contract notes. Rathbones charge a quarterly management fee which is 0.75% of the portfolio valuation and is deducted direct from the portfolio cash holding.

Risk management

The Charity Committee, on behalf of the Corporate Trustee, ensures that the charity meets its obligations for risk management as set out in the terms of reference. It has established a framework for risk identification and has examined the strategic and operational risks that the charity faces. The Charity Committee regularly reviews these risks and takes action to mitigate and monitor them. The investment strategy is constantly reviewed by the Charity Committee in line with the level of risk appetite agreed by the Corporate Trustee.

Incoming resources

Total incoming resources for the year ending 31 March 2025 was £966k (previous year £580k) which included voluntary income of £931k and investment income of £36k. Voluntary income includes donations from other charitable organisations including trusts and grant-giving bodies, churches and schools, private companies, trust employees, community events and other individual donations from patients, their relatives and their friends. Investment income includes income from the investment portfolio managed by Rathbones Investment Management Ltd.

Resources expended

Total resources expended were £1,294k (previous year £816k). This was split between charitable activities (£842k) and activities for generating funds (£452k). Charitable activities include expenditure incurred by the charity in undertaking activities that further its charitable aims of improving patient and staff experience and wellbeing as seen in note 3.

Report and Accounts 2025

Independent examiner's report

Independent examiner's report to the Corporate Trustee of West Herts Hospitals Charity ('the Charity') for the year ended 31 March 2025

Opinion

I report to the Corporate Trustee on my examination of the accounts of the Charity for the year ended 31 March 2025.

Responsibilities and basis of report

As the Corporate Trustee of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Corporate Trustee, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Corporate Trustee those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Corporate Trustee as a body, for my work or for this report.

Signed:



HillierHopkins

Alexander Bottom ACA
Hillier Hopkins LLP
Chartered Accountants
Radius House
51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

Day Month 2025

Financial statements

For the year 01 April 2024 to 31 March 2025

Statement of the Corporate Trustee's responsibilities

The Corporate Trustee is responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and enable it to ensure that the accounts comply with requirements of the Charities Act 2016.
- establishing and monitoring a system of internal control; and
- establishing arrangements for the prevention and detection of fraud and corruption

The Corporate Trustee is required under the Charities Act 2016 to prepare accounts for each financial year.

In preparing those accounts, the Corporate Trustee is required to:

- apply on a consistent basis accounting policies laid down by the Charities Act 2016.
- make judgments and estimates which are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Corporate Trustee confirms that, as far as it is aware, there is no relevant information of which the Charity's independent examiners are unaware and that it has taken all reasonable steps to ensure that this is the case.

The Corporate Trustee confirms that it has met the responsibilities set out above and complied with the requirements for preparing the accounts. These financial statements have been compiled from and are in accordance with the financial records maintained by the Corporate Trustee.

For and on behalf of the West Hertfordshire Hospitals NHS Trust



Signed:



Catherine Dugmore
Chair of West Hertfordshire Teaching Hospitals NHS Trust on behalf of the Corporate Trustee
11th September 2025

Statement of Financial Activities

Income and expenditure for the year 01 April 2024 to 31 March 2025

	Note	2024-25 Unrestricted Funds £000	2024-25 Restricted Funds £000	2024-25 Total Funds £000	2023-24 Unrestricted Funds £000	2023-24 Restricted Funds £000	2023-24 Total Funds £000
Income and endowments from:-							
Donations, Events and Legacies	2.1	173	450	623	168	240	408
Lottery	2.1	308	0	308	120	0	120
Investment Income	2.2	36	0	36	52	0	52
Total Income and endowments		**517**	**450**	**967**	**340**	**240**	**580**
Expenditure on:-							
Raising Funds	3	(452)	0	(452)	(303)	(5)	(308)
Charitable Activities	3	(445)	(397)	(842)	(299)	(209)	(508)
Total Expenditure		**(897)**	**(397)**	**(1,294)**	**(602)**	**(214)**	**(816)**
Gains/(losses) on Investment assets	4	(14)	0	(14)	14	0	14
Net Income/ (Expenditure)		**(394)**	**53**	**(341)**	**(248)**	**26**	**(222)**
Gross transfer between funds		33	(33)	0	228	(228)	0
Net movement in funds	9a	**(361)**	**20**	**(341)**	**(20)**	**(202)**	**(222)**
Reconciliation of Funds:-							
Fund balances brought forward	10	240	225	465	260	427	**687**
Fund balances carried forward	10	**(121)**	**245**	**124**	**240**	**225**	**465**

Balance Sheet

Statement of financial position at 31 March 2025

	Notes	2025 Unrestricted Funds £000	2025 Restricted Funds £000	2025 Total at 31 March £000	2024 Unrestricted Funds £000	2024 Restricted Funds £000	2024 Total at 31 March £000
Fixed Assets							
Investments	5	379	252	631	337	316	653
Total Fixed Assets		379	252	**631**	337	316	**653**
Current Assets							
Debtors	6	38	39	77	85	0	85
Cash at bank	7	101	22	123	528	19	547
Total Current Assets		139	61	**200**	613	19	**632**
Creditors: Amounts falling due within one year	8	(639)	(68)	(707)	(710)	(110)	(820)
Net Current Assets/ (Liabilities)		(500)	(7)	(507)	(97)	(91)	(188)
Total Net Assets		(121)	245	**124**	240	225	**465**
Funds of the Charity							
Funds:							
Restricted	10.1	0	245	245	0	225	225
Unrestricted	10.2	(121)	0	(121)	240	0	240
Total Funds		**(121)**	**245**	**124**	**240**	**225**	**465**

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

Signed



Catherine Dugmore

Chair of West Hertfordshire Teaching Hospitals NHS Trust on behalf of the Corporate Trustee

11th September 2025

Statement of Cash Flow

Cash flow for the year 01 April 2024 to 31 March 2025

	Note	Total Funds 24/25 £ £000	Total Funds 24/25 £ £000	Total Funds 23/24 £ £000	Total Funds 23/24 £ £000
Cash flow from operating activities					
Operating deficit before income from bank and investments	9a		(363)		(288)
(Increase) in Debtors	6		8		(60)
Increase in Creditors	8		(113)		34
Net Cash Generated from operating activities			**(468)**		**(314)**
Cashflow from investing activities					
(Purchase) and sale of investments	9b	8		6	
Investment income received	2.2	36		38	
Net Cash Generated from investing activities			**44**		**44**
Change in cash and cash equivalents in the reporting period			(424)		(256)
Cash and cash equivalents at the beginning of the reporting period			547		803
Cash and cash equivalents at the end of the reporting period	7		**123**		**547**

Notes to the Accounts

1. Accounting Concepts and Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Charities SORP (FRS102) - Accounting and Reporting by Charities:Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

West Hertforshire Hospitals NHS Trust Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost of transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

Corporate Trustee is not aware of any going concern issues which may cast significant doubt about West Hertfordshire Hospitals NHS Trust's ability to continue operating. Corporate Trustee has received assurances from the NHS Board that the services currently provided by the Trust will continue to be provided for the foreseeable future.

1.3 Financial instruments

The Charity has opted to account for financial instruments in line with IAS 39. See notes 8(a) and 8(b) for further details.

Financial assets

Financial assets are recognised when the Charity becomes party to the financial instrument contract or in this case when the income is probable. Financial assets are de-recognised when the contractual rights have expired or the asset has been transferred. Financial assets are initially recognised at fair value.

Financial liabilities

Financial liabilities are recognised on the statement of financial position when the Charity becomes party to the contractual provisions of the financial instrument. Financial liabilities are de-recognised when the liability has been paid or expired.

1.4a Income and endowments

All incoming resources are included in full in the Statement of Comprehensive income as soon as the following three factors can be met:

i) Entitlement - arises when a particular resource is receivable or the Charity's right becomes legally enforceable.

ii) Probability - when receipt of any income becomes probable.

iii) Measurement - when the monetary value of the incoming resources can be measured with sufficient reliability.

1.4b Boundary of recognition of income

Income is recognised in the Statement of Financial Activities when the charity is entitled to the funds, the amount can be measured reliably, and it is probable that the income will be received. Only income that meets these criteria is included within these accounts.

1.5 Expenditure

The funds held on trust accounts are prepared in accordance with the accruals concept. All expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. In the year 2024/25 all the expenditure approved by the Corporate Trustees has been accrued.

1.5a Raising funds

The cost of generating funds is the cost associated with generating income for the funds held on trust. This will include the costs associated with the investment manager's fee, the salary of the Charity CEO and other fundraising costs.

1.5b Charitable activities

The cost of charitable activities comprise all costs incurred in the pursuit of the charitable objectives and include governance costs which are accounted for on an accruals basis. They are apportioned over all of the funds based on the average fund balance.

1.5c Allocating costs by activity

All administration costs being the other staff costs and independent examiner will be apportioned to Raising Funds and Charitable Activities based on time spent on each activity.

1.6 Structure of funds

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified in the accounts as a restricted fund. Funds where the capital is held to generate income for charitable purposes and cannot itself be spent are accounted for as endowment funds. Other funds which are not legally restricted and for which the Corporate Trustee has chosen to earmark for set purposes are classified as designated funds. The restricted funds are shown in note 10.1 with the major unrestricted funds in note 10.2.

1.7 Fixed asset investments

Fixed asset Investments are shown at market value. Quoted stocks and shares are included in the statement of financial position at mid-market price, ex-dividend. Other fixed asset investments are included at the Corporate Trustee's best estimate of market price.

1.8 Debtors

Debtors are amounts owed to the Charity. They are measured on their recoverable amount.

1.9 Cash

Cash at bank and in hand is held to meet the day-to-day running costs of the charity as they fall due.

1.10 Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt, and recognised as soon as there is a legal or constructive obligation to make payment to a third party.

1.11 Realised gains and losses

All gains and losses are taken to the SOFA as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or date of purchase if later). Unrealised gains & losses are calculated as the difference between market value at the year end and opening market value (or date of purchase if later).

1.12 Pooling scheme

An official pooling scheme is operated for investments relating to the funds of the West Hertfordshire Hospitals NHS Trust Common Investment Fund. This scheme was registered with the Charity Commission on 2nd March 2001.

1.13 Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.14 Related party transactions

No one who is part of the corporate trustee received any honoraria or emoluments in the year. Within this is a figure that relates to grant funding for capital equipment not yet paid to the NHS Trust . The figures are noted below.

Name of Related Party	Relationship to charity	Nature of transaction	2024/25	2023/24
			£000	£000
West Hertfordshire Teaching hospitals NHS Trust	Corporate Trustee	Contribution to the NHS	114	30

2. Income and Endowments

2.1	Donations and Legacies	Unrestricted Funds 2025 £000	Restricted Funds 2025 £000	Total Funds 2025 £000	Unrestricted Funds 2024 £000	Restricted Funds 2024 £000	Total Funds 2024 £000
A	Donations, Grants, Legacies and Sponsorship	49	310	359	105	240	345
B	Other including events (received via Just Giving/ Virgin fund pages)	72	0	72	48	0	48
C	Lottery income	308	0	308	120	0	120
D	Gifts in kind	52	140	192	15	0	15
	Total	**481**	**450**	**931**	**288**	**240**	**528**

2.2	Investment Income	Unrestricted Funds 2025 £000	Restricted Funds 2025 £000	Total Funds 2025 £000	Unrestricted Funds 2024 £000	Restricted Funds 2024 £000	Total Funds 2024 £000
	Rathbones - Dividends and interest	20	0	20	22	0	22
	Bank Interest	16	0	16	30	0	30
	Total	**36**	**0**	**36**	**52**	**0**	**52**

3. Expenditure

3	Expenditure	Charitable activities 2025 £000	Raising Funds 2025 £000	Total Funds 2025 £000	Charitable activities 2024 £000	Raising Funds 2024 £000	Total Funds 2024 £000
*	Medical Equipment - See Note 3.1	200	0	200	8	0	8
*	Patient Welfare - See Note 3.1	86	0	86	85	0	85
*	Staff Welfare - See Note 3.1	131	0	131	85	0	85
	Staff training	6	0	6	0	0	0
	Course expense and equipment	0	0	0	1	0	1
	Computer equipment, branding & fundraising software	125	0	125	60	0	60
	Running Costs	20	0	20	6	0	6
	Administration - See Note 3.2	23	0	23	54	0	54
	Examination - See Note 3.4	3	0	3	8	0	8
	Staff costs - See Note 3.2	242	66	308	195	78	273
	Investment fees	6	0	6	6	0	6
	Lottery expenses	0	386	386	0	230	230
	Total	**842**	**452**	**1,294**	**508**	**308**	**816**

3.1 Grant Giving*

Expenditure in respect of Medical Equipment, Patient Welfare and Staff Welfare is made in the form of grant funding to West Hertfordshire Hospitals NHS Trust.

3.2 Staff costs

There are no directly employed staff costs this year or in any previous years. However staff are employed by West Hertfordshire Hospitals NHS Trust and recharged to the Charity as detailed below:

All staff costs and support costs are apportioned across unrestricted and restricted funds with restricted funds recharges capped at 15% per annum subject to any other agreements with funders.

3.3 Trustees remuneration, benefits and expenses

No one as part of the corporate trustee of the West Hertfordshire Hospitals NHS trust charity was paid any remuneration or expenses in return for their services.

3.4 Independent examiner remuneration

The independent examiner's remuneration related solely to examination with no additional work being undertaken. The actual cost for the current year is £4.8k (2024/25 £8k).

3.5 Lottery expenses

2024/25 has seen considerable investment in canvassing for the lottery in order to build up membership and lead to surpluses by 2026/27.

4. Gains/(Losses) on Investment Assets

4 Gains/(Losses) on investment assets	Unrestricted Funds 2025	Restricted Funds 2025	Total Funds 2025	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024
	£000	£000	£000	£000	£000	£000
Realised (losses)/gains	2	0	2	0	0	0
Unrealised gains/(losses)	(16)	0	(16)	14	0	14
Total	**(14)**	**0**	**(14)**	**14**	**0**	**14**

5a. Analysis of Fixed Asset Investments

5a Analysis of fixed asset Investments	Held in the UK	Total 2025	Total 2024
	£000	£000	£000
Market value at 31 March 2025			
Investments listed on Stock Exchange	628	628	638
Cash held as part of the portfolio	3	3	15
Total	**631**	**631**	**653**

5b. Investment Fixed Assets Portfolio

5b Analysis of Investment portfolio	Total 2025	Total 2024
	£000	£000
Market value at 31 March	653	645
Less: Disposals at carrying value	(86)	(48)
Add: Acquisitions at cost	81	57
Net (loss)/gain on revaluation	(14)	14
Movement in Cash balance	(3)	(15)
Market value at 31 March	**631**	**653**
Historic cost at 31 March	**630**	**616**

6. Debtors

6 Debtors	Total 2025	Total 2024
	£000	£000
Amounts falling due within one year:		
Debtors	43	35
Prepayments and accrued income	34	50
Total debtors	**77**	**85**

7. Cash at Bank

7 Cash at bank	Total 2025	Total 2024
	£000	£000
Lloyds Current Account	22	51
NatWest Bank Account	101	496
Total	**123**	**547**

8. Creditors

8 Creditors	Total 2025	Total 2024
	£000	£000
Amounts falling due within one year:		
Creditors	626	20
Accruals and deferred income	81	800
Total Creditors	**707**	**820**

Creditors in both 2024/25 and 2023/24 include amounts due to West Hertfordshire Hospitals NHS Trust.

9a. Reconciliation of net movement in funds and operating deficit before income from bank and investments

9a	Reconciliation of net expenditure with deficit on cashflow	2025 £000	2024 £000
	Operating income /(deficit) on Statement of Operating Income	(342)	(222)
	Deduct:		
	Dividends and interest on investment portfolio	(20)	(22)
	Bank interest	(15)	(30)
	Net loss/(gains) on revaluation	14	(14)
	Per cashflow on operating activities	**(363)**	**(288)**

9b. Analysis of cash movements within the cashflow

9b	Cashflow:Analysis of cash movements within the cashflow	2025 £000	2024 £000
	Investing activities		
	Sale proceeds from investments	86	48
	Purchases of fixed assets investments	(81)	(57)
	Movement in Cash balance	3	15
		8	**6**

10.1 Analysis of Funds

10.a	Restricted Funds	Balance 31 March 2024 £000	Incoming Resources 2025 £000	Resources Expended 2025 £000	* Transfers 2025 £000	Gains and Losses 2025 £000	Balance 31 March 2025 £000
	Material funds						
A	Breast Cancer Appeal	16	212	(172)	0	0	**56**
B	Horace Robinson Renal Unit	22	0	(3)	0	0	**19**
Ca	Cancer	2	5	0	0	0	**7**
Cb	Macmillan Cancer Support	3	10	(1)			**12**
D	W.G.Moore Legacy (RenalDialysis)	5	0	(1)	0	0	**4**
E	Youth Volunteering Development (Note ii)	3	0	(1)	(2)	0	**0**
F	Paediatric Cystic Fibrosis	3	0	(0)	0	0	**3**
G	SACH Wellbeing	0	22	(1)	0	0	**21**
H	Cardiology	1	7	(1)	0	0	**7**
I	WACS Courtyard	0	14	(2)	0	0	**12**
J	UK Neqas Unit Training & Educa	4	0	(1)	0	0	**3**
K	KTP LASER	0	10	0	0	0	**10**
L	Colorectal	4	8	(5)	0	0	**7**
M	WGH Elderly Patients	13	0	(2)	0	0	**11**
N	Star of Herts	7	30	(25)	(12)	0	**0**
O	Interventional Radiology	6	4	(1)	(9)	0	**(0)**
P	Mortuary	2	2	(1)	(3)	0	**(0)**
Q	Starfish	17	15	(17)	0	0	**15**
Ra	Maternity Bereavement service	4	1	(2)	0	0	**3**
Rb	Maternity Bereavement development	34		(30)	0	0	**4**
S	Neonatal	13	4	(8)	0	0	**9**
T	Youth Link	0	6	(1)	0	0	**5**
U	MEC Refurbishment	12	2	(14)	0	0	**0**
V	Kate Newton Fund	12		(2)	(2)	0	**8**
W	Staff wellbeing and training	9	2	(7)	0	0	**4**
X	NHC CT - Legacy Campaign	8	74	(82)	0	0	**0**
Y	Small restricted funds	25	22	(17)	(5)	0	**25**
	Total	**225**	**450**	**(397)**	**(33)**	**0**	**245**

10.1 Analysis of Funds

Details of material funds - restricted funds

	Name of fund	Brief description of the nature and purpose of each fund
A	Breast Cancer Appeal	Raising funds for Cancer care
A	Breast Cancer Appeal	Raising funds for Breast cancer equipment
B	Horace Robinson Renal Unit	Dialysis unit patient care and staff training
C	Cancer	Cancer services at West Herts
D	W.G.Moore Legacy (Dialysis)	Renal Dialysis machines
E	Youth Volunteering Development	Youth Volunteering Development
F	Paediatric Cystic Fibrosis	Patient welfare
G	SACH Wellbeing	Cathedral Staff Wellbeing Room at St Albans City Hospital
H	Cardiology	Cardiology services
I	WACS Courtyard	Wellbeing Courtyard for Staff and Patients
J	UK Neqas Unit Training & Educa	Staff training
K	KTP LASER	KTP laser equipment for ENT
L	Colorectal	Robotic staff training for colorectal
M	WGH Elderly Patients	Elderly patient care
N	Star of Herts	Annual Staff Awards to thank our staff
O	Interventional Radiology	Scanner appeal
P	Mortuary	Mortuary family space
Q	Starfish	Children's ward
Ra	Maternity Bereavement service	Maternity Bereavement support
Rb	Maternity Bereavement development	Maternity Bereavement room refurbishment
S	Neonatal	Neonatal care and refurb
T	Youth Link	Supporting the Youth Link Project with WFC Education Trust
U	MEC Refurbishment	Medical education centre refurblishment
V	Kate Newton Fund	Ward refurblishment
W	Staff wellbeing and training	Staff support and welfare
X	NHC CT - Legacy Campaign	Award to produce legacy pack
Y	Small restricted funds	Any restricted funds under £500

10.2 Unrestricted Funds

10.2 Unrestricted Funds	Balance 31 March 2024 £000	Incoming Resources 2025 £000	Resources Expended 2025 £000	* Transfers 2025 £000	Gains and Losses 2025 £000	Balance 31 March 2025 £000
Material funds						
West Herts General	143	473	(869)	33	0	**(220)**
Medical and Surgical Equipment	65	10	(11)			**64**
Lottery Designated		34	(13)			**21**
Neurology	22	0	(4)	0	0	**18**
Investment Gains/(Losses)	10	0	(0)	0	(14)	**(4)**
Total	**240**	**517**	**(897)**	**33**	**(14)**	**(121)**

Details of material funds - unrestricted funds

During the year, several restricted funds were transferred to general funds in accordance with charity legislation. A total of £33k was moved from restricted to general funds. This relates to income from sponsorship for past events where the surplus can be used to fund support given. In addition, £9k from the Interventional Radiology appeal was transferred to reimburse general funds for amounts previously spent in support of the appeal.

The West Herts general fund reported a deficit of £121k. The corporate trustee recognises this negative balance, which reflects the charity's strategic investment in developing the lottery. The deficit is currently supported through a creditor balance with the NHS Trust, which is anticipated to be repaid from projected surpluses over the next two years.

Plans for 2025/26 and 2026/27 include a renewed emphasis on generating unrestricted income, with a focus on expanding the lottery and increasing legacy fundraising.

West Herts Hospitals Charity

Charity no. 1052210

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West Hertfordshire Teaching Hospitals NHS Trust Charity

England & Wales - Charity number 1052210

Accounts

West Herts Hospitals Charity

Supporting excellent patient care

Charity no. 1052210

Annual Report & Accounts

For the year ended 31 March 2024





West Herts Hospitals Charity

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Registered charity no: 1052210
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West Hertfordshire Teaching Hospitals NHS Trust

Staff/budget

- Over **5,800** staff
- Medical staff: **760** (313 of these are consultants)
- Nursing staff: **1,793**
- Midwives: **207**
- Support workers/ Health Care Assistants: **677**
- Professional, admin and support staff: **1,682**
- Annual budget: **£506 million**

Patients/activity

- Catchment area of **607,000** people
- Outpatient appointments: **490,256**
- Elective treatments: **47,576** (inpatient **5,237** and daycase settings **42,339**)
- Operations: **21,888**
- Babies delivered: **3,785**
- Emergency department attendances: **181,942**
- Non-elective admissions, including maternity: **55,639**



About our charity

Our mission is to support the strategic priorities of the trust in providing healthcare for its catchment area of 607,000

Our mission is to support the strategic priorities of the trust in providing the best healthcare for its catchment area of 607,000 people from across the region and beyond - raising standards above the level that NHS funding alone allows.

We do this by funding the latest technology, capital and environmental enhancements, staff development, research, and extra comforts that make such a difference to patients, day after day.

The Charity believes that...

- Our patients will receive diagnoses, care and treatment using the very best equipment
- Our patients will have an excellent experience at all our trust's sites and in the wider community where our trust operates
- Patients approaching the end of their lives will be treated with equal dignity and compassion
- Supporting our staff to feel valued helps them deliver excellent care
- Volunteers play a central role in supporting patient care
- Our hospitals will be dementia friendly
- Distraction, through play and companionship, helps patients through difficult times

Our supporters:

Donors and fundraisers are central to all we do, and deserve an outstanding experience when engaging with us, so they feel valued. It is also important that they are confident that their contributions are making an impact.

Sustainability

We are keen to support the trust in its ambition to deliver environmentally sustainable care. To do this, we will ensure that our grant giving process considers environmental impact / benefit alongside other considerations. We will also review the environmental impact of our fundraising and other activities, as well as reviewing the environmental credentials of our own suppliers.



How we deliver

We are the only registered charity dedicated to supporting patient care across West Hertfordshire Teaching Hospitals NHS Trust. We believe that every patient deserves the highest quality care possible, whether it's support through a pregnancy, care in an emergency, treatment for a long-term illness, or kindness in final days.

Thanks to the generous support of our donors, staff in our three hospitals can provide a level of patient care beyond that which would be possible with NHS funding alone.

Patients and families – Supporting patients is at the core of our work, providing funding for specialist services, equipment and comforts that complement existing NHS-funded services.

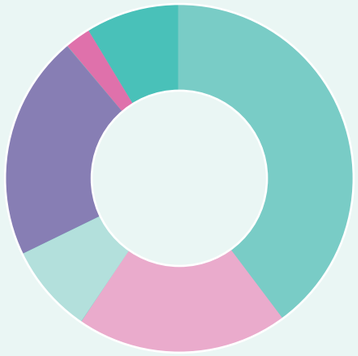
The latest technology – Medical equipment evolves at a speed with which the NHS cannot keep pace, and charitable funding can help to ensure that patients receive the best care possible, using the latest technologies.

Healing spaces – Calm and well-structured surroundings can reduce stress during a visit to hospital, aid recovery and enhance wellbeing and safety, so we raise funds for indoor and outdoor environmental enhancements.

Developing staff – We support initiatives which enable staff to develop their skills and expand their knowledge so they can provide even better care. Charitable funds also support staff wellbeing by providing initiatives to help them relax and take care of themselves, such as fitness classes and wellbeing spaces.

Total Income 2023/24

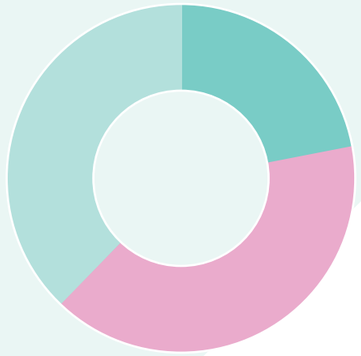
- Total income £580,000



- Donations, grants and sponsorship **£231,000**
- Legacies **£114,000**
- Other activities including events **£48,000**
- Lottery income **£120,000**
- Gifts in kind **£15,000**
- Investment income **£52,000**

Total Expenditure 2023/24

- Total expenditure £816,000



- Patient and staff welfare **£179,000**
- Other charitable activities **£329,000**
- Generating funds **£308,000**

Message from the charity CEO



I am delighted to have joined the incredible team at West Herts Hospital's Charity in July 2023

The past year saw us reach our target of £695k for the Super Scanner appeal which means patients can have less invasive surgery, improved recovery times and reduced complications.

We are looking forward to the grand opening in summer 2024. Staff development and support are a high priority for the charity with NHS staff impacted by the cost-of-living crisis and a huge workload. The hospital's dedicated and committed staff are the cornerstone of the care provided but the cash strapped NHS cannot always offer the extras that make such a difference.

We sincerely thank our corporate partners who sponsor our annual Stars of Herts Awards and also those donors, particularly grateful patients, that make it possible for us to provide wellbeing projects and initiatives as well as refurbishments to staff facilities.

We continue to invest in activities which make all the difference to the patient experience, by creating calm and healthy environments and providing additional comforts that make a meaningful difference such as comfort packs for the elderly and special chairs for relatives who need to stay over for end-of-life patients.

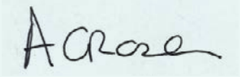
Legacies continue to be an important source of funding and we are delighted that this year a legacy has funded a new counselling room in our neonatal service for those families who have babies in special care, as well as skylights. Another legacy has funded an important piece of medical equipment called a FIT analyser which increases the number of bowel cancer tests that can be done.

We are also privileged to have been working with the bereavement midwives to raise £40k for the refurbishment of a new maternity bereavement suite.

This year has also seen some new fundraising initiatives with the launch of a new hospital lottery with the aim of providing significant unrestricted funds in future years that can be used where needed most. We have introduced a new legacy campaign and created both staff champions and hospital ambassadors. Our aim is to reach across the local community and establish partnerships that can provide benefits for patients and help the hospital thrive.

With the above in mind, as well as funding for green spaces and hospital equipment in 2024, we aim to support volunteering, particularly for end-of-life and also have a key focus on staff wellbeing. With the new hospital in Watford by 2030 and the redevelopment of all three sites we will progress new projects such as the Art Programme across each site.

None of this would be possible without the unwavering support we receive from our corporate partners, community fundraisers, legacy givers, foundations, and trusts, who together help us to make a lasting impact on healthcare and the wider community. Every donation plays a vital role in ensuring that we can offer excellent support to staff and patients.



Alison Rosen
CEO West Herts Hospitals Charity

Chairs overview



It has been a year of investment and planning.

It has been a year of investment and planning, with the completion of the scanner appeal we have moved forward with new projects, invested in a lottery and launched new fundraising programmes.

The celebration of the 75 Years of the NHS was a special occasion, and we were pleased to fund the staff All Stars Week and also run a successful appeal to support patients. We were delighted to celebrate the Coronation with coronation boxes gifted to the wards and the charity supporting ward parties.

The NHS's 75th anniversary celebrations not only marked a significant milestone but also showcased the remarkable support, volunteering, and recognition of our dedicated staff at West Hertfordshire Teaching Hospitals. Throughout these 75 years, NHS charities, such as ours have stood alongside the NHS, providing vital support.

The launch of the lottery and the introduction of the new Charity Ambassadors Programme have added new dimensions to our outreach, reinforcing our commitment to the community and underpining future growth for the charity.

I am delighted to acknowledge the invaluable support from the Watford Mayor Peter Taylor who has, amongst others, been hugely supportive of the charity. Thank you to Oliver Dowden for his visit and distribution of Christmas gifts. Their involvement helps spread the joy and highlights the spirit of giving within our community. Technology, environmental improvements and patient comforts are at the heart of our work.

We are grateful for the generous support from local businesses enabling us to hold events such a Stars of Herts staff awards event which is an important fixture in the calendar.

In line with our mission, we continue to inspire and cultivate the next generation of skilled healthcare professionals. Our youth volunteering initiative, expanded with secured funding, offers bespoke training to young people aged 16-24 from Watford and nearby areas, providing them with valuable skills and insights into careers in healthcare.

As we look ahead, let us carry the spirit of dedication, community support, and fundraising into the future. Together, we can continue making a positive impact on the lives of those we serve. The aim for 24/25 is to double our funding so that we can achieve more.

Thank you for your outstanding contributions and commitment.

Jonathan Rennison
Chair of the Charity Committee



NHS 75th anniversary celebrations

Highlights of our year

With your help we are making a real difference

We are delighted to share the impact which the money you have helped us to raise has achieved. In 2023/24 we distributed grants ranging from large to small across the entire hospital Trust, funding items not covered by NHS core funding.

Regardless of size, our grants are making life changing differences to patient's treatment, experience, and bringing comfort during challenging times, as well as enhancing staff development and wellbeing.

In the year a total of £261k was awarded in grants.

Developing and Supporting NHS Trust staff	**£ 85,078**	
Star of Herts awards 2023	£ 25,225	
All stars staff week 2023	£ 17,668	
Essentials hub at Watford	£ 10,350	
Education and learning	£ 9,930	
Wellbeing	£ 5,646	
Other small grants	£ 16,259	
Patient Experience	**£ 54,465**	
Volunteer roles (End of life and Youth)	£ 27,504	
Ward enhancements	£ 11,652	
Breast pumps	£ 977	
Coronation day celebration	£ 439	
Maternity bereavement memorial	£ 1,543	***
Other small grants	£ 12,350	
Medical Equipment	**£ 7,679**	*
Age Simulation Suit	£ 1,336	
Blood Pressure monitors	£ 335	
Other	£ 1,360	
Starfish Ward	£ 698	
Portable Cardiac machine	£ 3,950	
Patient Physical Environment	**£ 31,138**	
Neonatal skylights and counselling room	£ 30,000	
Sensory room	£ 1,138	**
Total grants awarded	**£ 178,360**	

* Scanner was accrued in 22/23 ** Sensory room grant is in 24/25 ***Maternity bereavement room in 24/25



Highlights in patient care

Super scanner appeal success

Thanks to your help we successfully reached our target to fund an incredible state-of-the-art interventional radiology scanner for Watford General Hospital.

We are so excited to have been shortlisted by NHS Communicate for the best NHS charity campaign.

The upcoming interventional radiology suite, housing the scanner, is expected to open August 2024. This marks a significant advancement in patient care, ensuring faster treatment, lower risk of infection, earlier discharge, and quicker recovery compared to traditional techniques.





"This advanced technology will enable minimally invasive pinhole surgery, utilising x-rays to guide surgical instruments into previously inaccessible areas without open surgery, facilitating novel treatments at West Herts."

Dr. Muhammad A. Zamir

Diagnostic and Interventional Radiology Consultant

THANK YOU to everyone who has supported our interventional radiology scanner appeal!

Thank you to everyone who made the new scanner possible, special thanks to the following donors:

Kusuma Trust, The League of Friends of Watford Hospitals, The Estate of Joyce Florence Smith, Peaky Blunders, The Estate of Malcolm Marsh, The Hobson Charity, The Lawton Trust Limited.

Plans underway for new sensory room on starfish children's ward

The Sensory Room on Starfish Children's Ward will be an important space for children undergoing treatment to take time out from their treatment and have some respite from the pressures of the day.

Richard and Emma McCabe's daughter received treatment for cancer for two years at Watford and the experience inspired them to encourage Richard's rugby club, The Fullerians, to raise significant funds to help improve the hospital experience for young patients facing the challenges of treatment. Thanks to their efforts we will now be able to improve the level of comfort and support for children staying on the ward.

The impending work on the Sensory Room marks a crucial step forward in this endeavour. The club's incredible efforts can already be seen in the introduction of a new fish tank and play equipment, which brings positivity into the lives of the children on the ward.

The space has been designed to cater to the unique needs of young patients. It includes a wall-mounted activity board which provides tactile and visual stimulation and a sensory projector, which will create a therapeutic and calming atmosphere.

"

Sensory rooms play an important role in healthcare settings, particularly for children facing prolonged or regular hospital stays. They provide a warm environment that stimulates the senses, including touch, sight, and sound. Sensory rooms can help reduce stress, anxiety and the sensory overload which can be associated with medical treatments.

The new sensory room will provide a sanctuary where our young patients can find relief and engage in activities that promote relaxation. The fish tank plays a significant role in creating a soothing environment. It offers a source of visual engagement, promoting a sense of tranquillity and providing a welcome distraction from the challenges of medical procedures.

We are grateful to Richard and Emma and the Fullerians Rugby Club on their commitment and dedication in helping raise the funding - they are making a lasting impact on the wellbeing of the children who are receiving treatment on Starfish Ward."

Samantha Lee,

Matron, Starfish Ward



Team from Starfish ward



Newly refurbished clinical special baby care unit paves the way to a brighter recovery



This year, a significant advancement has been made in transforming the Special Baby Care Unit at Watford. The unit previously had very low ceilings and lacked external windows which created an oppressive environment.

