HOSPICE AT HOME WEST CUMBRIA

England & Wales · Charity number 1086837

Details

Other names	WEST CUMBRIA HOSPICE AT HOME, HOSPICE AT HOME - WEST CUMBRIA
Status	Registered
Legal form	Charitable company
Company number	04191126
Registered	2001-05-31
Register	View on the Charity Commission register

Contact

Address	Hospice At Home West Cumbria 10 Finkle Street Workington Cumbria CA14 2BB
Phone	01900 873173
Email	charlotte.todhunter@hhwc.org.uk
Website	www.hospiceathomewestcumbria.org.uk

Activities

Objects: The Charity's objects are restricted specifically, only for the public benefit, to:2.1 promote by the establishment and provision of personalised high quality palliative and end of life care;2.2 provide home nursing, emotional support, complementary therapies, and lymphoedema care when and where needed;2.3 provide domiciliary care and/or day care and/or the relief of adults hereinafter referred to as “Patients” who are suffering from any chronic or terminal illness or from any disability or disease attributable to old age or from any other physical or mental infirmity, disability or disease in such ways as the Charity shall from time to time think fit; and2.4 provide support for carers and family of Patients.Nothing in these Articles shall authorise an application of the property of the Charity for purposes which are not charitable in accordance with any statutory provision regarding the meaning of the word "charitable" or the words "charitable purposes" in force in any part of the United Kingdom.

Activities: To provide palliative and supportive care, including pain and symptom control to persons of either sex, any age, without regard to race or creed, who are suffering from any chronic or terminal illness or from any disability or disease attributable to old age or from any other physical or mental infirmity, disability or

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disease, in such ways as the Trustees shall from time to time think fit.

Classification

- **How:** Provides Human Resources, Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Elderly/old People, The General Public/mankind

Geography

- Cumbria

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,312,619	£2,064,980	£3,608,098	57
2024-03-31	£1,717,433	£1,844,856	£3,327,878	56
2023-03-31	£2,142,680	£1,446,951	£3,310,538	46
2022-03-31	£1,515,222	£1,242,541	£2,697,217	41
2021-03-31	£2,289,491	£1,176,801	£2,411,058	43

Trustees

Name	Role	Appointed
Antonia Claire Tandy		2025-08-26
Barbara Marion Stephens OBE		2019-02-27
Brendon Cook		2019-02-27
Dominic Heaton		2023-08-01
Dr Andrew Butler		2024-02-20
Dr Lee Williams		2021-11-23
Dr Richard Tranter		2022-11-22
Fiona Stobart		2022-11-22
Kathryn McClogrie		2023-08-01
Paul Skelton		2021-10-08
Sandra Holliday		2024-12-03

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HOSPICE AT HOME WEST CUMBRIA

England & Wales - Charity number 1086837

Accounts

HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

ANNUAL REPORT & FINANCIAL ACCOUNTS

Incorporating the Directors' Report

2024/2025

www.hospiceathomewestcumbria.org.uk

Registered Charity No. 1086837



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About Hospice at Home West Cumbria

Hospice at Home West Cumbria (HHWC) is an independent charity which is registered with the Charity Commission. It is also registered as a company limited by guarantee at Companies House, with the Fundraising Regulator, and with the Care Quality Commission (CQC).

We provide home nursing, support at home, family and bereavement support services and lymphoedema treatments. Our care is delivered to people in their own homes, clinics and other settings, which may also include those in nursing homes and hospitals. We cover an area from Maryport in the north, to Millom in the south and into rural areas of the Eskdale, Wasdale, Ennerdale and Buttermere valleys, serving a population of around 137,000.

We are proud to have served our community for nearly 40 years, working in partnership with our local healthcare colleagues to provide complex, specialist palliative and end of life care to the people of West Cumbria, as well as offering vital support to their loved ones.

We are committed to delivering the highest quality care that is agile and responsive to give our patients and their families choices about the care they receive. Our services are delivered free of charge to all those who need them. To support this, we have a marketing and income generation team to raise our profile so that people are aware of our services and know how to support us.

Around one fifth of our income comes from the NHS the rest must be raised through our own income generating activities, legacies, trusts and grants. All our actions are governed by the knowledge that we have a duty to manage our resources wisely and cost effectively and remain sustainable into the future. We employ 54 dedicated staff who, with the support of 116 incredible volunteers, provided care to more than 1,000 people last year.



VISION

All people in West Cumbria have timely access to personalised high quality palliative and end of life care.

MISSION

To be at the heart of our community and provide home nursing, emotional support, complementary therapies and lymphoedema care when and where needed.

Our Charter

We will listen carefully to your wishes and needs throughout your journey and always keep you and those important to you at the centre of all we do.

We will deliver care and support where and when you need it.

We will keep you safe.

We will work closely together and alongside other professionals to ensure we provide you with the support you need to live your life how you choose.

We will develop trusting relationships with you and those important to you, enabling you to share your thoughts and feelings in a safe, non-judgemental place.

We will ensure we keep your information confidential and private.

We will help you live your best life by supporting you with your emotional, physical, spiritual, social and cultural needs and wishes.

We will welcome everyone regardless of their age, gender, ethnicity, disability or sexual orientation and treat each person with dignity and respect.

We will provide support and care from compassionate, kind and skilled professionals and volunteers.

We will provide a range of high quality care, support and information for patients, their loved ones and those bereaved.

Our Strategy for 2024/25

Theme	SERVICE DELIVERY & EXCELLENCE	SUSTAINABILITY & GROWTH	PRESENCE, REPUTATION & INCLUSION	GOVERNANCE & LEADERSHIP
Goals	Deliver the best possible care for our patients and their families.	Ensure our organisation is sustainable and relevant in the ever-changing external environment.	Reach more people through working in partnership and raising awareness.	Ensure our organisation is compliant and manages risk.
Strategic Objectives	• Maintain high quality care in our existing services. • Develop services to meet emerging needs and national and local end of life care priorities. • Increase use of existing services and facilities to maximise outcomes, reach and early intervention. • Engage with and respond to the changing commissioning environment.	• Deliver strategies to maximise income generation, voluntary and corporate support. • Explore opportunities to improve efficiency and effectiveness. • Implement and work to a suite of performance and financial controls. • Implement succession plans that support recruitment, retention and development of skilled staff and volunteers.	• Engage with new and existing partners to develop collaborative working. • Educate and promote understanding of our organisation within our community and wider stakeholders. • Ensure that services reach all those in our communities including those hard to reach groups. • Celebrate staff and volunteer achievements.	• Ensure compliance with regulatory standards. • Ensure all areas of strategic risks are identified, reviewed and managed. • Ensure systems are in place to support our governance framework so that the board is effective.

Our Operating Area



REFERENCE & ADMINISTRATIVE DETAILS

Registered charity name:
Hospice at Home West Cumbria

Charity registration number:
1086837

Company registration number:
4191126

Head office telephone number:
01900 873173

Registered office:
Therapy and Information Centre
10 Finkle Street
Workington
Cumbria
CA14 2BB

Joint Statement from the Chair and Chief Executive

Welcome to Hospice at Home West Cumbria's 2024/25 Annual Report and Accounts which highlights some of the many achievements of the past year.

In 2024, our founder Dr Brian Herd, retired as President and shortly after received a letter from our Patron, His Majesty King Charles, acknowledging his dedication to Hospice at Home West Cumbria for over 38 years. At the AGM in 2024, former Chair and Vice President Dr Robert Walker, was appointed as President.

We would like to pay tribute to Dr Herd and our Vice President Mary Todd who both sadly passed away earlier this year. The Trustees, President, and Vice Presidents are grateful for the invaluable contribution they both made to the organisation, and they will be greatly missed.

We have set out an ambitious new five-year strategy which was launched in April, developed through consultation and feedback from a wide range of staff, stakeholders, service users and the public, and is now available on the website. Long-term priorities in the strategy include delivering the best possible care for our patients and their families; reaching more people through working in partnership and raising awareness; ensuring our organisation is sustainable and relevant in the ever-changing external environment; and ensuring our organisation is compliant and manages risk. The Board remains committed to building strong foundations to ensure long term sustainability and continued growth to meet the needs of service users.

Achievements within the last year include expanding the Support at Home service into the south of our area; introducing new complementary therapies; collaborating with local hospices to promote awareness of hospice care; expanding bereavement services and opening new bereavement cafés; and launching a redesigned website aimed at improving user experience. Recruitment efforts have brought additional skilled and professional staff to the team.

Dr Fayyaz Chaudhri and Kerry Charters resigned as Trustees, and both were thanked for their support and guidance. Sandra Holiday was appointed as a Trustee and will support the HR and Governance Committee.

We would like to thank all staff, volunteers and Trustees for their hard work throughout the year and to everyone who supports our activities through donations, fundraising and volunteering.



Brendon Cook, Chair of Trustees



Julie Monk, Chief Executive

Hospice at Home West Cumbria in Numbers

Home Nursing

We provided **9138** hours of nursing care:

857 night shifts

241 day shifts

251 new patients

272
new referrals

Family and Bereavement Support

94 new patients

- bereavement support 55
- carer 21
- patient 23

298
one-to-one sessions

179
bereavement group sessions

136
active patients during this period

99
new referrals

Complementary Therapy

155 new referrals

- bereavement support 49
- carer 27
- patient 79

169
active patients during this period

466
complementary therapy sessions

THERAPIES CARRIED OUT

Acu-reflexology 88

Emotional Freedom Technique (EFT) 59

Reiki 257

Aroma Sticks 23

Therapeutic Massage 30

Lymphoedema

222
new referrals

452 active patients during this period

252
cancer related treatments

558
non-cancer related treatments

TOTAL 810

The information on this page is correct as of the date of the AGM on 5th October 2025

PATRON PRESIDENT & VICE PRESIDENTS

His Majesty King Charles III	Patron
Dr Brian Herd	President (stepped down 30 May 2024, died June 2025)
Dr Robert Walker	Vice President (to 30 May 2024) President (from 1 June 2024)
Mr Richard Stout	Vice President
Mrs Mary Todd	Vice President (died June 2025)
Baroness Sue Hayman of Ullock	Vice President
Mr Gary McKee	Vice President
Mrs Joanne Bowe	Vice President



His Majesty King Charles III has been our Patron since 1997. We hope he will visit us again when we celebrate our 40th anniversary in 2027.



Gary McKee, Vice President; Dr Rob Walker, President; Mary Todd, former Vice President; Dr Brian Herd, former President

THE TRUSTEES

Mr Brendon Cook	11 October 2019 - Chair from 3 December 2020
Mrs Barbara Stephens	11 October 2019
Dr Fayyaz Chaudhri	3 December 2020 - (resigned 10 October 2024)
Mr Paul Skelton	8 October 2021
Dr Lee Williams	6 October 2022
Dr Richard Tranter	22 November 2022
Mrs Fiona Stobart	22 November 2022
Mrs Kerry Charters	22 November 2022 (resigned 27 May 2025)
Mr Dominic Heaton	1 August 2023
Ms Kathryn McCloghrie	1 August 2023
Dr Andrew Butler	20 February 2024
Mrs Sandra Holliday	3 December 2024 - (to be ratified at AGM October 2025)
Mrs Antonia Claire Tandy	26 August 2025 - (to be ratified at AGM October 2025)

COMPANY SECRETARY

Miss Charlotte Todhunter	Appointed 2 May 2023



Senior Management Team

This team operationally manages the organisation, provides support and guidance to all staff, and supports the Board of Trustees.

Chief Executive Officer	Director of Clinical Services	Director of Funding & Communications
Julie Monk	Lorraine Dixon	Hayley McKay

Committees

BOARD OF TRUSTEES

Clinical Governance Committee

Trustees:
Dr Fayyaz Chaudhri (Chair to October 2024)
Fiona Stobart (Chair from November 2024)
Dr Richard Tranter
Dr Andrew Butler
Sandra Holliday

Executive Support:
Julie Monk, Lorraine Dixon, Dr Helen Rowe

This Committee monitors and advises on Clinical Governance of the charity including quality standards, clinical risk, care delivery and patient experience and audit.

HR & Governance Committee

Trustees:
Barbara Stephens (Chair)
Paul Skelton
Claire Tandy
Kerry Charters (resigned May 2025)

Executive Support:
Julie Monk, Melanie Taylor

This Committee monitors and advises on Human Resources and personnel issues including remuneration, and training and development of staff and volunteers.

Finance & Income Generation Committee

Trustees:
Dr Lee Williams (Chair)
Brendon Cook
Dominic Heaton
Kathryn McCloghrie

Executive Support:
Julie Monk, Hayley McKay, Charlotte Todhunter

This Committee oversees the financial management and marketing and income generation of the charity, including audit requirements, the development of fundraising strategies, the operation of the Trading Company and external audit arrangements of both the charity and the Trading Company.

RISK GROUP - The Risk Group is attended by the Chairs of each Committee and oversees the strategic risk register and reports highlights, exceptions and changes to Board to inform the Business Plan.

Role of the Board of Trustees

Hospice at Home West Cumbria is an independent charity overseen by a Board of Trustees who are responsible for the management and administration of the organisation. They are accountable for the overall governance, making decisions and working together through quarterly meetings.

The Board holds legal responsibility for the activities of the organisation and in shaping the long-term direction. The Board is accountable for defining the mission, vision and values, and for ensuring those are underpinned by a clear purpose and a framework of policies and standards. The Board sets the overall strategy to achieve the organisational aims and delegates the implementation to the Chief Executive and senior management team. The Trustees are directors of the charity and have duties under company law as well as charity law. They are expected to maintain the highest standards of integrity and stewardship; to ensure that the organisation is effective, open and accountable.

The Board monitors organisational performance and ensures the highest quality of care is provided, balanced with effective, efficient and economic use of hospice resources and assets. The Board ensures compliance with the law and works within the governing document, the Memorandum and Articles of Association.

The governance arrangements are set out in the Governance Handbook which includes guidance on the roles and duties of Trustees, role profiles, terms of reference for committees, schedule of matters reserved for the Board and a scheme of delegation.

The Board meets a minimum of four times each year and has a subcommittee structure. Each committee meets in between Board meetings and has delegated responsibility to examine the detail and provide the precise level of scrutiny that is necessary for specific areas of activity. This allows the Board to focus on strategic and big picture issues.



Trustee Recruitment and Induction

Trustees make a significant contribution to the running of Hospice at Home West Cumbria. Through the diversity of their knowledge, skills and experience, as well as the time they give freely, they play a key role in enabling the organisation to achieve its aims.

The Trustee Recruitment Handbook provides guidance to ensure the recruitment and selection process identifies the skills, experience and competencies needed on the Board. Consideration is given to the knowledge, skills and competencies needed in response to the changing external and internal environment and Trustees are appointed onto a committee relating to their relevant skill set. Trustees are appointed following advertisement and interview, and references are taken up before a formal recommendation is made to the Board by the Chair.

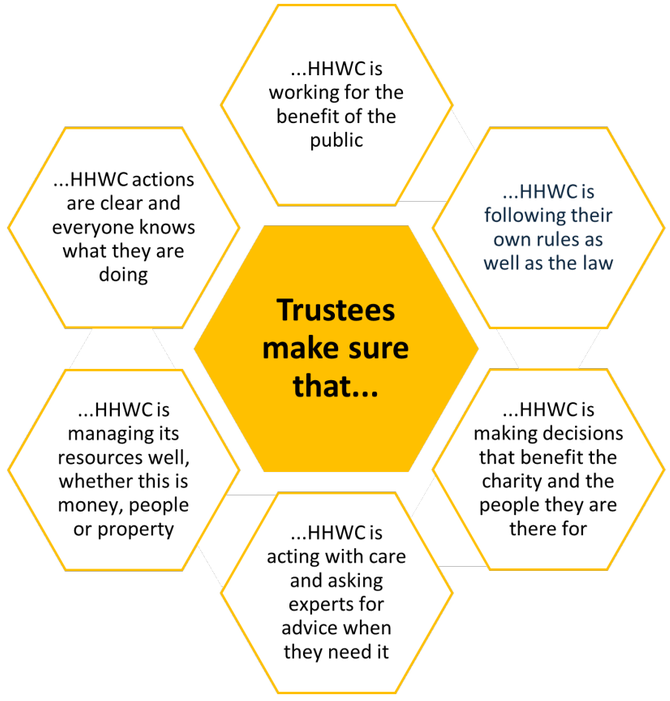
Before a final decision is made, checks are made to ensure the person is not disqualified from acting as a Trustee, they have declared all actual or potential conflicts of interest, and an appropriate check from the Disclosure and Barring Service has been returned.

All new Trustees participate in an induction programme aimed at building knowledge and understanding of both the role and their responsibilities as a Trustee and the work of Hospice at Home West Cumbria.

A Board skills audit is undertaken annually to identify skills gaps. This year, following resignations and retirements, recruitment took place to attract applicants with medical/clinical skills to join the Clinical Governance Committee. One new Trustee was appointed.

Trustees have an annual appraisal, conducted by the Chair and Vice Chair.

Under the requirements of the Memorandum and Articles of Association, the Trustees are elected to serve for a period of three years, after which they must be re-elected at the next Annual General Meeting. Trustees cannot serve longer than nine years in total.



Governance Roles and Responsibilities

The following details some of the measures which are taken to ensure strategic governance, sustainable leadership, and operational resilience:

1. **Governance and compliance reviews:** hospices must maintain strong governance structures to meet regulatory requirements and ensure effective oversight. The Board reviews effectiveness, leadership, accountability, and risk management. These reviews help meet the expectations of the Charity Commission, strengthen internal processes, and mitigate risks.
2. **Strategic development:** strategic planning is carried out to ensure that the organisation continues to deliver high-quality care while addressing financial sustainability. Work has begun on the new Strategy 2025 - 2030 which was launched in April 2025 and showcased at the AGM in October 2025.
3. **Leadership development and board effectiveness:** the development of the Board of Trustees is ongoing which enhances decision-making capabilities and ensures that leaders are well-equipped to guide the organisation through times of change and uncertainty. Board effectiveness is undertaken annually and an external review takes place every 3 years.
4. **Quality assurance and inspection preparation:** preparing for inspections by regulatory bodies is critical for maintaining a positive reputation to provide assurance to patients, carers and those who provide funding, whether that be from the NHS, the community, or grant funding. We have implemented quality assurance processes, conducted mock inspections, and prepared staff for regulatory reviews. We have established an internal CQC Working Group, supported by the Medical Advisor, Dr Helen Rowe, to monitor our compliance with regulations.
5. **Risk management and safeguarding:** with vulnerable individuals in our care, we must have robust safeguarding policies and risk management strategies in place to protect patients, manage risks effectively, and maintain public trust. We have continued to develop and monitor our risk assessments and robust safeguarding frameworks, and implement crisis management protocols. The senior management team has supported the Board in identifying and managing strategic risks, and in setting and applying the risk appetite. The Risk Group includes the chairs of committees and senior management team.

Hospice at Home West Cumbria is subject to the requirements of the Charity Commission, Care Quality Commission and other regulatory bodies. It is essential for service users and the organisation that high standards of care are met in service delivery. To meet regulatory requirements of the Care Quality Commission, the following appointments are made

- **Registered Manager** – Lorraine Dixon, Director of Clinical Services, is the Registered Manager for the CQC. Lorraine holds the skills, qualifications, knowledge, experience and competency required to manage the regulated activity.
- **Nominated individual** –Julie Monk, Chief Executive, is the Nominated Individual and is the person who acts as the main point of contact with them. A Nominated Individual has responsibility for supervising the way that the CQC regulated activity is managed. In the absence of Julie, Brendon Cook, Chair of Trustees, covers this role.

Other roles which oversee regulatory activities include -

- **Safeguarding Lead** – Lorraine Dixon, Director of Clinical Services, is the safeguarding lead. The safeguarding lead is responsible for providing expert safeguarding knowledge, oversight and accountability for safeguarding activity across our services. Sustaining relationships with local, regional and national safeguarding networks enables Lorraine to provide expert and evidence-based leadership on all aspects of safeguarding, including the development of the safeguarding policy and processes and their implementation across our services.
- **Caldicott Guardian** - Lorraine Dixon, Director of Clinical Services, is the Caldicott Guardian. The role of a Caldicott Guardian in hospice care involves several key responsibilities: responsibility for protecting the confidentiality of patient and service user information, representing and championing information governance issues at senior management level, ensuring all staff receive information governance training, compliance with standards and advocating for the protection of patient information ensuring that appropriate information sharing is permitted.
- **Data Protection Officer** - Julie Monk, Chief Executive, is the Data Protection Officer. The role of Data Protection Officer is crucial in ensuring compliance with data protection legislation and maintaining the confidentiality and integrity of personal data. Key responsibilities include managing data protection and security processes, reviewing our data management policy, ensuring appropriate training for staff and volunteers, and reporting any breaches.
- **Freedom to Speak Up Guardian** – Melanie Taylor, HR Advisor, is the Freedom to Speak Up Guardian. This role is crucial for fostering an environment where staff feel safe to raise concerns and voice their opinions. Melanie acts as a support system helping to navigate any barriers which may prevent individuals from speaking up. She ensures that any issues raised are heard and acted upon, contributing to the overall improvement of patient care and the well-being of the workforce. The role is vital in promoting a culture of openness, honesty and transparency within our organisation, which is essential for effective communication and decision-making.

Emerging Challenges

External changes and emerging challenges for the next year, which may impact on the operational activities, include:

- **Government funding and policy reforms:** the hospice sector has long advocated for more consistent government funding to support palliative care services. Although some short-term financial capital support has been provided, long-term solutions are needed to address the funding gap.
- **Ongoing workforce pressures in end-of-life care:** the sector faces significant workforce pressures, with shortages of specialist palliative care nurses and care staff.
- **Assisted Dying Bill:** currently going through parliament. This will have significant implications for the sector, including the possible impact on hospice services and the potential diversion of limited resources away from the sector.

Investments

The assets of a charity must be invested in accordance with the governing instrument and with the Trustee Act 2000 and the charity confirms it can grant discretionary investment power.

The Board of Hospice at Home West Cumbria has an approved Investment Policy and has delegated investment decisions to the Finance and Income Generation Committee. The committee has responsibility for monitoring the investment assets and reporting to Board.

The charity has investments with RBC Brewin Dolphin with a specific detailed investment policy including low/medium risk products and the right to exclude those companies that carry out activities contrary to the charity's aims or from holding investments which damage the charity's reputation. The Trustees wish to preclude any direct equity investment in tobacco, alcohol or any substance illegal in the UK, and these are defined as companies with more than 20% of their turnover derived from these activities. The fund managers have a discretionary mandate to best invest in suitable products. The committee regularly reviews the information provided by the investment manager.

The charity also has investments held with The Cumberland, and various banks within Flagstones, which is an online investment platform. The use of Flagstones enables HHWC to monitor interest rates across multiple banks and building societies in one place, and transfer funds between these without having to complete application forms for each individual account. It also gives the charity the extra peace of mind that comes with spreading such investments making the most of the FSCS protection available.

The Trustees objective is that our investments generate a return in excess of inflation over the long term. The annual inflation rate (CPI) for the 12 months to 31 March 2025 was 2.6%. All our investments produced a return in excess of this.

Reserves Policy

The reserves are resources that Hospice at Home West Cumbria has or can make available to spend for any or all of the charity's purposes. The reasons for holding reserves are as follows:

- The majority of the annual general income has to be raised from charitable sources, and it can be unpredictable as to what the charity receives from donations and legacies. Therefore, if income levels are down, having reserves makes it possible for the charity to maintain its services.
- The nature of the service, particularly the home nursing service, is unpredictable and it has always been the philosophy of the organisation to try to meet any increase in service if the need arises.

The Reserves Policy sets out to hold £2.3m of free reserves. The aim of the Reserves Policy is to hold 12 months operating costs (currently £2.1m, of which £450k is working capital) as investments which are accessible within 12 months. Held within these investments, is the intention to keep strategic reserves of £200k in order to take advantage of new opportunities, develop new initiatives and be able to cover any unforeseen emergencies. The balances of such investments at the year-end were £3,297,962. This is £0.9m higher than intended, the reason being due to the timing of the maturity of some of the investments. During the new financial year, budgeted costs are anticipated to increase by approximately £360k (17.5%). Applying the 12 months operating costs policy to the new financial year, the intended free reserves level then increases to £2.6m meaning there is £0.7m more than expected. The intention is to reinvest this difference longer term to help the charity through a potentially difficult few years in terms of fundraising and increased expenditure due to general cost increases, and the additional burden of increased employers' national insurance contributions.

The charity's cash reserves are held on short term deposits with The Cumberland, where the average gross interest over the financial year was approximately 4.0%. A range of both short and longer-term investments are held on the Flagstones investment platform, managed by the Finance Team Leader, where the average gross interest over the financial year was approximately 5.3%. The remainder of the charity's investments are managed by RBC Brewin Dolphin.

Assurance, Risk and Compliance

In March 2024, we introduced the role of Assurance and Improvement Manager to support the senior management team in shaping key strategies, overseeing policies and procedures, ensuring regulatory compliance, and promoting continuous improvement and sustainable growth across the organisation.

Over the past year, the Risk Group has focused on improving internal processes and strengthening risk management. As part of this, we introduced a new Risk, Assurance and Compliance Framework to promote consistent good practice and ensure regulatory compliance across all services.

We carried out a review to ensure the organisation meets legal and regulatory obligations in line with the General Data Protection Regulation. The aim was to review, manage, and implement processes for how long data is stored, how it is protected, and when it should be securely deleted or archived.

We also introduced new performance reporting tools to monitor compliance, identify trends, and anticipate future service needs. These improvements have supported more informed strategic decisions at Board level, helping us maintain high-quality services and plan effectively.

Our CQC Working Group is carrying out self-assessments against the five key areas of Care Quality Commissions compliance: Safe, Effective, Caring, Responsive, and Well-Led.

Healthy and Safety

The Health and Safety Forum remains a vital platform for raising and resolving any issues or concerns within the organisation, ensuring they are addressed promptly and to the highest standards. The forum meets quarterly to review incidents, assess ongoing training needs, and discuss safety improvements. Over the past year, our Health and Safety Advisor has supported us with internal audits, reviewed risk assessments, and developed new safety briefs for all our events. In addition to the forums, quarterly health and safety audits are conducted by our Facilities and Compliance Supervisor at our Head Office at Finkle Street, Workington, as well as at our Workington and Cockermouth shops, to ensure all procedures and safety checks are in place.



Supporting Staff and Volunteers

Recruitment

Over the past year we've seen a healthy level of recruitment activity. We continue to strengthen our teams across the organisation. During the last year, we welcomed 18 new starters into a variety of roles, including Registered Nurses, Healthcare Assistants and Administrators, as well as new people joining our Marketing and Income Generation and Finance teams. During this same period we had 13 staff members leave the organisation, moving on to new opportunities or retirement. We are grateful for their contribution and commitment during their time with us.

Despite this natural turnover we have maintained strong staffing levels across the organisation and continued to attract skilled and compassionate people to join us. We are committed to staff retention through our wellbeing initiatives, our focus on staff development and fostering a culture that values support and a positive working environment.

Staff Wellbeing

Staff wellbeing is a top priority and this year we continued to build on our commitment to health and wellbeing through a variety of supportive initiatives.

Our Health and Wellbeing Strategy helps us take a proactive approach and our dedicated Health and Wellbeing Group meets twice a year to review our progress and plan activities using feedback from staff. We held two staff wellbeing days in spring and autumn, each with a different theme but always a focus on connection, reflection and peer support. These sessions included an introduction to Emotional Freedom Technique (EFT) and practical sessions to help with workplace stress and improving organisation skills.

This year, more staff trained as Mental Health First Aiders, bringing our total to five across the organisation – making it easier for colleagues to access support if they need it.

In addition, we continue to offer flexible working and medical insurance for all employees and have a Freedom to Speak Up Guardian to ensure everyone feels heard and supported. We also offer an Employee Assistance programme which offers confidential support and advice as required.

Our management and leadership training programme continues to empower team leaders to align their work with our strategic goals. Through our annual appraisal process, staff are encouraged to set personal and professional development goals, guided by our core organisational values.

Volunteers





116
Volunteers gave their time and commitment to HHWC

Our community champions have delivered talks to 246 people spreading the word about the services we provide

Since July 2024 the fundraising volunteers have attended 23 events in the community raising £3,900

£7,070 **collected by collection box volunteers throughout the financial year**

We offer 12 different volunteer roles

To ensure our volunteers feel valued, supported and aligned with our values, vision and mission, we undertook a full review of our Volunteer Strategy. As part of this we implemented new recruitment and management processes and introduced a new Volunteer Agreement to clearly outline expectations, support available and the mutual commitment between the organisation and our volunteers.

We remain incredibly grateful for the dedication and enthusiasm of all our volunteers, and their contribution to make a meaningful difference to our community.

Our Values

HOSPICE AT HOME
WEST CUMBRIA

Teamwork

We achieve more when we collaborate and all work together. We promote the sharing of knowledge and ideas that help everyone grow.

Compassion

We acknowledge and appreciate others by building trust, mutual connections, and reciprocation.

Respect

We positively value individuals for their qualities or traits and treat everyone with appreciation and dignity.

Integrity

We build trust through responsible actions and honest relationships.

Accountability

We conduct ourselves with responsibility and integrity. Each of us is responsible for our words, our actions, and our results.

Excellence

We will strive for continuous improvement and deliver the best services we are capable of providing.

Inclusivity

We value equity, inclusion, and diversity for all.

Clinical Services



Director of Clinical Services, Lorraine Dixon

It's a personal journey.

The demand for hospice services continues to grow and despite the healthcare landscape rapidly changing and reshaping, we have continued to work towards achieving our ambitions and objectives, developing our new five-year strategy.

Recognising the achievements of the last 12 months, whilst thinking about the year ahead, I feel it would be helpful to present a different view – from those who receive and those who deliver hospice care.

Over the last year I have had the pleasure in observing and working alongside our clinical teams. As stated in the team reports, we have continued to expand, change and develop our services, listening and responding to the needs of our patients, families and carers to ensure that we provide the most effectual service for our service users.

However, I am not going to talk about figures, statistics or the hours of care that have been delivered. On this occasion, I am choosing to share an observation about one hospice journey.

What lies behind a door is an unknown – yes there have been discussions, yes arrangements have been made and yes, the visits are expected, but walking into someone's home and life is like walking into a void that needs to be filled. Trust needs to be built, and relationships need to develop, it doesn't come automatically. We desperately want to deliver the gift of "extra time", but we know all too well that this won't be the case.