Thanks to an refurbishment, a holistic approach and investment from the Charity, poorly lit rooms with dull white ceilings now have LED light panels which simulate daylight through realistic, high-resolution pictures creating stimulating, calming blue skies. This creates a more natural and soothing atmosphere, contributing to a sense of normality for babies who may spend extended periods indoors.

Exposure to LED lights replicating daylight helps regulate the circadian rhythms. This can be particularly beneficial for babies in a hospital setting, where consistent sleep-wake cycles can aid in overall wellbeing and recovery.

The panels can now be found in the nursery, ITU, HDU, isolation rooms, and a breastfeeding room. The addition of themed cladding in clinical areas and the conversion of an office space into a counselling room adds to the positive and supportive environment. Thanks to a legacy gift, the charity was able to contribute a sum towards lighting and a counselling room.

The unit is now as child friendly as possible, with murals, toys, and tailored music and comfortable furniture all helping to create a comforting atmosphere. Artwork designs, including charming motifs like badgers, ladybirds, and butterflies, further contribute to the welcoming atmosphere. This multifaceted initiative not only addresses the physical wellbeing of the babies being treated but also recognises the importance of emotional support in the healing process.

Zaky Glove Hugs help premature babies

We are delighted to have provided the Special Care Baby Unit with Zaky Glove Hugs which are proven to be instrumental in helping premature babies by providing crucial support during their vulnerable early stages. These carefully designed gloves mimic the gentle touch of a parent's embrace.

Premature babies often struggle with proper positioning and the weighted hand-shaped cushions offer stability, ensuring the baby's head aligns correctly with the body, preventing potential respiratory difficulties by promoting a position conducive to optimal breathing. Beyond physical support, the gloves aid emotional wellbeing, simulating the comforting sensation of being held by a caregiver. These innovative gloves help nurture premature babies, creating a sense of security, comfort, and promoting healthy development during a very critical phase of their early lives.





New breast feeding pumps

When seven of the smaller breast pumps stopped working, the Neonatal Ward looked to the charity to replace them.

Sarah Guest, Infant Feeding Lead Nurse, explains ‘The breast pumps are smaller than the ones we use on the unit. We like to loan them to parents for the duration of their hospital stay. They can leave them in their baby’s cupboard to use when they are by their baby’s side so they don’t have to leave them to go to the expressing room to pump. Families are also able to take them home at no charge. They really make a difference, expressed breast milk for premature or sick babies is so important due to its protective properties”.

Right: Sarah Guest, Infant Feeding Lead Nurse.

Cardiology portable cardiac machine

The Cardiology department were delighted to receive a Vscan Air SL Portable Cardiac Machine. This ultrasound system is particularly advantageous for rapid cardiac and vascular assessments, due to its wireless, handheld, and portable design. Its mobility allows the cardiac team to perform on-the-go evaluations, enhancing flexibility and efficiency in patient care. It ensures quick and convenient access to cardiovascular imaging, enabling timely and accurate diagnoses. This technology provides the department with a valuable tool for point-of-care assessments, contributing to improved patient outcomes and facilitating a more dynamic and responsive approach to cardiac and vascular health.

“

Since we have received the portable echo machine very kindly donated to us we have already seen an impact on how we look after patients admitted to hospital with potential cardiac issues.

The ability for the consultant to make an immediate rapid initial assessment with the scanner has already led to quicker discharges from hospital and allowed our physiologists to concentrate their time on patients who need more detailed scans on the wards. This has been particularly helpful on the weekends to help patient flow.”

Dr. Koa-Wing,

Lead Cardiologist and Heart Rhythm Consultant







New blood pressure monitors boost virtual hospital team results

Two new specialised blood pressure monitors have enabled our virtual hospital team to assist more people. The service, which originated during the COVID-19 pandemic, utilises continuous health data monitoring technology. Patients engage through an app, uploading vital health information. The virtual hospital's multidisciplinary team conducts daily virtual ward rounds ensuring prompt intervention if data deviates. This initiative has not only saved thousands of 'bed days' but also prioritised patient safety and facilitated more joined up care, prevented re-admissions and enable faster discharges from the service.

Festive gifts brings joy to patients

Our popular 'Give with a Heart this Christmas' appeal brings great comfort and joy to patients, families, and staff across West Herts Hospitals during the festive season and beyond. Proceeds from the appeal helped pay for care packages for patients arriving at hospital without any personal items and provided gifts for patients staying in hospital over the festive period.

Patients were especially delighted when Oliver Dowden, Deputy Prime Minister and MP for Hertsmere visited the Winyard ward to help distribute presents.

In 2023 we were delighted as an astounding 2,000 presents were wrapped, gifted and distributed across the three main sites.



New activity table for children's urgent treatment centre, Hemel Hempstead

The new activity table for kids at the Children's Urgent Treatment Centre in Hemel Hempstead is providing much needed recreational activities for young patients. The table served as a creative outlet, encouraging learning through play while enhancing the overall experience for young patients. With their multifunctional design, these tables combine fun and educational elements in the healthcare setting.



Snack station for special care baby unit

Watford General's neonatal unit introduced a snack station for parents unable to bring in food while their baby is on the Neonatal unit. The station offers long-lasting snack items like baked beans, pot noodles and breakfast cereal. This thoughtful initiative, funded by a generous donation from Bellway North London, aims to ease the burden on families, allowing them to remain close to their sick or premature babies without the need for extended food runs.



Comforting space for newly bereaved parents

The Maternity Bereavement team worked hard during 2023 to raise funds to renovate the delivery suite's bereavement room. Facing bereavement in the maternity unit causes unimaginable pain to the families involved. We have now been able to create a comforting space for families to spend the last precious moments with their baby.

Thanks to significant grants from the B&Q Foundation and 4Louis Charity we reached our target. The renovated bereavement room will give families a comfortable space to spend as much time with their baby as possible and prepare to say goodbye.

Photo above: Danielle Picot, Patient Safety Midwife and Chief Nurse Fellow hosted a raffle and raised £680.00 for the Maternity Bereavement Room appeal.

Photo below: The team from the baby bereavement service promoting the Maternity Bereavement Room appeal in the Intu shopping centre, Watford.





Coronation party success

We wanted to ensure patients had the opportunity to celebrate the Coronation of King Charles III alongside the nation. For many, especially our older inpatients, we wanted to recognise their inability to join family celebrations and so created an initiative which ensured they could experience the joy of Coronation Day. Generously supported by Hertsmere Borough Council we were able to provide patients with paper crowns, Coronation-themed word searches and themed cupcakes which brought a sense of festivity to the hospital environment so those who wanted to take part in the national celebration could, even within the confines of the medical setting.



Highlights for staff development and wellbeing

Frailty suit illustrates challenges faced by physically limited patients

Thanks to the Mayor of Watford's Small Grants Fund, we were able to purchase an Age Simulation Suit which replicates the challenges of daily living for older and frailer individuals. The suit is particularly valuable for staff working in the caring for carers service, palliative care team, frailty hospital at home team and care of the elderly specialist practitioners as well as teams working with conditions like dementia, frailty and Parkinson's disease.

The suit includes restrictors to make elbow and knee joints difficult to move; weights on wrists and ankles to simulate weakened muscle power; gloves and finger restrictors to reduce sense of touch and ability to grasp objects; a back brace which gives experience of stooped posture specific to ageing, and goggles and ear plugs to demonstrate impaired hearing and vision. The suit helps in the hospital's continuing staff development, increasing the team's understanding so they are better equipped when working with patients experiencing these challenges. The suit was used extensively during Frailty Awareness Week in February as well as being used in training throughout the year.



Refurbished medical training room

We recently refurbished the medical training room at Watford General Hospital which will enhance both learning and practical skills for our healthcare professionals. The upgraded facilities provide access to new equipment and promote an improved learning experience. The room is now used on a regular basis.

Right: Newly refurbished medical training room.



All Stars Week - a celebration of diversity

As part of our ongoing programme to support staff we funded the 'All Stars Week' for staff across Hemel Hempstead, St Albans City, and Watford hospitals, along with services in Abbots Langley, Croxley Green, and Welwyn. The teams enjoyed a diverse programme of cultural entertainment and food.

Activities included Indian street food near the microbiology building in St Albans, an ice cream van, and a steel drum band. In Hemel Hempstead's Upper Verulam car park, staff experienced a British BBQ, an ice cream van, and a steel drum band. Additionally, there were afternoon teas in Welwyn, Croxley Green and Jacketts Field. Watford FC featured a Curry Hut and Wrap It Up street food, a steel drum band, and an ice cream van near the main entrance.

The event was well received and celebrated the diversity of the trust's workforce and provided a fun opportunity to socialise. The week was made possible with grateful thanks to our main sponsors Smith+Nephew, whose staff volunteered, distributing 75th birthday-branded cookies from Wenzel's and delivering hot food and cream teas to night shift staff at Watford General Hospital.

Celebrating excellence at the Stars of Herts Annual Awards 2023

The Stars of Herts Awards play an important role in recognising and motivating the dedicated teams across all our hospitals.

The awards were made possible by our incredible corporate sponsors who play a crucial role in supporting our goal to support and develop staff.

The awards celebrate the ingenuity, innovation, and outstanding performance of our teams and individuals providing excellent care and support across all services a West Hertfordshire Teaching Hospitals NHS Trust.

In acknowledgment of our teaching hospital status, special awards were presented to Westfield Academy, West Herts College, and the University of Hertfordshire for their collaborative efforts in 2022/23. These partnerships contribute significantly to our mission of delivering the best care for local communities.



New on-site fitness and wellbeing activities

The introduction of regular on-site fitness activities including keep fit, Pilates, body conditioning and yoga has significantly enhanced the wellbeing of hospital staff at Watford General Hospital. We are grateful for funding for these classes from a Tesco Community Grant.

Working in a demanding healthcare environment can impact on wellbeing and these sessions offer a vital outlet for stress relief and promote physical health. The accessibility of such activities on-site encourages regular participation and encourages a sense of community among staff. Physical exercise has proven benefits for mental health, reducing burnout and improving overall job satisfaction.

In addition, we have been able to offer onsite mini-massages on the wards for both day and night shifts. This means hospital staff can participate in self-care, by accessing treatments in the workplace around their work hours and incorporate these rejuvenating sessions into their schedules. Both initiatives enhance relaxation, reduces stress, and promote overall wellbeing.

By prioritising the holistic wellness of our healthcare professionals, we hope to contribute to a healthier workforce and enhance productivity and resilience, creating a positive and supportive work culture. We are looking to raise sufficient funds to introduce wellbeing programmes across all sites by 2025.





"Being able to take some time out to attend a yoga class onsite is wonderful, it really uplifts my mood and overall wellbeing".

Valerie Bailey,

Healthcare Assistant on the Stroke Ward

How we did it

Your donations make incredible things happen at West Herts Hospitals

Our generous supporters continued to inspire us with their fundraising and donations in 2023/2024, ensuring we could continue to make the difference we do.

The following are just a selection of our fantastic supporters:

Andrea Hone, Patient and Carer Experience Nurse descended the 100ft wall of Atria Watford in an event organised by One YMCA and West Hertfordshire Teaching Hospitals Charity. Both charities benefitted from the significant £27,000 sum raised.

Our Communications Officer **Natalie Halliwell-Jennings,** along with her friends Kerry and Kylie kick started the year by successfully completing a 27K Ultra Challenge London Winter Walk in London in January, raising nearly **£2,500** for our charity.

Dad, **Paul Vincent** undertook the London Marathon to support the neonatal unit. Motivated by his son Noah's premature birth, which required care at Watford General Hospital's Special Care Baby Unit. Paul raised over **£1,800.**

Lottery Launched

Launched in May 2023, our lottery has raised nearly £120,000 to date. It offers a chance to win £25,000 while supporting Hemel Hempstead, St Albans City, and Watford General hospitals. For just £1 a week, participants contribute to local NHS care, making a meaningful impact for patients and staff. So far over £3,500 in prizes have been won but we are still eagerly awaiting someone to claim the jackpot!

The **Fullerians Rugby Club** raised over £18,000 and hosted a heartwarming children's Christmas party for patients and families at the club.

The Pragati (Lohana) Mahila Mandal, women's group demonstrated their generosity through a significant donation facilitated by group member **Kala Mashru** enabling the purchase of a portable echo machine to the Cardiology department.

Gifts in Kind

2,000

Festive gifts and care packs distributed to 40 wards over Christmas.

1,000

Easter Eggs collected by the community and delivered by the Dacorum Motorcycle Riders for young patients staying in hospital over the Easter holidays.

200

Hand-knitted heart cushions given to patients at the breast clinic every year to aid comfort post-surgery.

Photos Right:
Left Top: Fullerians Rugby Club
Left Middle: Absail Team
Left Bottom:Paul Vincent
Right Top: Natalie, Kerry and Kylie
Right Middle: Andrea Hone













Baby Myles' Story

When Courtney became pregnant with her third child, she was not expecting the rollercoaster journey that was about to happen. Following complications at 23 weeks, she was admitted to Addenbrooke's Hospital and from there her journey began.

"We discovered my waters had partially broken but thankfully the baby was still safe, however there were lots of potential risks. At 29 weeks pregnant I wasn't feeling right. I went to Watford General Hospital and tests showed it could be sepsis so I was rushed to the delivery suite. Myles was born by emergency C section and within 38 minutes we were in NICU, the Neonatal Intensive Care Unit. It was the 23rd November and my baby boy weighed 3lb.

"Myles needed a lot of support, he was jaundiced and very bruised. He was monitored for his breathing and heart rate and fed by special wires which replicated his umbilical cord. Much of our days were spent watching the machines, dreading their beeps waiting for the next drama.

"Over the following weeks, a series of very frightening events followed as he fought infections, stopped breathing on more than one occasion and needed several blood transfusions.

"When I was asked to spearhead the Christmas campaign for West Herts Hospitals Charity for 2023 I was delighted. Throughout the six weeks we received care at the Watford hospital, there were many things funded by the charity which had a huge impact on us. Expressing milk was difficult but thanks to the special chairs which had been funded by them it made a really big difference.

"Christmas Day really stood out for us - we had taken our two older children to see their brother and to our surprise there was a stocking with gifts at the end of Myles' bed and he was wearing a gorgeous Christmas hat. His brothers were also delighted as they had gifts waiting for them too! Despite everything, we were all in high spirits and it felt as normal an experience as you could imagine on Christmas Day. Those kind gestures provided by the charity helped relieve the guilt of not having our baby at home with us and helped us celebrate as a family.

I still have kept the comforter and card we were given as it meant so much."

"

During all this time, the staff were incredible. We were made to feel so welcome on the ward. I felt like the doctors and consultants treated Myles as if they were his parents, and the nurses were really kind.

Courtney

Myles' mother







Linda's story, her walk for bowel cancer

Linda shares why she undertook a 33-mile walk across Hertfordshire, visiting each hospital of her cancer journey only 8 months post-surgery, raising £8000.

Until I lost a friend to stage 4 bowel cancer in December 2022, I knew little about the disease. It is the fourth most common cancer in the UK, with 43,000 people diagnosed every year of which 94% are over the age of 50.

As I sat at my friend's funeral, little did I know that I too had bowel cancer. A malignant tumour caused acute iron deficiency anaemia, which was discovered in June 2023. It was a huge shock, but with a calmness quite alien to me, I totally accepted the situation and put my positive head into action. I planned for the worst-case scenario by fully writing my funeral so that family, friends and vicar knew exactly what I wanted should the need arise.

I was placed under the care of the Colorectal Cancer Multidisciplinary Team at Watford General Hospital. The next couple of weeks passed in a maelstrom of appointments, scans and assessments as well as meeting my Consultant Surgeon, Mr Cheetham.

My surgery was scheduled for July. I was blessed to be in the safe hands of this wonderful team of human beings - they were professional, kind and compassionate with a sense of humour that I thrived on. I made a swift recovery post-surgery and came home just 3 days later.

To my enduring relief all the lymph nodes, blood vessels and marginal tissue around the tumour that were harvested during surgery were healthy and cancer free. Despite its presence for at least a year, my tumour was still at a relatively early stage. I did not need any further treatment and was deemed cured. I am under surveillance for 5 years as there is always a small possibility of metastasis, which further scans and colonoscopies should detect.

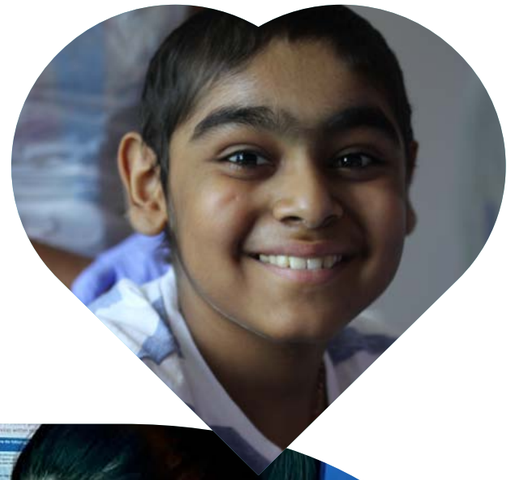
I know just how fortunate I am. My friend was in my thoughts throughout my entire experience. I am determined to make every second of my life count. One way I can do this is by helping my fantastic Colorectal Cancer Multidisciplinary Team. My fundraising donations will go to benefit others like me. I am eternally grateful for my life and greatly appreciated all the support I received.



Legacies

Legacy giving transforms lives

By leaving a gift in your will to West Herts Hospitals Charity you will be making a difference to the thousands of people using our services, as well as supporting our incredible team of health professionals. Legacy gifts make a huge impact and ensure support for future generations, making a profound and lasting difference.







Elsie's story

When Deborah moved into her first home and met her neighbour Elsie Slade, they struck up an incredible friendship which spanned over two decades. When Elsie passed away, Deborah was responsible for her estate and explains why Elsie felt it was important to leave a gift in her Will to West Herts Hospitals Charity.

"Elsie was a remarkable lady, really kind and caring with an incredible sense of humour. Unfortunately, she didn't have children of her own, but over the years she became part of our family, to the point that when taking her to medical appointments we didn't bother correcting people when they assumed we were mother and daughter. Elsie had been with us through our journey of getting our first house, having children, and getting married.

She loved children and wanted to do something to help the babies in the Special Care Baby Unit, so the opportunity to help towards enhancing the Neonatal unit was such a fitting and wonderful tribute to her. It would give her great pleasure to know she was able to help make such a significant difference through her gift and makes us proud to know there is a plaque there with her name on."



Malcolm's story

Thanks to the generosity of a gift in Malcolm Marsh's Will, we were able to reach our fundraising goal for the FIT Analyser scanner.

Anne Smith, Malcolm Marsh's cousin, shares his story.

"Born in St Albans in 1938, Malcolm dedicated forty-three years to the city before moving to Worthing in 1983. His true passion was gardening, which was nurtured from when he was eight years old. With meticulous care, he won 169 prizes for his produce, always sharing his bounty with friends and neighbours.

Despite the distance, our bond remained strong. Malcolm considered St. Albans his home. He entrusted me to decide on which charities he should leave bequests to and West Herts Hospitals Charity was a natural choice as he really loved supporting the community.

His legacy supporting local hospitals brings great pride, benefiting countless lives in the future and reflecting his generosity. It means so much to honour Malcolm's memory."

Thank You

Our work is only possible with your support

Kindness like yours helps us to enhance patient care, so they can receive the very best care, benefit from the latest research and have treatment using the most advanced equipment as well as being able to support and develop our dedicated staff.

From purchasing a super scanner, enabling older patients to take part in the coronation celebrations, giving children undergoing treatment much needed respite in the new sensory room, to planting bulbs in the new wellbeing garden - every donation big or small makes a huge impact on the lives of patients walking through the doors of West Hertfordshire Teaching Hospitals.

We would especially like to thank the following supporters, as well as those who have chosen to remain anonymous.

With thanks to our corporate partners, community fundraisers, charitable trusts and statutory bodies

- 4Louis
- All Aboard
- Anytime Fitness
- Ascot School PTA
- Atos
- Bellway North London
- Boom Battle Bar
- B&Q Foundation
- Briggs & Forrester
- Camelot Careers
- Collie Print Ltd
- Dacorum Borough Council
- Fullerians Rugby Club
- GSCI Consulting Ltd
- Hempson NLP
- Hertsmere Borough Council
  Hertfordshire County Council
- Hygiene Contracts
- Ladbrokes Coral Trust
- Lush
- Morrisons
- NHS Professionals
- Peabody
- Phidex
- Pragati Lohana Mahila Mandal Ladies Club
- Smith & Nephew
- Tesco Community Grant
- The Grand Charity
- The VWV Charitable Trust
- Wenzels
- Watford Community Fund
- Watford FC
- Watford Mayor's Small Grants Fund
- Watford Morrisons
- Watford Rotary Club
- Wickes

Thank you for the following for their gifts in kind

- Dacorum Motorcycle Riders
- The Mead Quilters

Funds raised in memory of

- Elsie Slade
- Malcolm Marsh









Our Volunteers

We are lucky to be supported by a team of incredible volunteers

Our volunteers give many hours of their time each year and are key ambassadors for the Charity. Along with our wonderful corporate partners who give their expertise, time, energy, and enthusiasm supporting events and ad-hoc activities.

Thanks to their selfless support, we continue to make life easier for patients and create a better working environment for the hardworking staff at West Hertfordshire Teaching Hospitals.



Our volunteers carry out a variety of roles, including:

- Helping with administration in the office
- Running fundraising stalls at shops like Watford Morrisons
- Supporting Charity team fundraising events
- Working on stalls at events such as local fairs and fetes
- Holding bucket collections in local shopping centres
- Managing collection boxes in local communities
- Wrapping and distributing festive gifts across our hospital wards
- Distributing treats for staff and patients

The contribution of our volunteers is not recognised in the financial statements. This is in accordance with the Charities Statements of Recommended Practice (SORP), due to the absence of any reliable measurement basis.

New Charity Champions Programme

As we continue to grow awareness of our work; we launched our new Ambassador Programme in February. We are thrilled that over 20 members of staff enthusiastically signed up to become Ambassadors at to undertake this important role.

Our ambassadors actively raise awareness, share our mission, and inspire involvement in fundraising and corporate sponsorships through their own networks, social media platforms as well as attending events.







Looking Ahead

Improving the patient experience and supporting staff development and wellbeing

In line with our strategic plan, we are proactively working towards creating comfortable and reassuring surroundings for patients, staff and visitors' wellbeing as well as providing additional technology to improve patient experience and develop and motivate staff across the trust. Some of our exciting plans include:

New Arts Programme at West Herts Hospitals

We are introducing an exciting and comprehensive Arts Programme to run across all three West Herts Hospitals. This ambitious project will require an initial budget of £100,000 for two years, including funding for a new post for an Arts and Creative Manager.

The World Health Organisation reports that arts in healthcare potentially impacts both mental and physical health. Incorporating arts projects into our hospital settings will enhance the overall patient experience as well as supporting staff.

How we plan to do it

Programme 1

Creative arts to include music, dance, theatre, writing, drama and photography designed to address patient, staff, and visitor needs to promote recovery and high-quality experiences. We will invite artists in residence, hold performances and run participatory activities.









Programme 2

Improve the hospital environment through exhibitions, collections and displays which will benefit staff and support the healing process for patients and visitors as well as incorporate the rich local history of art and culture.

The benefits include:

Supporting emotional wellbeing
Art can uplift and comfort patients, providing a positive and emotionally supportive environment.

Distraction and relaxation
Arts projects serve as a distraction, helping patients focus on positive and enjoyable activities and contribute to a relaxing and meditative experience, creating a sense of calm and wellbeing.

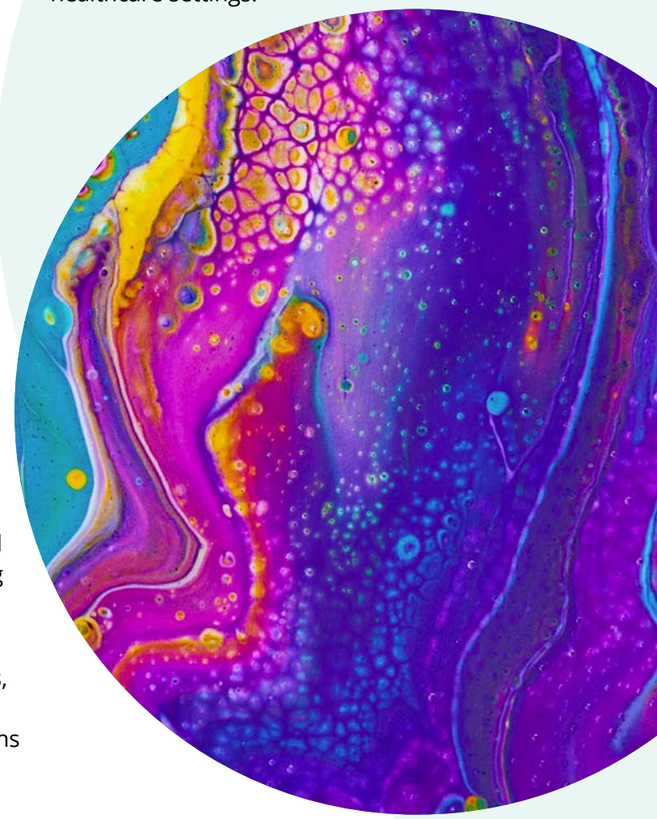
Pain management
Arts activities effectively reduce perception of pain and discomfort among patients through the immersive nature of art projects which can divert attention from physical pain, enhancing overall pain management.

Social interaction
Arts projects create opportunities for social interaction and community building among patients, families, and healthcare staff.

Expression and communication
For patients facing communication barriers, such as language differences or cognitive impairments, art becomes a powerful means of self-expression.

Healing environment
Artwork displayed in hospitals contributes to a visually pleasing and aesthetically calming environment.

Cultural and diversity awareness
Arts projects reflect the cultural diversity of patients and communities, fostering inclusivity and promoting cultural understanding within healthcare settings.



Wellbeing garden – creating green spaces for patients and staff

Plans for a Wellbeing Garden within the heart of the Women and Children's Services (WACS) building at Watford General are on target for this year. Thanks to a generous personal donation from Emma Willis, who filmed at the hospital, and the invaluable contributions of time and materials from Wickes, Watford, the garden will soon be a reality. This tranquil space will offer a haven for both patients and the wider community, fostering a sense of peace and well-being for all.

How we plan to do it

The current space is a dull and uninviting courtyard, containing a fire escape staircase, air conditioning units and a worn-out bench and picnic table. Our plan is to transform the 20m x 9m space into a vibrant Wellbeing Garden. The goal is to bring light and colour to the entire building by introducing numerous planters filled with flowers and greenery to create a positive and uplifting atmosphere.

It is designed so that patients and staff have their own areas. Covered seating areas will be available, solar-powered lighting will be used and fencing will hide unattractive elements such as the air conditioning units. The walls will be painted to enhance lighting, and entry will be by keypad access to keep it secure.

The tranquil new space will be planted with a variety of plants and foliage to encourage wildlife such as birds and butterflies. It will give patients access to fresh air, daylight and the ability to remain mobile. For staff, this area will offer a reprieve and a place to reflect and regroup, away from the constant demands of the wards and hospital setting.

The transformation seeks to make the space usable throughout the year and promote wellbeing for patients and staff alike.

The benefits include

Reducing stress
A Wellbeing Garden offers a peaceful escape from daily stress, lowering cortisol levels and promoting relaxation through interaction with nature.

Physical health
Exercise improves cardiovascular health, and sunlight exposure aids in vitamin D production for overall wellbeing.

Mental health
Time in a garden reduces anxiety and depression symptoms, while the sensory experience enhances mood through colours, scents, and textures.

Social interaction
Gardens serve as communal spaces, encouraging social interaction and community bonding.

Environmental impact
Gardens support biodiversity and attract local wildlife.

Photo Right: Volunteers from the Wickes Community Programme paint the brickwork that will surround the Wellbeing Garden.





Bringing comfort to frail elderly patients in trauma wards

The TLC Appeal aims to bring comfort to up to 1,000 frail, older patients admitted annually following a fall, many with head injuries and requiring orthopaedic intervention. Unfortunately, many arrive without essentials, often alone, disorientated and frightened. Nearly a quarter of those admitted are living with dementia. This collaborative effort encourages a community that cares for its older members, creating a positive impact on the overall hospital experience for the frail and elderly.



How we plan to do it

The appeal seeks donations for items like pyjamas, dementia-friendly clocks, activity packs, hearing enhancers, footstools, portable radios, and welfare bags.

Collections of toiletries will be encouraged through community involvement and corporate engagement.

The benefits include

Enhanced wellbeing
Providing comfort to frail elderly patients in trauma wards will enhance their overall wellbeing, offering a sense of familiarity and support during their hospital stay.

Reduced disorientation and isolation
The TLC Appeal addresses the challenge of elderly patients arriving without essentials by supplying items like hearing enhancers, footstools, portable radios, and welfare bags.

Community engagement and dignity
Encouraging community involvement and corporate engagement in collecting toiletries not only helps fulfil practical needs but also promotes a sense of dignity for the elderly patients.

Transforming bereavement spaces at West Herts Hospitals

Up to four families a day face the heartbreaking task of saying goodbye to a loved one in our family bereavement room at Hemel Hempstead Hospital. These families often navigate complex and distressing situations, such as accidents or postmortems. We are urgently seeking funds to enhance this space, providing a sanctuary of comfort and support during their time of need.



How we plan to do it

The current spaces, with their worn surfaces and gloomy atmosphere, lack the comfort essential for grieving families. Our appeal seeks to update these spaces by removing outdated features, refreshing the paint, and introducing new furnishings, lighting, and calming elements to create a more supportive environment.

This initiative will create a peaceful and calming space for families navigating this difficult time.



The benefits include

Promoting support and care
The initiative will create a serene environment for families during this crucial and often extremely difficult and distressing time.

A tranquil private space
A private space designed to facilitate farewells, allowing individuals to express their emotions while saying goodbye freely and privately.

Staff wellbeing hub at St Albans

St Albans Hospital currently lacks a dedicated staff room, leaving employees without a designated space for breaks. A staff room is crucial for creating a sense of community amongst staff providing them a much-needed retreat to recharge and connect during breaks, ultimately contributing to a more supportive and collaborative work environment.

How we plan to do it

We are creating a new space which will become a dedicated wellness hub which will be multifunctional, offering a rest area for food breaks, as well as space for fitness and mindfulness classes. The hub's modern design will incorporate elements needed for staff to recharge before continuing their shifts.

The benefits include

Mental health rest and rejuvenation
A staff room provides a designated space to unwind during breaks, promoting physical and mental rejuvenation to enhance their overall wellbeing.

Team building and collaboration
A shared space fosters camaraderie among staff, facilitating informal interactions that contribute to team bonding and collaboration, ultimately improving the overall work atmosphere.

Stress reduction and resilience
Having a dedicated area allows staff to momentarily step away from the demands of their roles, reducing stress levels and promoting resilience, which is crucial for maintaining high-quality patient care.





Macmillan breast care nurse specialist Sarah Page, at St Albans City Hospital who benefitted from additional training in medical micropigmentation.

Ways you can help

Support West Herts Hospitals Charity and be part of something incredible



There are many ways you can support patient care in our hospitals. First and foremost, please consider donating, it is the easiest, quickest way of showing your support! Below are some of the many ways to support West Herts Hospitals Charity.

Make a donation

- Donate online at raisewestherts.org.uk/donate.
- Send a cheque payable to: West Hertfordshire Hospitals NHS Trust Charitable Funds and post to: West Herts Hospitals Charity, Watford General Hospital, Vicarage Road, Watford, Hertfordshire WD18 0HB or use our Freepost address: Freepost WEST HERTS HOSPITALS CHARITY
- Visit our 'tap to donate' box at Watford General's main reception for card donations.
- Call us on: 01923 436182.

Become a West Herts Hospitals Charity Champion

Champions support us regularly to provide ongoing funding flexibility.

Philanthropy

Explore our philanthropic programme for significant one-time donations.

Weekly Lottery

Join our exciting lottery to support patients and staff, with the chance to win amazing prizes. Learn more at raisewestherts.org.uk/west-herts-hospitals-lottery.

Fundraising

Participate in one of our organised events or create your own fundraiser with our support. Find current events at raisewestherts.org.uk/events and access fundraising tips at raisewestherts.org.uk/fundraise.

In Memory

Commemorate someone special in your life, please visit the MuchLoved website to create your tribute, selecting West Herts Hospitals Charity as your chosen charity: www.muchloved.com

Leave a Gift in your Will

Consider leaving a gift in your will to make a lasting impact on patient care. Learn more at raisewestherts.org.uk/giftsinwills.

Corporate support

There are lots of types of corporate partnerships, from Charity of the Year relationships through to one-off sponsorships for events and team building activities. Contact us to discuss how we can work together.





Support our appeals

Support our ongoing appeals for strategic hospital developments by visiting raisewestherts.org.uk/appeals.

Stay connected

Follow us on Facebook, X, Instagram, and LinkedIn @RaiseWestHerts. Share your news and stay informed about our initiatives.

Visit our website

Explore more examples of how generous donations can positively impact patient care in local NHS hospitals by visiting our website at raisewestherts.org.uk.

Get in touch

Our dedicated fundraising team would love to discuss ways you can support us, please call Emily on 07815459037 or email westherts.raise@nhs.net or pop into our office.



Structure, governance and management

Legal structure

West Herts Hospitals Charity was established by a declaration of trust dated 12 December 1995 and its aim is to provide monies wholly or mainly for the services of the hospital trust. West Herts Hospitals Charity replaces the brand name Raise and is the working name for West Herts Teaching Hospitals NHS Trust Charity, charity 1052210. There are a number of subsidiary funds relating to the umbrella charity.

Corporate trustee representatives and their responsibilities

The charity has a single corporate trustee, West Hertfordshire Teaching Hospitals NHS Trust. The NHS Trust Board, representing the corporate trustee, delegates responsibility to a Charity Committee. This committee meets at least four times a year and the Chair of the Committee reports to the NHS Trust Board, as corporate trustee, following each meeting. The Charity Committee acts for the corporate trustee, and its purpose is to:

- Ensure there are robust processes in place to manage resources and to ensure these processes are implemented.
- Monitor the disposition of resources to ensure funds held on trust are used in a way which reflects donors' wishes and that funds are maximised.
- Promote greater awareness of our charity to encourage donations, particularly through demonstrating their impact on patient care.
- Proactively fundraise for the charity to support charitable activities and purposes across our three great hospitals.