Those first interactions are the ones that lay the foundations to making the journey easier to travel. The ability to ask the right questions at the right time is a skill in itself, as is knowing when not to speak and to allow silence to make its own statement. I have witnessed the pain and fear that sits behind eyes, and I have seen the need to escape from situations that hurt so much it's palpable and almost impossible to contain.

But I have also seen how with support, the calmness descends, the tensions dissolve and the stories begin to unfold. This is what we do best, for a short period of time we become one with the family and for a brief period in time, we make a difference.

I have often been asked about the cost of care, but this beyond the rudimental basics is difficult to quantify; but I may have an answer – You can't actually put a price on empathy, compassion and human touch and yes its personal, it has to be.

Home Nursing

The home nursing team continues to provide high-quality nursing care to patients with a palliative diagnosis or a life limiting condition who are believed to be within the last 12 months of life. Over the past year the team have worked extremely hard, and this dedication is reflected in the care hours provided. For 2024/25, a total of 9,138 hours of care were delivered, representing an increase of 520.25 hours compared to the previous year.

Our team offers initial face-to-face assessments, and every patient on the home nursing caseload receives a review assessment every six weeks. The team is composed of a dedicated mix of Registered Nurses and Healthcare Assistants; all committed to supporting our patients and their loved ones.

We provide a variety of support services, including one-to-one respite care and end-of-life care during the day. This support is invaluable to both patients and their families. Additionally, we offer one-to-one overnight support, which helps loved ones gain some respite, manage symptoms, or provide essential end of life care.

Our team works closely with external organisations, establishing strong relationships with the Specialist Palliative Care Teams - both in the community and hospital settings - as well as with district nursing teams. The move to a seven-day working week for the office-based team has been particularly beneficial, ensuring there are no delays from the point of referral to the initial assessment.

"I would like to thank Hospice at Home West Cumbria from the bottom of my heart. I would not have been able to manage at this sad time. Please thank all your carers for the support, especially allowing me to have some nights in my own bed, I did get tired a lot as it got harder and the night's sleep you offered was appreciated. It was a very hard time for me and my family especially towards the end. Without your support it would have been impossible to cope. God bless and thank you."

Support At Home

The Support at Home Service has now been operational for two years and continues to grow successfully. The service is designed for patients who meet the Fast Track Criteria, which applies to individuals in the last three months of life. Patients eligible for Continuing Healthcare funding enable the service to operate effectively. The service plays a crucial role in ensuring that patients who meet the criteria are not inappropriately admitted to hospital. Additionally, we facilitate hospital discharges to ensure patients are being cared for in their preferred place of care.

This year has been particularly successful for the Support at Home Service as we expanded into two teams. Following a successful recruitment campaign, we established one team in Allerdale and another in Copeland. The second team was launched at the end of November and has successfully reached some of the more geographically isolated areas in South Copeland.

With the expansion of the service we were also able to secure office space in Cleator Moor, providing the Copeland Support at Home team with a dedicated base between calls. The office space is accessible 24/7 if required and allows us to have a senior team member available during office hours to assist the team as needed.

"This service is an absolute godsend; I could not speak more highly of or praise them highly enough. They allowed me to keep Mum at home for her final days and the support, professionalism and knowledge that came with them was above and beyond outstanding. Not only did they support Mum, but they also supported the whole family which was invaluable, and we will be forever appreciative and grateful to them."

Patient Stories



"My sister Mel had been battling cancer for four-years. As part of this long goodbye we heard about the people who were helping and caring for Mel and the advice and care they gave her. Always there when Mel was at her lowest, most scared, and sometimes confused. Comforting, listening, and advising when Mel needed expert help from people who are truly dedicated and experienced. People who want to give their fellow human beings the dignity they deserve when facing their final journey. This is what Hospice at Home West Cumbria did for my beautiful sister, and all my family and I deeply appreciate the work, care, and peace of mind they gave her."

-Calvin

Emily' Story



"Dad was diagnosed with terminal pancreatic cancer in September 2021 and was given 6-12 weeks to live. We didn't know if he would make it to Christmas that year but due to his immense strength and the help of the doctors, nurses and especially Hospice at Home West Cumbria, we were able to have almost a whole year with him. That meant he got to meet his grandson, watch his stepson get married and watch me graduate. Being with dad almost every day for that final year of his life was the greatest privilege of my life, but we wouldn't have got through it without the support from Hospice at Home West Cumbria.

Palliative and end of life care is not something people really speak about. With a diagnosis usually comes "how are we going to fight this" but no one talks about what you do when there is no cure, no chance you are going to get better, and this is what we knew from day one of dad's diagnosis.

That is where Hospice at Home West Cumbria came in. Their team supported not only my dad, but the rest of the family as we started down a road, we never thought we would have to go down. They helped us try to understand the process of dying, what palliative treatment is available and what dad's options were. Because even though he was dying there were still choices that he could make for how he wanted to die, which is extremely important. Hospice at Home West Cumbria gave dad the option of dying at home, which was ultimately what he wanted.

They were incredible and provided a safe space to talk about how this was affecting me, provided nursing care when we needed more support caring for dad, and helped me understand more about how palliative care and dying works. They have inspired me to get the conversation of palliative care started, to the extent where I am now going to study Public Health in the hope of helping others in similar situations to ours.

Hospice at Home West Cumbria are vitally important in a rural area like ours. An actual hospice building wasn't a feasible option for us, as the nearest one was at least an hour away and it would mean we couldn't be with dad all the time. And for many, comfort is found being in familiar surroundings with your family by your side. This is why dying at home has to be an option.

During the year dad was ill I heard a quote that "to love someone completely, you have to love the ending too", and thanks to Hospice at Home West Cumbria, we had the space and support to find love in dad's ending. For that I will be forever grateful."

Family and Bereavement Support

The Family and Bereavement Support (FABS) team work with palliative patients and their family members pre and post bereavement. The team offer tailored packages of emotional support to best meet individual need in line with best practice guidelines. Eligible people receive an initial assessment of their support needs by a trained member of staff before being supported in a facilitated group or through one-to-one emotional support sessions. Our work is delivered in the community and from our Therapy and Information Centre in Workington, and focuses on helping with coping, anticipatory loss, grief and bereavement through using active listening skills.

We also offer a staff facilitated 'Grieve Well Together' bereavement group. The aim of the group is to bring together those who are bereaved by palliative illness to offer support, shared experience and coping strategies. The group provides invaluable support and connection in challenging times, and we receive heartfelt words of thanks from those we have worked with.

We evaluate the impact of our work by asking, 'have we enabled you to cope with your situation better than before?' and 'have we made a positive difference to your wellbeing (how you feel in yourself)?'. To date 100% have responded 'yes'.

In addition, we continue to receive kind words of appreciation from our clients who, in the most difficult of circumstances, tell us that they feel an improvement in their quality of life.

"You are angels in disguise. You offer excellent compassion; nothing is too much trouble. This is something I will look back on in time and think and openly say you guys helped me through my darkest of days. I will be forever grateful".

Early in 2025 we launched our new Bereavement Comfort Café in Cleator Moor. The group aims to connect local people together to support each other through grief and is a space where people can talk about the pain of loss and find courage and strength in knowing they are not alone. Bereaved people age 18+, regardless of how they were bereaved, receive a warm welcome from our team of trained volunteers. The group offers the opportunity to share the experience of grief, encourage connection and reduce social isolation. Our well established weekly Bereavement Support Groups in Cockermouth and Whitehaven continue to be well attended, and are much appreciated by those who go along.

"The one-to-one sessions have proved invaluable in helping me come to terms with and manage my feelings by providing a safe space in which one could talk things through and get negative thoughts put into context and off one's chest. The practitioner was very kind, caring, compassionate and professional. Very skilful in getting me to dig deep and talk and about matters and feelings that were having a negative effect on my wellbeing and ability to start the adjustment to the new normal. It was good to talk"

"I believe the service has helped me to understand better the different stages of grieving. And that it's okay to feel angry but then to understand why I was feeling that way. I cannot thank you enough"

Complementary Therapy

The Complementary Therapy team delivers tailored support to palliative patients who are believed to be in the last 12 months of life, and their family members whilst caring and into bereavement. The service is delivered in the community and at our Therapy and Information Centre in Workington. Our therapists aim to deliver bespoke packages of care to best meet the needs of the people they support, selecting the most appropriate combination of approaches for them. These may include reflexology, reiki, EFT tapping, aromasticks, therapeutic massage, breathing and relaxation approaches. Patients and carers receive one-to-one support, the bereaved receive one-to-one or group support. People who access our services may present with a range of challenges including pain, insomnia, nausea, peripheral neuropathy, troublesome anxiety states, disturbing memories, low mood, and other difficult emotions related to diagnosis, prognosis, anticipatory loss and bereavement.



Bereaved people may be offered a place on our Growing with Grief group. The group provides the opportunity to practice and learn self-supporting techniques known to calm the nervous system and help soothe the natural grieving process. It runs fortnightly for eight sessions, has a maximum of eight participants, and is facilitated by an expert in the field of supporting bereaved people with complementary therapies.

We evaluate the impact of our work by asking 'have we enabled you to cope with your situation better than before?' and 'have we made a positive difference to your wellbeing (how you feel in yourself)?'. To date, 100% have responded 'yes'. In addition, we continue to receive kind words of appreciation from our clients who, in the most difficult of circumstances, tell us that they feel an improvement in their quality of life.

"I can honestly say, that during these sessions, it's the only time I feel my body feels relaxed….. It's more than relaxed and it's the only time I don't have negative thoughts."

"I feel calmer and can cope with the rest of today. I can still feel your hands on me. It feels very soothing".

"The reiki sessions were a tremendous help in providing a quiet, safe environment in which to relax. The practitioner was caring and professional, providing guidance on techniques to manage my stress and deal with unhelpful emotions. I shall continue to build on the tools and techniques learnt to promote and develop a more holistic approach to maintaining and improving my wellbeing".

"The EFT process is so helpful. I can recommend this service to anyone. Friendly, professional and empathetic".

Lymphoedema Service

The specialist lymphoedema service provides treatments for both cancer, and non-cancer related oedemas. The team provides assessments, delivers appropriate treatments and supports and advises palliative and non-palliative patients, their families and carers. We are the only providers of specialist adult lymphoedema services in West Cumbria.

Comprehensive assessments are carried out by our highly experienced team of nurses and tailored treatment packages are offered according to the needs of the patient to promote self-management which includes compression garments, skin care guidance, advice and support on choosing a healthy lifestyle, and the use of specialist technology to provide targeted treatment.

This past year has been a transformational one for the Specialist Lymphoedema Service. Thanks to the tireless efforts of the team - and the vital support from the Marketing and Income Generation and Finance teams - we have not only maintained our high standards of care, but expanded what we can offer. With newly secured funding and state-of-the-art equipment now in our tool kits, we are delivering more personalised, innovative treatment plans than ever before. This is a major leap forward in helping our patients live more comfortably and confidently.

We refined our referral criteria and revamped our referral form to ensure that patients receive the right care, at the right time, from the right team. These updates have really improved triage efficiency, allowing us to fast-track urgent needs and redirect inappropriate referrals more effectively.

Collaboration has been at the heart of our progress. Our team has started to liaise with other specialist services to assess local needs and build a roadmap for future development. The plan is to expand our reach and adapt to meet the demands of those who need us most.

> "Amazing staff who supported my father with patience and exceptional care."
>
> – Feedback from a patient's son.

> "Service has been excellent and friendly. The lymphoedema team were excellent."
>
> – Patient feedback.

> "I felt I learned so much from you and your expertise… I love your enthusiasm for your role and your team. This will benefit patients who come to wound and vascular clinic."
>
> – Wound & Vascular Nurse after a shadowing day.

In the next 12 months we will be auditing patient outcomes to further sharpen our effectiveness, optimise treatments, and stay ahead in our field. It's all part of our commitment to providing exceptional, compassionate care, every step of the way.

Looking ahead, we're excited to be exploring the following ideas:

- More treatment clinics
- New prevention clinics for patients affected by breast cancer and head and neck cancer
- Ongoing educational sessions for healthcare professionals, empowering them to manage non-specialist cases with greater confidence and skill.



Finance

Opportunities to improve the digital infrastructure have been embraced, supporting improvements in efficiencies across the organisation as a whole.

The main project for the finance team during the year has been reviewing the financial software and investigating options to find a new software that will better suit the needs of the organisation.

The software which was deemed to be most appropriate by the finance team and the Finance and Income Generation Committee was Iplicit. This is a fully cloud-based software which has specific functions for charitable organisations and has an infinite number of customisation aspects which have enabled the team to build the software around the organisation's needs. For example, the team have been able to build our own workflows into the software to give assurance that any expenditure is being directed to the appropriate manager for approval before payments are made. It has also enabled the building of departmental budgets so that going forwards budget tracking will be much easier for management which is particularly important during the current financial climate.

The software is also accessible not just by the finance team, but everyone within the organisation, with customisable access requirements for each staff member. This means we can provide transparency across the organisation whilst ensuring that only relevant information is accessible by each staff member.

The software went live on 1st April 2025, and the finance team will continue to build up different aspects within the software to provide even further efficiencies.

Income Generation

Over the last year, we have continued to strengthen our income streams, drawing on a mix of fundraising campaigns, partnerships, grant funding, and community initiatives. Despite continuing economic uncertainty and increased competition for charitable giving, our donors, funders, and community, have supported us to ensure we secured essential funding to maintain our core services and lay the groundwork for future growth.

We have continued to build relationships with our supporters and community groups across our area. Our 'Community Champion' volunteers go out to visit community groups to speak about our charity and the work we do in West Cumbria. This year community groups have taken on various challenges such as dog shows, quiz nights, cake days, and many more events. Over the year they raised £52,472.

We have had incredible support from individuals taking on a range of endurance challenges, who collectively raised £35,617. Individual supporters have taken on sky dives, the 'David Goggins' (challenge where you run four miles every four hours in forty-eight hours), and not forgetting Calvin Adams, who took on the K2 Base Camp Trek - which is the ultimate Karakoram glacier trek of the world's second highest mountain - raising £2,302.

In August 2024, our Vice President, Gary Mckee took on a huge challenge of running 100 miles in 24 hours. He had a team of supporters in St Johns Hall in Cleator Moor cheering him on and organising activities throughout the 24 hours including a 24-hour spin-athon. Gary's event raised £16,202.

Our ever-popular Mini Colour Runs went ahead with six local primary schools. All the pupils (and staff) had an amazing time getting showered in powder puffs of paint. Together they raised £20,960.

The Great Hospice Cake Off event went ahead over the month of September with over 15 businesses, schools and individuals baking up a storm generating £4,088.

We teamed up with our long-standing supporters, Lakeland Mountain Guides, to tackle Scafell Pike overnight. We had over 20 people take on the challenge, reaching the summit just in time to see the sunrise. We were lucky to be blessed with wonderful weather and raised £9,737.

Our annual Christmas Jumper Day was a seasonal favourite once again, with over 35 businesses, schools and individuals getting into the Christmas spirit by donning their festive knits in return for a donation. Combined with other donations over this period, our Christmas campaigns raised £9,879.

Our Light up a Life remembrance services were held simultaneously in Workington and Gosforth. These popular events offer a comforting space for individuals and families to come together, reflect and honour loved ones during a time which can feel especially difficult. While the focus was not fundraising, thanks to the kindness of the community, we raised £6,798 at our services and through dedications.

We continue to be grateful to the businesses who have supported us and donated a total of £32,461 this year. To build on this momentum, we welcomed a Partnerships and Fundraising Co-ordinator in August, who is driving forward our new corporate strategy to build relationships and expand our reach across our area.

We held another successful 'Make a Will' campaign in February, generously supported by two local solicitors - Brockbanks and Cartmell Shepherd – who, once again, very kindly gave their services free of charge. The event provided an opportunity for people to have a professionally written Will at a discounted rate, with their fee donated to Hospice at Home West Cumbria.

We understand that making the decision to leave a gift to Hospice at Home West Cumbria is something which needs careful consideration. Each gift we receive is precious and helps us to be there for people so they don't have to face difficult times alone. Last year we received an exceptional number of legacies from individuals who were kind enough to invest in our future. Their generosity helped us continue to provide vital care for our community, and we are truly grateful to all of our legators for their confidence and belief in our organisation. Every single legacy we receive makes a positive impact; supporting and developing our services so we can continue caring for patients and their loved ones.

Regular gifts provide us with the stability to plan ahead and the confidence to grow and enhance our services. Our Friends of Hospice scheme invites supporters to donate a minimum of £5 per month, with contributions ranging up to £50 to become a Platinum Friend. Some supporters even choose to give more, showing extraordinary generosity. Every regular donation helps us to care for patients and their families living in West Cumbria, and last year our Friends of Hospice raised an incredible £17,183.

When families choose to request donations for Hospice at Home West Cumbria in lieu of flowers at a loved one's funeral, it is often a heartfelt gesture of gratitude for the care and support we have provided. We understand that this decision is made during an incredibly difficult time, and we are deeply touched by such thoughtful consideration. Creating a Sunflower Tribute is a meaningful way to honour the memory of a loved one. This dedicated online space allows families and friends to reflect on cherished moments by adding favourite photos, videos, music, and commemorate special dates and anniversaries. In addition, Sunflower Tributes can help raise vital funds for Hospice at Home West Cumbria, supporting our continued care for others in the community. Last year generous support through funeral donations and Sunflower Tributes raised £91,279.

Charitable Trusts and Grants

This year we have been fortunate again to receive funding from long-standing grant makers who have pledged their continued commitment to the people we care for. Their support has been bolstered by new funders who have generously supported our vital community-based palliative and end of life services. All have recognised the value and importance of what we do across a geographically challenging and disadvantaged region.

We received funding to support our family and bereavement services, giving many people the techniques and coping skills to help manage difficult situations. We've also received a grant towards our new retail premises in Workington, making it a vibrant space to welcome shoppers hoping to pick up a bargain, whilst raising valuable income for our charity. In addition, grants received for our core costs help support behind-the-scenes work and the overall delivery of our services. Our home nursing has attracted the most funding, particularly the care we provide for older people, who make up more than 70% of our patient numbers.

We extend our gratitude to all our grant makers who have enabled us to provide first class palliative and end of life care for local people.




Thank you
Support your
hospice






SCAFELL








FIZZY
53TT9


Lakeland Trailers
& Services








Hello, welcome to
Specsavers Working


CAMP


£1,000


SCAFELL



Trading Income

The Trading Company income totalled £144,958 this financial year, which resulted in a net profit of £27,744 being donated back to the charity.

In August we relocated our shop in Workington to a bigger premises on Campbell Savours Way and have continued to see sales rise. From January to March 2025 sales have risen by 41.93% in comparison to sales from January to March last year, which is fantastic. We have invested in a bigger van and are seeing increasing donations coming through the door and with many families continuing to struggle with rising costs, we are able to provide good quality pre-loved items at a low cost.

We have over 55 retail volunteers who are the backbone of our trading operations: van volunteers collecting donated items from the homes of supporters; sorting volunteers emptying hundreds of bags and boxes full of donations; stock volunteers getting items clean, priced, tagged and ready for display; window volunteers creating an attractive display to encourage shoppers; till volunteers serving customers with a smile, and eBay volunteers selling our most valuable and unusual items online. Our sincere thanks go to every single one of the volunteers without whom we wouldn't be able to open.

Following the continued success of our retail operations, we're excited to announce the relocation of our Cockermouth shop from Kings Arms Lane to a larger more prominent space at number 6 Station Street. This move will allow us to:

- expand our retail offering with increased stock and display space
- enhance our visibility and accessibility within the community
- strengthen awareness of the vital work Hospice at Home West Cumbria delivers across the region.



This relocation marks a significant step forward in our mission to connect with more supporters, generate essential funds, and promote our services to those who need them most.

In compliance with section 13 of the Charities (Protection and Social Investment) Act 2016, we report the following:

- We are registered with the Fundraising Regulator.
- Our Fundraising Promise is on our website and sets out our commitment to delivering the highest standards of fundraising practice, taking into consideration any potential contact with vulnerable people including:
  - being respectful of potential supporter's rights, privacy and any decisions they make, never putting undue pressure on people to make a gift
  - being accountable and responsible and always valuing feedback
  - being clear, open and honest, explaining how people can support us and what we do with that support
  - being fair and reasonable, showing sensitivity and adapting our approach to accommodate the needs and wishes of potential supporters
  - being respectful of .
- We adhere to the Fundraising Code of Practice and the law and take steps to ensure all working with us to raise funds do so too:
  - our fundraisers are members of staff and registered volunteers. All fundraising staff/volunteers undergo a comprehensive induction and understand our Fundraising Promise.
  - supporters within the community who inform us of their fundraising plans, are given our Fundraising Promise information.
  - we do not use any 3rd party fundraising contractors.
- All fundraising staff undergo training, have regular supervision and an annual appraisal.
- We received no fundraising complaints within 2024-25.

PRESENCE & REPUTATION

Marketing and Communications

The successful launch of our new website in October 2024 has been a significant development in our ability to reach people and share information about our services with patients, families and health professionals. It's a window into the organisation, providing easy access for people to learn more about us, and so we can connect with our supporters. Our website has been visited 18,519 times in the last year and we have gained 508 new followers across our social media platforms including Facebook, Instagram, Tik Tok and LinkedIn.

Our bi-annual newsletter was distributed to supporters and local businesses, via post and through email, and we began to develop more digital engagement with our fundraisers and supporters through Mailchimp - a more cost effective and efficient way to communicate with audiences.

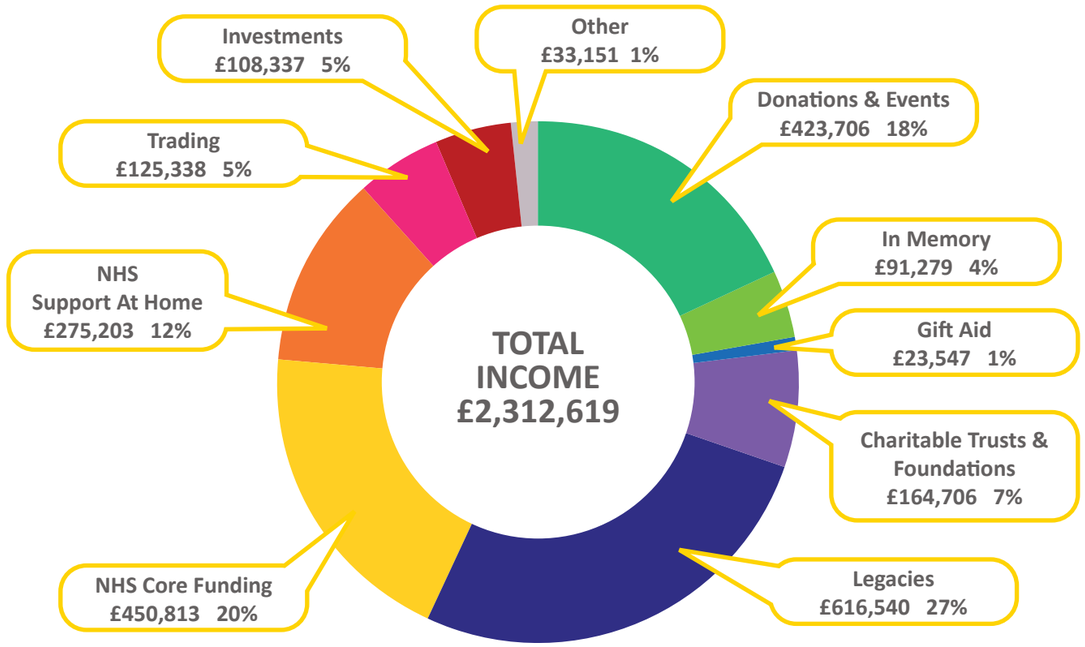
We've started to make use of digital advertising through Facebook and Google, allowing us to embrace technology in a proactive way to spread our message to younger and new audiences.

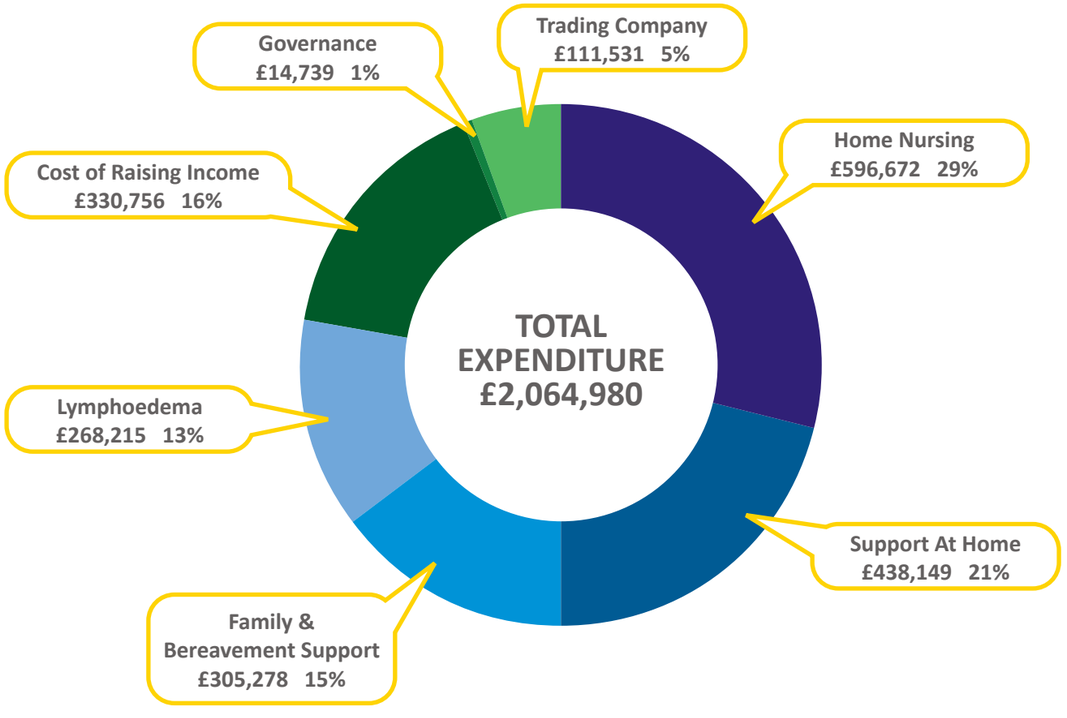
We participated in the first ever national television advert, in collaboration with Hospice UK and 143 other hospices, promoting the importance of gifts in Wills. The advert was featured over a two-week period across a range of satellite and terrestrial channels, as well as regional marketing promoting legacy giving - including posters on the rear of single decker buses! There will be a further opportunity to promote this campaign via a second burst of activity in September 2025, and the overwhelming success of the campaign has secured a commitment from all participants for 2026.





Overall Income and Expenditure





Professional Advisors

AUDITORS	**Saint & Co, Chartered Accountant & Statutory Auditor** *Sterling House, Wavell Drive* *Rosehill, Carlisle* *Cumbria, CA1 2SA*
BANKERS	**National Westminster Bank plc** *31 Pow Street* *Workington* *Cumbria* *CA14 3WY*
INVESTMENT MANAGERS	**RBC Brewin Dolphin** *2 Smithfield Street* *London* *EC1A 9BD*
MEDICAL ADVISOR	**Dr Helen Rowe** *Consultant in Palliative Medicine* *North Cumbria Integrated Care NHS Foundation Trust* *Workington Community Hospital* *Park Lane, Workington, CA14 2RW*
HR ADVISOR	**Melanie Taylor Associates Ltd** *1 The Oaks* *Blindcrake, Cockermouth* *Cumbria, CA13 0QH*
HEALTH & SAFETY ADVISOR	**Michael Edwards** *Oak Safety Services* *75 Oakfields, Burnopfield* *Newcastle upon Tyne, NE16 6PQ*
FINANCIAL ADVISOR	**Nick Heaney** *CWH Accounting Limited* *Mount Pleasant* *Heads Nook, Brampton, Carlisle* *Cumbria, CA8 9EH*

Financial Review

During this financial year our total incoming resources for the group, were £2,312,619, of which £559,526 was restricted for specific needs. Total resources expended were £2,064,980, of which £529,514 was spent on restricted projects, resulting in a net resources surplus of £247,639. The surplus for the year was predominantly due to the extreme generosity of a number of our supporters who left us legacies within their wills with a combined total for the year of £616,540.

The Balance Sheet shows Total Funds at the Balance Sheet date of £3,608,098, of which £40,282 are restricted.

The assets are held to provide the Objects and Activities stated in the Memorandum of Association of the Charity. The financial position of the Charity as at the Balance Sheet date is considered to be satisfactory.

The Charity is financially dependent upon National Health Funding.

Our Vision and our Mission has continued to be in close focus and driven the need for the Board of trustees to remain resilient, monitoring financial forecasts to ensure that we maintain a professional service. The hospice charity relies on voluntary donations, legacies, fundraising activities and income from our charity shops to fund the care we deliver.

Our reserves would rapidly be depleting if it were not for the many fundraising activities and exceptional support we receive from people in West Cumbria. As we continue to navigate our way through the everchanging external environment, including cost of living, we will persist in our efforts to learn new ways to manage our services and resources, and implement project plans for the long-term benefit of the hospice.



Statement of Trustees' Responsibilities

The Trustees, who are also the directors of Hospice at Home West Cumbria for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently

- observe the methods and principles in the Charities SORP

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. In preparing the financial statements the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

The Trustees confirm that they have complied with section 17(5) of the 2011 Charities Act in having paid due regard to the Charities Commission guidance on public benefit.

Remuneration for the Senior Management Team is determined by the HR & Governance Committee and the Finance & Income Generation Committee. These committees review the terms and conditions on an annual basis. Due consideration is given to both internal and external matters to ensure that their total remuneration package is in proportion to similar roles within the sector. For example, previous pay increases within HHWC, public sector pay increases and pay award trends within other Hospices.

The charity is a company limited by guarantee. None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of winding up.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

The Trustees' annual report is approved at the Annual General Meeting on 10th October 2025 and signed on behalf of the board of Trustees by:

Mr Brendon Cook (Chair)
Trustee

AUDITOR

Each of the persons who is a Trustee at the date of approval of this report confirms that:

- **So far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and**
- **They have taken all steps that they ought to have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information**

AUDITOR'S OPINION

We have audited the financial statements of Hospice at Home West Cumbria (the parent charity) and its subsidiary (the group) for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, consolidated balance sheet, company balance sheet, consolidated statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

Hospice at Home West Cumbria

Company Limited by Guarantee
Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria
Year ended 31 March 2025

OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and 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 Trustees' Report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

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 the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

The extent to which the audit was considered capable of detecting irregularities including fraud

• the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

• we identified the laws and regulations applicable to the company through discussions with directors and other management;

• we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company;

• we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and

• identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

• making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;

• To address the risk of fraud through management bias and override of controls, we:

• performed analytical procedures to identify any unusual or unexpected relationships;

• tested journal entries to identify unusual transactions;

• assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and

• investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

• agreeing financial statement disclosures to underlying supporting documentation;

• reading the minutes of meetings of those charged with governance;

• enquiring of management as to actual and potential litigation and claims; and

• reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

Hospice at Home West Cumbria

Company Limited by Guarantee
Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria
Year ended 31 March 2025

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS *(CONTINUED)*

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

This description forms part of our auditor's report.