Photo Left:
Phil Townsend, Chairman
Matthew Coats, Chief Executive

Members of the Corporate Trustee's Board

As at 31 March 2024 these were:

Executives

Matthew Coats
Chief Executive
Mary Bhatti
Acting Chief Operating Officer
Tracey Carter
Chief Nurse – until 19 May 2023
Michelle Hope
Acting Chief Nurse and Director of Infection Prevention and Control - 20 May 2023 to 21 July 2023
Kelly McGovern
Chief Nurse and Director of Infection Prevention and Control – 24 July 2023
Don Richards
Chief Financial Officer – until 29 February 2024
Rodney Pindai
Acting Chief Financial Officer – from 4 March 2024
Andrew McMenemy
Chief People Officer
Toby Hyde
Chief Strategy and Collaboration Officer
Dr Mike Van Der Watt
Chief Medical Officer

Non-Executive

Phil Townsend
Chairman
Harvey Grffiths
Ann Griffin
Edwin Josephs
Senior Independent Director
Heather Moulder - from 6 January 2024
Jonathan Rennison
Vice Chair
Virginia Edwards
Non-Executive Director – until 6 January 2024



Reference and administrative regulation

Registered charity number
1052210

Registered charity name
West Hertfordshire Teaching Hospitals NHS Trust Charity

Operating names
Raise
Raise West Herts
West Herts Hospitals Charity

Bank
Lloyds TSB
67 High Street
Watford
Herts
WD17 2DU

Registered charity address
Watford General Hospital
60 Vicarage Road
Watford
Hertfordshire
WD18 0HB

Independent Examiner
Hillier Hopkins LLP
Chartered Accountants & Statutory Auditor
Radius House
51 Clarendon Road
Watford
Hertfordshire WD17 1HP

Investment Managers
Rathbones Greenback Investments
8 Finsbury Circus
London
EC2M 7AZ

Senior charity staff
Samantha Sherratt CEO - until 22 June 23
Alison Rosen CEO - joined July 2023

Website and email
www.raisewestherts.org.uk
westherts.raise@nhs.net

Social media
Facebook, X, Instagram and LinkedIn @RaiseWestHerts

Privacy and fundraising
We work hard to meet our responsibilities under the General Data Protection Regulations (GDPR). Our privacy notice is available on our website and explains what supporters and others can expect from us and how we collect and manage information about them. Any adverse matters relating to GPDR compliance are reported to the Charity Committee and to our regulators as required. There were no such matters to report this year.

We are registered with the Fundraising Regulator to demonstrate our commitment to transparency. Our fundraising promise is published on our website and explains what supporters can expect from us, and what to do if they have any concerns.

Photo Left: The Charity Team
L-R: Emily Theobald, Natalie Halliwell-Jennings, Alison Rosen, Celia Findell and Ningzhi Zhang

Financial Review

Overview

Our total net assets as at 31 March 2024 were £465k; this represents a decrease in reserves of £222k (decrease of 32%) from 31 March 2023. Income has decreased from £613k to £580k (a decrease of 5%).

This was mainly due to a decrease in donations, grants and sponsorship. However the lottery has brought in income of £120k in its first year and significant legacy income was gratefully received of £114k (2022/23 £11k).

Total expenditure has also decreased, from £1,131k to £816k (a decrease of 28%). However, excluding the exceptional purchase of the interventional radiology scanner in 2022/23 of £625k grant spending remained at a similar level.

Investments

The valuation of the charity's portfolio was £653k at 31 March 2024 (previous year £645k). This is an 1.2% increase in value and reflects the recovery effect of world stock markets. The Corporate Trustee continued to monitor the portfolio based on Rathbones' advice as international events affect stock markets around the world. In March 2024 Rathbones recommended that the investment strategy remain unchanged and planned to make strategic purchases of preferred equities in a more considered way.

Debtors

As at 31 March 2024 total debtors were £85k (previous year 25k). This mainly comprised monies due from a legacy and restricted grants.

Cash

As at 31 March 2024 the total cash balance was £547k (previous year £803k).

Creditors

The amount owed by West Herts Hospitals Charity at 31 March 2024 was £820k which includes monies for completed projects and accruals for other projects; including the interventional radiology scanner.

Reserves policy

The reserves currently stand at £465k (previous year £687k). At 31 March 2024 the valuation of the investment portfolio was £653k, with the balance of assets (negative £188k) being net current liabilities due to the amount due for the interventional radiology scanner. Note 10 of the accounts refers to the purposes of the material funds. Of the total fund balance at 31 March 2024 of £465k, there are 19 restricted funds with a value of £225k, with the rest of the funds (£240k) held in designated and unrestricted funds. The Corporate Trustee is committed to applying the income of the charity within a 'reasonable time' of receiving it. This policy applies to restricted and unrestricted (designated and undesignated) funds. The focus on timely expenditure of funds, together with the investment objective places a requirement on fund holders and fund managers to work with the charity to develop spending plans and forecasts for expenditure. The reserves policy has been considered and it has been agreed that reserves will be retained sufficient to fund six months of expenditure including a cash holding of 90 days expenditure at a minimum.

Investment policy

Our investment objectives are to maximise growth over the long term whilst protecting the real value of the funds and maintaining a reasonable level of income. The appointed investment managers have, at the discretion of the Corporate Trustee, unrestricted powers in accordance with the Charities Act 2011, with the exception that there will be no investment in companies that have a significant investment in tobacco, alcohol or arms/armaments.

Rathbones Investment Managers Ltd have been the charity's investment manager for the whole of the financial year ending 31 March 2024. They report quarterly to the Charity Committee regarding performance of the investment portfolio and outlook for the coming year.

Report and Accounts 2024

The report explains all investment movements i.e. purchases, sales and market movements, and all financial transactions are supported by contract notes. Rathbones charge a quarterly management fee which is 0.75% of the portfolio valuation and is deducted direct from the portfolio cash holding.

Risk management

The Charity Committee, on behalf of the Corporate Trustee, ensures that the charity meets its obligations for risk management as set out in the terms of reference. It has established a framework for risk identification and has examined the strategic and operational risks that the charity faces. The Charity Committee regularly reviews these risks and takes action to mitigate and monitor them. The investment strategy is constantly reviewed by the Charity Committee in line with the level of risk appetite agreed by the Corporate Trustee. A major review of the charity's risk register and the risks it faces was undertaken.

Incoming resources

Total incoming resources for the year ending 31 March 2024 was £580k (previous year £613k) which included voluntary income of £528k and investment income of £52k. Voluntary income includes donations from other charitable organisations including trusts and grant-giving bodies, churches and schools, private companies, trust employees, community events and other individual donations from patients, relatives and their friends. Investment income includes income from the investment portfolio managed by Rathbones Investment Management Ltd.

Resources expended

Total resources expended were £816k for the year ending 31 March 2024 (previous year £1,131k). This was split between charitable activities (£508k) and activities for generating funds (£308k). Charitable activities include expenditure incurred by the charity in undertaking activities that further its charitable aims of improving patient and staff experience and wellbeing as seen in note 3.

Patient welfare and staff welfare remained consistent when compared to the previous year after taking account of the exceptional interventional radiology scanner cost which was recognised in 2022/23.

Fundraising costs increased due to investment in the lottery scheme which was expected and will see a return on that investment in 2024/25. Staff costs increased in the year due to changes in posts to support the charity.

Investment management fees were £6k (previous year £7k) being the fees charge by our investment managers, Rathbones Investment Managers Ltd, based on the value of the portfolio.

Independent examiner's report

Independent examiner's report to the Corporate Trustee of West Herts Hospitals Charity ('the Charity') for the year ended 31 March 2024

Opinion

I report to the Corporate Trustee on my examination of the accounts of the Charity for the year ended 31 March 2024.

Responsibilities and basis of report

As the Corporate Trustee of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Corporate Trustee, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Corporate Trustee those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Corporate Trustee as a body, for my work or for this report.

Signed:

HillierHopkins

Alexander Bottom ACA
Hillier Hopkins LLP
Chartered Accountants
Radius House
51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

Date: x/x/2024

Financial statements

For the year 01 April 2023 to 31 March 2024

Statement of the Corporate Trustee's responsibilities

The Corporate Trustee is responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and to enable it to ensure that the accounts comply with requirements of the Charities Act 2016.
- establishing and monitoring a system of internal control; and
- establishing arrangements for the prevention and detection of fraud and corruption.

The Corporate Trustee is required under the Charities Act 2016 to prepare accounts for each financial year.

In preparing those accounts, the Corporate Trustee is required to:

- apply on a consistent basis accounting policies laid down by the Charities Act 2016.
- make judgments and estimates which are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Corporate Trustee confirms that, as far as it is aware, there is no relevant audit information of which the Charity's auditors are unaware and that it has taken all reasonable steps to ensure that this is the case.

The Corporate Trustee confirms that it has met the responsibilities set out above and complied with the requirements for preparing the accounts. These financial statements have been compiled from and are in accordance with the financial records maintained by the Corporate Trustee.

For and on behalf of the West Hertfordshire Teaching Hospitals NHS Trust



Signed:

Phil Townsend
Chair
25th July 2024

Statement of Comprehensive Income

Income and expenditure for the year 01 April 2023 to 31 March 2024

	Note	2023-24 Unrestricted Funds £000	2023-24 Restricted Funds £000	2023-24 Total Funds £000	2022-23 Unrestricted Funds £000	2022-23 Restricted Funds £000	2022-23 Total Funds £000
Income and endowments from:-							
Donations and Legacies	2.1	288	240	528	49	527	576
Investment Income	2.2	52	0	52	37	0	37
Total Income and endowments		**340**	**240**	**580**	**86**	**527**	**613**
Expenditure on:-							
Raising Funds	3	(303)	(5)	(308)	(78)	(5)	(83)
Charitable Activities	3	(299)	(209)	(508)	(180)	(868)	(1,048)
Total Expenditure		**(602)**	**(214)**	**(816)**	**(258)**	**(873)**	**(1,131)**
Gains/(losses) on Investment assets	4	14	0	14	(61)	1	(60)
Net Income/ (Expenditure)		**(248)**	**26**	**(222)**	**(233)**	**(345)**	**(578)**
Gross transfer between funds		228	(228)	0	(47)	47	0
Net movement in funds	9a	**(20)**	**(202)**	**(222)**	**(280)**	**(298)**	**(578)**
Reconciliation of Funds:-							
Fund balances brought forward	10	260	427	687	540	725	**1,265**
Fund balances carried forward	10	**240**	**225**	**465**	**260**	**427**	**687**

Statement of Financial Position

Statement of financial position at 31 March 2024

	Notes	2024 Unrestricted Funds £000	2024 Restricted Funds £000	2024 Total at 31 March £000	2023 Unrestricted Funds £000	2023 Restricted Funds £000	2023 Total at 31 March £000
Fixed Assets							
Investments	5	337	316	653	244	401	645
Total Fixed Assets		337	316	**653**	244	401	**645**
Current Assets							
Debtors	6	85	0	85	25	0	25
Cash at bank	7	528	19	547	56	747	803
Total Current Assets		613	19	**632**	81	747	**828**
Creditors: Amounts falling due within one year	8	(710)	(110)	(820)	(65)	(721)	(786)
Net Current Assets/ (Liabilities)		(97)	(91)	(188)	16	26	42
Total Net Assets		**240**	**225**	**465**	**260**	**427**	**687**
Funds of the Charity							
Funds:							
Restricted	10.1	0	225	225	0	427	427
Unrestricted	10.2	240	0	240	260	0	260
Total Funds		**240**	**225**	**465**	**260**	**427**	**687**

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

Signed



Phil Townsend
Chair of Corporate Trustee

25th July 2024

Statement of Cash Flow

Cash flow for the year 01 April 2023 to 31 March 2024

	Note	Total Funds 23/24 £ £000	Total Funds 23/24 £ £000	Total Funds 22/23 £ £000	Total Funds 22/23 £ £000
Cash flow from operating activities					
Operating deficit before income from bank and investments	9a		(288)		(555)
(Increase)/Decrease in Debtors	6		(60)		88
Increase in Creditors	8		34		394
Net Cash Generated from operating activities			**(314)**		**(73)**
Cashflow from investing activities					
(Purchase) and sale of investments	9b	6		4	
Investment income received	2.2	52		37	
Net Cash Generated from investing activities			**58**		**41**
Change in cash and cash equivalents in the reporting period			(256)		(32)
Cash and cash equivalents at the beginning of the reporting period			803		835
Cash and cash equivalents at the end of the reporting period	7		**547**		**803**

Notes to the Accounts

1. Accounting Concepts and Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Charities SORP (FRS102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

West Herts Hospitals Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost of transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

Corporate Trustee is not aware of any going concern issues which may cast significant doubt about West Hertfordshire Teaching Hospitals NHS Trust's ability to continue operating.
The Corporate Trustee has received assurances from the NHS Board that the services currently provided by the trust will continue to be provided for the foreseeable future.

1.3 Financial instruments

The Charity has opted to account for financial instruments in line with IAS 39. See notes 8(a) and 8(b) for further details.

Financial assets

Financial assets are recognised when the Charity becomes party to the financial instrument contract or in this case when the income is probable. Financial assets are de-recognised when the contractual rights have expired or the asset has been transferred. Financial assets are initially recognised at fair value.

Financial liabilities

Financial liabilities are recognised on the statement of financial position when the Charity becomes party to the contractual provisions of the financial instrument. Financial liabilities are de-recognised when the liability has been paid or expired.

1.4a Income and endowments

All incoming resources are included in full in the Statement of Comprehensive income as soon as the following three factors can be met:

i) entitlement - arises when a particular resource is receivable or the Charity's right becomes legally enforceable.

ii) Probability - when receipt of any income becomes probable.

iii) Measurement - when the monetary value of the incoming resources can be measured with sufficient reliability.

1.4b Boundary of recognition of income

Incoming resources reflected in these accounts reflect those resources which have satisfied the conditions applied to the boundary of recognition of income. This boundary has been established as the cashiers office of the trust.

1.5 Expenditure

The funds held on trust accounts are prepared in accordance with the accruals concept. All expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. In the year 2023/24 all the expenditure approved by the Corporate Trustee has been accrued.

1.5a Raising funds

The cost of generating funds is the cost associated with generating income for the funds held on trust. This will include the costs associated with the investment manager's fee, the Charity's CEO salary and other fundraising costs.

1.5b Charitable activities

The cost of charitable activities comprise all costs incurred in the pursuit of the charitable objectives and include governance costs which are accounted for on an accruals basis as are recharges from West Hertfordshire Teaching Hospitals NHS Trust covering audit fees and accounting services. They are apportioned over all of the funds based on the average fund balance.

1.5c Allocating costs by activity

All administration costs being the other staff costs and audit fees will be apportioned to raising funds and charitable activities based on time spent on each activity.

1.6 Structure of funds

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified in the accounts as a restricted fund. Funds where the capital is held to generate income for charitable purposes and cannot itself be spent are accounted for as endowment funds.

Other funds which are not legally restricted and for which the Corporate Trustee has chosen to earmark for set purposes are classified as designated funds. The restricted funds are shown in note 10.1 with the major unrestricted funds in note 10.2. In the year the majority of designated funds were rationalised into the general fund.

1.7 Fixed asset investments

Fixed asset Investments are shown at market value. Quoted stocks and shares are included in the statement of financial position at mid-market price, ex-dividend. Other fixed asset investments are included at the Corporate Trustee's best estimate of market price.

1.8 Debtors

Debtors are amounts owed to the Charity. They are measured on their recoverable amount.

1.9 Cash

Cash at bank and in hand is held to meet the day-to-day running costs of the charity as they fall due.

1.10 Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt, and recognised as soon as there is a legal or constructive obligation to make payment to a third party.

1.11 Realised gains and losses

All gains and losses are taken to the Statement of Comprehensive Income as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or date of purchase if later). Unrealised gains & losses are calculated as the difference between market value at the year end and opening market value (or date of purchase if later).

1.12 Pooling scheme

An official pooling scheme is operated for investments relating to the funds of the West Hertfordshire Hospitals NHS Trust Common Investment Fund. This scheme was registered with the Charity Commission on 2nd March 2001.

1.13 Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.14 Related party transactions

None of theCorporate Trustee, board members of the West Hertfordshire Hospitals NHS board or parties related to them has undertaken any transactions with, or received any benefits from the charity in payment or kind. The member received no honoraria or emoluments in the year.

Creditors and accruals, see note 8b, include amounts owing to the West Hertfordshire Hospitals NHS Trust. Within this is a figure that relates to capital equipment items, categorised as such because the cost is in excess of £5,000. The figures are noted below;

Name of Related Party	Relationship to charity	Nature of transaction	2023/24	2022/23
			£000	£000
West Hertfordshire Hospitals NHS Trust	Corporate Trustee	Contribution to the NHS	30	11

2. Income and Endowments

2.1 Donations and Legacies

		Unrestricted Funds 2024 £000	Restricted Funds 2024 £000	Total Funds 2024 £000	Unrestricted Funds 2023 £000	Restricted Funds 2023 £000	Total Funds 2023 £000
A	Donations, Grants and Sponsorship (i)	44	187	231	36	512	548
B	Legacies (ii)	61	53	114	5	6	11
C	Other including events (received via Just Giving/ Virgin fund pages)	48	0	48	8	9	17
D	Lottery income	120	0	120	0	0	0
E	Gifts in kind	15	0	15	0	0	0
	Total	**288**	**240**	**528**	**49**	**527**	**576**

(i) 2022/23: Includes large donations received for the Interventional Radiology appeal (£321k)

2.2 Investment Income

	Unrestricted Funds 2024 £000	Restricted Funds 2024 £000	Total Funds 2024 £000	Unrestricted Funds 2023 £000	Restricted Funds 2023 £000	Total Funds 2023 £000
Rathbones - Dividends and interest	22	0	22	21	0	21
Bank Interest	30	0	30	16	0	16
Total	**52**	**0**	**52**	**37**	**0**	**37**

3. Expenditure

3 Expenditure

		Charitable activities 2024 £000	Raising Funds 2024 £000	Total Funds 2024 £000	Charitable activities 2023 £000	Raising Funds 2023 £000	Total Funds 2023 £000
*	Medical Equipment	8	0	8	625	0	625
*	Patient welfare - See Note 3.1 (i)	85	0	85	179	0	179
*	Staff Welfare	85	0	85	12	0	12
	Staff training	0	0	0	1	0	1
	Course expense and equipment	1	0	1	0	0	0
	Computer equipment, branding & fundraising software	60	0	60	20	0	20
	Running Costs	6		6	1	0	1
	Administration - See Note 3.1 (ii)	54	0	54	55	0	55
	Examination/audit - See Note 3.3	8	0	8	4	0	4
	Staff costs - See Note 3.1 (iii)	195	78	273	144	31	175
	Investment fees	6	0	6	7	0	7
	Lottery expenses	0	230	230	0	52	52
	Total	**508**	**308**	**816**	**1,048**	**83**	**1,131**

3.1 Grant Giving*

Expenditure in respect of Medical Equipment, Patient Welfare and Staff Welfare is made in the form of grant funding to West Hertfordshire Hospitals NHS Trust.

3.2 Staff costs

There are no directly employed staff costs this year or in any previous years. However staff are employed by West Hertfordshire Hospitals NHS Trust and recharged to the Charity as detailed below:

(i) Includes salary recharges for a part-time End of Life Care Volunteering Project Manager, a Youth Volunteer Team Manager and a WACS Volunteer Coordinator. It also includes gifts in kind valued at £15k in 2023/24.

(ii) The fees for the Charitable Funds Accountant are disclosed as part of the administration costs and apportioned across all funds.

(iii) Includes the Charity Director, Finance Officer, Fundraising Officer and Communications officer (one day/week). The Charity Director costs are charged across all funds.

3.3 Trustees remuneration, benefits and expenses

None of the Corporate Trustee of the West Herts Hospitals Charity were paid any remuneration or expenses in return for their services.

3.4 External examiner's remuneration

The external examiner's remuneration related solely to examination/audit with no additional work being undertaken. The actual cost for the current year is £8k (2022/23 £4k). This year includes an additional charge of 4K under recovery for 2022/23.

4. Gains/(Losses) on Investment Assets

4 Gains/(Losses) on investment assets	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£000	£000	£000	£000	£000	£000
Realised (losses)/gains	0	0	0	(27)	0	(27)
Unrealised gains/(losses)	14	0	14	(34)	1	(33)
Total	**14**	**0**	**14**	**(61)**	**1**	**(60)**

5a. Analysis of Fixed Asset Investments

5a Analysis of fixed asset Investments	Held in the UK	Total 2024	Total 2023
	£000	£000	£000
Market value at 31 March			
Investments listed on Stock Exchange	638	638	615
Cash held as part of the portfolio	15	15	30
Total	**653**	**653**	**645**

5b. Investment Fixed Assets Portfolio

5b Analysis of Investment portfolio	Total 2024	Total 2023
	£000	£000
Market value at 31 March	645	711
Less: Disposals at carrying value	(48)	(132)
Add: Acquisitions at cost	57	127
Net (loss) gain on revaluation	14	(60)
Movement in Cash balance	(15)	(1)
Market value at 31 March	**653**	**645**
Historic cost at 31 March	**616**	**646**

6. Debtors

6 Debtors	Total 2024	Total 2023
	£000	£000
Amounts falling due within one year:		
Debtors	35	19
Prepayments and accrued income	50	6
Total debtors	**85**	**25**

7. Cash at Bank

7 Cash at bank	Total 2024	Total 2023
	£000	£000
Lloyds Current Account	51	21
NatWest Bank Account	496	782
Total	**547**	**803**

8. Creditors

8 Creditors	Total 2024	Total 2023
	£000	£000
Amounts falling due within one year:		
Creditors	20	39
Accruals and deferred income	800	747
Total Creditors	**820**	**786**

Creditors in both 2023/24 and 2022/23 include amounts due to West Hertfordshire Hospitals NHS Trust.

8a. Financial Assets

8a Financial Assets	At fair value through receipts and payments 2024	Receivables 2024	Total 2024	Total 2023
	£000	£000	£000	£000
Investments	653	0	653	645
Debtors	0	85	85	25
Cash at bank and in hand	0	547	547	803
Total Financial assets	**653**	**632**	**1,285**	**1,473**

8b. Financial Liabilities

8b Financial Liabilities	Payables 2024	Total 2024	Total 2023
	£000	£000	£000
Creditors	20	20	39
Accruals	800	800	747
Total Financial liabilities	**820**	**820**	**786**

9a. Reconciliation of net movement in funds and operating deficit before income from bank and investments

9a	Reconciliation of net expenditure with deficit on cashflow	2023 £000	2022 £000
	Operating income /(deficit) on Statement of Operating Income	(222)	(578)
	Deduct:		
	Dividends and interest on investment portfolio	(22)	(21)
	Bank interest	(30)	(16)
	Net (gain)/loss on revaluation	(14)	60
	Per cashflow on operating activities	**(288)**	**(555)**

9b. Analysis of cash movements within the cashflow

9b	Cashflow:Analysis of cash movements within the cashflow	2024 £000	2023 £000
	Investing activities		
	Sale proceeds from investments	48	132
	Purchases of fixed assets investments	(57)	(127)
	Movement in Cash balance	15	(1)
		6	**4**

10.1 Analysis of Funds

10.a	Restricted Funds	Balance 31 March 2023 £000	Incoming Resources 2024 £000	Resources Expended 2024 £000	* Transfers 2024 £000	Gains and Losses 2024 £000	Balance 31 March 2024 £000
	Material funds						
A	Breast Cancer Appeal	20	1	(5)	0	0	**16**
B	Horace Robinson Renal Unit	25	0	(3)	0	0	**22**
Ca	League of friends (HHGH) (Note i)	4	0	0	(4)	0	**0**
Cb	League of friends (Watford)	69	0	0	(69)	0	**0**
D	W.G.Moore Legacy (RenalDialysis)	5	0	0	0	0	**5**
E	Youth Volunteering Development (Note ii)	4	0	(1)	0	0	**3**
F	Paediatric Cystic Fibrosis	3	0	0	0	0	**3**
G	Investment Gains / (Losses) (Note iii)	(3)	0	0	3	0	**0**
H	Medical and Surgical Equipment	77	0	(12)	(65)	0	**0**
I	COVID19	82	0	(2)	(80)	0	**0**
J	UK Neqas Unit Training & Educa	5	0	(1)	0	0	**4**
Ka	WACS Volunteer Coordinator	0	7	(9)	2	0	**0**
Kb	End of Life Care Volunteering	0	18	(18)	0	0	**0**
L	All Stars	4	14	(18)	0	0	**0**
M	WGH Elderly Patients	15	0	(2)	0	0	**13**
N	Star of Herts	4	29	(26)	0	0	**7**
O	Interventional Radiology	14	26	(8)	(26)	0	**6**
P	Mortuary	3	0	(1)	0	0	**2**
Q	Starfish	17	1	(1)	0	0	**17**
Ra	Maternity Bereavement service	4	1	(1)	0	0	**4**
Rb	Maternity Bereavement development	0	40	(6)	0	0	**34**
S	Neonatal	0	44	(31)	0	0	**13**
T	Women's children and neonatal	0	6	(1)	0	0	**5**
U	Medical Education Centre Refurbishment	0	14	(2)	0	0	**12**
V	Specified Ward Fund	0	14	(2)	0	0	**12**
W	Staff wellbeing and training	0	11	(2)	0	0	**9**
X	NHC CT - Legacy Campaign	0	8	0	0	0	**8**
Y	Small restricted funds (any restricted funds under £500)	75	6	(62)	11	0	**30**
	Total	**427**	**240**	**(214)**	**(228)**	**0**	**225**

10.1 Analysis of Funds

Details of material funds - restricted funds

	Name of fund	Brief description of the nature and purpose of each fund
A	Breast Cancer Appeal	Raising funds for Cancer care
B	Horace Robinson Renal Unit	Dialysis unit patient care and staff training
C	League of friends)	Funding for the local hospital
D	W.G.Moore Legacy	Renal Dialysis machines
E	Youth Volunteering Development	Youth Volunteering Development
F	Paediatric Cystic Fibrosis	Patient welfare
G	Investment Losses	Investment movements
H	Medical and Surgical Equipment	Equipment funding
I	COVID19	COVID-19 response
J	UK Neqas Unit Training & Education	Staff training
K	WACS Volunteer Coordinator	Volunteering
L	All Stars	Volunteering
M	WGH Elderly Patients	Elderly patient care
N	Stars of Herts	Staff support and welfare
O	Interventional Radiology	Scanner appeal
P	Mortuary	Mortuary
Q	Starfish	Children's ward
Ra	Maternity Bereavement service	Maternity support
Rb	Maternity Bereavement development	Maternity support
S	Neonatal	Woman and Children
T	Women's, children and neonatal	Woman and Children
U	Medical Education Centre Refurbishment	Medial Education
V	Specified Ward Fund	Ward Fund
W	Staff wellbeing and training	Staff support and welfare
X	NHS CT - Legacy Campaign	Legacy Campaign
Y	Small restricted funds	Any restricted funds under £500

10.2 Unrestricted Funds

10.2 Unrestricted Funds	Balance 31 March 2023 £000	Incoming Resources 2024 £000	Resources Expended 2024 £000	* Transfers 2024 £000	Gains and Losses 204 £000	Balance 31 March 2024 £000
Material funds						
West Herts General	237	340	(597)	163	0	**143**
Medical and Surgical Equipment	0	0	0	65	0	**65**
Neurology	27	0	(5)	0	0	**22**
Investment Gains/(Losses)	(4)	0	0	0	14	**10**
Total (131)	**260**	**340**	**(602)**	**228**	**14**	**240**

Details of material funds - unrestricted funds

During the year several restricted funds were taken into general funds in accordance with Charity legislation. £163k was transferred from restricted funds to general funds. This includes £69,000 remaining balance from the League of Friends which closed during Covid and £80,000 in the Covid fund which was raised for the general support of the hospital. £26,000 was also transferred from the Interventional Radiology appeal to cover amounts spent supporting the appeal from general funds.

West Herts Hospitals Charity

Charity no. 1052210

West Herts Hospitals Charity
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Registered charity no: 1052210 © West Herts Hospitals Charity 2024

West Hertfordshire Teaching Hospitals NHS Trust Charity

England & Wales - Charity number 1052210

Accounts



West Hertfordshire Teaching Hospitals NHS Trust Charity

Annual Report & Accounts

For the year ended 31 March 2023



> **Charitable donations mean we can invest in new ideas, specialist equipment, patient comforts and staff development. and there's so much more we can do.**
>
> + **Michelle Hope,**
> Acting Chief Nurse

+ **Raise**

West Hertfordshire Teaching Hospitals NHS Trust Charity

60 Willow House
Watford General Hospital
Watford WD18 0HB

Drop in and see us at:
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Tel: 07393 232313
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Email: westherts.raise@nhs.net
Insta, Twitter, Facebook and LinkedIn:
@raisewestherts

Registered charity no: 1052210

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1. Our year at a glance

WE SPENT £1,048,000

TO BENEFIT PATIENTS AND STAFF

Thanks to kind-hearted local businesses and individuals, over the festive period 1,300 gifts were given to 1,000 patients in 70 wards and departments across our 3 hospitals.

WE RAISED A TOTAL OF £613,000

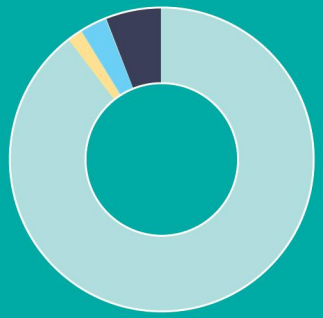
OF WHICH £576,000 WAS VOLUNTARY INCOME

WE AWARDED 39 GRANTS

RANGING FROM £40 TO £625,000

TOTAL INCOME 2022/23

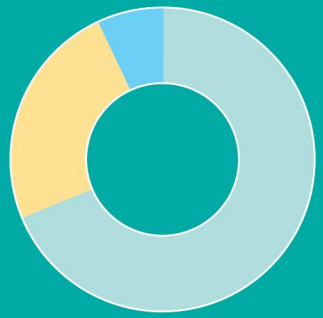
Total income £613,000



- Donations, grants and sponsorship **£548,000**
- Legacies **£11,000**
- Other activities including events **£17,000**
- Investment income **£37,000**

TOTAL EXPENDITURE 2022/23

Total expenditure £1,131,000



- Patient and staff welfare **£816,000**
- Other charitable activities **£232,000**
- Generating funds **£83,000**

The full accounts for the reporting year are shown from page 22 onwards

2. Chair's overview

It has been a year of milestones! We smashed our first capital appeal, launched our 'Impact' newsletter, and invested in our fundraising to better support patients and their families.



These changes have achieved two significant things. The first is improved impact and benefits for our patients and their families through our Super Scanner Appeal. We raised £695,000 to invest in our interventional radiology services, and this new equipment means that more patients can receive pinhole surgery, which is less invasive than open surgery, they will recover faster and return home sooner. You can read more about this appeal on page 10.

Secondly we have been building our relationship with supporters across West Hertfordshire. In reaching out to you, you have responded with generosity, warmth, and enthusiasm – you have taken on fundraising challenges, donated money, given gifts at Christmas, and been advocates championing us – thank you for all you have done.

This year has also been a year of achievements for West Hertfordshire Teaching Hospitals. Firstly, we celebrate the trust's virtual hospital programme, mentioned in glowing terms by the prime minister in January as he led a summit on approaching current pressures on the NHS. Digital solutions are at the vanguard of innovation in healthcare, and we are proud that our hospitals are building their digital and technological capabilities. Secondly, the surgical team were the first in the country to install two Versius robots to assist with operations. This innovation is transformative for patient care in our trust.

We have even more ambitious for the year ahead. We have refreshed our strategy, invested in our team and are ready to do even more for patients. We have an exciting programme of fundraising events planned and are working ever closer with trust staff to identify projects that make all the difference to patients. Whether that is refurbishing our family bereavement rooms, buying important equipment that NHS budgets cannot extend to, or supporting our staff to maintain excellence for patients, even in the most challenging of times. I hope that you will join us in continuing this work in making our hospitals the great places that you want them to be.

And finally, I would like to say a huge thank you to each one of our donors, fundraisers, corporate supporters, trusts and foundation, volunteers and staff members who help provide a level of patient care which would simply not be possible through NHS funding alone.



Jonathan Rennison
Chair of the charity committee,
on behalf of the corporate trustee

> **"As a charity, we focus on areas of need, where even small amounts of funding can make all the difference**
>
> **Jonathan Rennison**
> Chair of the charity committee

3. About our charity

We believe in excellence for patients, our communities and the staff in our hospitals. We work to champion the highest quality care, whether it's support through pregnancy, care in an emergency, treatment for a long term illness, or kindness in final days.



Alison Rosen
Raise CEO

Our vision is for an outstanding experience for the people and communities served by West Hertfordshire Teaching Hospitals NHS Trust, helping them to live longer, healthier lives.

Almost a million patients a year are cared for by our trust's 5,400 staff across Hemel Hempstead, St Albans City and Watford General hospitals, as well as our physiotherapy centre at Abbots Langley. Our amazing doctors, nurses and other professionals not only deliver acute services across our local population, but a range of specialist services further afield, also serving residents of north London, Bedfordshire, Buckinghamshire and east Hertfordshire.

Kind donations support that care, helping to fund the latest technologies, calm and healthy environments, staff development and extra comforts that make a difference to patients, day after day, above and beyond what the NHS alone can afford. Supporters help ensure that the care provided is of the highest level so patients can receive faster diagnosis and treatment, and return home to their loved ones sooner.



We are proud to receive donations from patients who want to say thank you, from committed fundraisers to local companies, trusts and foundations and from families who give in memory of a loved one. Gifts in wills from far-sighted patients are also important, as they chose to make a difference for future generations, even after they have died.

Above
Patient Meera Patel with Health Care Assistant Clare Cappuccini

> **We are grateful for each and every supporter, particularly in these challenging times.**
>
> **Alison Rosen**
> Raise CEO



4. Amazing support

We have been extremely fortunate to receive support from amazing people who choose to do something special to say thank you for the care they have received or because they want to benefit local patients.



Above
Dr Shilpan Patel potting the black at the Boom Battle Bar challenge night

The following are just a selection of our fantastic supporters:

Dad, **Joe Walsh** took on not one, but two big challenges in the summer, raising £1,195 for the neonatal unit. He ran the London marathon and swam two miles to say thank you for the care his son, Theo, received.

Cheryl Atkins (pictured right) also took on an amazing feat, keeping quiet during a whole shift, raising almost £800 to support carers. What a great way to end Carers Week in June.

Parents anxiously waiting at their babies' bedsides can now grab a quick, refuelling snack from the neonatal unit snack trolley thanks to a £500 donation from housebuilder **Bellway North London** in February.

In September, Watford's **Boom Battle Bar** hosted a special night of axe-throwing, American Pool and augmented reality darts to raise over £1,300 toward our super scanner appeal.

Nine big-hearted corporates donated between £250 and £10,000 to sponsor our annual Stars of Herts event, so we could honour the trust's dedicated teams and individuals who show amazing commitment and kindness.



Huge thanks also to **Mercer & Hole** for making us their Charity of the Year, raising money through dress-up days and bake sales, and by donating gifts for our Raise a Smile this Christmas appeal.

The **Dacorum Motorcycle Riders** once again donned Santa outfits and bunny suits to delivery Christmas and Easter goodies not just to children on the wards, but to adults too.

Charlott Saunders and her daughter, River, helped lead the way with this year's Christmas appeal and, thanks to the community's amazing kindness, we donated 1,300 gifts to over 1,000 patients across 54 wards and departments in our three hospitals.

You can see over 50 appeal photos on our website at raisewestherts.org.uk/ras-photos.

> **Raise's fundraisers and donors continue to surprise and delight us with their innovative and heartfelt support.**
>
> + **Matthew Coats**
> Chief Executive, West Hertfordshire Teaching Hospitals NHS Trust





Far Left
The Dacorum Motorcycle Riders with Easter goodies for younger and older patients alike

Left
L-R. Rima Juskiene, Neonatal Matron Elvira Baker, new mum Katarina and Greg Allsop (Bellway)



Above River with just a few of the toys she collected with her mum, Charlott, for patients at Christmas

We also owe our thanks to numerous generous trusts and foundations including **The League of Friends of Watford Hospital, The Grace Trust, The Hobson Charity, The Kusuma Trust, The Lawton Trust and NHS Charities Together.**

This list is far from exhaustive, and we would like to say thank you to the generosity of all our donors, fundraisers and supporters this year; your support is transformative – you make the difference.

+ £576,000 was raised by kind donors and fundraisers

5. Our impact

+ This year we spent £816,000 on patient and staff welfare



This year we invested in a host of patient services, equipment, staff development initiatives and developing our charity.

In this review you can see a snapshot of the strategic and significant changes that supporters have made to the services we provide – they make a huge difference to thousands of patients.

These examples are inspiring and heart-warming and, with ongoing community help, we can do even more next year.

5.1 Healing spaces

We know that coming to hospital can be difficult for many people. Calm, well-designed and peaceful surroundings can provide space to think, aid recovery, enhance wellbeing and safety.

Over 4,000 babies are born each year at Watford General, and for the vast majority of families the outcome is a happy one.

Sadly, an average of 80 babies dies each year in our hospitals which is heart-breaking, for the parents, their wider family and for the staff who support them. Having somewhere quiet and comfortable to talk through and start to come to terms with the tragedy is so important at this sad time.

Sam Behagg, the lead bereavement midwife, approached us and asked for help to improve the bereavement suite, and make it feel less clinical. We were honoured to fund a sofa bed, two comfortable chairs and a changing table. Now couples are now able to stay together and comfort each other, rather than partners having to sit on a hard plastic hospital chair at the clinical bedside. Sisters, brothers and other members of the family can also join them, if they wish. It also means that families can spend some precious time in an environment which is a homely as possible.

We also funded a series of bereavement books to help children understand what is happening when a baby dies, including grief journals, Q&A books for children with special needs, picture and activity books.

+ £3,026 awarded to these projects



Left & Above
Sam Behagg, Lead bereavement midwife, with one of the bereavement books, and Lindsay Dolan, Bereavement midwife, with the sofa bed we funded this year

> **“We’d like to say thank you so much for helping to improve the facilities for our bereaved families, and we look forward to working with you on making even more improvements in the near future. It makes such a difference.**
>
> **+ Sam Behagg**
> Lead bereavement midwife

5.2 The latest technologies

Equipment evolves at a speed with which the NHS cannot keep pace. Charitable funding helps ensure patients receive the very best care, using the latest technologies

Patients will be able to receive world-class, life-saving pinhole surgery closer to home, thanks to everyone who funded our brand-new hi-tech Scanner. The scanner will sit at the heart of the new £2.5m interventional radiology suite at Watford General.

Interventional radiology (IR) is a form of image guided surgery which enables clinicians to carry out minimally invasive pinhole surgery. IR uses real-time and hi-tech CT, MRI and X-ray images to guide surgical equipment into parts of the body that are otherwise only reached by open surgery. The new suite and scanner mean that clinicians can deliver more complex operations for more people which will help them heal more quickly and get home sooner.

The IR team previously had access to one scanner, and used X-rays to perform limited IR procedures which required local anaesthetic. However, it was an aging, large piece of equipment housed in a small procedure room which meant the team often struggled to move around patients; in some cases, equipment had to be wheeled in from elsewhere, wasting precious minutes, when ideally it should be close at hand.

> **“The new IR suite and scanner are already helping us to attract new, highly-skilled clinical staff, so we can ensure that the hospital can meet future demand.**

+ **Muhammad Zamir,**
Diagnostic and Interventional Radiology Consultant

The new IR suite was previously the Acute Admissions Unit. The room where the scanner will sit is perfect as it was already lead-lined, to allow for X-rays, and it is almost twice the size of previous facility.

The new equipment is ceiling-mounted so there is plenty of space for staff to move around the patient, and everything they need will be close at hand. The new suite will consist of the treatment room, anaesthetic room and recovery areas with five beds, meaning patients are welcomed, treated and recuperate all in one space, ensuring privacy and dignity throughout.

Over time, the number of patients having to be transferred to other hospitals will reduce, and the IR team intend to increase the overall number of patients they treat from just over 750 to approximately 1,300 each year.

We'd like to say a huge thank you to everyone who responded to our appeal. There are so many people to acknowledge including the League of Friends of Watford Hospital and The Kusuma Trust who made a transformative gift, those who responded to our direct mail campaign, everyone who awarded us grants, companies who gave corporate donations, and everyone who took part in fundraising events.

Thanks to your generosity, more patients' lives will be saved, right here in our community. Thank you for your kindness and for making the scanner a reality.



Above : The new generation Philips Azurion scanner will sit at the heart of the new interventional radiology suite

Ron's Story

Ron's tummy pains got so bad that he had to be rushed to Watford's emergency department. His story illustrates how interventional radiology can be pivotal in saving the lives of patients even with the most complex of conditions.

"I was in a bit of a state. When they put me in the CT and MRI scanners, they saw that my gallbladder was full of gallstones. In fact some had slipped out and fallen into my bile tubes, blocking my liver. Dr Zamir said that the operation I needed was really complicated.

"I had several operations on different days and, after Dr Zamir removed the stones in the bile tubes and drain, "They thought that they couldn't do it through keyhole surgery because I'd had stomach cancer. I've had my stomach taken out, so nothing is in the right place and it would have been very difficult.

"But after much discussion among the hospital's senior surgeons, they decided to do the operation without open surgery. I've never seen so many doctors in one room in my entire life. The room was a bit of a squash so I said that they should put a sign outside saying 'standing room only'. I was awake all the time that this was happening.

But without the procedure that Dr Zamir did, they wouldn't have been able to take out my gallbladder. And if they hadn't done that then my heart would be much worse. In fact, I don't think I'd be here now because I could have died from a serious infection. I'd never had pain like it in my life."

+ £695,000 raised for this appeal

5.3 Improving the patient experience

Supporting patients is at the core of our work, providing funding for specialist services and additional comforts that complement existing NHS-funded services.

Patients at West Herts who have undergone breast mastectomies and reconstructions are offered highly skilled tattooing to help create realistic 3D nipples and areolas. This service, offered at our breast cancer centre in St Albans City hospital, is spearheaded by Sarah Page, Breast Clinical Nurse Specialist.

+ £1,800 awarded to this project

We had funded her original training six years ago, and this year we supported her to attend a further Masterclass in Medical Micropigmentation. She was keen to increase her knowledge and skills to improve this much-appreciated service, as many patients say that it helps them adjust to their post-surgery body image.

Rebuilding self-confidence can be a significant challenge for women recovering from breast cancer, particularly if their treatment has left scars.

Medical micropigmentation of the reconstructed nipple/areola complex is often the final stage of breast reconstruction.

Qualitative studies suggest that this tattooing enhances patient satisfaction with their breast reconstruction. Some women describe it as the 'icing on the cake' and that it makes them 'feel like women again'. They report that it helps them restore their sense of beauty, self-image and confidence, and makes them feel somewhat whole again.

Following tattooing patients have told Sarah that they can move on from the cancer experience and feel comfortable with themselves again. The tattoos help to camouflage scars and, in some instances, make the breast look a bit more shapely where they may be slightly misshapen due to surgeries.



> **"This is a unique service which isn't common to other breast units. It has excellent feedback and an ever-increasing waiting list. The patients say that they feel more relaxed coming to the breast unit, which is already known to them and provides them with a safe, caring environment.**

+ Sarah Page,
Breast Clinical Nurse Specialist



5.4 Developing staff

Great staff deliver great care. We support initiatives to develop the skills of staff and volunteers, helping them build their knowledge, enabling them to provide even better care

Staff are our most precious resource, so we work closely with the trust's wellbeing team and others to ensure our doctors, nurses and those who work with them feel valued and supported and have opportunities to grow within their roles.

This year we were pleased to fund a new development programme – the Chief Nurse Fellowship - for registered nurses, midwives and allied health professionals.

+ £18,000 has been awarded to this new fellowship programme

Five Band 6 Chief Nurse Fellows were selected by the Trust and released one day a week for nine months to work on a fellowship project, receiving mentoring and investment in their professional and career development.

> **"We attended bed meetings which demonstrated the important measures taken to ensure patient safety. Such opportunities gave us insights into the trust's multidisciplinary working and the importance of leadership in decision making.**

+ Louise Barnes
Sister, Starfish Ward

The Fellows are supportedin planning their own objectives and benefit from mentor encouragement to reach them. These are reinforced by monthly coaching and action learning sessions from an experienced external coach and facilitator.



Above
Louise Barnes, one of the Chief Nurse Fellows

As part of the programme, the first fellowship cohort worked together on a quality improvement (QI) initiative, learning about QI methodology and the processes involved. They had the opportunity to monitor progress and see how patients benefited as a result.

The Chief Nurse Fellowship aligns with the Trust's determination to make our West Hertfordshire hospitals a great place to work, increasing retention rates, and making the most of people's skills and experience to enhance patient care.

5.5 Supporting staff

The physical and emotional health of our doctors, nurses and other professionals is imperative if they are to provide the very best care for patients.

At Raise, we support our trust's determination to recruit and retain the very best staff, so patients can receive the very best care. In this mission, we work in partnership with the West Herts wellbeing team to engage corporates to offer a range of wellbeing activities, so staff feel valued, supported and motivated.



Above. The Pastoral Education Link Nurse team – winners of the 'Outstanding contribution to staff engagement and wellbeing' award.

+ £58,000 awarded to staff wellbeing initiatives this year

For example, last year, nine companies donated a total of £32,000 toward the trust's 'Stars of Herts' staff awards event - a thrilling, three-venue spectacular designed to be enjoyed by as many West Herts staff as possible. With 14 categories, including the 'Everyone matters award' - focusing on supporting diversity and inclusion - innovation, care and quality were rightly acknowledged and publicly celebrated.

We also look to support staff health and wellbeing throughout the year and have funded exercises classes in conjunction with Watford Football Club. The classes, including Pilates and HIT (high intensity) training, are regularly fully booked and help staff take time to focus on their personal wellbeing.

When we asked how else we could help, without exception, every department requested massage treatments in the workplace. Offering them lying down or seated massage treatments is a way of addressing their fatigue, not only giving staff some relaxation time during a massage and reducing any muscle tension they may have, but also improving morale. We are mindful to offer treatments to those working at night - a group who are less likely and less able to access any of the usual wellbeing activities.

> **"Our workforce display outstanding care, ingenuity and resilience; they deserve their moment in the spotlight. Huge thanks to our corporate supporters and Raise for making these events possible.**

+ Andrew McMenemy
Chief People Officer

6. Looking ahead

While ever mindful of the trust's pressures and needs, we are entering year two of our own strategic plan (2022-25).

Our proactive priorities continue to be:

1. **Investing in technical equipment and the physical environment - ensuring enhanced care and a high-quality environment for patients and staff alike.**
   - We will do this by investing a minimum of £50,000 each year to improve the facilities and technical equipment across the trust's buildings.
2. **We will invest a minimum of £50,000 each year in activities that make all the difference to the patient experience.**
   - We will invest up to £100,000 each year in activities that make all the difference to the patient experience.
3. **Developing and supporting staff – ensuring staff are taken care of, helped to remain resilient and feel supported and equipped to do their best every day.**
   - We will invest up to £80,000 each year in staff development and wellbeing programmes





4. **Investing in and supporting locally-driven clinical research – supporting the development of high-quality care in our NHS by creating a research environment that attracts the best researchers and retains talent.**

As you can see from the impact examples in this report, we are making good in-roads into our strategic objectives. We want to grow the contribution we make to the very best patient experience every day and every year.

We can only do this if we are successful in our fundraising. We are dependent on your kindness, generosity and continued support. Please read on to find out how you can get involved and support us in the year ahead.



7. Ways you can help

You can see more examples on our website of how kind donations can transform patient care in our local NHS hospitals. Simply visit raisewestherts.org.uk.

If you would like to help and make a difference, you can do so in many ways:

Make a donation

If you would like to donate to say thank you for the care you or a loved one has received or are simply inspired to help, please:

- donate online at raisewestherts.org.uk/donate
- send us a cheque payable to 'Raise: West Herts Hospitals Charity' to Raise, Sycamore House, Watford General Hospital, Watford, Hertfordshire, WD18 0HB
- at Watford General, pop into the main reception and use our 'tap to donate' box to make a debit or credit card donation.
- call us on 07815 45903



Above: Joe Walsh took on a double fundraising challenge, running the London marathon and swimming two miles to say thank you for the neonatal care baby Theo received.

Become a Raise West Herts Champion

Raise West Herts Champions are our amazing supporters who donate on a regular basis. Ongoing support is the bedrock of funding that allows us to be flexible and respond to areas of urgent need, wherever and whenever they arise.

Become a patron

We also have a special patrons programme for individuals who wish to make special large donations from time to time. If you would like to make a significant donation, please contact Alison Rosen on alison.rosen2@nhs.net or by calling 07815 459037.

Join our weekly lottery

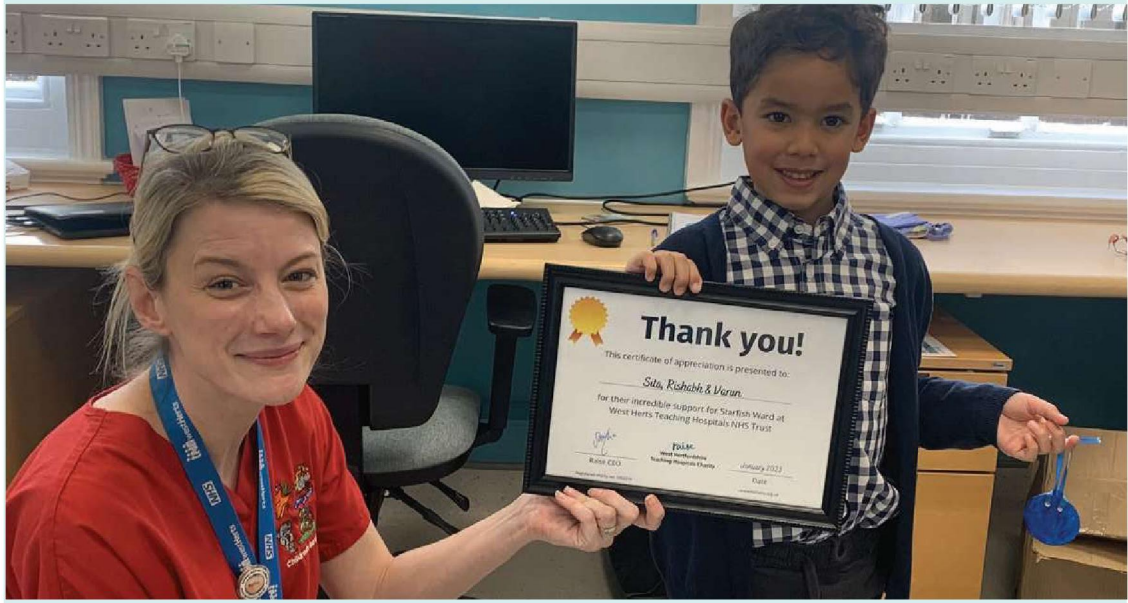
Playing our lottery is an exciting way of helping our patients and staff while being in with the chance of winning amazing prizes. It's a win-win! Win £25,000 and win smiles! For more information visit: raisewestherts.org.uk/west-herts-hospitals-lottery/

Fundraise

Join one of our events or organise your own with our support. You can see our current events at raisewestherts.org.uk/events and you can find handy hints and tips in our fundraising pack at raisewestherts.org.uk/fundraise. We look forward to hearing about what you might get up to!

Donate in memory of a loved one

You can commemorate the life of your loved one by setting up an 'in memoriam' page at: justgiving.com/westhertfordshirenhs (click on the 'fundraise for us' button).



Above: Sam Lee thanks Sita, Rishabh and Varun for their raising funds by making Christmas decorations

Leave a gift in your will

A gift left in your will would make a huge difference to enhancing patient care. Will you help to deliver the very best care for generations to come? You don't have to leave a fortune, or decide between our hospitals and your family, but anything you do leave will enable our staff to keep delivering the very best care to everyone who needs it in the future. Find out more at: aisewestherts.org.uk/giftsinwills.

Support us through your company

Adopt us as your charity of the year or encourage your staff to get involved in one of our events. Please talk to us about how we could work together to help meet your corporate social responsibility agenda.

Support our appeals

We run a series of appeals to raise funds for strategic developments in our hospitals. To see our latest please visit our website at raisewestherts.org. uk/appeals.

Follow our socials and share the news

Keep up to date with all the news on our Facebook, Twitter, Instagram and LinkedIn feeds @ RaiseWestHerts. Tell us your news too, and we'll share it with supporters!

Get in touch

If you have any questions about supporting patient care via Raise, drop in and see us, call 07815 459037 or email westherts.raise@nhs.net. We look forward to hearing from you.

Thank you.

8. Structure, governance and management

Legal structure

Raise (West Hertfordshire Teaching Hospitals NHS Trust Charity) was established by a Declaration of Trust dated 12 December 1995 and its aim is to provide monies wholly or mainly for the services of the hospital trust. There are a number of subsidiary funds relating to the umbrella charity.

Corporate trustee representatives and their responsibilities

The charity has a single corporate trustee, West Hertfordshire Teaching Hospitals NHS Trust. The NHS Trust Board, representing the corporate trustee, delegates responsibility to a Charity Committee. This committee meets at least four times a year and the Chair of the Committee reports to the NHS Trust Board, as corporate trustee, following each meeting. The Charity Committee acts for the corporate trustee, and its purpose is to:

- Ensure there are robust processes in place to manage resources and to ensure these processes are implemented.
- Monitor the disposition of resources to ensure funds held on Trust are used in a way which reflects donors' wishes and that funds are maximised.
- Promote greater awareness of our charity to encourage donations, particularly through demonstrating their impact on patient care.
- Proactively fundraise for Raise to support charitable activities and purposes across our three great hospitals.

Members of the Corporate Trustee's Board

As at 31 March 2023 these were:

EXECUTIVE

Christine Allen
Chief Executive – until 17 June 22

Matthew Coats
Chief Executive – from 3 July 22

Professor Tracey Carter
Chief Nurse and Director of Infection Prevention and Control and
Acting CEO – from 17 June to 3 July 22

Don Richards
Chief Financial Officer

Michael van der Watt
Chief Medical Officer

Helen Brown
Deputy Chief Executive – until 17 June

NON-EXECUTIVE

Phil Townsend
Chairman

Paul Cartwright
Non-Executive Director – until 22 June 22

Jonathan Rennison
Senior Independent Director

Virginia Edwards
Non-Executive Director

Edwin Josephs
Non-Executive Director

Natalie Edwards
Non-Executive Director – from 1 July 22

9. Reference and administrative regulation

Registered charity number
1052210

Registered charity name
West Hertfordshire Teaching Hospitals
NHS Trust Charity

Operating names
Raise
Raise West Herts

Bank
Lloyds TSB
67 High Street
Watford
Herts
WD17 2DU

Registered charity address
Watford General Hospital
Vicarage Road
Watford
Hertfordshire
WD18 0HB

Independent Examiner
Hillier Hopkins LLP
Chartered Accountants

Radius House
51 Clarendon Road
Watford
Hertfordshire WD17 1HP

Investment Managers
Rathbones Greenback Investments
8 Finsbury Circus
London
EC2M 7AZ

Senior charity staff
Samantha Sherratt CEO - until 22 June 23
Alison Rosen CEO

Internet
www.raisewestherts.org.uk
westherts.raise@nhs.net

Social media
Facebook, Twitter, Instagram and
LinkedIn @RaieWestHerts

Privacy and fundraising
We work hard to meet our responsibilities under the General Data Protection Regulations (GDPR). Our privacy notice is available on our website and explains what supporters and others can expect from us and how we collect and manage information about them. Any adverse matters relating to GPDR compliance are reported to the Charity Committee and to our regulators as required. There were no such matters to report this year.

We are registered with the Fundraising Regulator to demonstrate our commitment to transparency. Our fundraising promise is published on our website and explains what supporters can expect from us, and what to do if they have any concerns.

10. Financial Review

Overview

Our total net assets as at 31 March 2023 were £687k; this represents a decrease in reserves of £578k (decrease of 45%) from 31 March 2022. Income has increased from £529k to £613k (an increase of 16%).

The main reason for the increase was the interventional radiology scanner capital appeal, which reached its target, and came from a combination of Trusts and Foundations and kind donations from the public.

Income from investments increased significantly from £19k to £37k.

Total expenditure has increased, from £705k to £1,130k (an increase of 60%), reflecting the purchase of the scanner and the spending of other restricted reserves.

Investments

The valuation of the charity's portfolio was £645k at 31 March 2023 (previous year £711k). This is a 9% decrease in value and reflects the effect of international events on the world stock market. Returns on investment are allocated on a pro rata basis to unrestricted (including designated) and restricted funds. The Trustee continued to monitor the portfolio based on Rathbones' advice as the COVID-19 pandemic and international events such as the war in Ukraine affected stock markets around the world. In March 2023 Rathbones continued their plan to make strategic purchases and have been cautiously investing in a considered way.

Debtors

As at 31 March 2023 total debtors were £25k (previous year £113k, which mainly comprised monies due from the League of Friends of £90k).

Cash

As at 31 March 2023 the total cash balance was £803k (previous year £835k)..

Creditors

The amount owed by Raise at 31 March 2023 was £786k which primarily includes monies for the interventional radiology scanner, due to the NHS Trust.

Reserves policy

The reserves currently stand at £687k (previous year £1,265k). At 31 March 2023 the valuation of the investment portfolio was £645k, with the balance of assets (£42k) being net current assets. The main element of the current assets make-up is cash (£803k). Note 10 of the accounts refers to the purposes of the material funds. Of the total fund balance at 31 March 2023 of £687k, there are 20 restricted funds with a value of £427k, with the rest of the funds (£260k) held in designated and unrestricted funds. The Corporate Trustee is committed to applying the income of the charity within a 'reasonable time' of receiving it. This policy applies to restricted and unrestricted (designated and undesignated) funds. The focus on timely expenditure of funds, together with the investment objective places a requirement on fund holders and fund managers to work with the charity to develop spending plans and forecasts for expenditure. The reserves policy has been considered and it has been agreed that reserves will be retained sufficient to fund six months of expenditure including a cash holding of 90 days expenditure at a minimum.

Investment policy

Our investment objectives are to maximise growth over the long term whilst protecting the real value of the funds and maintaining a reasonable level of income. The appointed investment managers have, at the discretion of the Corporate Trustee, unrestricted powers in accordance with the Charities Act 2011, with the exception that there will be no investment in companies that have a significant investment in tobacco or alcohol.

Rathbones Investment Managers Ltd have been the charity's investment manager for the whole of the financial year ending 31 March 2023. They report quarterly to the Charity Committee regarding performance of the investment portfolio and outlook for the coming year. The report explains all investment movements i.e. purchases, sales and market movements, and all financial transactions are supported by contract notes. Rathbones charge a quarterly management fee which is 0.75% of the portfolio valuation and is deducted direct from the portfolio cash holding.

Risk management

The Charity Committee, on behalf of the Corporate Trustee, ensures that the charity meets its obligations for risk management as set out in the terms of reference. It has established a framework for risk identification and has examined the strategic and operational risks that the charity faces. The Charity Committee regularly reviews these risks and takes action to mitigate and monitor them. The investment strategy is constantly reviewed by the Charity Committee in line with the level of risk appetite agreed by the Corporate Trustee. A major review of the charity's risk register and the risks it faces was undertaken.

Incoming resources

Total incoming resources for the year ending 31 March 2023 was £613k (previous year £529k) which included voluntary income of £576k and investment income of £37k. Voluntary income includes donations from other charitable organisations including trusts and grant-giving bodies, churches and schools, private companies, trust employees, community events and other individual donations from patients, their relatives and their friends. Investment income includes income from the investment portfolio managed by Rathbones Investment Management Ltd.

Resources expended

Total resources expended were £1,131k (previous year £705k). This was split between charitable activities (£1,048k) and activities for generating funds (£83k). Charitable activities include expenditure incurred by the charity in undertaking activities that further its charitable aims of improving patient and staff experience and wellbeing as seen in note 3.

Patient welfare expenditure increased to £758k (previous year £94k). Staff welfare expenditure was £58k including the Star of Herts awards, refurbishments and staff training. Although the staff room refurbishment project was finished in this financial year, all costs (£75k) were accounted for in 2021/22.

Running costs decreased to £53k (previous year £60k) due to temporarily reduced spending on fundraising and staff costs. Investment management fees were £7k (previous year £8k) being the fees charge by our investment managers, Rathbones Investment Managers Ltd, based on the value of the portfolio.

11. Independent examiner's report

Independent examiner's report to the Corporate Trustee of West Hertfordshire Hospitals NHS Trust Charity ('the Charity') for the year ended 31 March 2023

Opinion

I report to the Corporate Trustee on my examination of the accounts of the Charity for the year ended 31 March 2023.

Responsibilities and basis of report

As the Corporate Trustee of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Trustees those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Trustees as a body, for my work or for this report.

Signed:

Alexander Bottom ACA
Hillier Hopkins LLP
Chartered Accountants
Radius House
51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

HillierHopkins

Date: 7/12/2023



12. Financial statements

For the year 01 April 2022 to 31 March 2023

Statement of the Corporate Trustee's responsibilities

The Corporate Trustee is responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and to enable it to ensure that the accounts comply with requirements of the Charities Act 2016.
- establishing and monitoring a system of internal control; and
- establishing arrangements for the prevention and detection of fraud and corruption.

The Corporate Trustee is required under the Charities Act 2016 to prepare accounts for each financial year.

In preparing those accounts, the Corporate Trustee is required to:

- apply on a consistent basis accounting policies laid down by the Charities Act 2016.
- make judgments and estimates which are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Corporate Trustee confirms that it has met the responsibilities set out above and complied with the requirements for preparing the accounts. These financial statements have been compiled from and are in accordance with the financial records maintained by the Corporate Trustee.

For and on behalf of the West Hertfordshire Hospitals NHS Trust



Signed



Phil Townsend
Chair

Date: 7/12/2023

Statement of Comprehensive Income

Income and expenditure for the year 01 April 2022 to 31 March 2023

	Note	2022-23 Unrestricted Funds £000	2022-23 Restricted Funds £000	2022-23 Total Funds £000	2021-22 Unrestricted Funds £000	2021-22 Restricted Funds £000	2021-22 Total Funds £000
Income and endowments from:-							
Donations and Legacies	2.1	49	527	576	67	443	510
Investment Income	2.3	37	0	37	19	0	19
Total Income and endowments		**86**	**527**	**613**	**86**	**443**	**529**
Expenditure on:-							
Raising Funds	3	(78)	(5)	(83)	(31)	(40)	(71)
Charitable Activities	3	(180)	(868)	(1,048)	(205)	(429)	(634)
Total Expenditure		**(258)**	**(873)**	**(1,131)**	**(236)**	**(469)**	**(705)**
Gains/(losses) on Investment assets	4	(61)	1	(60)	26	1	27
Net Income/(Expenditure)		**(233)**	**(345)**	**(578)**	**(124)**	**(25)**	**(149)**
Gross transfer between funds		(47)	47	0	0	0	0
Net movement in funds	9a	**(280)**	**(298)**	**(578)**	**(124)**	**(25)**	**(149)**
Reconciliation of Funds:-							
Fund balances brought forward	10	540	725	1,265	664	750	1,414
Fund balances carried forward	10	**260**	**427**	**687**	**540**	**725**	**1,265**

Statement of Financial Position

Statement of financial position at 31 March 2023

	Notes	2023 Unrestricted Funds £000	2023 Restricted Funds £000	2023 Total at 31 March £000	2023 Unrestricted Funds £000	2023 Restricted Funds £000	2023 Total at 31 March £000
Fixed Assets							
Investments	5	244	401	645	257	454	711
Total Fixed Assets		244	401	**645**	257	454	**711**
Current Assets							
Debtors	6	25	0	25	23	90	113
Cash at bank	7	56	747	803	422	413	835
Total Current Assets		81	747	**828**	445	503	**948**
Creditors: Amounts falling due within one year	8	(65)	(721)	(786)	(162)	(232)	(394)
Net Current Assets/(Liabilities)		**16**	**26**	42	283	271	554
Total Net Assets		**260**	**427**	**687**	**540**	**725**	**1,265**
Funds of the Charity							
Funds:							
Restricted	10.1	0	427	427	0	725	725
Unrestricted	10.2	260	0	260	540	0	540
Total Funds		**260**	**427**	**687**	**540**	**725**	**1,265**

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

Signed

Phil Townsend
Chair of Corporate Trustee

DATE:

Statement of Cash Flow

Cash flow for the year 01 April 2022 to 31 March 2023

	Note	Total Funds 22/23 £ £000	Total Funds 22/23 £ £000	Total Funds 21/22 £ £000	Total Funds 21/22 £ £000
Cash flow from operating activities					
Operating deficit before income from bank and investments	9a		(555)		(141)
(Increase) in Debtors	6		88		(96)
Increase in Creditors	8		394		70
Net Cash Generated from operating activities			**(73)**		**(167)**
Cashflow from investing activities					
(Purchase) and sale of investments	9b	4		(46)	
Investment income received	2.2	37		19	
Net Cash Generated from investing activities			**41**		**(27)**
Change in cash and cash equivalents in the reporting period			(32)		(194)
Cash and cash equivalents at the beginning of the reporting period			835		1029
Cash and cash equivalents at the end of the reporting period	7		**803**		**835**

Notes to the Accounts

1. Accounting Concepts and Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Charities SORP (FRS102) - Accounting and Reporting by Charities:Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

West Hertforshire Hospitals NHS Trust Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost of transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

Corporate Trustee is not aware of any going concern issues which may cast significant doubt about West Hertfordshire Hospitals NHS Trust's ability to continue operating. Corporate Trustee has received assurances from the NHS Board that the services currently provided by the Trust will continue to be provided for the foreseeable future.

1.3 Financial instruments

The Charity has opted to account for financial instruments in line with IAS 39. See notes 8(a) and 8(b) for further details.

Financial assets

Financial assets are recognised when the Charity becomes party to the financial instrument contract or in this case when the income is probable. Financial assets are de-recognised when the contractual rights have expired or the asset has been transferred. Financial assets are initially recognised at fair value.

Financial liabilities

Financial liabilities are recognised on the statement of financial position when the Charity becomes party to the contractual provisions of the financial instrument. Financial liabilities are de-recognised when the liability has been paid or expired.

1.4a Income and endowments

All incoming resources are included in full in the Statement of Comprehensive income as soon as the following three factors can be met:

i) entitlement - arises when a particular resource is receivable or the Charity's right becomes legally enforceable.

ii) Probability - when receipt of any income becomes probable.

iii) Measurement - when the monetary value of the incoming resources can be measured with sufficient reliability.

1.4b Boundary of recognition of income

Incoming resources reflected in these accounts reflect those resources which have satisfied the conditions applied to the boundary of recognition of income. This boundary has been established as the cashiers office of the Trust.

1.5 Expenditure

The funds held on trust accounts are prepared in accordance with the accruals concept. All expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. In the year 2022/23 all the expenditure approved by the Corporate Trustees has been accrued.

1.5a Raising funds

The cost of generating funds is the cost associated with generating income for the funds held on trust. This will include the costs associated with the investment manager's fee, the Head of Charities salary and other fundraising costs.

1.5b Charitable activities

The cost of charitable activities comprise all costs incurred in the pursuit of the charitable objectives and include governance costs which are accounted for on an accruals basis as are recharges from West Hertfordshire Hospitals NHS Trust covering audit fees and accounting services. They are apportioned over all of the funds based on the average fund balance. Grants made by the League of Friends are now reported within charitable funds with effect from 1st October 2016.

1.5c Allocating costs by activity

All administration costs being the other staff costs and audit fees will be apportioned to Raising Funds and Charitable Activities based on time spent on each activity.

1.6 Structure of funds

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified in the accounts as a restricted fund. Funds where the capital is held to generate income for charitable purposes and cannot itself be spent are accounted for as endowment funds.

Other funds which are not legally restricted and for which the Corporate Trustee has chosen to earmark for set purposes are classified as designated funds. The restricted funds are shown in note 10.1 with the major unrestricted funds in note 10.2. In the prior year the majority of designated funds were rationalised into the general fund.

1.7 Fixed asset investments

Fixed asset Investments are shown at market value. Quoted stocks and shares are included in the statement of financial position at mid-market price, ex-dividend. Other fixed asset investments are included at the Corporate Trustee's best estimate of market price.

1.8 Debtors

Debtors are amounts owed to the Charity. They are measured on their recoverable amount.

1.9 Cash

Cash at bank and in hand is held to meet the day-to-day running costs of the charity as they fall due.

1.10 Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt, and recognised as soon as there is a legal or constructive obligation to make payment to a third party.

1.11 Realised gains and losses

All gains and losses are taken to the Statement of Comprehensive Income as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or date of purchase if later). Unrealised gains & losses are calculated as the difference between market value at the year end and opening market value (or date of purchase if later).