USE OF OUR REPORT

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. Our audit work has been undertaken so that we might state to the charity's Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co Dated: 20th October 2025

Saint & Co
Chartered Accountants & Statutory Auditor
Sterling House
Wavell Drive,
Rosehill, Carlisle,
Cumbria, CA1 2SA

Saint & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Financial Activities (including consolidated income and expenditure account) Year ended 31 March 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income and endowments from:							
Donations and legacies	3	1,486,267	284,323	1,770,590	1,050,384	260,801	1,311,185
Charitable activities	4	-	275,203	275,203	-	161,461	161,461
Other trading activities	5	125,338	-	125,338	136,774	-	136,774
Investments	6	108,337	-	108,337	97,711	-	97,711
Other income	7	33,151	-	33,151	10,302	-	10,302
Total income		1,753,093	559,526	2,312,619	1,295,171	422,262	1,717,433
Expenditure on:							
Raising funds	8	437,507	4,780	442,287	362,855	7,056	369,911
Charitable activities	9	1,097,959	524,734	1,622,693	997,352	477,593	1,474,945
Other	14	-	-	-	-	-	-
Total expenditure		1,535,466	529,514	2,064,980	1,360,207	484,649	1,844,856
Net gains/(losses) on investments	15	32,581	-	32,581	77,750	-	77,750
Net income/(expenditure)		250,208	30,012	280,220	12,714	(62,387)	(49,673)
Other recognised gains and losses: Revaluation of tangible fixed assets		-	-	-	67,013	-	67,013
Net movement in funds		250,208	30,012	280,220	79,727	(62,387)	17,340
Fund balances at 1 April 2024		3,317,608	10,270	3,327,878	3,237,881	72,657	3,310,538
Fund balances at 31 March 2025		3,567,816	40,282	3,608,098	3,317,608	10,270	3,327,878

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

All income and expenditure derive from continuing activities.

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

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Balance Sheet
Year ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Intangible assets	17		15,739		6,400
Tangible assets	18		254,115		239,140
Investments	19		1,328,386		1,523,653
			1,598,240		1,769,193
Current assets					
Stocks	21	17,196		12,940	
Debtors	22	264,733		252,692	
Investments	23	1,009,660		766,237	
Cash at bank and in hand		1,245,934		1,028,673	
		2,537,523		2,060,542	
Creditors: amounts falling due within one year	24	(527,665)		(501,857)	
Net current assets			2,009,858		1,558,685
Total assets less current liabilities			3,608,098		3,327,878
Funds of the charity					
Restricted funds	27		40,282		10,270
Unrestricted funds			3,567,816		3,317,608
Total charity funds			3,608,098		3,327,878

The group is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 10th October 2025

Mr Brendon Cook (Chair)
Trustee

Dr Lee Williams
Trustee

Company Registration Number: 04191126
Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Company Balance Sheet
Year ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Intangible assets	**17**		15,739		6,400
Tangible assets	**18**		248,422		235,950
Investments	**19**		1,328,386		1,523,653
			1,592,547		1,766,003
Current assets					
Stocks	**21**	10,784		12,623	
Debtors	**22**	276,365		297,293	
Investments	**23**	1,009,660		766,237	
Cash at bank and in hand		1,221,715		977,641	
		2,518,524		2,053,794	
Creditors: amounts falling due within one year	**24**	(505,476)		(491,919)	
Net current assets			2,013,048		1,561,875
Total assets less current liabilities			3,605,595		3,327,878
Funds of the charity					
Restricted funds	**27**		40,282		10,270
Unrestricted funds			3,565,313		3,317,608
Total charity funds			3,605,595		3,327,878

The surplus for the financial year for the parent company was £277,717 (2024: £17,340).

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 10th October 2025

Mr Brendon Cook (Chair)
Trustee

Dr Lee Williams
Trustee

Company Registration Number: 04191126
Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Cash Flows
Year ended 31 March 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash generated from operations	**34**		166,548		105,946
Income taxes paid			(483)		(173)
Net cash inflow from operating activities			166,065		105,773
Investing activities					
Purchase of intangible fixed assets		(10,619)		(6,400)	
Purchase of tangible fixed assets		(30,977)		(19,512)	
Proceeds from disposal of tangible fixed assets		30		-	
Purchase of investments		(186,386)		(1,112,548)	
Proceeds from disposal of investments		178,875		23,572	
Investment income received		108,337		97,711	
Net cash generated from/(used in) investing activities			59,260		(1,017,177)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			225,325		(911,404)
Cash and cash equivalents at beginning of year			1,045,560		1,956,964
Cash and cash equivalents at end of year			1,270,885		1,045,560
Reconciliation with balance sheet					
Cash at bank and in hand			1,245,934		1,028,673
Cash and cash equivalents within fixed asset investments			23,163		14,799
Cash and cash equivalents within current asset investments			1,788		2,088
Cash and cash equivalents at end of year			1,270,885		1,045,560

1. ACCOUNTING POLICIES

Charity information

Hospice at Home West Cumbria is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Finkle Street, Workington, Cumbria, CA14 2BB, United Kingdom.

1.1. ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2. GOING CONCERN

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

1.3. CHARITABLE FUNDS

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

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

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

1.4. INCOME

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

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

1.5. EXPENDITURE

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

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

1.6. INTANGIBLE FIXED ASSETS OTHER THAN GOODWILL

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

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

New website	20% straight line
Software	20% straight line

1.7. TANGIBLE FIXED ASSETS

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

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

Freehold property	1% straight line on property
Fixtures and fittings	20% to 25% straight line
Medical equipment	20% reducing balance
Shop equipment	20% to 33% reducing balance & 20% straight line

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

1.8. FIXED ASSET INVESTMENTS

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9. IMPAIRMENT OF FIXED ASSETS

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10. STOCKS

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.11. CASH AND CASH EQUIVALENTS

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.12. FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

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

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

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

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

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

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.13. EMPLOYEE BENEFITS

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

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

1.14. RETIREMENT BENEFITS

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

1.15. DISCLOSURE EXEMPTIONS

The parent charitable company satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.

(b) Disclosures in respect of financial instruments have not been presented.

1.16. CONSOLIDATION

The consolidated financial statements incorporate the financial statements of the company and all group undertakings. These are adjusted, where appropriate, to conform to group accounting policies. As a consolidated statement of financial activities is published, a separate statement of financial activities for the parent company is omitted from the group financial statements by virtue of section 408 of the Companies Act 2006.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

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

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

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
Donations and gifts	555,871	147,366	703,237	519,761	157,858	677,619
Legacies receivable	616,540	-	616,540	224,894	-	224,894
Grants receivable	313,856	136,957	450,813	305,729	102,943	408,672
	1,486,267	284,323	1,770,590	1,050,384	260,801	1,311,185
Donations and gifts						
Donations and Events	416,636	-	416,636	409,974	-	409,974
Charitable Trusts	17,340	147,366	164,706	15,558	157,858	173,416
Gift Aid and Tax Recoverable	23,547	-	23,547	20,364	-	20,364
In Memoriam	91,279	-	91,279	67,305	-	67,305
Collecting Boxes	7,070	-	7,070	6,560	-	6,560
	555,871	147,366	703,237	519,761	157,858	677,619

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
Grants receivable for core activities						
NHS Block Contract	289,943	-	289,943	279,060	-	279,060
NHS Non-Cancer Lymphoedema Funding	-	136,957	136,957	-	102,943	102,943
PCT Admin Funding	23,913	-	23,913	23,366	-	23,366
Partnership Funding	-	-	-	3,303	-	3,303
	313,856	136,957	450,813	305,729	102,943	408,672

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
NHS Support at Home						
Services provided under contract	-	275,203	275,203	-	161,461	161,461

5 Income from other trading activities

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Charity shop sales	124,676	136,195
Promotional goods	662	579
	125,338	136,774

6 Income from investments

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Income from listed investments	31,153	27,310
Interest receivable	77,184	70,401
	108,337	97,711

7 Other income

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Staff holiday purchase scheme	5,997	10,302
Partnership funding	7,534	-
Grants received by trading company	19,620	-
	33,151	10,302

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

8 Expenditure on raising funds

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2025	2025	2025	2024	2024	2024
	£	£	£	£	£	£
Marketing and income generation						
Advertising	20,580	-	20,580	14,277	-	14,277
Other fundraising costs	32,657	4,740	37,397	41,293	7,056	48,349
Staff costs	265,169	-	265,169	216,058	-	216,058
Marketing and income generation	318,406	4,740	323,146	271,628	7,056	278,684
Investment management	7,610	-	7,610	6,864	-	6,864
Other trading activities						
Shop costs	102,711	-	102,711	83,015	-	83,015
Support costs	8,780	40	8,820	1,348	-	1,348
Other trading activities	111,491	40	111,531	84,363	-	84,363
Total costs	437,507	4,780	442,287	362,855	7,056	369,911

9 Charitable activities

	Home Nursing	Lymphoedema	FABS	Support at Home	Total
	2025	2025	2025	2025	2025
	£	£	£	£	£
Direct costs					
Staff costs	501,878	183,082	222,048	344,468	1,251,476
Travel expenses	10,273	2,672	1,296	12,587	26,828
Medical consumables	699	363	224	-	1,286
Medical consultant	2,425	2,425	2,425	2,425	9,700
	515,275	188,542	225,993	359,480	1,289,290
Share of support and governance costs (see note 10)					
Support	81,397	79,673	79,285	78,669	319,024
Governance	3,594	3,595	3,595	3,595	14,379
	600,266	271,810	308,873	441,744	1,622,693
Analysis by fund					
Unrestricted funds	557,424	134,463	242,397	163,675	1,097,959
Restricted funds	42,842	137,347	66,476	278,069	524,734
	600,266	271,810	308,873	441,744	1,622,693

	Home Nursing	Lymphoedema	FABS	Support at Home	Total
	2024	2024	2024	2024	2024
	£	£	£	£	£
Direct costs					
Staff costs	389,284	120,339	183,050	213,363	906,036
Travel expenses	8,903	2,379	1,799	9,212	22,293
Medical consumables	-	548	-	-	548
Medical consultant	9,700	-	-	-	9,700
	407,887	123,266	184,849	222,575	938,577
Share of support and governance costs (see note 10)					
Support	142,931	134,647	135,364	104,926	517,868
Governance	4,625	4,625	4,625	4,625	18,500
	555,443	262,538	324,838	332,126	1,474,945
Analysis by fund					
Unrestricted funds	488,893	159,596	240,585	108,278	997,352
Restricted funds	66,550	102,942	84,253	223,848	477,593
	555,443	262,538	324,838	332,126	1,474,945

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

10 Support costs

	Support costs	Governance costs	2025	Support costs	Governance costs	2024
	£	£	£	£	£	£
Wages and social security	164,179	-	164,179	376,202	-	376,202
Depreciation	12,701	-	12,701	16,804	-	16,804
Rent and insurance	13,825	-	13,825	10,752	-	10,752
Rates and water	2,413	-	2,413	685	-	685
Light and heat	10,308	-	10,308	8,874	-	8,874
Repairs and maintenance	18,741	-	18,741	14,996	-	14,996
Other staff costs	38,004	-	38,004	24,974	-	24,974
Telephone and internet	5,800	-	5,800	6,186	-	6,186
Sundry expenses	20,329	1,148	21,477	21,778	3,405	25,183
Study and courses	13,289	-	13,289	14,232	-	14,232
Stationery and equipment	10,717	-	10,717	13,427	-	13,427
Computer expenses	17,538	-	17,538	8,958	-	8,958
Audit and accountancy fees	-	10,480	10,480	-	12,560	12,560
Legal and professional	-	2,751	2,751	-	2,535	2,535
	327,844	14,379	342,223	517,868	18,500	536,368
Analysed between						
Fundraising	8,820	-	8,820	-	-	-
Charitable activities	319,024	14,379	333,403	517,868	18,500	536,368
	327,844	14,379	342,223	517,868	18,500	536,368

11 Net movement in funds

	2025	2024
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	6,840	3,755
Fees payable to the company's auditor for other services	980	980
Depreciation of owned tangible fixed assets	11,118	19,609
Loss on disposal of tangible fixed assets	303	-
Amortisation of intangibles	1,280	-
Operating lease charges	32,784	17,534

12 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits. One trustee was reimbursed expenses by the charity totalling £270 (2024: £304 for one trustee).

13 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
	57	56

Employment costs	2025 £	2024 £
Wages and salaries	1,451,290	1,318,298
Social security costs	135,283	109,497
Other pension costs	122,134	94,937
	1,708,707	1,522,732

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

	2025 Number	Restated 2024 Number
£60,000 - £69,999	1	1
£70,000 - £79,999	1	1

Remuneration of key management personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the group. The remuneration of key management personnel is as follows:

	2025 £	2024 £
Aggregate compensation	239,377	236,360

14 Other

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Net loss on disposal of tangible fixed assets	303	-

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

15 Net gains/(losses) on investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Gains/(losses) arising on:		
Revaluation of investments	27,928	79,899
Sale of investments	4,653	(2,149)
	32,581	77,750

16 Taxation

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

17 Intangible fixed assets

Group and company	New website £	Software £	Total £
Cost			
At 1 April 2024	6,400	-	6,400
Additions - separately acquired		4,219	10,219
At 31 March 2025	12,800	4,219	17,019
Amortisation and impairment			
At 1 April 2024	-	-	-
Amortisation charged for the year	1,280	-	1,280
At 31 March 2025	1,280	-	1,280
Carrying amount			
At 31 March 2025	11,520	4,219	15,739
At 31 March 2024	6,400	-	6,400

18 Tangible fixed assets

Group	Freehold property	Fixtures and fittings	Medical equipment	Shop equipment	Total
	£	£	£	£	£
Cost or valuation					
At 1 April 2024	205,000	86,867	31,985	9,853	333,705
Additions	-	21,033	9,944	-	30,977
Disposals	-	(17,550)	(1,000)	(8,275)	(26,825)
At 31 March 2025	205,000	90,350	40,929	1,578	337,857
Depreciation and impairment					
At 1 April 2024	-	63,935	20,807	9,823	94,565
Depreciation charged in the year	2,050	8,312	2,591	10	12,963
Eliminated in respect of disposals	-	(14,679)	(832)	(8,275)	(23,786)
At 31 March 2025	2,050	57,568	22,566	1,558	83,742
Carrying amount					
At 31 March 2025	202,950	32,782	18,363	20	254,115
At 31 March 2024	205,000	22,932	11,178	30	239,140

The freehold property of the group was revalued at 31 March 2024 based on an independent professional valuation carried out on 12 February 2024 by Mere Commercial. The valuation was carried out in line with RICS Valuation Global Standards.

At 31 March 2025, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £281,120 (2024 - £300,395).

Company	Freehold property	Fixtures and fittings	Medical equipment	Total
	£	£	£	£
Cost or valuation				
At 1 April 2024	205,000	66,509	31,985	303,494
Additions	-	13,980	9,943	23,923
Disposals	-	(2,619)	(1,000)	(3,619)
At 31 March 2025	205,000	77,870	40,928	323,798
Depreciation and impairment				
At 1 April 2024	-	46,737	20,807	67,544
Depreciation charged in the year	2,050	6,478	2,590	11,118
Eliminated in respect of disposals	-	(2,454)	(832)	(3,286)
At 31 March 2025	2,050	50,761	22,565	75,376
Carrying amount				
At 31 March 2025	202,950	27,109	18,363	248,422
At 31 March 2024	205,000	19,772	11,178	235,950

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

18 Tangible fixed assets (continued)

The freehold property of the group was revalued at 31 March 2024 based on an independent professional valuation carried out on 12 February 2024 by Mere Commercial. The valuation was carried out in line with RICS Valuation Global Standards.

At 31 March 2025, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £278,867 (2024 - £296,950).

19 Fixed asset investments

Group and company	Listed investments	Other investments	Long term deposits	Cash in portfolio	Total
	£	£	£	£	£
Cost or valuation					
At 1 April 2024	1,123,867	134,577	250,410	14,799	1,523,653
Additions	164,976	28,097	-	8,364	201,437
Valuation changes	19,068	8,861	-	-	27,929
Other movements	-	-	(250,410)	-	(250,410)
Disposals	(148,030)	(26,193)	-	-	(174,223)
At 31 March 2025	1,159,881	145,342	-	23,163	1,328,386
Carrying amount					
At 31 March 2025	1,159,881	145,342	-	23,163	1,328,386
At 31 March 2024	1,123,867	134,577	250,410	14,799	1,523,653

Fixed asset investments revalued

Valuations are prepared by Brewin Dolphin. Valuations are generally prepared on the basis of the middle market price at the close of business on the valuation date, and as supplied by external information providers. For certain securities, the price may be on a different basis e.g. last trade or bid price.

Long term deposits are deposit accounts that mature in more than 1 year from 31 March 2025.

The historical cost of investments held at 31 March 2025 was £1,171,631 (2024: £1,419,948).

20 Financial instruments

Group and company	2025	2024
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	1,305,223	1,258,444

21 Stocks

Group	2025	2024
	£	£
Marketing consumables and bought in shop stock	17,196	12,940

Company	2025	2024
	£	£
Marketing consumables	10,784	12,623

22 Debtors

	Group		Company	
	2025	2024	2025	2024
Amounts falling due within one year:	£	£	£	£
Trade debtors	42,807	4,467	42,807	4,467
Amounts owed by subsidiary undertakings	-	-	31,540	54,843
Other debtors	35,616	25,268	15,708	15,026
Prepayments and accrued income	186,310	222,957	186,310	222,957
	264,733	252,692	276,365	297,293

23 Current asset investments

	2025	2024
Group and company	£	£
Investment portfolio - cash account	1,788	2,088
Deposits maturing between 3 months and 1 year	1,007,872	764,149
	1,009,660	766,237

24 Creditors: amounts falling due within one year

		Group		Company	
		2025	2024	2025	2024
	Notes	£	£	£	£
Other taxation and social security		30,974	28,203	30,974	27,720
Deferred income	25	401,477	383,523	386,672	383,523
Trade creditors		51,546	45,916	47,608	39,176
Other creditors		10,648	11,846	10,648	11,846
Accruals		33,020	32,369	29,574	29,654
		527,665	501,857	505,476	491,919

25 Deferred income

	2025	2024
Group	£	£
Other deferred income	401,477	383,523

Deferred income is included in the financial statements as follows:

	2025	2024
	£	£
Deferred income is included within:		
Current liabilities	401,477	383,523

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

25 Deferred income (Continued)

	2025	2024
	£	£
Movements in the year:		
Deferred income at 1 April 2024	383,523	1,345
Released from previous periods	(383,523)	(1,345)
Resources deferred in the year	401,477	383,523
Deferred income at 31 March 2025	401,477	383,523

Deferred income relates to NHS contract income received in advance for 2025/26, and income received in advance for events taking place in the next financial year.

26 Retirement benefit schemes

Defined contribution schemes

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

The charge to profit or loss in respect of defined contribution schemes was £122,134 (2024 - £94,937) for the group and £120,908 (2024 - £94,476) for the company.

27 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	Movement in funds			Movement in funds			
Group and company	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 1 April 2024	Incoming resources	Resources expended	Balance at 31 March 2025
	£	£	£	£	£	£	£
Bedrock Grant	72,657	-	(62,387)	10,270	-	(2,440)	7,830
THG Apprenticeship Funding	-	14,220	(14,220)	-	4,740	(4,740)	-
Trust Income – Home Nursing	-	59,386	(59,386)	-	42,600	(42,600)	-
Trust Income - FABS	-	84,252	(84,252)	-	66,234	(66,234)	-
NHS Lymphoedema	-	102,943	(102,943)	-	136,957	(136,957)	-
NHS Support at Home	-	161,461	(161,461)	-	275,203	(275,203)	-
Hospice UK DHSC (Capital)	-	-	-	-	33,792	(1,340)	32,452
	72,657	422,262	(484,649)	10,270	559,526	(529,514)	40,282

The Bedrock Grant is funds held to be spent on setting up and running the new Support at Home service. The balance at 31 March 2025 relates to the net book value of laptops bought for Support at Home staff, which are being depreciated over their useful economic life. Similarly the balance on the Hospice UK DHSC (Capital) fund at the year end relates to the net book value of the assets it was used to buy.

The THG Apprenticeship Funding relates to funds received for two data admin apprentices. The Trust Income is funds received from various charitable trusts to be spent on specific activities such as Home Nursing or FABS.

The NHS Lymphoedema fund is the annual NHS income for non-cancer Lymphoedema care. The NHS Support at Home fund is the income received under contract from the NHS for the Support at Home service.

27 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used.

Group	At 1 April 2024	Incoming resources	Resources expended	Gains and losses	At 31 March 2025
	£	£	£	£	£
General funds	3,317,608	1,753,093	(1,535,466)	32,581	3,567,816

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Gains and losses	At 31 March 2024
	£	£	£	£	£
General funds	3,237,881	1,295,171	(1,360,207)	144,763	3,317,608

28 Analysis of net assets between funds

Group	Unrestricted funds 2025	Restricted funds 2025	Total 2025	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£	£	£	£
Intangible fixed assets	15,739	-	15,739	6,400	-	6,400
Tangible assets	213,833	40,282	254,115	228,870	10,270	239,140
Investments	1,328,386	-	1,328,386	1,523,653	-	1,523,653
Current assets/(liabilities)	2,009,858	-	2,009,858	1,558,685	-	1,558,685
	3,567,816	40,282	3,608,098	3,317,608	10,270	3,327,878

Company	Unrestricted funds 2025	Restricted funds 2025	Total 2025	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£	£	£	£
Intangible fixed assets	15,739	-	15,739	6,400	-	6,400
Tangible assets	208,140	40,282	248,422	225,680	10,270	235,950
Investments	1,328,386	-	1,328,386	1,523,653	-	1,523,653
Current assets/(liabilities)	2,013,048	-	2,013,048	1,561,875	-	1,561,875
	3,565,313	40,282	3,605,595	3,317,608	10,270	3,327,878

29 Operating lease commitments

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

	Group		Company	
	2025	2024	2025	2024
	£	£	£	£
Within one year	41,707	8,845	5,637	6,345
Between two and five years	56,333	2,822	1,430	2,822
In over five years	-	110	-	110
	98,040	11,777	7,067	9,277

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2025

30 Capital commitments

Amounts contracted for but not provided in the financial statements:

	2025 £	2024 £
Acquisition of intangible assets	1,406	-

31 Contingencies

At 31 March 2025 the charity had been notified of their entitlement to a further legacy that has not yet been recognised in income, because its receipt is not yet probable. Based on the information available the charity expects to receive around £25,000 for these legacies.

32 Related party transactions

Transactions with related parties

The charity received donations totalling £2,543 (2024: £1,719) without conditions from trustees or other related parties.

33 Subsidiary Undertakings

The charity has one trading subsidiary undertaking; Hospice at Home West Cumbria Trading Ltd (Company Registration Number 06199137). The company is a single member private company limited by guarantee, with the single member being Hospice at Home West Cumbria. The company is included in the consolidated accounts. The company is registered in England and Wales. The address of the registered office is 10 Finkle Street, Workington, Cumbria, CA14 2BB. The principal activity of the subsidiary is that of charity shops, where a profit is made this is donated to the parent charity.

The results of the subsidiary are as follows:

	2025 £	2024 £
Turnover and other operating income	144,958	136,774
Expenditure	(142,455)	(136,118)
Surplus	2,503	-
Gross Assets at 31st March	56,232	64,780
Gross Liabilities at 31st March	53,729	64,780
Funds	2,503	-

34 Cash generated from operations

	2025	2024
	£	£
Surplus/(deficit) for the year	280,220	(49,673)
Adjustments for:		
Investment income recognised in statement of financial activities	(108,337)	(97,711)
Taxation charged	-	656
Loss on disposal of tangible fixed assets	3,009	-
Gain on disposal of investments	(4,653)	2,149
Fair value gains and losses on investments	(27,928)	(79,899)
Depreciation and impairment of tangible fixed assets	12,963	19,609
Amortisation of intangible assets	1,280	-
Movements in working capital:		
(Increase) in stocks	(4,256)	(4,803)
(Increase)/decrease in debtors	(11,960)	(90,874)
Increase in creditors	8,256	24,314
Increase/(decrease) in deferred income	17,954	382,178
Cash generated from operations	166,548	105,946

The Future

For nearly 40 years Hospice at Home West Cumbria has delivered specialist palliative and end-of-life care to the people of West Cumbria. Through collaboration with local healthcare colleagues, we are committed to delivering the highest quality care that is agile and responsive to give our patients and those who care for them, choices about the care they receive.

We launched a new 5-year strategy in April 2025. This strategy determines the direction of travel for the next five years with priorities to meet the needs of our communities. We will deliver these priorities and measure success through clearly defined delivery plans, which include targets and timescales.

Our key focus is maintaining the quality of our services and ensuring our sustainability. We will prioritise building strong foundations to enable our organisation to be sustainable and continue to grow to meet the needs of the people we care for. Our long-term focus is to explore potential opportunities around commissioned services, private sector delivery and delivering services in a partnership model, identifying the benefits and risks of each.

Our strategy for 2025-2030 can be found on our website

www.hospiceathomewestcumbria.org.uk







HOSPICE AT HOME WEST CUMBRIA

Registered with FUNDRAISING REGULATOR

Hospice at Home West Cumbria is a company limited by guarantee

Registered Company No. 4191126 registered in England and Wales
Registered Charity No: 1086837
Registered with the Care Quality Commission
Certificate No: 1-183623894

@hospice.cumbria

@hospice_at_home_wc

@Hospiceathomewestcumbria

@hospice_at_home_wc

@HospiceatHomeWestCumbria

HOSPICE AT HOME WEST CUMBRIA

England & Wales - Charity number 1086837

Accounts



HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

ANNUAL REPORT & FINANCIAL ACCOUNTS

Incorporating the Directors' Report

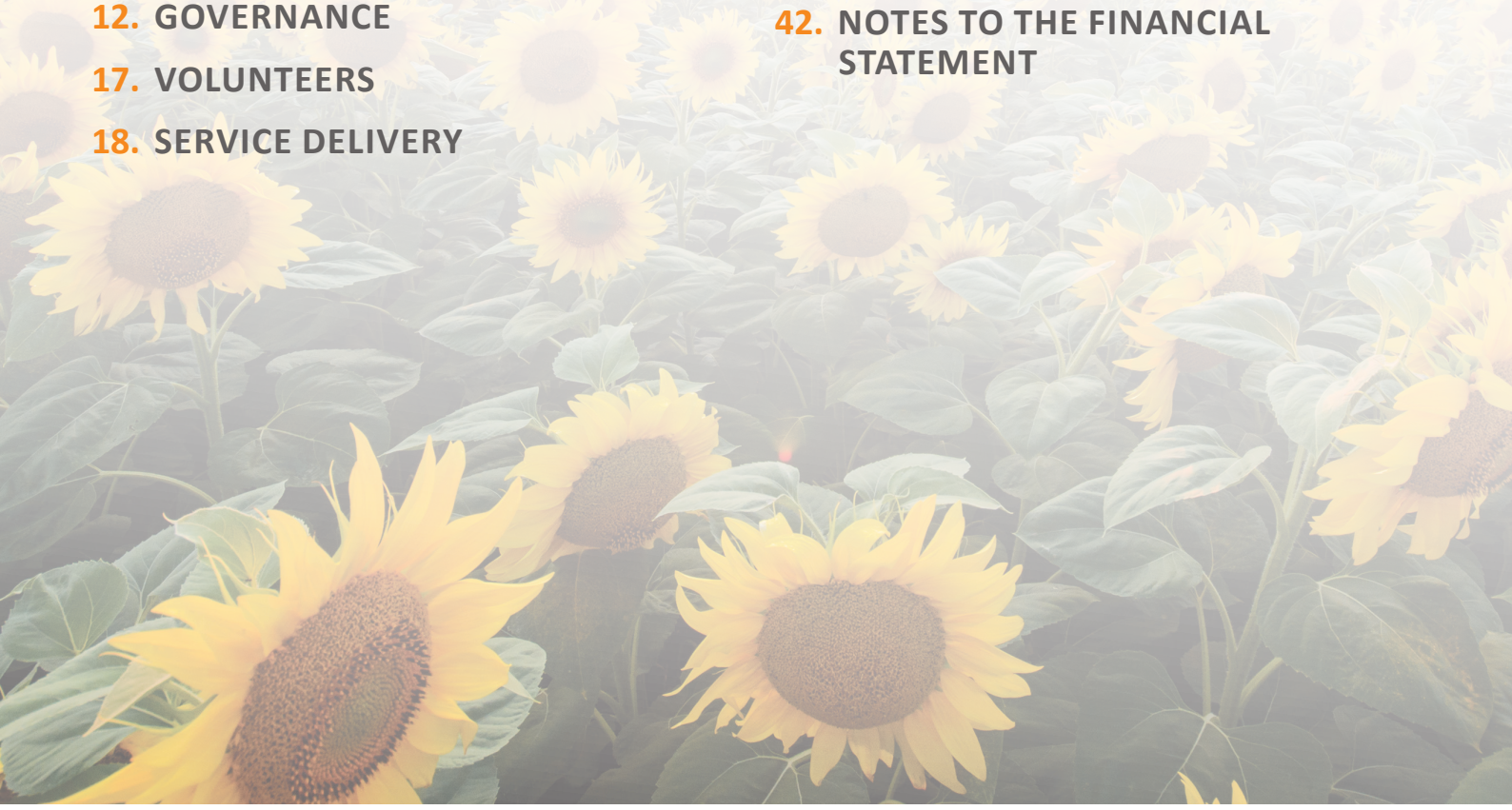
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2023/24

www.hospiceathomewestcumbria.org.uk
Registered Charity No. 1086837

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ABOUT HOSPICE AT HOME WEST CUMBRIA

Hospice at Home West Cumbria (HHWC) is an independent charity which is registered with the Charity Commission. It is also registered as a company limited by guarantee at Companies House, with the Fundraising Regulator, and with the Care Quality Commission (CQC).