1.12 Pooling scheme

An official pooling scheme is operated for investments relating to the funds of the West Hertfordshire Hospitals NHS Trust Common Investment Fund. This scheme was registered with the Charity Commission on 2nd March 2001.

1.13 Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.14 Related party transactions

None of the trustees or members of the West Hertfordshire Hospitals NHS board or parties related to them has undertaken any transactions with, or received any benefits from the charity in payment or kind. The trustees received no honoraria or emoluments in the year.

Creditors and accruals, see note 8b, include amounts owing to the West Hertfordshire Hospitals NHS Trust. Within this is a figure that relates to capital equipment items, categorised as such because the cost is in excess of £5,000. The figures are noted below;

Name of Related Party	Relationship to charity	Nature of transaction	2022/23	2022/22
			£000	£000
West Hertfordshire Hospitals NHS Trust	Corporate Trustee	Contribution to the NHS	733	344

2. INCOME AND ENDOWMENTS

2.1	Donations and Legacies	Unrestricted Funds 2023 £000	Restricted Funds 2023 £000	Total Funds 2023 £000	Unrestricted Funds 2022 £000	Restricted Funds 2022 £000	Total Funds 2022 £000
A	Donations, Grants and Sponsorship (i)	36	512	548	51	399	450
B	Legacies (ii)	5	6	11	1	6	7
C	Other including events (received via Just Giving/Virgin fund pages)	8	9	17	15	38	53
	Total	**49**	**527**	**576**	**67**	**443**	**510**

((i) Includes large donations received for the Interventional radiology appeal (£321k)

2.2	Investment Income	Unrestricted Funds 2023 £000	Restricted Funds 2023 £000	Total Funds 2023 £000	Unrestricted Funds 2022 £000	Restricted Funds 2022 £000	Total Funds 2022 £000
	Rathbones -Dividends and interest	21	0	21	19	0	19
	NatWest bank Interest	16	0	16	0	0	0
	Total	**37**	**0**	**37**	**19**	**0**	**19**

3. EXPENDITURE

3	Expenditure	Charitable activities 2022 £000	Raising Funds 2022 £000	Total Funds 2022 £000	Charitable activities 2021 £000	Raising Funds 2021 £000	Total Funds 2021 £000
	Medical Equipment	625	0	625	-8	0	-8
	Patient welfare - See Note 3.1 (i)	133	0	133	94	0	94
	Staff Welfare - See Note 3.1 (ii)	58	0	58	250	0	250
	Staff training	1	0	1	0	0	0
	Course expense and equipment	0	0	0	76	0	76
	Computer equipment, branding & fundraising software	20	0	20	5	0	5
	Running Costs	1	52	53	2	58	60
	Administration - See Note 3.1 (iii)	55	0	55	49	0	49
	Examination/audit - See Note 3.3	4	0	4	6	0	6
	Consultancy costs	0	0	0	7	0	7
	Staff costs - See Note 3.1 (iv)	144	31	175	145	13	158
	Investment fees	7	0	7	8	0	8
	Total	**1,048**	**83**	**1,131**	**634**	**71**	**705**

3.1 Staff costs

There are no directly employed staff costs this year or in any previous years. However staff are employed by West Hertfordshire Hospitals NHS Trust and recharged to the Charity as detailed below:

(i) Includes salary recharges for a part-time End of Life Care Volunteering Project manager of £28K (2021/22 £7k), a Youth Volunteer Team Manager of £21k (2021/22 £3k), a Womens' and Children's Volunteering Coordinator of £21k (2021/22 £10k), a Patient Flow and Emergency Department Volunteering of £32K (201/22 £18k)

(ii) Includes Specialist Project Manager's cost of £nil (2021/22 £54k).

(iii) The salary of the Charitable Funds Accountant, IT consultant and are disclosed as part of the administration costs and apportioned across all funds.

(iv) Includes Charity Director, Temporary CEO, Administrator, Fund Raising Officer and Communications officer (one day/week). Charity Director and Temporary CEO cost is charged 50% to General Fund and 50% is apportioned across all funds

3.2 Trustees remuneration, benefits and expenses

None of the corporate trustees of the West Hertfordshire Hospitals NHS trust charity were paid any remuneration or expenses in return for their services.

3.3 Auditors remuneration

The external examiner's/auditor's remuneration related solely to examination/ audit with no additional work being undertaken. The actual cost for the current year is £4k (2021/22 £6k).

4. Gains/(Losses) on Investment Assets

4 Gains/(Losses) on investment assets	Unrestricted Funds 2023 £000	Restricted Funds 2023 £000	Total Funds 2023 £000	Unrestricted Funds 2022 £000	Restricted Funds 2022 £000	Total Funds 2022 £000
Realised (losses)/gains	(27)	0	(27)	1	1	2
Unrealised gains	(34)	1	(33)	25	0	25
Total	**(61)**	**1**	**(60)**	**26**	**1**	**27**

5. Investment Fixed Assets Portfolio

5a Analysis of fixed asset Investments	Held in the UK £000	Total 2023 £000	Total 2022 £000
Market value at 31 March 2023			
Investments listed on Stock Exchange	615	615	680
Cash held as part of the portfolio	30	30	31
Total	**645**	**645**	**711**

5b Analysis of Investment portfolio	Total 2023 £000	Total 2022 £000
Market value at 31 March 2023	711	690
Less: Disposals at carrying value	(132)	(154)
Add: Acquisitions at cost	127	174
Net (loss) gain on revaluation	(60)	27
Movement in Cash balance	(1)	(26)
Market value at 31 March 2023	**645**	**711**
Historic cost at 31 March 2023	**646**	**638**

6. Debtors

6 Debtors	Total 2023 £000	Total 2022 £000
Amounts falling due within one year:		
Debtors	19	108
Prepayments	6	5
Total debtors	**25**	**108**

Total debtors includes a funding pledge from the League of Friends of £Nil (2021/22 £90k).

7. Cash at Bank

7 Cash at bank	Total 2023 £000	Total 2022 £000
Lloyds Current Account	21	37
NatWest Bank Account	782	798
Total	**803**	**835**

8. Creditors

8 Creditors	Total 2023 £000	Total 2022 £000
Amounts falling due within one year:		
Creditors	39	132
Accruals	747	262
Total Creditors	**786**	**394**

Creditors in both 2022/23 and 2021/22 include amounts due to West Hertfordshire Hospitals NHS Trust.

8a. Financial Assets

8a Financial Assets	At fair value through receipts and payments 2023 £000	Receivables 2023 £000	Total 2023 £000	Total 2022 £000
Investments	645	0	645	711
Debtors	0	25	25	113
Cash at bank and in hand	0	803	803	835
Total Financial assets	**645**	**828**	**1,473**	**1,659**

8b. Financial Liabilities

8b Financial Liabilities	Payables 2023 £000	Total 2023 £000	Total 2022 £000
Creditors	39	39	132
Accruals	747	747	262
Total Financial liabilities	**786**	**786**	**394**

9a. Reconciliation of net expenditure with deficit on cashflow

9a	Reconciliation of net expenditure with deficit on cashflow	2023 £000	2022 £000
	Operating income /(deficit) on Statement of Operating Income	(578)	(149)
	Deduct:		
	Dividends and interest on investment portfolio	(21)	(19)
	Bank interest	(16)	0
	Net (loss) gain on revaluation	60	27
	Per cashflow on operating activities	**(555)**	**(142)**

9b. Analysis of cash movements within the cashflow

9b	Cashflow:Analysis of cash movements within the cashflow	2023 £000	2022 £000
	Investing activities		
	Sale proceeds from investments	132	154
	Purchases of fixed assets investments	(127)	(174)
	Movement in Cash balance	(1)	(26)
		4	**(46)**

ANALYSIS OF FUNDS
10.1 Restricted Funds

10.1	Restricted Funds	Balance 31 March 2022 £000	Incoming Resources 2023 £000	Resources Expended 2023 £000	*Transfers 2023 £000	Gains and Losses 2023 £000	Balance 31 March 2023 £000
	Material funds						
A	Breast Cancer Appeal	25	0	(5)	0	0	**20**
B	Horace Robinson Renal Unit	30	0	(5)	0	0	**25**
Ca	League of friends (HHGH) (Note i)	5	0	(1)	0	0	**4**
Cb	League of friends (Watford)	90	0	(21)	0	0	**69**
D	W.G.Moore Legacy (RenalDialysis)	6	0	(1)	0	0	**5**
E	Youth Volunteering Development (Note ii)	36	0	(32)	0	0	**4**
F	Paediatric Cystic Fibrosis	4	0	(1)	0	0	**3**
G	Investment Gains / (Losses) (Note iii)	(4)	0	0	0	1	**(3)**
H	Medical and Surgical Equipment	342	0	(265)	0	0	**77**
I	COVID19	109	6	(33)	0	0	**82**
J	UK Neqas Unit Training & Educa	1	6	(2)	0	0	**5**
K	End of life Care Volunteering	6	1	(28)	21	0	**0**
L	Volunteering (ED)	14	0	(32)	18	0	**0**
M	WGH Elderly Patients	19	0	(4)	0	0	**15**
N	Star of Herts	2	33	(31)	0	0	**4**
O	Interventional Radiology	13	382	(381)	0	0	**14**
P	Mortuary	4	0	(1)	0	0	**3**
Q	Starfish	16	4	(3)	0	0	**17**
R	Maternity Bereavement service	0	5	(1)	0	0	**4**
S	Small restricted funds	7	90	(26)	8	0	**79**
	Total	**725**	**527**	**(873)**	**47**	**1**	**427**

Notes

i) The League of Friends Hemel ceased operations during 2018 and donated funds to be spent for the benefit of Hemel Hospital patients

ii) A grant was received from the Pears Foundation to fund a specific project within the hospital

iii) I Investment gains and losses are only allocated to funds when the gain/loss is realised. This fund balance relates to unrealised losses attributable to the restricted funds.

Details of material funds - restricted funds Name of fund		Brief description of the nature and purpose of each fund
A	Breast Cancer Appeal	Raising funds for Cancer care
B	Horace Robinson Renal Unit	Dialysis unit patient care and staff training
C	League of friends (HHGH)	Funding for the local hospital
D	W.G.Moore Legacy (Dialysis)	Renal Dialysis machines
E	Youth Volunteering Development	Youth Volunteering Development
F	Paediatric Cystic Fibrosis	Patient welfare
G	Investment Losses	Investment movements
H	Medical and Surgical Equipment	Equipment funding
I	COVID19	COVID-19 response
J	UK Neqas Unit Training & Educa	Staff training
K	End of life Care Volunteering	Volunteering
L	Volunteering (ED)	Volunteering
M	WGH Elderly Patients	Elderly patient care
N	Star of Herts	Awards
O	Interventional Radiology	Scanner appeal
P	Mortuary	Mortuary
Q	Starfish	Children's ward
R	Maternity Bereavement service	Maternity support

10.2 Unrestricted Funds

10.2 Unrestricted Funds	Balance 31 March 2022 £000	Incoming Resources 2023 £000	Resources Expended 2023 £000	*Transfers 2023 £000	Gains and Losses 2023 £000	Balance 31 March 2023 £000
Material funds						
West Herts General	456	86	(258)	(47)	0	**237**
Neurology	27	0	0	0	0	**27**
Investment Gains (Losses) (Note i)	57	0	0	0	(61)	**(4)**
Total (131)	**540**	**86**	**(258)**	**(47)**	**(61)**	**260**

Details of material funds - unrestricted funds

During the prior year the unrestricted funds were rationalised into one general fund. Applications for funding are received and reviewed by the charity on a case by case basis.

The transfers represent projects finalised using general funds.

raise

West Hertfordshire
Teaching Hospitals Charity

West Hertfordshire Teaching Hospitals
NHS Trust Charity
60 Willow House
Watford General Hospital
Watford WD18 0HB
Tel: 07393 232313

Drop in and see us at:
Sycamore House, Watford General Hospital

Web: raisewestherts.org.uk
Email: westherts.raise@nhs.net
Insta, Twitter, Facebook and LinkedIn:
@raisewestherts

Registered charity no: 1052210
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West Hertfordshire Teaching Hospitals NHS Trust Charity

England & Wales - Charity number 1052210

Accounts



West Hertfordshire Teaching Hospitals NHS Trust Charity

Annual Report & Accounts

For the year ended 31 March 2022

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Raise

West Hertfordshire Teaching Hospitals NHS Trust Charity

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Registered charity no: 1052210
© Raise 2022

> **Charitable donations mean we can invest in new ideas, specialist equipment, patient comforts and staff development. But there's so much more we can do.**

Tracey Carter,
Chief Nurse.



1. Our year at a glance

WE SPENT
£634,000
TO BENEFIT PATIENTS AND STAFF

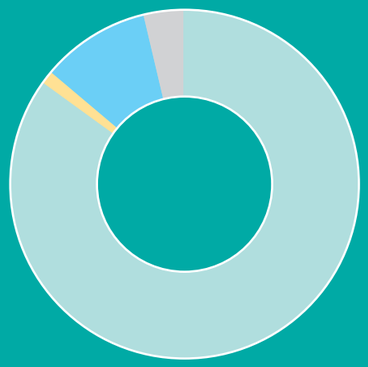
WE RAISED A TOTAL OF
£529,000
OF WHICH £510,000 WAS VOLUNTARY INCOME

Each of our 1000 inpatients received gifts over the festive period, thanks to kind-hearted local businesses and individuals

WE AWARDED
69 GRANTS
RANGING FROM £28 TO £188,000

CHARITABLE INCOME 2021/22

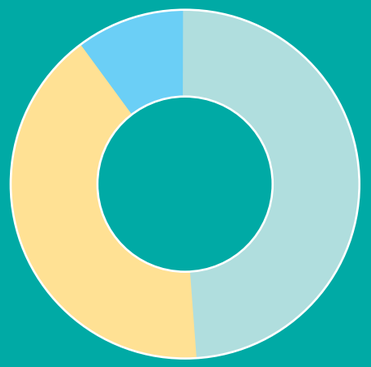
Total income £529,000



- Donations, grants and sponsorship **£450,000**
- Legacies **£7,000**
- Events **£53,000**
- Investment income **£19,000**

CHARITABLE EXPENDITURE 2021/22

Total expenditure £705,000



- Patient and staff welfare **£344,000**
- Other charitable activities **£290,000**
- Generating funds **£71,000**

The full accounts for the reporting year are shown from Page18 onwards

2. Chair's overview

The COVID lockdown in England may have entered its final stages in July 2021, but the work of our trust and our charity continued to be dominated by the pandemic this year (2021-22).



We saw the first cases of the Omicron variant in November and the number of patients needing COVID-related care remained high throughout. We were proud to stand by trust staff who bravely battled on to support patients. This is reflected in our expenditure, which shows a greater proportion than usual spent on supporting staff. NHS Charities Together continued to deploy funds raised nationally which we used to fund staff room redevelopments and respite initiatives such as the stress relievers featured on page 11. Never has it been more important for staff to recharge during busy shifts.

We were delighted to see the trust gain teaching status in December 2021. This achievement is a testament to the brilliant work of everyone whose daily business is educating the next generation of healthcare professionals. We have been reflecting on this and look forward to strategically supporting the trust's role as a learning organisation. It is an exciting development.

In February, we launched our £695,000 appeal to fund a new high-tech scanner; it will sit at the heart of the new £2.2m interventional radiology suite being developed at Watford General Hospital. The new 'super scanner' will enable clinicians to offer life-saving pinhole surgery to around 1,400 patients a year, double what is currently possible. As a result, patients will be treated faster, experience fewer complications and return home sooner.

Our wonderful League of Friends of Watford Hospitals kick-started the appeal with £150,000; a fabulous parting gift. The League brought the shutters down on their on-site coffee shop in February, ending six decades of support. Over the years, the League's donations have literally spanned from the cradle to the grave, funding everything from neonatal equipment to support for end of life care. We will be forever grateful.

Samantha Sherratt - previously charity director in 2018/19 - re-joined us in October 2021 to recalibrate our strategy after the pandemic. We finished the year with great excitement as we moved into our very own office, where we can greet supporters and staff alike. We thank Watford Borough Council for being such kind hosts when we relocated due to social distancing requirements.

I would like to end with a huge thank you to each one of our donors, fundraisers, corporate supporters, volunteers and staff members who help provide a level of patient care which would simply not be possible through NHS funding alone.



Jonathan Rennison
Chair of the charity committee,
on behalf of the corporate trustee

> **"The League of Friends will stay etched in our hearts and memories at Watford for ever**
>
> **Jonathan Rennison**
> Chair of the charity committee

3. About our charity

We believe that every patient deserves the highest quality care, whether it's support through pregnancy, care in an emergency, treatment for a long-term illness, or kindness in final days.



Our vision is for an outstanding experience for the people and communities served by West Hertfordshire Teaching Hospitals NHS Trust, helping them to live longer, healthier lives.

Over half a million patients a year are cared for by our trust's 5,400 staff across Hemel Hempstead, St Albans City and Watford General hospitals, as well as our physiotherapy centre at Abbots Langley. Our doctors, nurses and other professionals not only deliver acute services across our local population, but a range of specialist services across a wider area, also serving residents of north London, Bedfordshire, Buckinghamshire and east Hertfordshire.

Charitable donations support that care, helping to fund the latest technology, environmental enhancements, staff development and extra comforts that make a difference to patients, day after day, above and beyond what the NHS alone can afford. Our supporters help ensure that the care provided is of the highest level and that patients and their families will benefit for years to come.

> **We are grateful to each and every supporter.**

Samantha Sherratt
Raise CEO



We receive donations from patients who want to say thank you, from committed fundraisers to local companies, trusts and foundations and from families who give in memory of a loved one. Gifts in wills from far-sighted patients are also important, as they chose to make a difference for future generations, even after they have died.

4. Amazing support

We have been extremely fortunate to receive support from many groups, companies, individuals and organisations during the year; people who choose to do something special to say thank you for the care they have received or because they want to benefit local patients.

The following are just a selection of our fantastic supporters:

A new sensory room for our children's ward (at Watford General Hospital) is one step closer to reality thanks to the **Fullerians Ride for Lola**. Members of the Fullerians RFC community heroically pedalled 355km to Paris in March raising over £20,000.



Above
Fullerians Ride for Lola

Three daring midwives - **Ellie Kinson, Tasha Parsons and Isabella Luxton** – performed a breath-taking skydive from a height of 15,000 feet to raise money for us. They originally set themselves a fundraising target of £2,000, but absolutely smashed it, raising almost £4,000.

The Peaky Blunders (eight managers from the trust) bravely tackled the Three Peaks Challenge with great success, raising nearly £15,000 for the interventional radiology super scanner appeal.

The **Dacorum Motorcycle Riders** donned bunny and Santa outfits and arrived full throttle to deliver Easter and Christmas goodies not just to children on the wards, but adults too. Their arrival always causes quite a stir, and we are grateful for their ongoing kindness.

In May, the **#TeamWestHerts' therapy team,** based at Jacketts Field in Abbots Langley, took part in the Captain Tom 100 Challenge. The team ran, walked, and skated a total of 229.5 miles – way over the challenge's target of 100 – raising over £1,000!

Corporate support meant that we could formally thank and acknowledge the trust's amazing staff during two glittering events – our Stars of Herts Gala and All Stars culinary extravaganza. So a huge thank you to **ASOS, ATOS, Bugler Developments, CAE Systems, Camelot, Capsticks, Cerner, McGee, Sigma, Watford Football Club and Wenzels.**

Northwood School for Girls organised a 'Push and Glide' swimming gala in November and raised over £3,000 for our Greatest Need Fund.

We also owe our thanks to numerous generous trusts and foundations including the **Michael Green Diabetes Foundation, National Association for the Welfare of Children in Hospital, NHS Charities Together** and **West Herts & Watford Post Graduate Medical Centre Charitable Trust for Education.**

This list is far from exhaustive, and we would like to say thank you to the generosity of all our donors, fundraisers and supporters this year; your support is transformative – ***you*** make the difference.



5. Our impact

+ This year we spent £705,000



This year we invested in a host of patient services, equipment, staff development initiatives and developing our charity.

In this review you can see a snapshot of the strategic and significant changes that supporters have made to the services we provide – they make a huge difference to thousands of patients.

These examples are inspiring and heart-warming and, with ongoing community help, we can do even more next year.

5.1 Healing spaces

We know that coming to hospital can be stressful for many people. Calm, well-designed and welcoming surroundings can reduce stress, aid recovery and enhance wellbeing and safety.

Healing spaces are as important to patients' families as they are to patients. Here is one recent example of how charitable funding has helped:

Staff respond to over 85,000 attendances in the emergency department at Watford General Hospital each year, caring for patients who have had a road accident, heart attack, stroke, fall or other injury.

An emergency admission is not only traumatic for the patient but for their loved ones too. Having a quiet, comfortable, confidential space in which doctors and nurses can give an update on the patient's situation is imperative – particularly if the outlook is uncertain.There are two relatives' rooms in the emergency department which are used every day. They are intended to provide a quiet space, slightly removed from the busy clinical environment. Relatives can spend several hours in them, waiting to hear news of loved one who is acutely unwell, being resuscitated or awaiting results which will determine the next steps.

Both rooms were getting very shabby with flaky, scuffed paint and outdated furniture. The impact of hearing potentially bad news can only have been compounded by such dismal surroundings.

We applied to the League of Friends for a refurbishment grant so we could freshen the décor and buy more comfortable, homely furniture.

> **"The rooms now feel much more fresh and clean, which is particularly important as there is no natural light. We strive to treat families with dignity and respect and these improved rooms help considerably with that.**

+ Elsa Locatelli
Senior Sister Accident & Emergency



Left: Elsa Locatelli
Senior Sister Accident & Emergency, in the entrance to one of the newly refurbished rooms

+ £9,950 was awarded to facilitate this reconfiguration

5.2 The latest technologies

Medical equipment is evolving at such pace that it can be hard for the NHS to keep up! This is where charitable funding can really make a difference by stepping in to buy the latest technologies.

Increasing numbers of children are coming to our hospitals with cardiac problems. This is particularly so post COVID, when the paediatric team saw many more young patients with tiredness, breathlessness, dizziness, faints, chest pain and palpitations.

+ £1,500 awarded for this remote monitoring equipment



Right Patient Joe, demonstrating the AliveCor Kardia remote ECG monitoring device.

Traditional management would be to see these patients in clinic and perform a heart scan and ECG for a defined period. But these investigations only capture a snapshot of a child's health and wellbeing, and don't always identify the abnormality – even if one is present. For example, a child will have a period of continuous monitoring for 24 hours (using a special sensor to track their heart activity) and not experience any symptoms in that time. Therefore, their result could be normal - giving a false negative.

Paediatric consultant and neonatal service lead, Dr Sankara Narayanan, requested a grant to trial an AliveCor Kardia device with his young patients. This equipment had already been approved for the remote monitoring of cardiac arrhythmia in adults and he wanted to test its usefulness in assessing children too. The AliveCor Kardia could remotely assess children at home, with the results being electronically transferred to their consultant.

This way, a longer and more accurate recording of cardiac electrical activity can be taken – including when the child is experiencing their symptoms. If the recording shows no abnormality, then the family can be reassured, and the child discharged. If the reading is abnormal, the patient can be referred for further investigations and interventions.

> **"The benefits of assessing children this way are manyfold. Children are likely to be less anxious at home, and the disruption to the family is reduced. This grant will enable us to run this proof-of-concept exercise and share our experience with other hospitals which may also potentially benefit from this.**

+ Dr Sankara Narayanan,
Consultant paediatrician and neonatal service lead

5.3 Improving the patient experience

Supporting patients is at the core of our work, providing funding for specialist services and additional comforts that complement existing NHS-funded services.

Attending hospital can be a frightening experience for children, particularly if they are feeling really poorly. They are divorced from their daily routines and separated from their families and friends, with only a parent, carer or guardian there to care for them and keep them calm. Parents or carers can also feel anxious, however brave a face they portray outwardly.

Last year, staff responded to over 3,200 attendances in the paediatric assessment unit. This is a relatively new unit, within the footprint of the emergency department and it has low ceilings and no external windows and so can feel a bit oppressive. The staff work hard to make the environment as friendly as possible, with murals, toys and music specifically tailored to children's tastes and interests. But at the end of the day, they are restricted by the location and layout of the unit.

> **"These lights bring the outside in, so children don't feel so claustrophobic. They're a beautiful distraction. The lighting brings a calming influence to everybody, making it a much more friendly environment; and children enjoy their time with us a lot more.**

+ Sabrina Akhtar
Senior Sister, Children's Emergency Department



+ £15,000 awarded to these skylight panels

So this year we were delighted to fund new LED light panels which help to transform previously poorly lit rooms, providing an alternative for the dull white ceilings our young patients had to stare up at. By simulating daylight, the LED panels with their realistic high-resolution pictures, children can now feel that they're being treated under a blue sky.

The colour temperature of the light matches daylight and gives the appearance of actually looking outside through a real window. Patients, families and staff all experience the positive effects of daylight even though they are inside. Children are more relaxed, staff are more energised and the unit has a real wow-factor focus.

5.4 Developing staff

We support initiatives to develop the skills of staff and volunteers, helping them further their knowledge and enabling them to provide even better care.

Volunteering is a key route through which people 'get a taste' of working in hospital before deciding whether the NHS might hold a career for them. The trust's youth volunteering programme provides young people with the chance to explore many career options, from patient facing roles to administration support.

+ We thank the John Lewis Partnership for donating £35,000 toward this project

Last year, we secured money from the John Lewis Partnership so the trust could extend its youth volunteering project. The programme provides young people with bespoke training so they can develop a whole host of skills including customer service, conflict resolution, inclusion and diversity awareness and safeguarding. They also develop the unwritten skills of the workplace such as reliability, team-working, empathy, honesty and integrity.

Below: Yusra and Omid are volunteering at Watford General as they consider a career in the NHS.



> **"I was proud to be one of the young volunteers who continued to come in during the pandemic, being a helping hand for busy staff and a friendly face for lonely patients.**

+ Yusra
Youth volunteer

The main beneficiaries of the project have been young people aged 16-24 from Watford and around, where there is a higher than average number who are not in education, employment or training. With our own trust, and the NHS more broadly requiring the next generation of skilled staff, the programme acts as a training ground for tomorrow's employees.

And, of course, the primary beneficiaries are our patients, their families and visitors. As well as traditional volunteering roles such befriending and help at mealtimes, many of the young volunteers have been involved in peer support, visiting young inpatients to provide companionship during the pandemic when visitors were restricted. This was so important to reduce isolation and loneliness. Over 90% of the patients they visited reported that this volunteer support was very beneficial to them.

5.5 Supporting staff

The physical and emotional health of our doctors, nurses and other healthcare professionals is imperative if they are to provide the very best care for patients.

While the peaks of the pandemic may now be behind us, the ongoing impact continues. Research released by NHS Charities Together in October 2021 revealed that 96% of NHS staff believed that pressures on the service will continue for years to come. They also reported that 44% had experienced anxiety since the pandemic started, 39% reported exhaustion and a quarter reported depression. So, we are proud to fund projects which recognise their contribution and support their wellbeing – from prestigious award events to the little things that help every day.

The chaplaincy and pastoral care team are pivotal in supporting the spiritual and emotional wellbeing of our staff, and they came to us, looking to enhance the service they offer. They asked for a grant for ten stress relief, anxiety and relaxation devices.

These stress relievers are easily portable and use sounds, heat, light, vibrational therapy and guided breathing programmes to help staff relax, calming their anxiety and reducing the risk of panic attacks. There's also a warming function which adds a cosy feel when staff need it most. The programme builds on established breathing exercises and can also help to lower blood pressure.

+ £1,100 awarded to these relaxation devices



Below left:
A member of staff with one of the relaxation devices

> **"Sometimes the wards can get overwhelming and you need some time out. These devices allow you a few minutes to yourself, so you can recalibrate and prepare for the rest of the shift ahead.**

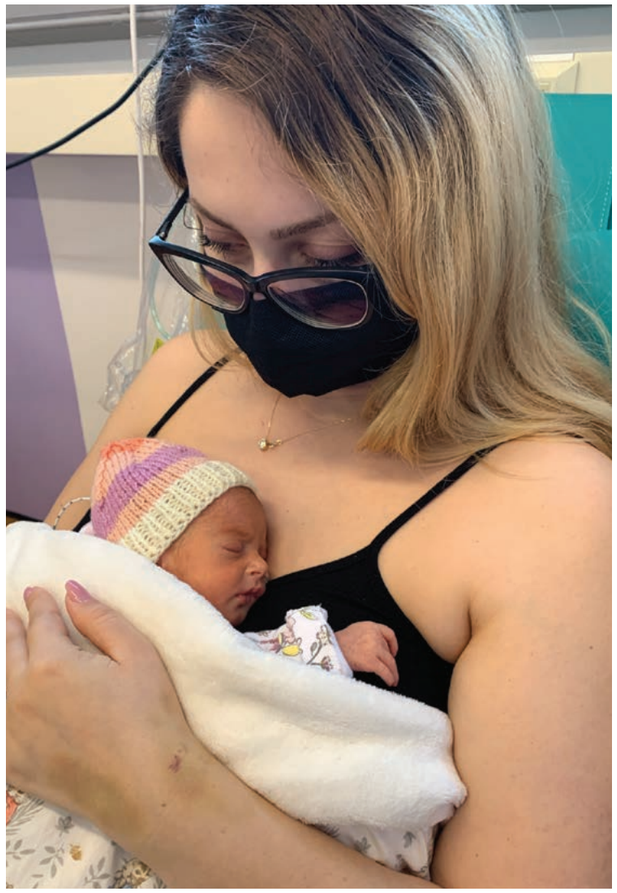
+ Amanda Budd
Lead Nurse for patient experience and patient participation

6. Looking ahead

We are hopefully putting the worst of the pandemic behind us, although in the months and years ahead we will still support the trust with its COVID recovery.

But bringing our own proactive priorities back into view, our areas for strategic development over 2022-2025 are:

1. **Investing in technical equipment and the physical environment** - ensuring enhanced care and a high-quality environment for patients and staff alike.
   - We will do this by investing a minimum of £100,000 each year to improve the facilities and technical equipment across the trust's buildings.



2. **Enhancing the patient experience** – focusing on developing and supporting non-clinical charitable activities that make all the difference to a patient's experience.
   - We will invest up to £100,000 each year in activities that make all the difference to the patient experience
3. **Developing and supporting staff** – ensuring staff are taken care of, helped to remain resilient and feel supported and equipped to do their best every day.
   - We will invest up to £80,000 each year in staff development and wellbeing programmes
4. **Investing in and supporting locally-driven clinical research** – supporting the development of high-quality care in our NHS by creating a high-quality research environment that attracts the best researchers and retains talent.
   - We will invest up to £100,000 in high-quality, locally driven research in our hospitals by 2025

We have great ambitions to support the trust to improve patient care and create the best environment for staff and patients alike. We want to grow the contribution we make to the very best patient experience every day and every year.

We can only do this if we are successful in our fundraising. We are dependent on your kindness, generosity and continued support. Please read on to find out how you can get involved and support us in the year ahead.

7. Ways you can help

You can see more examples on our website of how kind donations can transform patient care in our local NHS hospitals. Simply visit raisewestherts.org.uk.

If you would like to help and make a difference, you can do so in many ways:

Make a donation

If you would like to donate to say thank you for the care you or a loved one has received or are simply inspired to help, please:

- donate online at raisewestherts.org.uk/donate
- send us a cheque payable to 'Raise: West Herts Hospitals Charity' to Raise, Sycamore House, Watford General Hospital, Watford, Hertfordshire, WD18 0HB
- at Watford General, pop to the volunteers hub in the main reception and use our 'tap to donate' box to make a debit or credit card donation. Alternatively, ask for a donation envelope from one of our ward staff, at the main reception desk or from the cashiers office (also in the main reception area)
- call us on 07435 802862



Join our Raise West Herts Champions Club

Raise West Herts Champions are our amazing supporters who donate on a regular basis. Ongoing support is the bedrock of funding that allows us to be flexible and respond to areas of urgent need, wherever and whenever they arise. It's so important to us that we set up a Raise West Herts Champions Club, to recognise those who stand with us every month and kindly donate on a regular basis.

Become a patron

We also have special patrons programme for individuals who wish to make special large donations from time to time. If you would like to make a significant donation, please contact Samantha Sherratt on Samantha.sherratt1@nhs.net or by calling 07815 459037.

Fundraise

Join one of our events or organise your own with our support. You can see our current events at raisewestherts.org.uk/events and you can find handy hints and tips in our fundraising pack at raisewestherts.org.uk/fundraise. We look forward to hearing about what you might get up to!

Left: One of the skylight panels made possible thanks to kind donations



Above: Some of the charitably-funded lockers in the special care baby unit so staff have somewhere safe to leave their belongings.

Donate in memory of a loved one

You can commemorate the life of your loved one by setting up an 'in memoriam' page at: www.justgiving.com/westhertfordshirenhs.

Leave a gift in your Will

A gift left in your Will would make a huge difference to enhancing patient care. Will you help to deliver the very best care for generations to come? You don't have to leave a fortune, or decide between our hospitals and your family, but anything you do leave will enable our staff to keep delivering the very best care to everyone who needs it in the future. Find out more at: raisewestherts.org.uk /giftsinwills.

Support our appeals

We run a series of appeals to raise funds for strategic developments in our hospitals. To see our latest please visit our website at raisewestherts.org.uk/appeals.

Support us through your company

Adopt us as your charity of the year or encourage your staff to get involved in one of our events. Please talk to us about how we could work together to help meet your corporate social responsibility agenda.

Follow our socials and share the news

Keep up to date with all the news on our Facebook, Twitter and Instagram feeds @ RaiseWestHerts, and via LinkedIn @raise-west-herts. Tell us your news too, and we'll share it with supporters.

Get in touch

If you have any questions about supporting patient care via Raise, drop in and see us at the address above, call 07435 802862 or email westherts.raise@nhs.net. We look forward to hearing from you.

Thank you.

8. Structure, governance and management

Legal structure

Raise (West Hertfordshire Teaching Hospitals NHS Trust Charity) was established by a Declaration of Trust dated 12 December 1995 and its aim is to provide monies wholly or mainly for the services of the hospital trust. There are a number of subsidiary funds relating to the umbrella charity.