We provide home nursing, support at home, family and bereavement support services and lymphoedema treatments. Our care is delivered to people in their own homes, clinics and other settings, which may also include those in nursing homes and hospitals. We cover an area from Maryport in the north, to Millom in the south and into rural areas of the Eskdale, Wasdale, Ennerdale and Buttermere valleys, serving a population of around 137,000.

We are proud to have served our community for more than 38 years, working in partnership with our local healthcare colleagues to provide complex, specialist palliative and end-of-life care to the people of West Cumbria, as well as offering vital support to their loved ones.

We are committed to delivering the highest quality care that is agile and responsive to give our patients and their families choices about the care they receive.

Our services are delivered free of charge to all those who need them. To support this, we have a marketing and income generation team to raise our profile so that people are aware of our services and know how to support us. Around one fifth of our income comes from the NHS the rest has to be raised through our own income generating activities, legacies, trusts and grants. All our actions are governed by the knowledge that we have a duty to manage our resources wisely and cost effectively and remain sustainable into the future.

We employ approximately 55 dedicated staff who, with the support of more than 120 incredible volunteers, provided care to more than 900 people last year.



Trustees and Vice Presidents



Our President
Dr Brian Herd

VISION

All people in West Cumbria have timely access to personalised high quality palliative and end of life care.

MISSION

To be at the heart of our community and provide home nursing, emotional support, complementary therapies and lymphoedema care when and where needed.

Our Charter

We welcome feedback through our service feedback form to monitor how well we are keeping to our Charter promises to continually make improvements and develop our services.

We will listen carefully to your wishes and needs throughout your journey and always keep you and those important to you at the centre of all we do.

We will deliver care and support where and when you need it.

We will keep you safe.

We will work closely together and alongside other professionals to ensure we provide you with the support you need to live your life how you choose.

We will develop trusting relationships with you and those important to you, enabling you to share your thoughts and feelings in a safe, non-judgemental place.

We will ensure we keep your information confidential and private.

We will provide a range of high quality care, support and information for patients, their loved ones and those bereaved.

We will help you live your best life by supporting you with your emotional, physical, spiritual, social and cultural needs and wishes.

We will welcome everyone regardless of their age, gender, ethnicity, disability or sexual orientation and treat each person with dignity and respect.

We will provide support and care from compassionate, kind and skilled professionals and volunteers.

OUR STRATEGY FOR 2023/24

Theme	**SERVICE DELIVERY & EXCELLENCE**	**SUSTAINABILITY & GROWTH**	**PRESENCE, REPUTATION & INCLUSION**	**GOVERNANCE & LEADERSHIP**
Goals	**Deliver the best possible care for our patients and their families.**	**Ensure our organisation is sustainable and relevant in the ever changing external environment.**	**Reach more people through working in partnership and raising awareness.**	**Ensure our organisation is compliant and manages risk.**
Strategic Objectives	• Maintain high quality care in our existing services. • Develop services to meet emerging needs and national and local end of life care priorities. • Increase use of existing services and facilities to maximise outcomes, reach and early intervention. • Engage with and respond to the changing commissioning environment.	• Deliver strategies to maximise income generation, voluntary and corporate support. • Explore opportunities to improve efficiency and effectiveness. • Implement and work to a suite of performance and financial controls. • Implement succession plans that support recruitment, retention and development of skilled staff and volunteers.	• Engage with new and existing partners to develop collaborative working. • Educate and promote understanding of our organisation within our community and wider stakeholders. • Ensure that services reach all those in our communities including those hard to reach groups. • Celebrate staff and volunteer achievements.	• Ensure compliance with regulatory standards. • Ensure all areas of strategic risks are identified, reviewed and managed. • Ensure systems are in place to support our governance framework so that the board is effective.

OUR OPERATING AREA



REFERENCE & ADMINISTRATIVE DETAILS

Registered charity name:
Hospice at Home West Cumbria

Charity registration number:
1086837

Company registration number:
4191126

Head office telephone number:
01900 873173

Registered office:
Therapy and Information Centre
10 Finkle Street
Workington
Cumbria
CA14 2BB

JOINT STATEMENT FROM THE CHAIR AND CHIEF EXECUTIVE



In June last year we were proud to launch our 'Support at Home' service. This new service provides home and personal care for palliative and end of life patients who require a care package which enables them to leave hospital. This vital service provides care packages to patients within the last three months of life to facilitate discharge and prevent admission to hospital, where possible, allowing them to remain in their place of choice. We have been delighted at the positive responses we have received, not just from patients and their loved ones, but also from other health professionals who have seen the wider benefits of the support we are able to provide. New roles in this and our home nursing service areas attracted some excellent people and we have been lucky to appoint skilled and professional staff to join our teams.

To enable the initial set up of this service, we are grateful to have received support from the 'Bedrock Awards', funded by Sellafield Ltd, part of the Transforming West Cumbria programme.

We were honoured to be invited to the Royal Garden Party in Edinburgh to mark the King's Coronation and his long history with us as our Patron since 1997. Earlier this year we were delighted to receive the news from the Royal Household that His Royal Highness will continue to be our Patron and we hope that he will be able to visit us in West Cumbria very soon.

Trustee and Vice Chair, Joanne Bowe, retired after serving her full nine year term. Joanne led the work of the HR Committee bringing over 35 years' HR experience from her professional roles within the nuclear industry. The Trustees, President and Vice Presidents wished to recognise the valuable contribution Joanne made over that time and invited her to become a Vice President to maintain her links to the organisation.

We were sorry to lose Mhairi Walker, Amy Lewthwaite and Sian Beaty as Trustees. All three had supported the Board with their professional expertise over several years and their contributions will be missed. We were delighted to welcome to the Board three new trustees with a wide range of experience and skills, Dominic Heaton and Kathryn McCloghrie who will support the Finance and Income Generation Committee, and Andrew Butler who will support the Clinical Governance Committee. We are grateful to all the Trustees for their time and invaluable contribution, ensuring that this remains such a wonderful charity for our local communities.

We are extremely grateful to everyone who supports our organisation through kind and generous donations, fundraising, volunteering time or spreading the word about us. All of this makes our work possible and enables us to continue into the future.

We would like to thank our President, Vice Presidents, all staff, volunteers, and Trustees for their hard work throughout the year, and for helping us to meet our mission of providing excellent, compassionate care every day.

Brendon Cook, Chair of Trustees and
Julie Monk, Chief Executive

HOSPICE AT HOME WEST CUMBRIA IN NUMBERS

HOME NURSING

HOURS OF NURSING CARE

We provided **8617.75** hours of nursing care:

906 night shifts

172 day shifts

266 new Home Nursing patients



292
new referrals into service

FAMILY & BEREAVEMENT SUPPORT

138
new FABS patients

- Bereavement Support 64
- Carer 51
- Patient 43



453
one-to-one sessions

170 active FABS patients during this period

157
Bereavement Group sessions

148
new referrals into the service



Registered Charity No. 1086837

COMPLEMENTARY THERAPY

155 new referrals

- Bereavement Support 27
- Carer 41
- Patient 88

475 Complementary Therapy sessions



137 active patients during this period

THERAPIES CARRIED OUT

- **130** Acu-reflexology
- **13** Distant Reiki
- **37** Emotional Freedom Technique (EFT)
- **342** Reiki



25 Aroma sticks



49 Body Massage

LYMPHOEDEMA

247 new referrals

342 Cancer patient sessions

638 Non-cancer patient sessions

TOTAL 980

411 active Lymphoedema patients during this period

The information on this page is correct as of the date of the AGM on 5th October 2024

PATRON, PRESIDENT & VICE PRESIDENTS

His Royal Highness The Prince of Wales	*Patron (until his accession as King in September 2022)*
Dr Brian Herd	*President*
Mrs Mary Todd	*Vice President*
Mr Richard Stout	*Vice President*
Dr Robert Walker	*Vice President*
Baroness Sue Hayman of Ullock	*Vice President*
Mr Gary McKee	*Vice President*
Mrs Joanne Bowe	*Vice President (from 5th October 2023)*

THE TRUSTEES

Name	Appointment
Mr Brendon Cook	*11 October 2019 Chair from 3 December 2020*
Mrs Joanne Bowe	*12 November 2014 Resigned 5 October 2023 after serving her full nine-year term*
Mrs Sian Beaty	*11 October 2018 Resigned 27 April 2023*
Mrs Barbara Stephens	*11 October 2019*
Dr Fayyaz Chaudhri	*3 December 2020*
Mrs Mhairi Walker	*3 December 2020 Resigned 5 October 2023*
Miss Amy Lewthwaite	*3 December 2020 Resigned 6 April 2023*
Mr Paul Skelton	*8 October 2021*
Dr Lee Williams	*6 October 2022*
Dr Richard Tranter	*22 November 2022*
Mrs Fiona Stobbart	*22 November 2022*
Mrs Kerry Charters	*22 November 2022*
Mr Dominic Heaton	*1 August 2023*
Miss Kathryn McCloghrie	*1 August 2023*
Dr Andrew Butler	*20 February 2024 To be ratified at AGM October 2024*

COMPANY SECRETARY

Name	Appointment
Mrs Carol Robertson	*11 October 2019 Resigned 1 May 2023*
Miss Charlotte Todhunter	*Appointed 2 May 2023*

SENIOR MANAGEMENT TEAM

This team operationally manages the hospice, provides support and guidance to all staff, and supports the Board of trustees.

Chief Executive Officer	**Julie Monk**
Director of Clinical Services	**Lorraine Dixon**
Director of Funding & Communications	**Hayley McKay**

COMMITTEES

Information correct as of 31st March 2024



Clinical Governance Committee

Trustees:

Dr Fayyaz Chaudhri (Chair), Dr Richard Tranter, Fiona Stobart

Executive Support:

Julie Monk, Lorraine Dixon, Dr Helen Rowe

This Committee monitors and advises on Clinical Governance of the charity including quality standards, clinical risk, care delivery and patient experience and audit.

HR & Governance Committee

Trustees:

Barbara Stephens (Chair), Paul Skelton, Kerry Charters

Executive Support:

Julie Monk, Lorraine Dixon, Melanie Taylor

This Committee monitors and advises on Human Resources and personnel issues including remuneration, and training and development of staff and volunteers.

Finance & Income Generation Committee

Trustees:

Dr Lee Williams (Chair), Brendon Cook, Dominic Heaton, Kathryn McCloghrie

Executive Support:

Julie Monk, Hayley McKay, Charlotte Todhunter

This Committee oversees the financial management and marketing and income generation of the charity, including audit requirements, the development of fundraising strategies, the operation of the Trading Company and external audit arrangements of both the charity and the Trading Company.

RISK GROUP - The Risk Group is attended by the Chairs of each Committee and oversees the strategic risk register and reports highlights, exceptions and changes to Board to inform the Business Plan. Following recommendations from the CQC we have strengthened our assurance and compliance frameworks and have appointed a new Assurance and Improvement Manager. We have also improved our governance arrangements by appointing a new Governance Officer

GOVERNANCE

The governance arrangements are set out in our Governance Handbook which includes guidance on the roles and duties of Trustees, role profiles, terms of reference for committees, schedule of matters reserved for the Board and a scheme of delegation.

Our volunteer Trustees are directors of the charity and have duties under company law as well as charity law. They are expected to maintain the highest standards of integrity and stewardship; to ensure that the organisation is effective, open and accountable; and to ensure a good working relationship with the Chief Executive and Senior Management Team.

The most important job of the Board is to lead the hospice. The Board is concerned with direction, policy and strategy. The management of the hospice is delegated to paid professional staff who report progress back to the Board. The Board must ensure that staff have adequate resources to undertake this.

The Board administers the charity and meets a minimum of four times each year. The hospice ensures good governance through an effective committee structure. Each committee meets in between Board meetings and supports the Board with its work. The current structure allows the Board to focus on strategic and big picture issues by delegating responsibility and empowering each committee to examine the detail and provide the precise level of scrutiny that is necessary. By employing this structure, it allows the committees to provide assurance to the Board and supports the flow of solutions, recommendations, and ideas.



The Senior Management Team



TRUSTEE RECRUITMENT & INDUCTION

Under the requirements of the Memorandum and Articles of Association, the trustees are elected to serve for a period of three years, after which they must be re-elected at the next Annual General Meeting. Trustees cannot serve longer than nine years in total.

Following a visit by the CQC in November 2023, the procedures surrounding Trustee recruitment and appraisals were reviewed and a Trustee Recruitment Handbook was introduced for all future trustee appointments and to manage and monitor performance of existing Trustees.

Our Trustee Recruitment Handbook provides guidance on ensuring we have a broad range of skills and experience within our Board of Trustees. To do this, we recruit using our skills matrix to ensure that trustees are appointed onto a committee relating to their relevant skill set. Trustees are appointed following advertisement and interview, and references are taken up before a formal recommendation is made to the Board by the Chair.

Other checks are also undertaken before a final decision is made including that the person is not disqualified from acting as a Trustee, ensuring that all Trustees have declared all actual or potential conflicts of interest and an appropriate check from the Disclosure and Barring Service.

All new Trustees participate in an induction programme aimed at building knowledge and understanding of both the role and their responsibilities as a trustee and the work of Hospice at Home West Cumbria.

A Board skills audit is undertaken annually to identify skills gaps and following resignations and retirements, recruitment took place during the year to attract applicants with accountancy/finance and medical/clinical skills to join the Finance and Income Generation and Clinical Governance Committees. Three new Trustees were appointed and have settled in well.

Trustees have an annual appraisal, conducted by the Chair and Vice Chair.

INVESTMENTS

The assets of a charity must be invested in accordance with the governing instrument and with the Trustee Act 2000 and the charity confirms it has the ability to grant discretionary investment power.

The Board of Hospice at Home West Cumbria has an approved Investment Policy and has delegated investment decisions to the Finance and Income Generation Committee. The committee has responsibility for monitoring the investment assets and reporting to Board.

The charity has investments with RBC Brewin Dolphin with a specific detailed investment policy including low/medium risk products and the right to exclude those companies that carry out activities contrary to the charity's aims. The fund managers have a discretionary mandate to best invest in suitable products. The committee regularly reviews the information provided by the investment manager.

The charity also has investments held with The Cumberland, and in August 2023 transferred £1m from The Cumberland to the Flagstones, which is an online investment platform. The use of Flagstones enables HHWC to monitor interest rates across multiple banks and building societies in once place, and transfer funds between these without having to complete application forms for each individual account. It also gives the charity the extra peace of mind that comes with spreading such investments making the most of the FSCS protection available.

RESERVES POLICY

The reserves are resources that Hospice at Home West Cumbria has or can make available to spend for any or all of the charity's purposes. The reasons for holding reserves are as follows:

- About 70% of the annual general income has to be raised from charitable sources and it can be unpredictable as to what the charity receives in donations and legacies. Therefore, if income levels are down, having reserves makes it possible for the charity to maintain its hospice services.
- The nature of the service, particularly the home nursing service, is unpredictable and it has always been the philosophy of the hospice to try to meet any increase in service if the need arises.

Our reserves policy is to hold £2.3m of free reserves. The aim of the Reserves Policy is to hold 12 months operating costs (currently £2.1m, of which £450k is working capital) as investments which are accessible within 12 months. Held within these investments, we also intend to keep strategic reserves of £200k in order to take advantage of new opportunities, develop new initiatives and be able to cover any unforeseen emergencies. The balances of such investments at the year-end were £3,068,154. This is £0.7m higher than intended, the reason for this being due to the timing of the maturity of some of our investments. We intend to reinvest this difference longer term, to help the charity through what we anticipate to be a difficult few years in terms of fundraising and increased expenditure due to the cost of living crisis.