Corporate trustee representatives and their responsibilities

The charity has a single corporate trustee, West Hertfordshire Teaching Hospitals NHS Trust. The NHS Trust Board, representing the corporate trustee, delegates responsibility to a Charity Committee. This committee meets at least four times a year and the Chair of the Committee reports to the NHS Trust Board, as corporate trustee, following each meeting.TheCharity Committee acts for the corporate trustee, and its purpose is to:

- Ensure there are robust processes in place to manage resources and to ensure these processes are implemented.
- Monitor the disposition of resources to ensure funds held on Trust are used in a way which reflects donors' wishes and that funds are maximised.
- Promote greater awareness of our charity to encourage donations, particularly through demonstrating their impact on patient care.
- 'Proactively fundraise for Raise to support charitable activities and purposes across our three great hospitals

Members of the Corporate Trustee's Board

As at 31 March 2022 these were:

EXECUTIVE

Christine Allen
(Chief Executive)

Professor Tracey Carter
(Chief Nurse and Director of Infection Prevention and Control)

Don Richards
(Chief Financial Officer)

Michael van der Watt
(Chief Medical Officer)

Helen Brown
(Deputy Chief Executive)

NON-EXECUTIVE

Phil Townsend
(Chairman)

Paul Cartwright
(Non-Executive Director)

Jonathan Rennison
(Senior Independent Director)

Virginia Edwards
(Non-Executive Director)

Edwin Josephs
(Non-Executive Director)

Natalie Edwards
(Non-Executive Director)

9. Reference and administrative regulation

Registered charity number
1052210

Registered charity name
West Hertfordshire Teaching Hospitals NHS Trust Charity

Operating names
Raise
Raise West Herts

Bank
Lloyds TSB
67 High Street
Watford
Herts
WD17 2DU

Registered charity address
Watford General Hospital
Vicarage Road
Watford
Hertfordshire
WD18 0HB

Independent Auditor
Hillier Hopkins LLP
Chartered Accountants & Statutory Auditor
Radius House
51 Clarendon Road
Watford
Hertfordshire WD17 1HP

Investment managers
Rathbones Greenback Investments
8 Finsbury Circus
London
EC2M 7AZ

Senior charity staff
Samantha Sherratt CEO

Internet
www.raisewestherts.org.uk
westherts.raise@nhs.net

Social media
facebook.com/raisewestherts
twitter.com/raisewestherts
instagram.com/raisewestherts
linkedin.com/company/raise-west-herts

Privacy and fundraising
We work hard to meet our responsibilities under the General Data Protection Regulations (GDPR). Our privacy notice is available on our website and explains what supporters and others can expect from us and how we collect and manage information about them. Any adverse matters relating to GPDR compliance are reported to the Charity Committee and to our regulators as required. There were no such matters to report this year.

We are registered with the Fundraising Regulator to demonstrate our commitment to transparency. Our fundraising promise is published on our website and explains what supporters can expect from us, and what to do if they have any concerns.

10. Financial Review

Overview

Our total net assets as at 31 March 2022 were £1,265k; this represents a decrease in reserves of £149k (decrease of 11%) from 31 March 2021. Income has decreased from £1,170k to £529k (a decrease of 54%).

This included unrestricted donations and income from legacies and in memorial of £232k (previous year £495k). COVID-19 donations income were £17k (previous year £199k) and income from Trust and Foundations were £199k including COVID-19 grants of £132k (previous year £203k).

Income from other sources decreased by £50k in the year to £80k (previous year £130k).

Total expenditure has also decreased, from £766k to £705k (a decrease of 8%). The majority is due to charitable activities which remained high due to spending within both unrestricted and restricted reserves.

Investments

The valuation of the charity's portfolio was £711k at 31 March 2022 (previous year £691k). This is an 2.8% increase in value and reflects the recovery effect of emerging from COVID-19 on world stock markets. Returns on investment are allocated on a pro rata basis to unrestricted (including designated) and restricted funds. The trustees continued to monitor the portfolio based on Rathbones' advice as the COVID-19 pandemic affected stock markets around the world. In March 2022 Rathbones recommended that the investment strategy remain unchanged and planned to make strategic purchases of preferred equities in a more considered way. Subsequently, Rathbones have been cautiously re-investing funds in light of the possible measured reopening of economies and a possible bounce in markets, with a higher percentage of the portfolio in cash investments.

Debtors

As at 31 March 2022 total debtors were £113k (previous year 17k). This mainly comprised monies due from the League of Friends of £90k.

Cash

As at 31 March 2022 the total cash balance was £835k (previous year £1,029k) due to the use of reserves for the projects planned in the previous year to improve patient outcome and staff development.

Creditors

The amount owed by Raise at 31 March 2022 was £394k which includes monies for completed projects and accruals for other projects, all due to the NHS Trust.

Reserves policy

The reserves currently stand at £1,265k (previous year £1,414k). At 31 March 2022 the valuation of the investment portfolio was £711k, with the balance of assets (£554k) being net current assets. The main element of the current assets make-up is cash (£835k). Note 10 of the accounts refers to the purposes of the material funds. Of the total fund balance at 31 March 2022 of £1,265k, there are 26 restricted funds with a value of £725k, with the rest of the funds (£540k) held in designated and unrestricted funds. The Corporate Trustee is committed to applying the income of the charity within a 'reasonable time' of receiving it. This policy applies to restricted and unrestricted (designated and undesignated) funds. The focus on timely expenditure of funds, together with the investment objective places a requirement on fund holders and fund managers to work with the charity to develop spending plans and forecasts for expenditure. The reserves policy has been considered and it has been agreed that reserves will be retained sufficient to fund six months of expenditure including a cash holding of 90 days expenditure at a minimum.

Investment policy

Our investment objectives are to maximise growth over the long term whilst protecting the real value of the funds and maintaining a reasonable level of income. The appointed investment managers have, at the discretion of the Corporate Trustee, unrestricted powers in accordance with the Charities Act 2011, with the exception that there will be no investment in companies that have a significant investment in tobacco or alcohol.

Rathbones Investment Managers Ltd have been the charity's investment manager for the whole of the financial year ending 31 March 2022. They report quarterly to the Charity Committee regarding performance of the investment portfolio and outlook for the coming year. The report explains all investment movements i.e. purchases, sales and market movements, and all financial transactions are supported by contract notes. Rathbones charge a quarterly management fee which is 0.75% of the portfolio valuation and is deducted direct from the portfolio cash holding.

Risk management

The Charity Committee, on behalf of the Corporate Trustee, ensures that the charity meets its obligations for risk management as set out in the terms of reference. It has established a framework for risk identification and has examined the strategic and operational risks that the charity faces. The Charity Committee regularly reviews these risks and takes action to mitigate and monitor them. The investment strategy is constantly reviewed by the Charity Committee in line with the level of risk appetite agreed by the Corporate Trustee. A major review of the charity's risk register and the risks it faces was undertaken.

Incoming resources

Total incoming resources for the year ending 31 March 2022 was £529k (previous year £1,170k) which included voluntary income of £510k and investment income of £19k. Voluntary income includes donations from other charitable organisations including trusts and grant-giving bodies, churches and schools, private companies, trust employees, community events and other individual donations from patients, their relatives and their friends. Investment income includes income from the investment portfolio managed by Rathbones Investment Management Ltd.

Resources expended

Total resources expended were £705k (previous year £766k). This was split between charitable activities (£634k) and activities for generating funds (£71k). Charitable activities include expenditure incurred by the charity in undertaking activities that further its charitable aims of improving patient and staff experience and wellbeing as seen in note 3.

Patient welfare expenditure increased to £94k (previous year £50k) and continued to include staff assistance, capital and medical equipment.

Staff welfare expenditure increased to £250k (previous year £94k) including the Star of Herts awards and staff training and equipment increased to £76k (previous year £49k).

Running costs increased to £60k (previous year £11k) due to spending on fundraising and staff costs increased to £158k from £99k with the introduction of new posts to support the charity.

Investment management fees were £8k (previous year £6k) being the fees charge by our investment managers, Rathbones Investment Managers Ltd, based on the value of the portfolio.

11. Independent auditor's report

Independent Auditor's Report to the Corporate Trustee of West Hertfordshire Hospitals NHS Trust Charity

Opinion

We have audited the financial statements of West Hertfordshire Hospitals NHS Trust Charity (the 'charity') for the year ended 31 March 2022 which comprise of Statement of Comprehensive Income, Statement of Financial Position, Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the Corporate Trustee's annual report, other than the financial statements and our auditor's report thereon. The Corporate Trustee is 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Corporate Trustee's report; or
- the charity has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Corporate Trustee

As explained more fully in the Corporate Trustee's responsibilities statement set out on page 16, the trustee is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustee 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 Corporate Trustee is responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Corporate Trustee either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

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

- the nature of the industry and sector, control environment and business performance including the remuneration incentives and pressures of key management;
- the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management. We consider the results of our enquiries of management about their own identification and assessment of the risks of irregularities;

- any matters we identified having obtained and reviewed the Charity's documentation of their 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 of fraud or non-compliance with laws and regulations.
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override, including testing journals and evaluating whether there was evidence of bias by the trustees that represented a risk of material misstatement due to fraud.

We also obtained an understanding of the legal and regulatory frameworks that the Charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. We focused on laws and regulations that could give rise to a material misstatement in the financial statements, including, but not limited to, the Charities Act 2011 and relevant tax legislation.

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: https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's Corporate Trustee, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's Corporate Trustee 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 charity and the charity's Corporate Trustee as a body, for our audit work, for this report, or for the opinions we have formed.

Alexander Bottom ACA (Senior statutory auditor)
for and on behalf of
Hillier Hopkins LLP

HillierHopkins

Chartered Accountants
Statutory Auditor
Radius House
51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

DATE: 27/1/23

Hillier Hopkins LLP are eligible to act as an auditors in terms of section 1212 of the Companies Act 2006



12. Financial statements

For the year 01 April 2021 to 31 March 2022.

Statement of the Corporate Trustee's responsibilities

The Corporate Trustee is responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and to enable it to ensure that the accounts comply with requirements of the Charities Act 2011.
- establishing and monitoring a system of internal control; and
- establishing arrangements for the prevention and detection of fraud and corruption.

The Corporate Trustee is required under the Charities Act 2011 to prepare accounts for each financial year.

In preparing those accounts, the Corporate Trustee is required to:

- apply on a consistent basis accounting policies laid down by the Charities Act 2011.
- make judgments and estimates which are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Corporate Trustee confirms that, as far as it is aware, there is no relevant audit information of which the Charity's auditors are unaware and that it has taken all reasonable steps to ensure that this is the case.

The Corporate Trustee confirms that it has met the responsibilities set out above and complied with the requirements for preparing the accounts. These financial statements have been compiled from and are in accordance with the financial records maintained by the Corporate Trustee.

For and on behalf of the West Hertfordshire Hospitals NHS Trust



Signed



Phil Townsend
Chair of Corporate Trustee

DATE:

Statement of Comprehensive Income

Income and expenditure for the year 01 April 2021 to 31 March 2022

	Note	2021-22 Unrestricted Funds £000	2021-22 Restricted Funds £000	2021-22 Total Funds £000	2020-21 Unrestricted Funds £000	2020-21 Restricted Funds £000	2020-21 Total Funds £000
Income and endowments from:-							
Donations and Legacies	2.1	67	443	510	158	994	1,152
Investment Income	2.3	19	-	19	16	2	18
Total Income and endowments		**86**	**443**	**529**	**174**	**996**	**1,170**
Expenditure on:-							
Raising Funds	3	(31)	(40)	(71)	(83)	(1)	(84)
Charitable Activities	3	(205)	(429)	(634)	(290)	(392)	(682)
Total Expenditure		**(236)**	**(469)**	**(705)**	**(373)**	**(393)**	**(766)**
Gains/(losses) on Investment assets	4	26	1	27	79	0	79
Net Income/(Expenditure)		**(124)**	**(25)**	**(149)**	**(120)**	**603**	**483**
Gross transfer between funds		0	0	0	(22)	22	0
Net movement in funds	9a	**(124)**	**(25)**	**(149)**	**(142)**	**625**	**483**
Reconciliation of Funds:-							
Fund balances brought forward	10	664	750	1,414	806	125	**931**
Fund balances carried forward	10	**540**	**725**	**1,265**	**664**	**750**	**1,414**

Statement of Financial Position

Statement of financial position at 31 March 2022

	Notes	2022 Unrestricted Funds £000	2022 Restricted Funds £000	2022 Total at 31 March £000	2021 Unrestricted Funds £000	2021 Restricted Funds £000	2021 Total at 31 March £000
Fixed Assets							
Investments	5	257	454	711	324	367	691
Total Fixed Assets		257	454	**711**	324	367	**691**
Current Assets							
Debtors	6	23	90	113	8	9	17
Cash at bank	7	422	413	835	484	545	1,029
Total Current Assets		445	503	**948**	492	554	**1,046**
Creditors: Amounts falling due within one year	8	(162)	(232)	(394)	(152)	(171)	(323)
Net Current Assets/(Liabilities)		**283**	**271**	554	340	383	723
Total Net Assets		**540**	**725**	**1,265**	**664**	**750**	**1,414**
Funds of the Charity							
Funds:							
Restricted	10.1	0	725	725	0	750	750
Unrestricted	10.2	540	0	540	664	0	664
Total Funds		**540**	**725**	**1,265**	**664**	**750**	**1,414**

Signed

Phil Townsend
Chair of Corporate Trustee

DATE:

Statement of Cash Flow

Cash flow for the year 01 April 2021 to 31 March 2022

	Note	Total Funds 21/22 £ £000	Total Funds 21/22 £000	Total Funds 20/21 £ £000	Total Funds 20/21 £000
Cash flow from operating activities					
Operating deficit before income from bank and investments	9a		(141)		382
(Increase) in Debtors	6		(96)		(2)
Increase in Creditors	8		71		300
Net Cash Generated from operating activities			**(166)**		**680**
Cashflow from investing activities					
(Purchase) and sale of investments	9b	(47)		10	
Investment income received	2.2	19		18	
Net Cash Generated from investing activities			**(28)**		**28**
Change in cash and cash equivalents in the reporting period			(194)		708
Cash and cash equivalents at the beginning of the reporting period			1,029		321
Cash and cash equivalents at the end of the reporting period	7		**835**		**1,029**

Notes to the Accounts

1. Accounting Concepts and Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Charities SORP (FRS102) - Accounting and Reporting by Charities:Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

West Hertforshire Hospitals NHS Trust Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost of transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

The Corporate Trustee is not aware of any going concern issues which may cast significant doubt about West Hertfordshire Hospitals NHS Trust's ability to continue operating. Corporate Trustee has received assurances from the NHS Board that the services currently provided by the Trust will continue to be provided for the foreseeable future

1.3 Financial instruments

The Charity has opted to account for financial instruments in line with IAS 39. See notes 8(a) and 8(b) for further details.

Financial assets

Financial assets are recognised when the Charity becomes party to the financial instrument contract or in this case when the income is probable. Financial assets are de-recognised when the contractual rights have expired or the asset has been transferred. Financial assets are initially recognised at fair value.

Financial liabilities

Financial liabilities are recognised on the statement of financial position when the Charity becomes party to the contractual provisions of the financial instrument. Financial liabilities are de-recognised when the liability has been paid or expired.

1.4a Income and endowments

All incoming resources are included in full in the Statement of Comprehensive income as soon as the following three factors can be met:

i) Entitlement - arises when a particular resource is receivable or the Charity's right becomes legally enforceable

ii) Probability - when receipt of any income becomes probable.

iii) Measurement - when the monetary value of the incoming resources can be measured with sufficient reliability.

1.4b Boundary of recognition of income

Incoming resources reflected in these accounts reflect those resources which have satisfied the conditions applied to the boundary of recognition of income. This boundary has been established as the cashiers office of the Trust.

1.5 Expenditure

The funds held on trust accounts are prepared in accordance with the accruals concept. All expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. In the year 2021/22 all the expenditure approved by the Corporate Trustees has been accrued.

1.5a Raising funds

The cost of generating funds is the cost associated with generating income for the funds held on trust. This will include the costs associated with the investment manager's fee, the Head of Charities salary and other fundraising costs.

1.5b Charitable activities

The cost of charitable activities comprise all costs incurred in the pursuit of the charitable objectives and include governance costs which are accounted for on an accruals basis as are recharges from West Hertfordshire Hospitals NHS Trust covering audit fees and accounting services. They are apportioned over all of the funds based on the average fund balance. Grants made by the League of Friends are now reported within charitable funds with effect from 1st October 2016.

1.5c Allocating costs by activity

All administration costs being the other staff costs and audit fees will be apportioned to Raising Funds and Charitable Activities based on time spent on each activity.

1.6 Structure of funds

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified in the accounts as a restricted fund. Funds where the capital is held to generate income for charitable purposes and cannot itself be spent are accounted for as endowment funds. Other funds which are not legally restricted and for which the Corporate Trustee has chosen to earmark for set purposes are classified as designated funds. The restricted funds are shown in note 10.1 with the major unrestricted funds in note 10.2. In the year the majority of designated funds were rationalised into the general fund.

1.7 Fixed asset investments

Fixed asset Investments are shown at market value. Quoted stocks and shares are included in the statement of financial position at mid-market price, ex-dividend. Other fixed asset investments are included at the Corporate Trustee's best estimate of market price.

1.8 Debtors

Debtors are amounts owed to the Charity. They are measured on their recoverable amount.

1.9 Cash

Cash at bank and in hand is held to meet the day-to-day running costs of the charity as they fall due.

1.10 Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt, and recognised as soon as there is a legal or constructive obligation to make payment to a third party.

1.11 Realised gains and losses

All gains and losses are taken to the Statement of Comprehensive Income as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or date of purchase if later). Unrealised gains & losses are calculated as the difference between market value at the year end and opening market value (or date of purchase if later).

1.12 Pooling scheme

An official pooling scheme is operated for investments relating to the funds of the West Hertfordshire Hospitals NHS Trust Common Investment Fund. This scheme was registered with the Charity Commission on 2nd March 2001.

1.13 Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.14 Related party transactions

None of the trustees or members of the West Hertfordshire Hospitals NHS board or parties related to them has undertaken any transactions with, or received any benefits from the charity in payment or kind. The trustees received no honoraria or emoluments in the year.

Creditors and accruals, see note 8b, include amounts owing to the West Hertfordshire Hospitals NHS Trust. Within this is a figure that relates to capital equipment items, categorised as such because the cost is in excess of £5,000. The figures are noted below;

Name of Related Party	Relationship to charity	Nature of transaction	2022/22	2020/21
			£000	£000
West Herts Hospitals NHS Trust	Corporate Trustee	Contribution to the NHS	344	238

2. INCOME AND ENDOWMENTS

2.1	Donations and Legacies	Unrestricted Funds 2022 £000	Restricted Funds 2022 £000	Total Funds 2022 £000	Unrestricted Funds 2021 £000	Restricted Funds 2021 £000	Total Funds 2021 £000
A	Donations, Grants and Sponsorship (i)	51	399	450	140	513	653
B	Legacies (ii)	1	6	7	0	477	477
C	Other including events (received via Just Giving/Virgin fund pages)	15	38	53	18	4	22
	Total	**67**	**443**	**510**	**158**	**994**	**1,152**

(i) Includes large donations received for COVID-19 appeal iamounting to £150k (2021: £402K)

2.2	Investment Income	Unrestricted Funds 2022 £000	Restricted Funds 2022 £000	Total Funds 2022 £000	Unrestricted Funds 2021 £000	Restricted Funds 2021 £000	Total Funds 2021 £000
	Rathbones -Dividends and interest	19	0	19	16	2	18
	NatWest bank Interest	0	0	0	0	0	0
	Total	**19**	**0**	**19**	**16**	**2**	**18**

3. EXPENDITURE

3	Expenditure	Charitable activities 2022 £000	Raising Funds 2022 £000	Total Funds 2022 £000	Charitable activities 2021 £000	Raising Funds 2021 £000	Total Funds 2021 £000
	Furniture and fittings	0	0	0	63	0	63
	Medical Equipment	(8)	0	(8)	101	0	101
	Capital Equipment	0	0	0	151	0	151
	Patient welfare - See Note 3.1 (i)	94	0	94	50	0	50
	Staff Welfare - See Note 3.1 (ii)	250	0	250	94	0	94
	Staff training	0	0	0	6	0	6
	Course expense and equipment	76	0	76	49	0	49
	Computer equipment, branding & fundraising software	5	0	5	37	0	37
	Running Costs	2	58	60	11	2	13
	Administration - See Note 3.1 (iii)	49	0	49	66	0	66
	Audit - See Note 3.3	6	0	6	6	0	6
	Consultancy costs	7	0	7	0	25	25
	Staff costs - See Note 3.1 (iv)	145	13	158	43	56	99
	Investment fees	8	0	8	5	1	6
	Total	**634**	**71**	**705**	**682**	**84**	**766**

3.1 Staff costs

There are no directly employed staff costs this year or in any previous years. However staff are employed by West Hertfordshire Hospitals NHS Trust and recharged to the Charity as detailed below:

(i) Includes salary recharges for a part-time End of Life Care Volunteering Project manager of £7K (2020/21 £17k),
a Youth Volunteer Team Manager of £3k (2020/21 £14k), a Womens' and Children's Volunteering Coordinator of £10k, a Patient Flow and Emergency Department Volunteering of £18K.

(ii) Includes Specialist Project Manager's cost of £54k (2020/21 £32k).

(iii) The salary of the Charitable Funds Accountant, IT consultant and are disclosed as part of the administration costs and apportioned across all funds.

(iv) Includes Charity Director, Temporary CEO, Administrator, Fund Raising Officer and Communications officer (one day/week). Charity Director cost is charged 50% to General Fund and 50% is apportioned across all funds

3.2 Trustees remuneration, benefits and expenses

None of the corporate trustees of the West Hertfordshire Hospitals NHS trust charity were paid any remuneration or expenses in return for their services.

3.3 Auditors remuneration

The external auditors remuneration related solely to audit with no additional work being undertaken. The actual cost for the current year is £6k (2021/22 £6k).

4. Gains/(Losses) on Investment Assets

4 Gains/(Losses) on investment assets	Unrestricted Funds 2022 £000	Restricted Funds 2022 £000	Total Funds 2022 £000	Unrestricted Funds 2021 £000	Restricted Funds 2021 £000	Total Funds 2021 £000
Realised (losses)/gains	1	1	2	(3)	0	(3)
Unrealised gains	25	0	25	82	0	82
Total	**26**	**1**	**27**	**79**	**0**	**79**

5. Investment Fixed Assets Portfolio

5a Analysis of fixed asset Investments	Held in the UK £000	Total 2022 £000	Total 2021 £000
Market value at 31 March 2022			
Investments listed on Stock Exchange	680	680	634
Cash held as part of the portfolio	31	31	57
Total	**711**	**711**	**691**

5b Analysis of Investment portfolio	Total 2022 £000	Total 2021 £000
Market value at 31 March 2021	691	618
Less: Disposals at carrying value	(153)	(156)
Add: Acquisitions at cost	174	114
Net (loss) gain on revaluation	25	82
Movement in Cash balance	(26)	33
Market value at 31 March 2022	**711**	**691**
Historic cost at 31 March 2022	**638**	**635**

6. Debtors

6 Debtors	Total 2022 £000	Total 2021 £000
Amounts falling due within one year:		
Debtors	108	17
Prepayments	5	0
Total debtors	**113**	**17**

Total debtors includes a funding pledge from the League of Friends of £90k (2020/21 £14k).

7. Cash at Bank

7 Cash at bank	Total 2022 £000	Total 2021 £000
Lloyds Current Account	37	48
NatWest Bank Account	798	981
Total	**835**	**1,029**

8. Creditors

8 Creditors	Total 2022 £000	Total 2021 £000
Amounts falling due within one year:		
Creditors	132	36
Accruals	262	287
Total Creditors	**394**	**323**

Creditors in both 2021/22 and 2020/21 include amounts due to West Hertfordshire Hospitals NHS Trust.

8a. Financial Assets

8a Financial Assets	At fair value through receipts and payments 2022 £000	Receivables 2022 £000	Total 2022 £000	Total 2021 £000
Investments	711	0	711	691
Debtors	0	113	113	17
Cash at bank and in hand	0	835	835	1,029
Total Financial assets	**711**	**948**	**1,659**	**1,737**

8b. Financial Liabilities

8b Financial Liabilities	Payables 2022 £000	Total 2022 £000	Total 2021 £000
Creditors	132	132	36
Accruals	262	262	287
Total Financial liabilities	**394**	**394**	**323**

9a. Reconciliation of net expenditure with deficit on cashflow

9a	Reconciliation of net expenditure with deficit on cashflow	2022 £000	2021 £000
	Operating income /(deficit) on Statement of Operating Income	(149)	483
	Deduct:		
	Dividends and interest on investment portfolio	(19)	(18)
	Bank interest	0	0
	Net (loss) gain on revaluation	27	(82)
	Per cashflow on operating activities	**(141)**	**382**

9b. Analysis of cash movements within the cashflow

9b	Cashflow:Analysis of cash movements within the cashflow	2022 £000	2021 £000
	Investing activities		
	Sale proceeds from investments	153	157
	Purchases of fixed assets investments	(174)	(114)
	Movement in Cash balance	(26)	(33)
		(47)	**10**

ANALYSIS OF FUNDS
10a. Restricted Funds

10a	Restricted Funds	Balance 31 March 2022 £000	Incoming Resources 2022 £000	Resources Expended 2022 £000	*Transfers 2022 £000	Gains and Losses 2022 £000	Balance 31 March 2022 £000
	Material funds						
A	Breast Cancer Appeal	31	0	(6)	0	0	**25**
B	Horace Robinson Renal Unit	31	6	(7)	0	0	**30**
Ca	League of Friends (HHGH) (Note i)	6	0	(1)	0	0	**5**
Cb	League of Friends (Watford)	0	90	0	0	0	**90**
D	W.G. Moore Legacy (Renal Dialysis)	8	0	(2)	0	0	**6**
E	Helen Donald Nurse (Cancer)	1	0	(1)	0	0	**0**
F	Youth Volunteering Development (Note ii)	49	0	(13)	0	0	**36**
G	Paediatric Cystic Fibrosis	5	0	(1)	0	0	**4**
H	Investment Gains / (Losses) (Note iii)	(5)	0	0	0	1	**(4)**
I	Medical and Surgical Equipment	452	75	(185)	0	0	**342**
J	COVID19	116	150	(157)	0	0	**109**
K	UK Neqas Unit Training & Education	7	0	(6)	0	0	**1**
L	End of life Care Volunteering	13	1	(8)	0	0	**6**
M	Volunteering (ED)	10	25	(21)	0	0	**14**
N	WGH Elderly Patients	26	0	(7)	0	0	**19**
O	Stars of Herts	0	44	(42)	0	0	**2**
P	Interventional Radiology	0	17	(4)	0	0	**13**
Q	Mortuary	0	5	(1)	0	0	**4**
R	Starfish	0	21	(5)	0	0	**16**
S	Small restricted funds	0	9	(2)	0	0	**7**
	Total	**749**	**443**	**(470)**	**0**	**1**	**725**

Notes

i) The League of Friends Hemel ceased operations during 2018 and donated funds to be spent for the benefit of Hemel Hospital patients

ii) A grant was received from the Pears Foundation to fund a specific project within the hospital

iii) Investment gains and losses are only allocated to funds when the gain/loss is realised. This fund balance relates to unrealised losses attributable to the restricted funds.

* Funds are reclassified from unrestricted to restricted

Details of material funds - restricted funds Name of fund

A Breast Cancer Appeal
B Horace Robinson Renal Unit
C League of Friends (HHGH)
D W.G. Moore Legacy (Dialysis)
E Helen Donald Nurse (Cancer)
F Youth Volunteering Development
G Paediatric Cystic Fibrosis
H Investment Losses
I Medical and Surgical Equipment
J COVID19
K UK Neqas Unit Training & Education
L End of life Care Volunteering
M Volunteering (ED)
N WGH Elderly Patients
O Stars of Herts
P Interventional Radiology
Q Mortuary
R Starfish

Brief description of the nature and purpose of each fund

Raising funds for Cancer care
Dialysis unit patient care and staff training
Funding for the local hospital
Renal Dialysis machines
Lung cancer patient care
Youth Volunteering Development
Patient welfare
Investment movements
Equipment funding
COVID-19 response
Staff training
Volunteering
Volunteering
Elderly pateient care
Staff Recognition Awards
Scanner appeal
Mortuary
Children's ward

10b. Unrestricted Funds

10b	Unrestricted Funds	Balance 31 March 2021 £000	Incoming Resources 2022 £000	Resources Expended 2022 £000	*Transfers 2022 £000	Gains and Losses 2022 £000	Balance 31 March 2022 £000
	Material funds						
A	Haematology Patients	47	0	0	(47)	0	**0**
B	West Herts General	3	86	(229)	596	0	**456**
C	Clinical Biochemistry	39	0	0	(39)	0	**0**
D	Gurney Bequest	27	0	0	(27)	0	**0**
E	Metabolic (Diabetes)	29	0	0	(29)	0	**0**
F	Neurology	34	0	(7)	0	0	**27**
G	Staff wellbeing	7	0	0	(7)	0	**0**
H	Colorectal Cancer	31	0	0	(31)	0	**0**
I	S.C.B.U.	23	0	0	(23)	0	**0**
J	Carers Support Team	14	0	0	(14)	0	**0**
K	Paediatrics	29	0	0	(29)	0	**0**
L	Patients Experience	7	0	0	(7)	0	**0**
M	Diabetic Equipment	32	0	0	(32)	0	**0**
N	Investment Gains (Losses) (Note i)	31	0	0	0	26	**57**
O	Staff reward and Development	6	0	0	(6)	0	**0**
P	Others (116)	305	0	0	(305)	0	**0**
	Total (131)	**664**	**86**	**(236)**	**0**	**26**	**540**

Details of material funds - unrestricted funds

During the year the unrestricted funds were rationalised into one general fund. Applications for funding are received and reviewed by the charity on a case by case basis.

raise

West Hertfordshire
Teaching Hospitals Charity

Sycamore House
Watford General Hospital
Watford
WD18 0HB
Tel: 07393 232313

Web: raisewestherts.org.uk
Email: westherts.raise@nhs.net
Instagram: @raisewestherts
Twitter: @raisewestherts
Facebook: @raisewestherts
LinkedIn: @raise-west-herts

Registered charity no: 1052210
© Raise 2022

West Hertfordshire Teaching Hospitals NHS Trust Charity

England & Wales - Charity number 1052210

Accounts

raise

+ Supporting our hospital communities through their most challenging year ever



Raise (West Hertfordshire Hospitals NHS Trust Charity)
The corporate trustee's report and accounts
for the year ended

31 March 2021



Raise
(West Hertfordshire Hospitals NHS Trust Charity)

Willow House
Watford General Hospital
Vicarage Road
Watford
WD18 0HB
Tel: 01923 436177

Web: raisewestherts.org.uk
Email: office@raisewestherts.org.uk
Instagram: @raisewestherts
Twitter: @raisewestherts
Facebook: @raisewestherts

Registered charity no: 1052210
© Raise 2021

Image: *Memorial garden at Watford General Hospital*

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1. INTRODUCING RAISE

We are Raise – the charity that works with the local community to support hospitals in west Hertfordshire.



Our mission is to make a difference to patient care and to the working lives of staff at West Hertfordshire Hospitals NHS Trust (WHHT). We work with corporate donors, individual supporters and community groups to improve the health and wellbeing of communities across west Hertfordshire.

We have done this since 1995 and we continue to grow each year. Your three local hospitals – Hemel Hempstead, St Albans City and Watford General – serve nearly a million patients each year. Raise is proud to stand alongside its 5,000 NHS staff in good times and in tough times. And there have most certainly been tough times to look back on in this report.

In 2020/21, NHS charities across the UK were pivotal in supporting our NHS as it dealt with the COVID-19 pandemic. Our umbrella organisation - NHS Charities Together – raised and deployed hundreds of millions of pounds. The money donated has reached hundreds of hospitals and countless patients and NHS staff, including here in west Hertfordshire.

You may even have helped one of our initiatives without even knowing, through sponsoring Captain Sir Tom or donating to NHS Charities Together. Or you may have donated directly to Raise. However you have given, we are very grateful.

Above: *Charity director Sofia Sheikh and special projects manager Ruth Paterson with an important message*

"Every now and then an extraordinary person comes along and changes people's lives for ever. Captain Sir Tom was one of those. The money he inspired others to donate is being used by NHS charities . . . it provides urgent practical and emotional support to NHS staff and volunteers working in extremely difficult circumstances and making life-saving decisions every day. This is the most challenging time in the history of the NHS so the funds raised by Captain Sir Tom and others will continue to be needed now and in future"

***Ellie Orton**, CEO, NHS Charities Together*





***Above:** New furniture was provided for the neonatal department at Watford General Hospital*

***Centre:** The Face Behind The Mask wall has helped patients and families connect with staff during the pandemic*

All of us at Raise are proud to have supported WHHT as its staff dealt with what was undoubtedly their most challenging year ever.

Our brief has always been to support its staff and patients, and it is fair to say this was never more important than in this reporting year.

The range of donations was amazing – volunteering, financial and gifts – from individuals, community organisations, schools, charities and businesses across west Hertfordshire and beyond. We simply would not have been able to achieve all we did without the outpouring of love and generosity from our communities. This was humbling, so let us start this report with a **very, very big thank you** to everyone who helped in whatever capacity and with whatever amount.

Our 2019/20 report said: "COVID-19 dominated the last two months of our reporting year and, as we prepare this report, that continues." We could not have envisaged then that a year later we would be looking back over a period so completely dominated by the virus.

Whilst the pandemic has brought heartache and hardship, it has also brought Raise closer to its community and has shown us how much support there is for us and our mission. We have made firm friends, established new partnerships and boosted our income. With this backing, we can only continue to flourish and 'pay it forward'.

Every patient deserves the highest quality care, and your support helps Raise and WHHT to go 'above and beyond' what the NHS provides. Donations help us fund new technology, environmental enhancements, staff development and the extra comforts that make all the difference to patients. Volunteers help patients and families to navigate our three busy hospital sites and provide support to patients in so many ways.

This report tells you about our unique response to COVID-19 and also reflects on the progress against the aims we set out in our previous annual report. We hope you find it interesting and inspiring.

2. OUR YEAR AT A GLANCE

OVER

£680,000 SPENT

supporting our hospitals, including nearly **£300,000** from our COVID-19 appeal

Tens of thousands of donated meals, drinks and personal care items distributed to staff on COVID-19 wards

Nearly £60,000 spent on maternity and special care baby facilities

Over 100 grant applications received

Raise a Smile Christmas Appeal 2020 generated over **£20,000** and hundreds of gifts

Seed-funded four volunteer pilot projects for WHHT's voluntary services team

More than

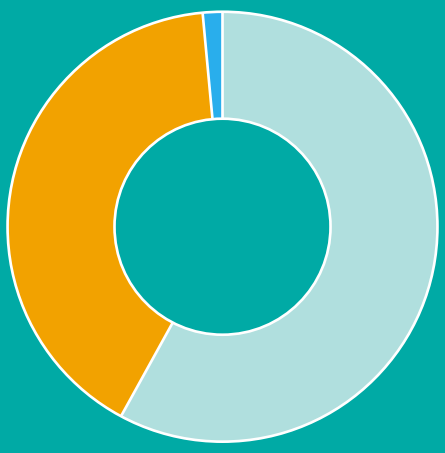
£400,000

donated to our COVID-19 appeal

Including over **£150,000** received from NHS Charities Together

CHARITABLE INCOME 2020/21

Total income £1,170,000

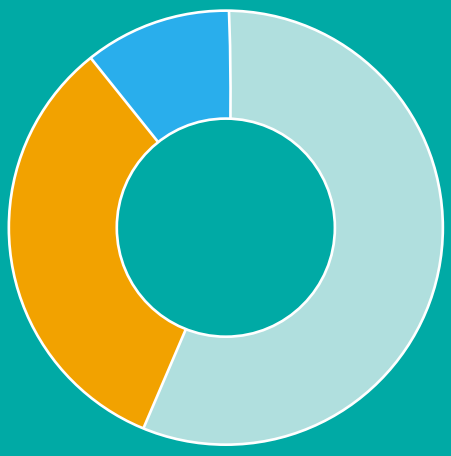


- Donations **£675,000**
- Legacies **£477,000**
- Investment income **£18,000**

CHARITABLE EXPENDITURE 2020/21

Total expenditure £766,000

- Capital and medical equipment **£251,000**
- Other charitable activities **£431,000**
- Generating funds **£84,000**



The full accounts for the reporting year are shown from Page 34 onwards

3. CHAIR'S OVERVIEW



When we reported last year, COVID-19 was on the rise and I wrote that Raise needed to "adapt quickly and work with our local communities to provide new and different support to our much-loved local hospitals".

Throughout the reporting period Sofia and her team demonstrated this versatility and resilience time and time again and I am proud of how, as a result, Raise was able to support our NHS trust through its most challenging year ever.

I am hesitant about celebrating success at a time when so many have suffered, but on balance I think it is right to continue to use opportunities such as this report to highlight what the charity does well and the difference it makes.

Some highlights in this report for me are:

- Raise, WHHT, Watford FC and the Watford FC Charity's partnership supporting our 5,000 NHS staff through the peak of COVID-19 by turning the Vicarage Road stadium into a staff welfare facility
- The generosity of local communities and businesses and how Raise and our volunteers pulled together to distribute donated items; making a huge difference to front line clinical staff
- Working with NHS Charities Together to deploy our share of funds raised nationally. This was epitomised of course by the efforts of Capt. Sir Tom Moore
- Our support for WHHT maternity services and the Special Care Baby Unit at Watford
- The reinvigoration and relaunch of the WHHT BAME network. Many people from black and minority ethnic groups have been disproportionately affected by COVID-19 so peer support has never been more needed
- Our support and funding for the WHHT voluntary services team making such a difference; in particular to the way we engage with young volunteers. This has been truly inspiring

I'm also pleased with the steps taken by Sofia Sheikh, our charity director, to modernise the operational functions at Raise, some of which is well overdue. The Charity Committee remains committed to investing in the charity's future and as we start to think about our emergence from the pandemic, we are in the process of reviewing the charity's strategy, financial systems, budgets and risk assessments so that we can build on the strengths we have demonstrated over the reporting year.

Finally, in this opening narrative, it would be remiss of me not to thank every individual donor, staff member, volunteer, community group, school, religious organisation, business, charity and other body that has helped us this year.

Thank you feels weak for what you have done, but Thank You!



Jonathan Rennison
Chair of the Charity Committee

"Throughout the reporting period Sofia and her team demonstrated versatility and resilience time and time again and I am proud of how, as a result, Raise was able to support our NHS trust through its most challenging year ever"

4. THOUGHTS FROM THE CHARITY DIRECTOR

2020/21 was my first full year in post as charity director, and the pandemic has obviously dominated the charity's activities throughout, as you will read in this report.



However, the counter to that, for me, has been the incredible spirit I have witnessed in our community, in particular responding to our calls for help when it became obvious that our hospital staff were going to need support for many weeks and months.

Our communities demonstrated the very best of human nature, helping us to help our hospitals cope with their toughest year ever.

Some of my plans – set out in last year's report – for developing Raise had to be accelerated during the year, whilst others were paused. Our team grew as I was joined by Ruth Paterson (previously voluntary services manager at WHHT) in the role of specialist project manager; Freya Hollingsworth as fundraising officer; and Valerie Hill who split her time between Raise and WHHT's communications team. I aspire to continue this expansion in the coming year as I firmly believe Raise can do even more for our hospitals with extra resources.

> "the pandemic has dominated the charity's activities . . . however, the counter to that has been the incredible spirit I have witnessed in our community, in particular responding to our calls for help when it became obvious that our hospital staff were going to need support"

As well as marshalling incoming donations and offers of help during 2020/21, we took major steps forward in terms of our infrastructure. Following a procurement exercise, we have outsourced our fund management to an organisation with expertise in charity finances. The benefits of this are clear already and we have adopted many new processes and systems that are helping to streamline this side of our operation and bring it into line with charity sector standards. We have also developed a more efficient grant application process, introduced a new donor management system, and strengthened our social media presence.

Our major capital appeal was not launched as planned, but as we write this exciting project is now underway.

Many, many organisations have helped us this year, but I must give a special mention to Watford Chamber of Commerce, and of course to Watford FC and Watford FC Community Sports and Education Trust (the club's charity). Without the donated stadium facilities, their people, and their vocal support for Raise and WHHT, the pandemic would have been even tougher.

When we look forward to the pandemic being behind us, we also see a future where we continue to work with those who supported us so steadfastly through it.

I must also thank Watford Borough Council. The council allowed Raise to use offices in the Town Hall when it became impractical for us to be on hospital premises. Again, without this support, we would not be the team we are today.

Signing off a year by writing for the annual report is, by nature, retrospective, but I would like to end on a forward-looking note. The next few months will be a period of consolidation and re-assessment of plans as we emerge from the pandemic. In the longer term I remain ambitious for Raise; with our communities' support we can only go from strength to strength.



Sofia Sheikh
Charity Director

5. COVID-19 IMPACT AND RESPONSE

THE IMPACT OF COVID-19 ON THE CHARITY

Across the UK and around the world, many charities struggled this year as fundraising events were cancelled and donor attention and money was diverted to COVID-19 related causes.



But Raise and other NHS charities were impacted differently; we were faced with unprecedented community support, donations running into six figures and an influx of gifts.

We quickly had to turn our attention to the logistics of receiving, storing and distributing donated items - what a lovely problem to have! Food seemed to be a theme, with edible treats flooding in to keep NHS staff on the go. We also found that requests we put out were answered almost immediately – things like face cream (to soothe skin after wearing PPE for long periods of time) and homemade scrubs, which arrived when needed.

WHHT's trusty volunteers, as well as redeployed staff and volunteers from WFC and Watford Chamber of Commerce helped us manage everything that came in for the 5,000 staff working across WHHT's three hospitals and in particular, those on the COVID-19 wards.

THE COVID-19 RESPONSE PORTAL

At the beginning of 2020 we created the COVID-19 online response portal for people to give in lots of ways. This also provided a central point, from which a supporter could:

- make a financial donation
- volunteer their time
- see a regularly updated wish list of what was needed by our hospitals
- find information about giving gifts in kind

The portal also provided a central point for WHHT staff to:

- let Raise and the public know what was needed at the frontline
- apply for Raise funding for COVID-19 related support, equipment and materials



> "We received incredible support from our community this year, most notably during the last weeks of the reporting year in response to the COVID-19 public health emergency"
>
> ***Raise Annual Report*** *2019/20*



***Above:** The wellbeing of our hospital staff is always a focus for Raise*

CARING FOR NHS STAFF

The impact of the pandemic on WHHT NHS staff cannot be overstated. As well as very challenging times at work – which in many cases involved taking on new roles and dealing with distressing experiences – staff were also managing the issues associated with lockdown, with worries for their own health and that of friends and family.

At one point, some 20% of WHHT ward staff were unable to work because of the virus; either directly or because of needing to isolate.

WHHT lost six members of staff to COVID-19, most of whom were clinical and were from black and ethnic minority (BAME) communities. Our hearts go out to their families and indeed Raise was able to provide some immediate financial assistance where needed.

BAME communities have been disproportionately affected by the virus; given that approximately 40% of the WHHT workforce are from these ethnic groups, it is understandable therefore that this has brought additional concern.

Raise funded many COVID-19 related staff welfare projects in this reporting year, but we are under no illusion that the need for support is over; the impact of the pandemic will be felt for many months yet, and possibly years.

One of our stated intentions from our 2019/2020 report was to achieve a higher profile among WHHT staff. Whilst we would never have wished for a pandemic to be the reason for having greater prominence, Raise has felt privileged to help and to be at the centre of initiatives that supported staff wellbeing. These included distributing care packs, delivering exercise classes and counselling sessions, and the equipping and refurbishment of staff-only spaces in clinical areas – both existing ones and those created to deal with COVID-19.

THE RESPONSE FROM OUR NEIGHBOURS WATFORD FC

The health professionals who have come over here have been very much treated as family. Even though it's a massive football stadium it's as if they're coming home to their own living room and just taking a bit of time out to relax before they go back to that hot house of the hospital to look after sick patients. It's making a huge difference. Once you get here the warm welcome that we get from the club's staff and volunteers, the food, the facilities, just looking across the pitch, the fresh air. Absolutely amazing.

Anthony Curran, WHHT Pastoral Care Manager, May 2020

At the end of the previous reporting year the UK had just entered the first national COVID-19 lockdown, and at that time we reported how businesses, charities and community groups were coming to the aid of the hospitals with donations of cash, goods and services beyond our wildest expectations.

In particular we reflected on how the support we received from Watford FC was so critical at that time. Now, in the light of the experience of the full year, we make no apologies for repeating our grateful thanks to the club and the club's charity.

It is difficult to describe what it meant to everyone at WHHT and Raise when they stepped in with the approach of 'our home is your home'. NHS staff were quite literally given use of the full stadium facilities for weeks and weeks, a truly incredible story that, quite rightly, made national news headlines. Football club staff served thousands of meals, put the club's laundry facilities to use washing medical scrubs, and stored and helped us distribute tens of thousands of donated items. The space provided included safe relaxing areas, counselling rooms, training space, a memorial room dedicated to lost colleagues and plenty of freedom to spend time on the terraces in fresh air in a COVID-safe environment.

> We all feel privileged that we can actually make a difference and do something ...truly privileged ...it's a demonstration of the quality of staff that we have at this football club and our core values. I couldn't be prouder as the chairman of Watford FC as I am today.

Scott Duxbury, *Chairman and Chief Executive, Watford FC, May 2020*



> I look back now and wonder how we would have managed without the facilities and people the club provided. It was an incredible act of kindness, and one that we will never forget.

Sofia Sheikh, *Charity Director*



THE RESPONSE FROM INDIVIDUAL DONORS

Raise received a superb response to our own local COVID-19 fundraising appeal, which we launched at short notice using our then relatively new social media channels and the services of JustGiving. During the financial year funds donated directly by the public via JustGiving amounted to some tens of thousands of pounds

Individual donations ranged from £5,000 from an anonymous donor, to a few pounds from children giving us their pocket money. All were deeply appreciated and every penny essential, underpinning our activities during the year.

THE RESPONSE IN GIFTS IN KIND

Public and businesses' generosity with goods and gifts far exceeded our expectations. We had to work hard to ensure that no goods or offers of help were turned away. Use of the ample storage at Watford FC helped us enormously.

Amongst the many gifts were ….

- Many thousands of bottles of water from several donors including ASDA and Nestlé
- Tens of thousands of packs of face creams and moisturisers, including stock from British Airways
- Personal care gifts to make up thousands of packs for clinical staff
- Tens of thousands of healthy snack bars
- Tens of thousands of packets of biscuits, crisps and other snacks including a large donation from Burtons Biscuits
- Thousands of bottles of energy drinks, many purchased by individual donors through our Amazon Wish List and others donated by local businesses
- 2,000 boxes of vitamin D tablets sent to us from Vitabiotics
- Fridges, coffee machines, kettles, microwaves, furniture and other equipment for staff areas

THE RESPONSE FROM VOLUNTEERS

The trust's amazing volunteers continue to be a fantastic and energetic source of support. On the last day of the previous reporting year the COVID-19 Volunteer Response Hub was created, and one year on, over 250 volunteers had given their time, donating a total of nearly 15,000 hours of care and dedication.

Raise funded a dedicated volunteering coordinator to relieve some of the pressures on the hospitals during winter months and during the pandemic by providing volunteer support to the emergency department. During the year over 5,000 hours of volunteer support was provided to the emergency department alone.

Following a successful pilot 'end of life' care volunteering project, this year Raise secured funding from Helpforce for a project manager for one year to embed this work.

The project was paused due to the pandemic and recommenced in February 2021 with a project manager in post. At the end of March 2021, just a few weeks into the project, 10 volunteers had already been trained to provided specialist end of life care support to patients and their families.

When the pandemic struck volunteer support to the women's and children's services was reduced as visitors were limited. Approaching the second wave and winter pressures, it was clear that targeted support here would be a huge benefit to patients, families and staff who had greatly missed the volunteer support received in previous years. In November 2020 Raise funded a one year post for a dedicated women's and children's services volunteering coordinator and in five months to year end a group of over 50 volunteers had been established. The breastfeeding peer support team has also been relaunched with two previous peer supporters returning and a recruitment plan in place; at year end eight new volunteers were undergoing the training to become breastfeeding peer supporters and there are plans for a further 10 this year.

In a climate of volatile employment prospects during the pandemic, Raise was successful in its bid to The John Lewis Foundation to build on the already strong youth volunteering project with a two year youth volunteering manager post from January 2020. The service now includes focus on supporting young people to gain employability skills through volunteering and during 2020/21 over 150 young people aged 16-25 have given over 6,000 hours supporting our hospitals through the pandemic.

WHHT's voluntary services team is an important recipient of Raise funding and this will no doubt continue to be the case irrespective of the virus. During the reporting year Raise is very proud to have funded or part funded an emergency department volunteer coordinator, an end of life care volunteer manager, a women's and children's services volunteer coordinator and a youth volunteer manager.

Below: *Ruhie is amongst the many valued volunteers who make such a massive difference across all three of our hospitals*



THE RESPONSE FROM FUNDRAISERS

2020/21 was a very different year to normal for our fundraisers. Mass participation events were cancelled and it was difficult or impossible to arrange many of the usual community events that so many charities rely on.

But we weren't let down. More than £20,000 was raised for us through community fundraising. The enthusiasm and innovation was impressive; from telling jokes to running on the spot, from virtual marathons to skydiving from 15,000 feet (socially distanced, of course) and from livestreaming gaming and music to being inspired by Captain Sir Tom Moore's incredible 100 laps of his garden.

It is always with deep gratitude that we receive donations in memory, often inspired by the care that has been provided to a family member by the NHS staff across our three hospitals. There were many examples of this during this reporting year and we are humbled to receive such donations.

HERE ARE JUST A FEW EXAMPLES OF COMMUNITY FUNDRAISING THIS YEAR. THERE ARE MANY MORE - FAR TOO MANY TO FIT HERE - BUT WE ARE EQUALLY GRATEFUL TO YOU ALL WHETHER MENTIONED HERE OR NOT.



7 year old Lily's Lockdown Jokes raised over £2,000 for raise and brought much needed smiles to her community



Ellie, Tasha and Isabella chose to leap out of an aeroplane, raising over £3,700 which they asked us to use to support maternity services

Sarah, Nicola and Rebecca Ho, with family and friends, raised over £4,000 in memory of their husband and father Nelson, who sadly passed away in January 2021.

Community Fundraising raised over £20,000.







An ardent Watford FC supporter spent Valentine's Day on the road running a half marathon distance between St Albans and Hemel Hempstead hospitals. Greg Bishop raised £1,000 by completing the 13.1 mile run.

Over £3,000 was donated by friends and family of Alan Fitchett who was taken from them by COVID-19 in April 2020

A football match between Harvesters U16 South and Borehamwood Youth raised more than £200 in February, following the postponement of a game that was cancelled in the first lockdown

6. OUR CHARITABLE ACTIVITIES

HOW WE SPEND YOUR MONEY

Raise funds were spent in five broad areas during the reporting year:

- **RESPONDING TO COVID-19**
- **NEW TECHNOLOGIES**
- **PATIENTS AND FAMILIES**
- **DEVELOPING STAFF**
- **THE HEALING ENVIRONMENT**

In previous years, a category 'Greatest immediate need' has been included in our reporting. This year that has been replaced with the category 'Responding to COVID-19'.

These factors are considered when deciding how spending is split between our five threads of work:

- The grant applications we receive
- The Charity Committee's assessment of priorities
- Any restrictions imposed by donors
- The availability of unrestricted funds
- Guidance from clinicians and other experts at our hospitals
- The experiences of neighbouring or similar NHS charities

RESPONDING TO COVID-19

Here are just a few examples of how we have spent your COVID-19 related donations.

BLACK AND MINORITY ETHNIC NETWORK

With support from NHS Charities Together we provided funding of £50,000 which will be spent over the period 2020/2023 supporting Connect, a peer support network for BAME staff working at the three hospitals. The funding allows the recruitment of a network coordinator and is providing Cultural Intelligence training on diversity issues across the workforce. It will also fund network events once these are permitted.

"The training was very insightful. It has helped in enriching my understanding of how to function in a multicultural organisation … the importance of striking a balance between reality and objectives was apparent after the training".

Temitayo Magbagbeola,
Associate Chief Nurse







***Above:** The terrace will provide much needed restful space for our hospitals' staff*

EQUIPMENT

Reconfiguration of wards to enable isolation areas to be set up meant that many staff rest areas were lost at a time when they were most needed. Raise contributed to the speedy equipping of replacement and temporary staff areas by purchasing or co-ordinating donations of microwave ovens, fridges, kettles, coffee machines and other equipment.

Raise also approved funding towards the refurbishment of facilities by WHHT to support our diverse community and the psychological wellbeing of NHS staff. The proposal includes prayer rooms as well as wellbeing rooms to accommodate counselling and psychological support, as well as upgrading the pastoral care and chaplaincy office.

"The funding … will support the staff during the post pandemic phase of which is likely to be a considerable period of time. This includes the possibility of post-traumatic symptoms developing. Therefore funding to support the environment for staff over the next three to four years is crucial to supporting their wellbeing."



Sofia Sheikh
Charity Director

CARE PACKS

During the first wave of the pandemic, Raise and the WHHT volunteers created and distributed thousands of care packs to frontline staff. These were made up of a mixture of donated goods (for example the vitamin D tablets donated by Vitabiotics and moisturisers donated by British Airways) and items purchased by Raise, including snacks, lip balm and other small gifts. These packs were well received by intensive care unit staff in particular.

MEMORIALS

Conscious of the devastating impact of the loss of several staff members to COVID-19, Raise has funded several grant applications to fund memorial items. These include £1,600 for a memorial bench to provide a space for peaceful reflection, something that was planned and requested by the WHHT chief nurse in consultation with staff. This was supplemented shortly afterwards by a further grant of £1,800 to purchase cherry blossom trees and other plants to create a memorial garden around the bench.

The resulting area is well used and is pictured on the inside front cover of this report.

PLANNED TERRACE AREA AT WATFORD GENERAL HOSPITAL

Funding secured by Raise from NHS Charities Together will contribute to the cost of building a new wellbeing space for NHS staff at Watford General Hospital – The Haven. This large project is in development and will create a 100sqm covered terrace accessible from the main restaurant area; it is the largest of a number of planned enhancements to staff areas across all three of hospitals with focus on those hardest hit by the pandemic and most in need of extra comforts.

The Haven and the other enhancements will provide staff with valuable spaces for them to be able to comfortably rest away from the busy clinical areas.

Since the return of professional football to Vicarage Road and the inevitable loss of the use of the facilities at the football club for hospital staff, far fewer numbers are responding to the trust's Rest, Rehydrate and Refuel campaign encouraging them to take breaks and time out from the busy frontline of the pandemic.

The Haven, being located right by the main restaurant, will strive to replicate the sanctuary experience provided by our kind neighbours at WFC during the first wave.

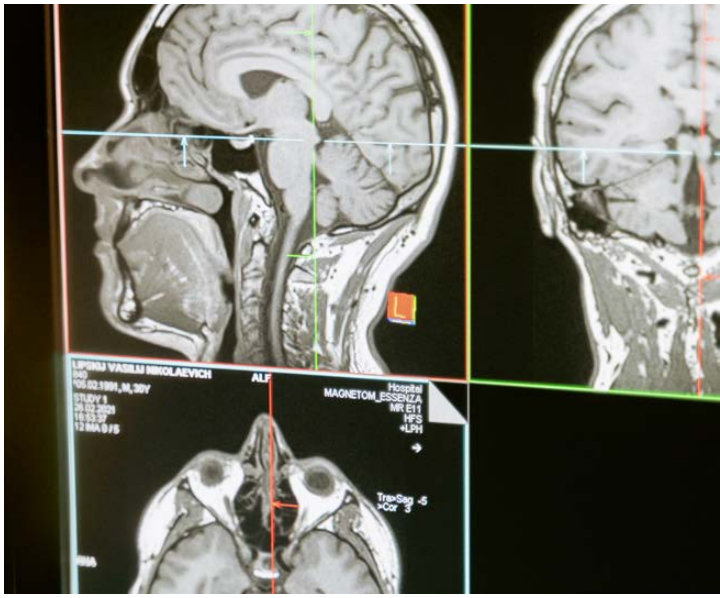


NEW TECHNOLOGIES

We are very pleased that we were able to continue supporting our hospitals with investment in new equipment, just as in previous years.

Purchases in this financial year included over £15,000 for a colposcopy chair, enabling the department to examine patients in comfort and dignity.

£30,000 was provided to the WHHT radiology department to purchase new PACS workstations. PACS is a Picture Archiving and Communication System and is a model of imaging technology. PACS technology is economical, digital, and links multiple technologies (radiographs, CT, MR, ultrasound etc) both within hospitals and indeed around the world. This has increased the capacity of the department and will also facilitate some excellent radiology training.







Above: *a colposcopy chair*

Above: *Radiology were also provided with £2,600 of funding to purchase a new patient transfer slide with inbuilt weighing scales.*





£4,500 was spent to provide a birthing bed to facilitate maternity staff training, allowing best use of the simulation manikins purchased last year.

This has considerably enhanced the ability of the simulation department to provide training to NHS staff dealing with complex scenarios including dealing with haemorrhage in childbirth.

The same department was provided with £1,360 to purchase simulation venesection arms which are used train staff to draw blood and treat conditions such as genetic haemochromatosis.

We were particularly pleased to be able to provide £17,000 for the purchase of a LifeStart trolley for the neonatal unit. This specialist equipment saves lives.



"Babies born preterm are at risk of brain injury that can have long lasting effect on the baby and family. Recent research has shown that deferring umbilical cord clamping by a few minutes can improve blood circulation in the baby and reduce brain injury, bowel inflammation and need for blood transfusions. However, these babies being small and vulnerable, lose heat quite quickly and therefore special equipment is required to keep them warm, provide breathing support while the umbilical cord is still attached. Having access to a special resuscitaire such as LifeStart trolley enables the neonatal team to do all of this while the umbilical cord is still attached to the placenta."

Sankara Narayanan, WHHT Neonatal Consultant



***Above:** Raise is always proud to support our hospitals' maternity services*

PATIENTS AND FAMILIES

We were delighted to have been able to maintain our support for the maternity and neonatal care services at Watford General Hospital, including the Special Care Baby Unit (SCBU).

We are often in receipt of donations from donors that wish to support these specific services and we will always honour this of course.

Purchases this year that have been funded by Raise include £3,000 for a specialist 'kangaroo' breastfeeding chair to replace some of the simple waiting room style chairs used by the maternity wards until now. This is a considerable enhancement, in particular for mothers experiencing problems starting or maintaining breastfeeding.

We also purchased sofas and other equipment for the neonatal staff area and neonatal patient areas and committed grant funding to allow the purchase of new neonatal drip stands early in the new financial year.

Other purchases included breast pumps, pillows and seating. The units have also benefited, like others, from equipment purchased with our COVID-19 fund and from the purchase of the LifeStart Resus trolley mentioned above under the New Technologies heading above.

DEVELOPING STAFF

As noted earlier, Raise funded a significant investment in training via the BAME network, Connect.

This cultural intelligence training was made available to staff at all levels, including at board level, and has advanced understanding of the cultures and needs of BAME staff.

Raise contributed to several other staff training initiatives during the year.

We also provided nearly £5,000 for training above and beyond the minimum required for the NHS for a variety of projects, including enabling an increased proportion of the nursing staff on Tudor Ward (haematology and endocrinology) to complete enhanced training in caring for patients undergoing chemotherapy and for those at end of life.

Understandably, NHS staff have been less able to attend additional training during this reporting period but as we emerge from the pandemic we will again welcome grant applications from staff who wish to complete courses, attend conferences, and undertake additional simulation and other training in order to enhance their skills.

PASTORAL CARE

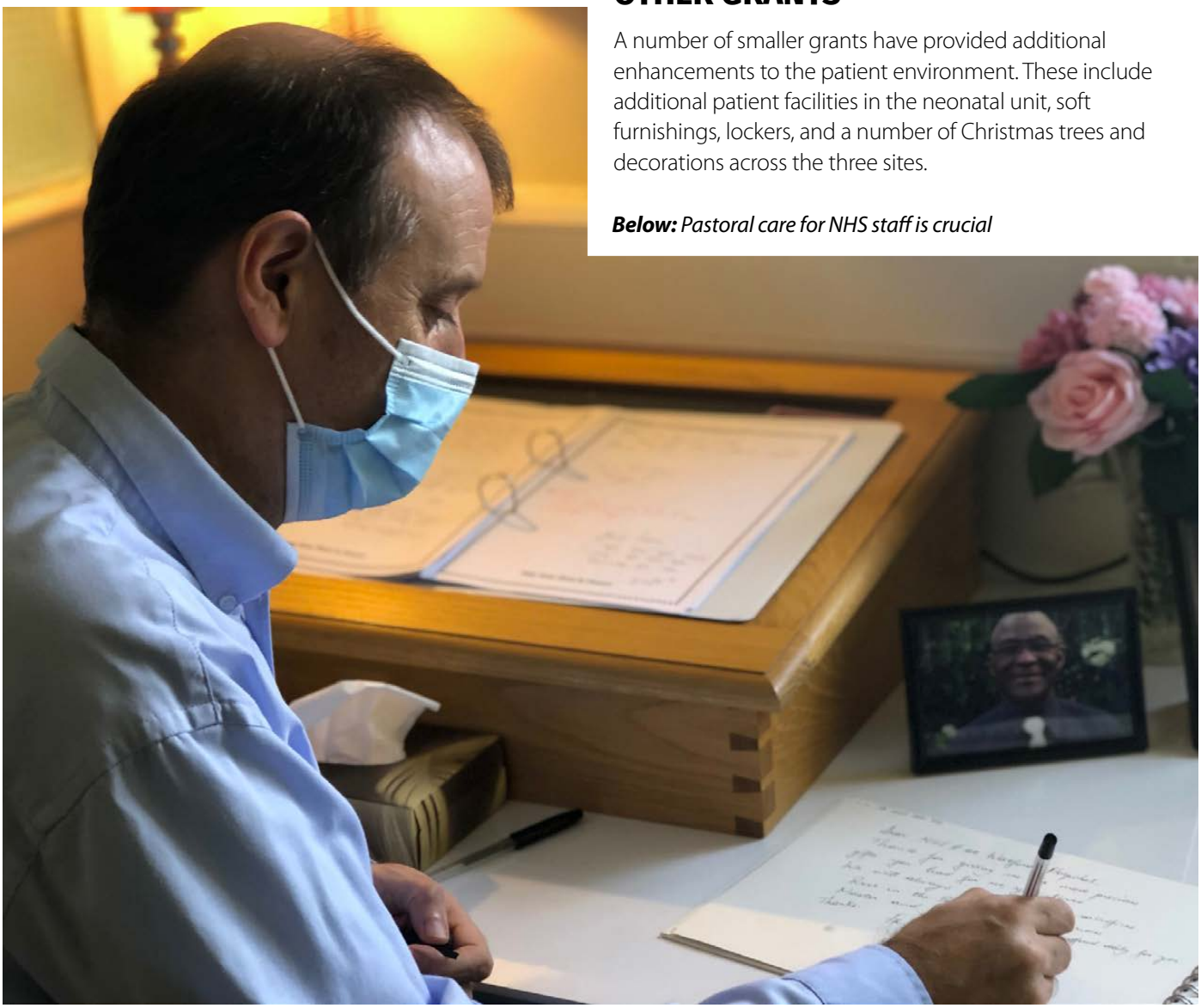
During this financial year Raise funded the refurbishment of the trust's pastoral care facilities, which provide spaces of rest, relaxation and respite for staff, patients and their families. The pastoral care facilities now include memorial rooms and outdoor spaces at each of the trust's three hospitals.

The pastoral care facilities also include rooms for counselling and reflection for use by staff, patients and their families, which include stress relief, anxiety and relaxation devices.

OTHER GRANTS

A number of smaller grants have provided additional enhancements to the patient environment. These include additional patient facilities in the neonatal unit, soft furnishings, lockers, and a number of Christmas trees and decorations across the three sites.

Below: *Pastoral care for NHS staff is crucial*



PROJECTS FOR 2021/22

Raise will continue with all five threads of activity as much as is practical in the coming year.

Responding to COVID-19 will continue to be a feature of our work whether there is a further wave or not, and our investment in new resources, planned before the pandemic, means that we will be seeking to increase our investment in the other threads.



NEW PROJECTS

Funding for several projects for 2022 has already been agreed, including two major grants:

Over £53,000 will enable the WHHT vascular study department to purchase a new ultrasound system. Although not critical, this equipment makes a big difference to the patient experience. Therefore, this is a good example of how Raise can provide 'above and beyond' that funded by the NHS. The new equipment will speed up the diagnostic process, provide high-resolution images, and facilitate accurate diagnosis of venous thromboembolism and deep vein thrombosis.

£28,000 has been requested to purchase new phototherapy units and radiometer light meters to treat neonatal jaundice, replacing outdated bulky equipment and making space around the neonatal bed space. This will create better outcomes for the babies treated and better access for parents.

We will, of course, report on progress with these and other grants and projects on our website as they are implemented and in next year's annual report.

CAPITAL FUNDING APPEAL

Looking beyond 2021/22, Raise still intends a major capital funding appeal to build a new interventional radiology (IR) suite at Watford General Hospital. We originally planned to launch this in early 2020 but, like so many plans, the appeal was postponed during the pandemic.

Interventional radiology is a minimally invasive procedure, performed by highly skilled doctors, to diagnose and treat various diseases. The hospital has a small IR team that shares its space and equipment with other services. This can mean that to be able to receive IR procedures patients may need to be treated further away from home, or they have to revert to their procedure being carried out in traditional, more invasive ways.



The new tailor-made IR suite will include a specialist paediatric facility which will enable children and their families to receive specialist support closer to home here in west Hertfordshire.

The project will be led by Dr Zamir Muhammad, pictured.

THE LEAGUE OF FRIENDS OF WATFORD HOSPITALS

The League of Friends of Watford Hospitals continued their long tradition of working with Raise in support of patient care.

They were quick to help during the pandemic when WHHT rapidly increased its critical care training. In line with their previous support to the simulation suite at Watford General, the League paid for additional equipment which was used for training staff who were deployed to COVID-19 wards. The rapid purchase of this equipment was a vital part of WHHT's response.

Donations from the League are largely generated from sales at two refreshment outlets at Watford General Hospital. The larger of these two is volunteer-run and is in the outpatients department, but has been closed during the pandemic. The smaller tea bar, which has paid staff, has continued to operate through most of the pandemic.

We remain enormously grateful to the League for their support and we look forward to working with them in the future.



Below: *The League has a great tradition and track record of funding medical equipment purchases for Watford General Hospital*

7. OUR VISION FOR THE FUTURE

The Charity Committee, representing WHHT as the corporate trustee of the charity, recognises that there is still so much more that we can do.



At the time of writing this report, the committee is reviewing its strategic plans for the charity working with external consultants from CASS Business School's Centre for Charity Effectiveness. We will share our plans as they emerge.

Whatever strategic plans may develop over the coming months, supporting the staff at our three hospitals throughout COVID-19, post pandemic and beyond will always be a high priority.

Despite what is happening around us – in fact driven by what is happening around us – we still want to pursue our ambitious plans for the future. Having created an independent identity and brand presence, grown the team, and improved various operational functions, we are in a good position to press ahead. The charity is also in a strong financial position and thus able to invest in its own future if required.

Over the next three years, our aspirations include:

- Generating funds that allow us to invest £1m a year in our three NHS hospitals
- Delivering the capital campaign for Interventional Radiology to transform services for our patients
- Working in partnership with WHHT to secure a base for the charity in the redevelopment plans for the site at Watford General Hospital
- To be recognised as the most prominent local charity in west Hertfordshire
- To be increasingly recognised and called on by WHHT staff when they identify ways to improve patient care, the patient environment, and their working environment, above and beyond what can be funded by the NHS
- To be self-sustaining with our own infrastructure
- To be 'best in class' when it comes to governance and administrative efficiency
- To be a charity with significant impact, and that communicates well with donors, so they know what their money is achieving

To do all this, in the coming year, Raise will grow its team and expand the ways that stakeholders and our wider community can get involved and support us through fundraising and volunteering – as individuals, local businesses, community groups, trusts and foundations.

We will continue the work started last year consolidating and streamlining fund administration and financial processes and will further modernise our infrastructure.

The Charity Committee members represent the corporate trustee, West Hertfordshire Hospitals NHS Trust. As a group we are proud of what has been achieved this year, however we always want to do more.
Sofia and her team have coped very well with the impact of the pandemic but there is a lot to do going forward and 2021/22 will certainly be another very busy year for us all.



Helen Brown,
Deputy CEO WHHT and Raise Charity Committee Member



8. BEYOND COVID-19: HOW YOU CAN HELP

If you would like to support Raise and help us make a genuine difference at your local NHS hospitals, you can do so in several ways:

MAKE A DONATION

You can make a fast and secure card donation at our website **www.raisewestherts.org.uk/donate.** A financial contribution to our general (unrestricted) fund is the simplest way to help us because it gives the trustee of the charity discretion over how best to spend your gift, ensuring it is deployed quickly and where it is needed the most.

EVENTS

We do not know when we will be able to offer places on challenge events again, but of course we will publicise this on our website and social media channels as soon as it happens.

We encourage you to organise or take part in community organised fundraising events on our behalf, but please do so within all the current COVID-19 related guidelines. Please stay safe. Let us know what you are doing so we can support you with fundraising materials. We can give you a shout out on our social media channels too; you can find us on Twitter, Instagram and Facebook (all our social media handles are @raisewestherts).

DONATE IN MEMORY OF A LOVED ONE

You can commemorate the life of a loved one by making a donation to Raise. Please contact us at any time to discuss this and how it might be recognised. You can also arrange collections for Raise in lieu of funeral flowers, either at a ceremony or online. Again, please contact us for advice.

SUPPORT US THROUGH YOUR BUSINESS

Do you run a west Hertfordshire business? Please consider adopting us as your 'Charity of the Year' or encouraging your staff to fundraise for us. Please contact Sofia Sheikh to talk about how we can work together to help meet your corporate social responsibility agenda to our mutual benefit.

LEAVE A GIFT IN YOUR WILL

A gift left in a Will to Raise can make a significant difference to our three hospitals. Also, through a special arrangement with Hertfordshire solicitors Heckford Norton, you can take advantage of their Will writing service at a reduced cost, just mention Raise when you contact them.

LEARN MORE ...

To learn more about supporting Raise, please explore our website **raisewestherts.org.uk**



9. GOVERNANCE AND MANAGEMENT

LEGAL STRUCTURE

Raise (West Hertfordshire Hospitals NHS Trust Charity) was established by a Declaration of Trust dated 12 December 1995 and its aim is to provide monies wholly or mainly for the services of the hospital trust. There are a number of subsidiary funds relating to the umbrella charity.



CORPORATE TRUSTEE REPRESENTATIVES AND THEIR RESPONSIBILITIES

The charity has a single corporate trustee, West Hertfordshire Hospitals NHS Trust. The NHS Trust Board, representing the corporate trustee, delegates responsibility to a Charity Committee. This committee meets at least four times a year and the Chair of the Committee reports to the NHS Trust Board, as corporate trustee, following each meeting.

MEMBERS OF THE CORPORATE TRUSTEE'S BOARD

As at 31 March 2021 these were:

EXECUTIVE

Christine Allen
(Chief Executive)

Professor Tracey Carter
(Chief Nurse and Director of Infection Prevention and Control)

Don Richards
(Chief Financial Officer)

Michael van der Watt
(Chief Medical Officer)

Helen Brown
(Deputy Chief Executive)

NON-EXECUTIVE

Phil Townsend
(Chairman)

Paul Cartwright
(Non-Executive Director)

Jonathan Rennison
(Senior Independent Director)

Virginia Edwards
(Non-Executive Director)

Edwin Josephs
(Non-Executive Director from December 2020)

Natalie Edwards
(Non-Executive Director from December 2020)

There were three changes in the composition of the Corporate Trustee's board in the year ending March 2021; John Brougham left his non-executive director post and Edwin Josephs and Natalie Edwards joined as non-executive directors. At 31 March 2021 there were five executive directors and six non-executive directors making up the Corporate Trustee's board.

CHARITY COMMITTEE

Acting for the Corporate Trustee, the purpose of the Charity Committee is to:

- Ensure there are robust processes in place and implemented to manage resources.
- Monitor the deployment of resources to ensure funds held on trust are used in a way which reflects donors' wishes, and that funds are maximised.
- Promote greater awareness of the charity to encourage donations, particularly through demonstrating their impact on patient care.
- Proactively fundraise for the charity to support charitable activities and purposes across our three hospitals.

10. ADMINISTRATIVE INFORMATION

Registered charity number
1052210

Registered charity name
West Hertfordshire Hospitals NHS Trust Charity

Operating names
Raise
Raise West Herts

Bank
Lloyds TSB
67 High Street
Watford
Herts
WD17 2DU

Registered charity address
c/o West Hertfordshire Hospitals NHS Trust
Watford General Hospital
Vicarage Road
Watford
Hertfordshire
WD18 0HB

Independent Auditor
Hillier Hopkins LLP
Chartered Accountants & Statutory Auditor
Radius House
51 Clarendon Road
Watford
Herts
WD17 1HP

Investment managers
Rathbones Greenback Investments
8 Finsbury Circus
London
EC2M 7AZ

Senior charity staff
Ms Sofia Sheikh (Charity Director, appointed December 2019)

Internet
www.raisewestherts.org.uk
office@raisewestherts.org.uk

Social media
facebook.com/raisewestherts
twitter.com/raisewestherts
instagram.com/raisewestherts

Privacy and fundraising
We work hard to meet our responsibilities under the General Data Protection Regulations (GDPR). Our privacy notice is available on our website and explains what supporters and others can expect from us and how we collect and manage information about them. Any adverse matters relating to GPDR compliance are reported to the Charity Committee and to our regulators as required. There were no such matters to report this year.

We are registered with the Fundraising Regulator to demonstrate our commitment to transparency. Our fundraising promise is published on our website and explains what supporters can expect from us, and what to do if they have any concerns.



+ FINANCIAL REVIEW

11. FINANCIAL REVIEW

OVERVIEW

Our total net assets as at 31 March 2021 were £1,414k; this represents an increase in reserves of £483k (increase of 51%) from 31 March 2020.

Income has increased from £610k to £1,170k (an increase of 92%). This included monies received from League of Friends projects of £53k (previous year £242k) and income from legacies and in memorial of £495k (previous year £107k). COVID-19 donations income were £199k (previous year £nil) and income from Trust and Foundations were £294k including COVID-19 grants of £203k (previous year £336k). Income from other sources increased by £55k in the year to £130k (previous year £75k).

Total expenditure has also increased, from £587k to £766k (an increase of 30%). This is mainly due to charitable activities where expenditure in the year ending 31 March 2021 was £682k (previous year £541k).

Investments

The valuation of the charity's portfolio was £691k at 31 March 2021 (previous year £618k). This is an 11.8% increase in value and reflects the recovery effect of emerging from COVID-19 on world stock markets. Returns on investment are allocated on a pro rata basis to unrestricted (including designated) and restricted funds.

The trustees continued to monitor the portfolio based on Rathbones' advice as the COVID-19 pandemic affected stock markets around the world. In March 2021 Rathbones recommended that the investment strategy remain unchanged and planned to make strategic purchases of preferred equities in a more considered way. Subsequently, Rathbones have been cautiously re-investing funds in light of the possible measured reopening of economies and a possible bounce in markets, with a higher percentage of the portfolio in cash investments.

Debtors

As at 31 March 2021 total debtors were £17k (previous year 15k). This comprised monies due from the League of Friends (£14k) and Gift Aid of £3k.

Cash

As at 31 March 2021 the total cash balance was £1,029k (previous year 321k) due to one-off higher legacy income of £451k and COVID-19 donations. The charity has some exciting new projects planned for the new financial year to use these funds to improve patient outcome and staff development.

Creditors

The amount owed by Raise at 31 March 2021 was £323k which includes monies for completed projects and accruals for other projects, all due to the NHS Trust.

Reserves policy

The reserves currently stand at £1,414k (previous year £931k). At 31 March 2021 the valuation of the investment portfolio was £691k, with the balance of assets (£723k) being net current assets. The main element of the current assets make-up is cash (£1,029k).

Note 10 of the accounts refers to the purposes of the material funds. Of the total fund balance at 31 March 2021 of £1,414k, there are 16 restricted funds with a value of £750k, with the rest of the funds (£664k) held in designated unrestricted funds.

The Corporate Trustee is committed to applying the income of the charity within a 'reasonable time' of receiving it. This policy applies to restricted and unrestricted (designated and undesignated) funds. The focus on timely expenditure of funds, together with the investment objective places a requirement on fund holders and fund managers to work with the charity to develop spending plans and forecasts for expenditure.

The reserves policy has been considered and it has been agreed that reserves will be retained sufficient to fund six months of expenditure including a cash holding of 90 days expenditure at a minimum.

Investment policy

Our investment objectives are to maximise growth over the long term whilst protecting the real value of the funds and maintaining a reasonable level of income. The appointed investment managers have, at the discretion of the Corporate Trustee, unrestricted powers in accordance with the Charities Act 2011, with the exception that there will be no investment in companies that have a significant investment in tobacco or alcohol.

Rathbones Investment Managers Ltd have been the charity's investment manager for the whole of the financial year ending 31 March 2021. They report quarterly to the Charity Committee regarding performance of the investment portfolio and outlook for the coming year. The report explains all investment movements i.e. purchases, sales and market movements, and all financial transactions are supported by contract notes. Rathbones charge a quarterly management fee which is 0.75% of the portfolio valuation and is deducted direct from the portfolio cash holding.

Risk management

The Charity Committee, on behalf of the Corporate Trustee, ensures that the charity meets its obligations for risk management as set out in the terms of reference. It has established a framework for risk identification and has examined the strategic and operational risks that the charity faces. The Charity Committee regularly reviews these risks and takes action to mitigate and monitor them.

The investment strategy is constantly reviewed by the Charity Committee in line with the level of risk appetite agreed by the Corporate Trustee.

At the time of writing, a major review of the charity's risk register and the risks it faces is underway and we will report the outcomes of this as soon as is appropriate.

Incoming resources

Total incoming resources for the year ending 31 March 2021 was £1,170k (previous year £610k) which included voluntary income of £1,152k and investment income of £18k.

Voluntary income includes donations from other charitable organisations including trusts and grant-giving bodies, churches and schools, private companies, trust employees, community events and other individual donations from patients, their relatives and their friends.

Investment income includes income from the investment portfolio managed by Rathbones Investment Management Ltd.

Resources expended

Total resources expended were £766k (previous year £587k). This was split between charitable activities (£682k) and activities for generating funds (£84k).

Charitable activities include expenditure incurred by the charity in undertaking activities that further its charitable aims of improving patient and staff experience and wellbeing, as follows:

Improving patient outcomes: Patient wellbeing and amenities £365k (previous year £345k) including monies spent on fixtures and fittings (£63k) capital equipment (£151k), patient welfare including staff assistance (£50k), and medical equipment (£101k).

Staff development: This is made up of staff wellbeing and amenities £94k (previous year £34k) including the salary costs of the specialist project manager since August 2020.

Expenditure on staff training (course expenses) comprised spend on general training of £6k (previous year £48k) and equipment for staff benefit £49k (previous year £7k).

Expenditure on fundraising includes monies spent on the charity's branding of £37k (previous year £7k) and running costs of £13k (previous year £2k).

Administration and audit costs amounted to £72k (previous year £43k). This includes interim finance support cost (£28k), interim digital media support (£17k), communication support (£3k) and administration/support costs from West Hertfordshire Hospitals NHS Trust (£19k), and audit costs of £6k (previous year £6k). West Hertfordshire Hospitals NHS Trust provided a finance service to the charity with the charge being governed by a service level agreement until 31 March 2021.

Staff costs were £99k (previous year £89k); the cost of the charity director is included. The charity directors' costs are currently charged 50% to the unrestricted general fund and 50% to charitable activities. The charge to the charitable activities reflects the work on governance of the charity. During the year a new fundraising officer was appointed (from 1 June 2020) and a communication support officer was appointed (from 1 September 2020 for one day per week).

Investment management fees were £6k (previous year £5k) being the fee charged by our investment managers, Rathbones Investment Managers Ltd, based on the value of the portfolio.

12. INDEPENDENT AUDITOR'S REPORT

Independent Auditor's Report to the Corporate Trustee of West Hertfordshire Hospitals NHS Trust Charity

Opinion

We have audited the financial statements of West Hertfordshire Hospitals NHS Trust Charity (the 'charity') for the year ended 31 March 2021 which comprise of Statement of Comprehensive Income, Statement of Financial Position, Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31/03/2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the Corporate Trustee's annual report, other than the financial statements and our auditor's report thereon. The Corporate Trustee is 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Corporate Trustee' report; or
- the charity has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Corporate Trustee's responsibilities statement on page 34, the trustee is responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustee 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 Corporate Trustee is responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Corporate Trustee either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

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

- the nature of the industry and sector, control environment and business performance including the remuneration incentives and pressures of key management;
- the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management. We consider the results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the Charity's documentation of their 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 of fraud or non-compliance with laws and regulations.
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override, including testing journals and evaluating whether there was evidence of bias by the directors that represented a risk of material misstatement due to fraud.

We also obtained an understanding of the legal and regulatory frameworks that the charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. We focused on laws and regulations that could give rise to a material misstatement in the financial statements, including, but not limited to, the Companies Act 2006 and relevant tax legislation.

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 https://tinyurl.com/auditors-responsibilities. This description forms part of our auditor's report.

Other Matters

The comparative financial statements are unaudited.

Use of our report

This report is made solely to the charity's Corporate Trustee, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's Corporate Trustee 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 charity and the charity's Corporate Trustee as a body, for our audit work, for this report, or for the opinions we have formed.



Alexander Bottom ACA (Senior statutory auditor)
for and on behalf of
Hillier Hopkins LLP

Chartered Accountants
Statutory Auditor
Radius House
51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

Date: 22 December 2021

Hillier Hopkins LLP is eligible to act as an auditor
in terms of section 1212 of the Companies Act 2006

13. FINANCIAL STATEMENTS

For the year 01 April 2020 to 31 March 2021.

Statement of Corporate Trustee's Responsibilities

The Corporate Trustee is responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and to enable it to ensure that the accounts comply with requirements of the Charities Act 2016; and
- establishing and monitoring a system of internal control; and
- establishing arrangements for the prevention and detection of fraud and corruption.

The Corporate Trustee is required under the Charities Act 2016 to prepare accounts for each financial year. In preparing those accounts, the Corporate Trustee is required to:

- apply on a consistent basis accounting policies laid down by the Charities Act 2016; and
- make judgments and estimates which are reasonable and prudent; and
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Corporate Trustee confirms that, as far as it is aware, there is no relevant information of which the Charity's auditors are unaware and that it has taken all reasonable steps to ensure that this is the case.

The Corporate Trustee confirms that it has met the responsibilities set out above and complied with the requirements for preparing the accounts. These financial statements have been compiled from and are in accordance with the financial records maintained by the Corporate Trustee.

For and on behalf of the West Hertfordshire Hospitals NHS Trust



Signed

Phil Townsend
Chair of Corporate Trustee

04 November 2021

STATEMENT OF FINANCIAL ACTIVITY

Income and expenditure for the year 01 April 2020 to 31 March 2021

		2020-21	2020-21	2020-21	2019-20	2019-20	2019-20
	See note	Unrestricted Funds £000	Restricted Funds £000	Total Funds £000	Unrestricted Funds £000	Restricted Funds £000	Total Funds £000
Income and endowments							
Donations and Legacies	2.1	158	994	1,152	299	286	585
Investment Income	2.2	16	2	18	22	3	25
Total		**174**	**996**	**1,170**	**321**	**289**	**610**
Expenditure							
Raising Funds	3	(83)	(1)	(84)	(45)	(1)	(46)
Charitable Activities	3	(290)	(392)	(682)	(235)	(306)	(541)
Total		**(373)**	**(393)**	**(766)**	**(280)**	**(307)**	**(587)**
Gains/(losses) on investment assets	4	79	0	79	(40)	(1)	(41)
Net Income/(Expenditure)		**(120)**	**603**	**483**	**1**	**(19)**	**(18)**
Transfers between funds							
		(22)	22	0	0	0	0
Net movement in funds	**10**	**(142)**	**625**	**483**	**1**	**(19)**	**(18)**
Reconciliation of Funds							
Fund balances B/F	10	806	125	931	805	144	949
Fund balances C/F	**10**	**664**	**750**	**1,414**	**806**	**125**	**931**

BALANCE SHEET

Statement of financial position at 31 March 2021

		2021	2021	2021	2020	2020	2020
	See note	Unrestricted Funds £000	Restricted Funds £000	Total at 31 March £000	Unrestricted Funds £000	Restricted Funds £000	Total at 31 March £000
Fixed Assets							
Investments	5	324	367	691	534	84	618
Total Fixed Assets		**324**	**367**	**691**	**534**	**84**	**618**
Current Assets							
Debtors	6	8	9	17	13	2	15
Cash at bank	7	484	545	1,029	279	42	321
Total Current Assets		**492**	**554**	**1,046**	**292**	**44**	**336**
Creditors: Amounts falling due within one year	8	(152)	(171)	(323)	(20)	(3)	(23)
Net Current Assets		**340**	**383**	**723**	**272**	**41**	**313**
Total Net Assets		**664**	**750**	**1,414**	**806**	**125**	**931**
Comprising							
Restricted funds	10a	0	750	750	0	125	125
Unrestricted funds	10b	664	0	664	806	0	806
Total Funds		**664**	**750**	**1,414**	**806**	**125**	**931**

Signed

Phil Townsend
Chair of Corporate Trustee

04 November 2021

STATEMENT OF CASH FLOW

Cash flow for the year 01 April 2020 to 31 March 2021

		Total Funds 2020-2021		Total Funds 2019-2020	
	See note	£000	£000	£000	£000
Cash flow from operating activities					
Operating surplus/(deficit) before income from bank and investments	9a		349		(2)
Cash flow from investing activities					
Purchase and sale of securities	9b	43		7	
Investment income received	2.2	18		23	
Bank interest received	2.2	0		2	
Total from investing activities			61		32
Movement in working capital					
Decrease/(Increase) in Debtors	6	(2)		17	
(Decrease)/Increase in Creditors	8	300		(20)	
Net Cash Generated from operating activities			298		(3)
Change in cash and cash equivalents in reporting period			708		27
Cash and cash equivalents at beginning of reporting period			321		294
Cash and cash equivalents at end of reporting period	**7**		**1,029**		**321**

NOTES TO THE ACCOUNTS

1. ACCOUNTING CONCEPTS AND POLICIES

1.1 Basis of preparation

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

West Hertfordshire Hospitals NHS Trust Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going Concern

The finances of the Corporate Trustee (West Hertfordshire Hospitals NHS Trust) were much improved over 2020/21. The Corporate Trustee is not aware of any going concern issues which may cast significant doubt about West Hertfordshire Hospitals NHS Trust's ability to continue operating. The Corporate Trustee has received assurances from the NHS Board that the services currently provided by the Trust will continue to be provided for the foreseeable future.

After making appropriate enquiries, the members of the Charity Committee have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

1.3 Financial instruments

The charity has opted to account for financial instruments in line with IAS 39. See notes 8a and 8b for further details.

1.4 Financial assets

Financial assets are recognised when the charity becomes party to the financial instrument contract or when the income is probable. Financial assets are de-recognised when the contractual rights have expired or the asset has been transferred. Financial assets are initially recognised at fair value.

1.5 Financial liabilities

Financial liabilities are recognised on the statement of financial position when the charity becomes party to the contractual provisions of the financial instrument. Financial liabilities are de-recognised when the liability has been paid or expired.

1.6 Income and Endowments

All incoming resources are included in full in the financial statements as soon as the following three factors can be met:

i) Entitlement - arises when a particular resource is receivable or the charity's right becomes legally enforceable

ii) Probability - when receipt of any income becomes probable

iii) Measurement - when the value of the incoming resources can be measured with sufficient reliability.

1.7 Boundary of Recognition of Income

Incoming resources reflected in these accounts reflect those resources which have satisfied the conditions applied to the boundary of recognition of income. This boundary has been established as the cashiers' office of the Trust.

1.8 Expenditure

The funds held on trust accounts are prepared in accordance with the accruals concept. All expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. In the year 2020/21 all the expenditure approved by the Corporate Trustees has been accrued.

1.9 Raising funds

The cost of generating funds is the cost associated with generating income for the funds held on trust. This will include the costs associated with the investment manager's fees, charity director's salary and other fundraising costs.

1.10 Charitable activities

Cost of charities activities comprise all costs incurred in the pursuit of the charitable objectives and include governance costs which are accounted for on an accruals basis as are recharges from West Hertfordshire Hospitals NHS Trust covering audit fees and accounting services. They are apportioned over all of the funds based on the average fund balance. Grants made by the League of Friends are reported within charitable funds.

1.11 Allocating costs by activity

All administration costs being the other staff costs and audit fees will be apportioned to Raising Funds and Charitable Activities based on time spent on each activity.

1.12 Structure of funds

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified in the accounts as a restricted fund. Funds where the capital is held to generate income for charitable purposes and cannot itself be spent are accounted for as endowment funds. Other funds which are not legally restricted and the Corporate Trustee has chosen to earmark for set purposes are classified as designated funds. See note 14.

1.13 Fixed asset investments

Fixed asset Investments are shown at market value. Quoted stocks and shares are included in the statement of financial position at mid-market price, ex-dividend. Other fixed asset investments are included at the Corporate Trustee's best estimate of market price.

1.14 Debtors

Debtors are amounts owed to the charity. They are measured on their recoverable amount.

1.15 Cash

Cash at bank and in hand is held to meet the day-to-day running costs of the charity as they fall due.

1.16 Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt, and recognised as soon as there is a legal or constructive obligation to make payment to a third party.

1.17 Realised and unrealised gains and losses

All gains and losses are taken to the Statement of Financial Activity as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or date of purchase if later). Unrealised gains and losses are calculated as the difference between market value at the year end and opening market value (or date of purchase if later).

1.18 Pooling Scheme

An official pooling scheme is operated for investments relating to the funds of the West Hertfordshire Hospitals NHS Trust Common Investment Fund. This scheme was registered with the Charity Commission on 2 March 2001.

1.19 Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.20 Related Party Transactions

None of the trustees or members of the West Hertfordshire Hospitals NHS board or parties related to them has undertaken any transactions with, or received any benefits from the charity in payment or kind. Creditors and accruals, see note 8, include the West Hertfordshire Hospitals NHS Trust, included in which is a figure that relates to capital equipment items, categorised as such because the cost is in excess of £5,000. The figures are noted below.

Name of Related Party	Relationship	Nature of transaction	2020/21	2019/20
			£000	£000
West Herts Hospitals NHS Trust	Corporate Trustee	Contribution to the NHS	114	238

2. INCOME AND ENDOWMENTS

2.1 Donations and Legacies

	Unrestricted Funds 2020/21 £000	Restricted Funds 2020/21 £000	Total Funds 2020/21 £000	Unrestricted Funds 2019/20 £000	Restricted Funds 2019/20 £000	Total Funds 2019/20 £000
Donations (i)	140	513	653	175	286	461
Legacies (ii)	0	477	477	107	0	107
Other (via Just Giving/Virgin)	18	4	22	17	0	17
Total	**158**	**994**	**1,152**	**299**	**286**	**585**

(i) Includes large donations received for COVID-19 appeal including grants from NHS Charities Together and others amounting to £402K
(ii) Includes one large legacy payment of £451k for medical and surgical equipment.

2.2 Investment Income

	Unrestricted Funds 2020/21 £000	Restricted Funds 2020/21 £000	Total Funds 2020/21 £000	Unrestricted Funds 2019/20 £000	Restricted Funds 2019/20 £000	Total Funds 2019/20 £000
Rathbones Dividends/interest	16	2	18	20	3	23
Natwest Bank Interest	0	0	0	2	0	2
Total	**16**	**2**	**18**	**22**	**3**	**25**

3. EXPENDITURE

3	Expenses Summary						
		Charitable activities	Raising Funds	Total Funds	Charitable activities	Raising Funds	Total Funds
		2020/21 £000	2020/21 £000	2020/21 £000	2019/20 £000	2019/20 £000	2019/20 £000
	Capital Equipment	151	0	151	238	0	238
	Medical Equipment	101	0	101	2	0	2
	Staff costs (See Note 3.1(iv))	43	56	99	43	46	89
	Staff Welfare	94	0	94	34	0	34
	Administration (See Note 3.1(iii))	66	0	66	37	0	37
	Furniture/fittings	63	0	63	35	0	35
	Patient welfare (See note 3.1(i))	50	0	50	70	0	70
	Courses and equipment	49	0	49	7	0	7
	Computers, branding and fundraising software	37	0	37	7	0	7
	Consultancy costs	0	25	25	7	0	7
	Running Costs	11	2	13	2	0	2
	Staff training	6	0	6	48	0	48
	Audit (See Note 3.3)	6	0	6	6	0	6
	Investment fees	5	1	6	5	0	5
	Total	**682**	**84**	**766**	**541**	**46**	**587**

3.1 Staff costs

There are no directly employed staff costs this year or in any previous years; staff are employed by West Hertfordshire Hospitals NHS Trust and recharged to the charity as follows:

(i) Includes salary recharges for a part-time end of life care volunteering project manager of £17k and a youth volunteer team manager of £14k (previous year £40k)

(ii) Includes specialist project manager's cost of £32k (from August 2020)

(iii) The salary of the charitable funds accountant and IT consultant are disclosed as part of the administration costs and apportioned across all funds

(iv) Includes the charity director, fundraising officer and communications officer (one day/week); the charity director is charged 50% to General Fund and 50% is apportioned across all funds

3.2 Trustees remuneration, benefits and expenses

No member of the Corporate Trustee's board were paid any remuneration or expenses by the charity for their services representing the Corporate Trustee on the Charity Committee

3.3 Auditors remuneration

The external auditors remuneration related solely to audit (previous year: independent review) with no additional work being undertaken. The actual cost for the current year is £6k (previous year £6k).

4. GAINS/(LOSSES) ON INVESTMENT ASSETS

4	(Losses)/Gains on investment assets						
		Unrestricted Funds 2020/21 £000	Restricted Funds 2020/21 £000	Total Funds 2020/21 £000	Unrestricted Funds 2019/20 £000	Restricted Funds 2019/20 £000	Total Funds 2019/20 £000
	Realised (losses) / gains	(3)	0	(3)	(7)	(1)	(8)
	Unrealised (losses) / gains	82	0	82	(33)	0	(33)
	Total	**79**	**0**	**79**	**(40)**	**(1)**	**(41)**

5. INVESTMENT FIXED ASSETS PORTFOLIO

5	Investment fixed assets portfolio			
		Held in the UK £000	Total 2021 £000	Total 2020 £000
	Market value at 31 March:			
	Investments listed on Stock Exchange	634	634	594
	Cash held as part of the portfolio	57	57	24
	Total	**691**	**691**	**618**
	Market value at start of period 31 March		**618**	**666**
	Less: Disposals at carrying value		(157)	(100)
	Add: Acquisitions at cost		114	93
	Net (loss) / gain on revaluation		79	(41)
	Movement in cash balance		33	0
	Other movements		4	0
	Market value at end of period 31 March		691	618
	Historic cost at end of period		**635**	**644**

6. DEBTORS

6	Debtors		
		31 March 2021 £000	31 March 2020 £000
	Amounts falling due within 1 year Funding pledge from the League of Friends (£14k (previous year £9k)) Gift aid claim from HMRC (£3k)	17	15
	Total debtors	**17**	**15**

7. CASH AT BANK

7	Cash at bank	Total 2021 £000	Total 2020 £000
	Lloyds current account	48	90
	Nat West current account	981	231
	Total cash held	**1,029**	**321**

8. CREDITORS

8	Creditors	Total 2021 £000	Total 2020 £000
	Amounts falling due within 1 year	36	19
	Accruals	287	4
	Total creditors	**323**	**23**

Creditors were amounts due to West Hertfordshire Hospitals NHS Trust

8a. FINANCIAL ASSETS

8a	Financial Assets	At fair value through receipts and payments 31 March 2021 £000	Receivables 31 March 2021 £000	Total 31 March 2021 £000	Total 31 March 2020 £000
	Investments	691	0	691	618
	Debtors	0	17	17	15
	Cash at bank and in hand	0	1,029	1,029	321
	Total financial assets	**691**	**1,046**	**1,737**	**954**

8b. FINANCIAL LIABILITIES

8b	Financial Liabilities	Payables 31 March 2021 £000	Total 31 March 2021 £000	Total 31 March 2020 £000
	Creditors	36	36	19
	Accruals	287	287	4
	Total	**323**	**323**	**23**

9a. RECONCILIATION OF NET EXPENDITURE WITH DEFICIT ON CASHFLOW

9a	Reconciliation of net expenditure with deficit on cashflow	2020/21 £000	2019/20 £000
	Operating surplus (deficit) from statement of financial activities	483	(18)
	Deduct: dividends and interest on investment portfolio	(18)	(23)
	Deduct: bank interest	0	(2)
	Net loss/(gain) on revaluation	(79)	41
	Movement in cash balance	(33)	0
	Other movements	(4)	0
	Per cash flow on operating activities	**349**	**(2)**

9b. ANALYSIS OF CASH MOVEMENTS WITHIN THE CASHFLOW

9b	Cashflow: Analysis of cash movements within the cashflow	2020/21 £000	2019/20 £000
	Investing activities		
	Sale proceeds from investments	157	100
	Purchases of fixed asset investments	(114)	(93)
	Total	**43**	**7**

10a. RESTRICTED FUNDS

10.a	Restricted Funds	Balance at 31 March 2020 £000	Incoming resources £000	Resources expended £000	*Transfers (Note iv) £000	Gains and Losses £000	Balance st 31 March 2021 £000
	Material funds						
A	Breast Cancer Appeal	35	1	(5)	0	0	31
B	Horace Robinson Renal Unit	35	2	(6)	0	0	31
C	League of Friends (WGH)	0	53	(53)	0	0	0
D	League of Friends (HHGH) (Note i)	15	0	(9)	0	0	6
E	W.G.Moore Legacy (Dialysis)	10	0	(2)	0	0	8
F	Paediatric Diabetes	0	0	0	0	0	0
G	Helen Donald Nurse (Cancer)	1	0	0	0	0	1
H	Youth Volunteering Dev't (Note ii)	28	35	(14)	0	0	49
I	Paediatric Cystic Fibrosis	6	0	(1)	0	0	5
J	Investment gain/(loss) (Note iii)	(5)	0	0	0	0	(5)
K	Medical and Surgical Equipment	0	451	0	0	0	451
L	COVID-19	0	402	(286)	0	0	116
M	UK Neqas Training & Education	0	0	0	7	0	7
N	End of life Care Volunteering	0	15	(17)	15	0	13
O	Volunteering (ED)	0	10	0	0	0	10
P	WGH Elderly Patients	0	26	0	0	0	26
	Total	**125**	**996**	**(393)**	**22**	**0**	**750**

Notes

i) The League of Friends Hemel ceased operations during 2018 and donated funds to be spent for the benefit of Hemel Hospital patients

ii) A grant was received from the Pears Foundation to fund a specific project within the hospital

iii) Investment gains and losses are only allocated to funds when the gain/loss is realised. This fund balance relates to unrealised losses attributable to the restricted funds

iv) Funds are reclassified from unrestricted to restricted

v) Brief description of the nature and purpose of each fund:

A	Breast Cancer Appeal	Raising funds for cancer care
B	Horace Robinson Renal Unit	Dialysis unit patient care and staff training
C	League of Friends (WGH)	Equipment funding for the local hospital
D	League of Friends (HHGH)	Funding for the local hospital
E	W.G.Moore Legacy (Dialysis)	Renal Dialysis machines
F	Paediatric Diabetes	Care for young patients with diabetes
G	Helen Donald Nurse (Cancer)	Lung cancer patient care
H	Youth Volunteering Development	Youth Volunteering Development
I	Paediatric Cystic Fibrosis	Patient welfare
J	Investment Losses	Investment movements
K	Medical and Surgical Equipment	Equipment funding
L	COVID-19	COVID-19 response
M	UK Neqas Training & Education	Staff training
M	End of life Care Volunteering	Volunteering
O	Volunteering (ED)	Volunteering
P	WGH Elderly Patients	Elderly patient care

10b. UNRESTRICTED FUNDS

10.2	Unrestricted Funds	Balance at 31 March 2020 £000	Incoming resources £000	Resources expended £000	Transfers (Note ii) £000	Gains and Losses £000	Balance at 31 March 2021 £000
	Material funds						
A	Haematology Patients	109	2	(64)	0	0	47
B	West Herts General	28	82	(107)	0	0	3
C	Clinical Biochemistry	46	1	(8)	0	0	39
D	Gurney Bequest	31	1	(5)	0	0	27
E	Metabolic (Diabetes)	30	4	(5)	0	0	29
F	Neurology	39	1	(6)	0	0	34
G	Staff wellbeing	5	2	0	0	0	7
H	Colorectal Cancer	36	1	(6)	0	0	31
I	S.C.B.U.	68	12	(57)	0	0	23
J	Carers Support Team	16	1	(3)	0	0	14
K	Paediatrics	29	7	(7)	0	0	29
L	Patients Experience	8	0	(1)	0	0	7
M	Diabetic Equipment	37	1	(6)	0	0	32
N	Investment gains / (loss) (Note i)	(48)	0	0	0	79	31
O	Staff Reward and Development	0	39	(33)	0	0	6
P	Others (116)	372	20	(65)	(22)	0	305
	Total	**806**	**174**	**(373)**	**(22)**	**79**	**664**

Notes

i) The charity only allocates gains and losses when realised. The fund balance of the unrealised gains as at 31 March 2021 was £79k (previous year loss £48k). Gains in the year of £82k (previous year loss 33k) is shown in note 4.

ii) Funds are reclassified from unrestricted to restricted

iii) Brief description of the nature and purpose of each fund:

A	Haematology patients	Treatment of patients with blood disorders
B	West Herts General	Trust wide expenditure
C	Clinical Biochemistry	Education and training
D	Gurney Bequest	Medical education, training and equipment
E	Metabolic (Diabetes)	Metabolic research fund including Clinical Trials
F	Neurology	Education and training
G	Staff Wellbeing	Staff health and wellbeing
H	Colorectal Cancer	Cancer treatment and research
I	S.C.B.U.	Special care baby unit equipment/training
J	Carers Support Team	Supporting parents and other carers
K	Paediatrics	Treatment of children
L	Patients Experience	Patients comforts
M	Diabetic Equipment	Purchase of equipment
N	Investment Losses	Investment movements
O	Staff Reward and Development	Staff reward and development
P	Others	Miscellaneous and historical funds

11. CONNECTED ORGANISATIONS

	2020/21		2019/20	
Name, nature of connection, description of activities undertaken and details of any qualifications expressed by their auditors	turnover of connected organisation	operating surplus of connected organisation	turnover of connected organisation	operating deficit of connected organisation
	£000	£000	£000	£000
West Hertfordshire Hospitals NHS Trust is the charity's corporate trustee	**472,565**	**843**	393,675	(18,351)

* The operating surplus or deficit of West Hertfordshire Hospitals NHS Trust is after adjusting for impairment and depreciation on donated assets in excess of donated income.

raise

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