The charity's cash reserves are held on short term deposits with The Cumberland, where the average gross interest over the financial year was approximately 3.2%. A range of both short and longer-term investments are held on the Flagstones investment platform, managed by the Finance Team Leader, where the average gross interest over the financial year was approximately 4.1%. The remainder of the charity's investments are managed by RBC Brewin Dolphin.

INTERNAL RISK & CONTROL

The Board has an approved policy on Risk Management and has identified the major strategic, business and operational risks for the organisation. Risk assessments are reviewed quarterly, and action plans updated to monitor the steps taken to manage these risks. For 2023/2024 the strategic risks listed in the risk register are:



The Risk Group (comprising Committee and Board Chairs) has oversight of risk management across the whole organisation and each committee examines the risks specific to their areas of expertise: The Finance and Income Generation committee receives reports from the internal auditor on both financial and non-financial matters; Clinical Governance Committee oversees clinical audit responsibilities.

In January 2024, we reviewed our approach to risk and made changes to further enhance our oversight and ability to assess the effectiveness of control measures we have in place to manage our risks. Team Leaders developed an organisation wide operational risk register to ensure emerging risks are reported and escalated to strategic risk management where appropriate. We also began creating a new Assurance Framework to assess our control measures for managing risk. Further work to embed our new approach will progress throughout 2024-25.

A business continuity plan is in place which can be implemented to assess and adapt service delivery risks.

SUPPORTING STAFF & VOLUNTEERS

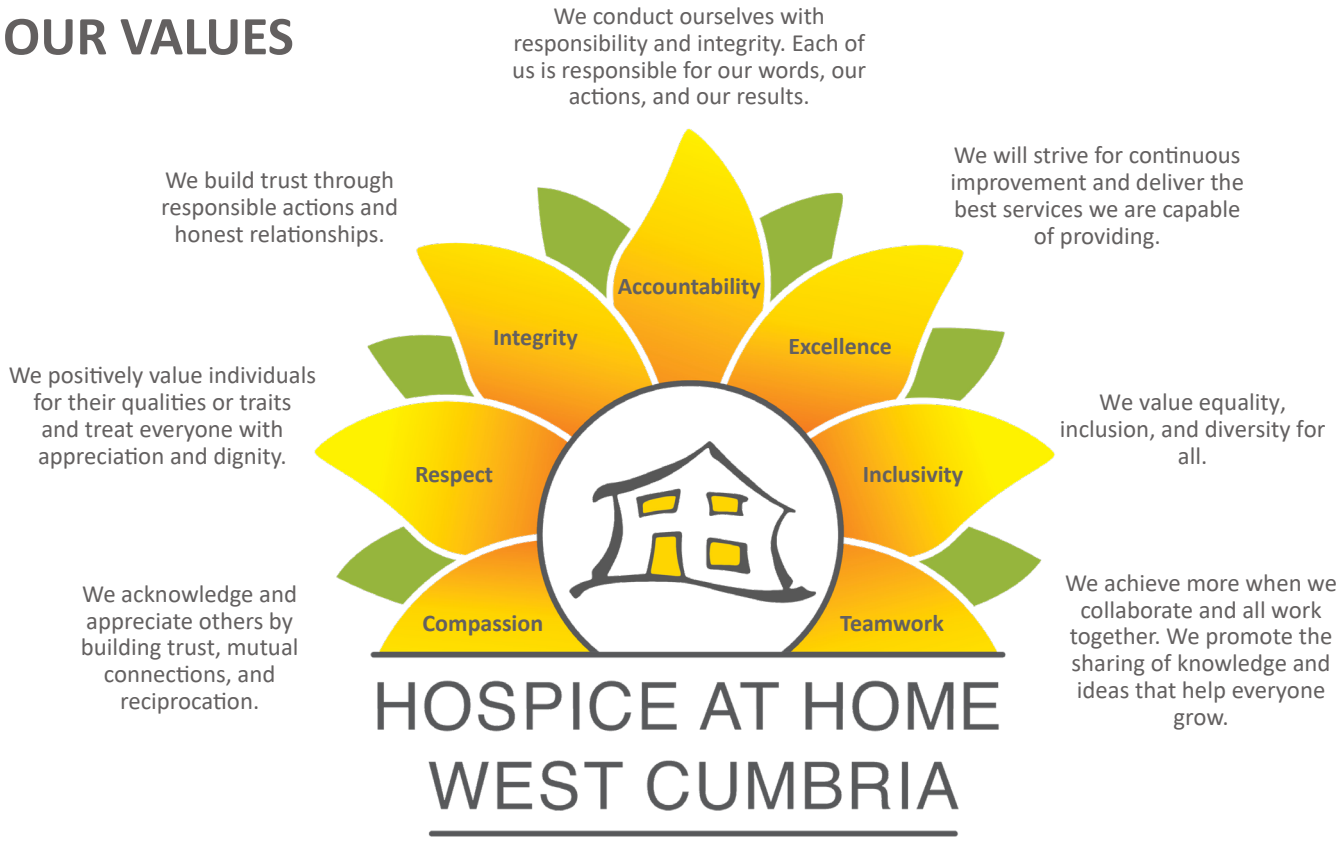
Our Health and Wellbeing Group has continued to look at ways to improve the health and wellbeing of staff and this year undertook a review of the benefits that we offer. As well as providing an employee assistance programme to aid wellbeing and offer support and advice as required, we have staff who are trained as Mental Health First Aiders, a Freedom to Speak Up Guardian, flexible working arrangements and we now also provide medical insurance for all employees. We have held regular staff wellbeing days, raising awareness and the importance of managing physical and mental health. Sessions have covered resilience, stress, menopause, financial health and equality and diversity.

The management and leadership training programme continues to work well and has focussed on effectively leading teams to ensure our delivery plans align to our Strategy.

Staff are encouraged to set goals and objectives through the annual appraisal process to support their personal and professional development.

The organisation has a set of values which are used as part of the appraisal process, which apply to staff, volunteers and trustees.

OUR VALUES



FUTURE SKILLS & SUCCESSION PLANNING

- We engage with staff to understand their long-term ambitions and short-term goals.
- We work to identify service improvements and new ways of working.
- We carry out skills mapping to identify strengths and any gaps in current staffing.
- We identify opportunities for personal development and training and strengthening team resilience.
- We develop our succession planning strategy.

VOLUNTEERS

Our volunteers continue to be a vital support to us in delivering our full range of services.

Our clinical volunteers provide an array of support: offering a warm welcoming reception to those visiting our Therapy and Information Centre; delivering complementary therapies; supporting our bereavement groups; and transporting patients who need to come in to see us.

We rely on a wide range of volunteers to help us raise the vital funds we need each year and raise awareness of what we do. Our volunteers organise their own fundraising events, attend store collections and community fairs, pick up collection boxes from local businesses and also give presentations about our work to community groups. The biggest group of volunteers are within our retail team where there is an army of committed individuals working tirelessly to collect and sort donations and get everything ready for sale.

In August 2023, we conducted a review of our volunteer arrangements. We examined how we identify the need for new volunteers, how we recruit volunteers and importantly how we support volunteers. As a result, one of the volunteers involved in the review developed a Volunteer Strategy which captured our plans and made a contribution to our commitment to continuous improvement.

Our volunteers are our advocates and broaden our in house skills, offering us experience and insights we would otherwise not have. Whatever role they take or however much time they give we continue to be extremely grateful for their support, commitment and dedication.





CLINICAL SERVICES

Over the last year we have continued to expand and develop our services, listening and responding to the needs of our partner organisations and local community to ensure that we provide the most effective service we can. We are pleased to report that with growth and development, and by maximising efficiencies within the clinical teams, we have successfully managed the increase in referrals across 2023-24. The additional care and support delivered has been crucial in the prevention of hospital admissions, facilitating hospital discharges and enabling individuals to remain at home.

Following on from our CQC inspection in November 2023, we celebrated our achievements and recognised areas that required further development. We consolidated our new ways of working to strengthen and stabilise the foundations that we have built, and we will continue to work with our partners, patients and their loved ones to identify what we are doing well and how we can maximise our reach.

We know that the demand for hospice services is increasing, against a backdrop of financial challenges and uncertainties within the NHS, as well as a growth in local population. As the needs of our communities continue to change, we recognise how important it is for Hospice at Home West Cumbria to be as proactive as it is responsive to any new opportunities and challenges that may be presented. Equally, we need to understand how working in partnership with others across the system, can enable us to think differently about how we plan and deliver our services in future.

We believe that to support our communities best, strengthening our collaboration within our local system and with local partners will be key to supporting the delivery of innovative models of care.

Looking to the year ahead we will continue to identify opportunities for collaborative development using evidence from key demographic and health data to ensure the delivery of our strategic objectives.



HOME NURSING

The Home Nursing team provides high quality nursing care to patients with a palliative diagnosis or life limiting condition and are assessed as being in the last 12 months of life. The office-based team has undergone a restructure this year and now consists of a Home Nursing Team Leader, Deputy Team Leader, three Senior Registered Nurses and a Patient Care and Support Co-ordinator.

What can be offered?

- Face-to-face initial assessment
- Face-to-face reassessment every six weeks
- Face-to-face bereavement visits
- One-to-one support to patients from a Registered Nurse or Healthcare Assistant which can be overnight or during the day however, we predominantly cover nights.
- One-to-one respite through the day allows loved ones to have some independence, attend appointments or even to receive some complementary therapy from one of our other teams in the organisation.

Services are delivered in the patient's home, hospital setting or residential and nursing homes.

Referrals can be made through a GP, Clinical Nurse Specialist in Palliative Care, community nurses or any other health professional. Self-referral can also be made into this service. Once a referral has been made and accepted, an initial assessment will be carried out by a Senior Registered Nurse to identify the most appropriate support.

The Home Nursing service has now moved to a seven-day working week for the office team. This ensures referrals made out-of-hours and at weekends are triaged and initial assessments are completed in a timely manner, meaning the patient and families get the appropriate level of care required without delay.

We have implemented and electronic system to manage rotas and improve workforce flexibility. Sage HR has introduced new ways of working for the organisation and ensures we have consistent cover over a seven day period.

"There are no words to thank each and every one of the girls for the help support and care give to my mother and us as a family. They allowed us to care for mam with their help and us to go to bed each night after being with mam 18 hours a day. Thank you with all our hearts you are angels."

"The care, support and kindness was shown to all the family and was very much appreciated at this difficult time. This is such a valuable service of care and hope you are able to continue and offer to others in need."

"All I can say is you are all priceless. Thank you all so much."

"The care we received for my mam was absolutely amazing. She was treated with dignity and respect from the minute you all were needed. Also, the support for myself and my dad we will be forever grateful for, you are a fabulous bunch of people and should be so proud of the job you do. THANK YOU x."

SUPPORT AT HOME

In June we celebrated the first anniversary of our Support at Home service which has been a huge success over the last 12 months. The service provides a care package for patients who meet the 'fast-track' criteria and are deemed to be within the last three months of life. The service facilitates a safe and responsive discharge and prevents inappropriate admission to hospital for patients who wish to remain in their own homes as they approach the end of life.

We have a skilled and dedicated team of Health Care Assistants, Registered Nurses, Senior Registered Nurses and a Patient Care and Support Co-ordinator, ensuring the service operates effectively and patients and their loved ones are receiving the highest standard of care.

Care packages include up to three, one-hour long visits between the hours of 8.00 am – 8.30 pm to deliver person-centred care based on the needs of the patient. This includes personal care, nutrition and hydration support, pressure care, light domestic duties, and emotional/ social support. For patients with complex symptoms or those approaching the end of life, we can also provide night time support to ensure wraparound care over a 24 hour period.

Collaboration has been the primary focus in service development, with an emphasis on building relationships to promote the service and increase referrals. We are extremely grateful for the support we have received from our clinical colleagues in the acute hospital, district nursing teams, health care practitioners and GP practices.

Between 12th June 2023 and 31 March 2024 we supported 92 patients and their families and provided 8182 hours of care during this period.

"Each and everyone of you are amazing (mum's words) and together you make a wonderful team. We cannot thank you enough for the care and support you gave mum and us, her family, during the last weeks of her life. You helped to make what was a difficult time for us more bearable and for that we are truly grateful. With love."



"We could not speak highly enough about the care mum received during her final weeks of life from the Support at Home service, each and every one of the healthcare staff were wonderful, mum thought they were amazing. They delivered a high standard of care at all times. Mum never felt rushed, she appreciated that there were only a small number of staff as she and we felt continuity was important. The rapport the staff built with mum and us as a family, alongside the excellent care helped to make the last few weeks of mum's life as comfortable as they could be. We will never be able to thank them enough for this and the kindness, respect and support shown to all of us."

"Due to my wife's aggressive cancer, our call on your services was, sadly, of short duration. However, during that time, the kindness and help you all provided, from advice, through daily care visits, to overnight stays was instrumental in getting us both through a very painful and traumatic experience. It is really not enough, but I can only say 'Thank you'."

Registered Charity No. 1086837

FAMILY AND BEREAVEMENT SUPPORT

Family and Bereavement Support Services (FABS) support palliative patients and their family members whilst caring and into bereavement. The team offer tailored packages of support to best meet individual need in line with best practice guidelines. Eligible people receive an initial assessment of their support needs by a trained member of staff before being supported in one of our facilitated groups or through one-to-one emotional support sessions. Our work is delivered in patients' homes or from our Therapy Centre in Workington, and focuses on helping with coping, anticipatory loss, grief and bereavement.

We have two 'Grieve Well Together' bereavement groups (one for partners/spouses and one for other family members), and a 'Coffee & Chat' support group for family carers. The aims of the groups are simple but fundamental: to bring together those who are affected by palliative illness to offer support, guidance, and coping strategies. The groups provide invaluable support and connection in challenging times and are very much appreciated by attendees. We aim to launch our patient support group in the autumn of 2024 which will follow a similar model. How we measure the impact of our family and bereavement services has recently changed and an evaluation of this will take place over the coming months. In the meantime, we continue to receive heartfelt words of thanks from those who have received our support:

"I could not wish to meet any more compassionate people than I have dealt with. I felt at ease with the member of staff. I was treated with kindness and compassion throughout. I would recommend without hesitation".

"The group offers me the chance to vent in a safe/comforting atmosphere with people sharing common ground. The staff are knowledgeable and professional in their approach. Everyone gets the chance to open up without pressure."

"My sense is that the emotional support I received has enabled me to take my first steps on the unknown road of widowhood that unfolds in front of me now".

"From the start of my husband's illness to his death, I don't know what we would have done without you all. From the one-one my husband had, and the Coffee & Chat I joined, and then one to one, reiki sessions which helped me relax during the session, and doing the breathing exercises at home when things were really stressful, and now the bereavement group. There really is no way to thank you all. Just saying thank you isn't enough but a very big thank you anyway."



Complementary Therapy

Our Complementary Therapy team offer tailored support to palliative patients who are believed to be in the last 12 months of life and their family members whilst caring and into bereavement. Our service is delivered in the community and at our Therapy Centre in Workington. Our therapists aim to deliver bespoke packages of care to best meet the needs of the people they support, selecting the best combination of approaches for them. These may include reflexology, Reiki, EFT tapping, aromasticks, therapeutic massage, and breathing and relaxation approaches. People who access our services may present with a range of challenges including pain, insomnia, nausea, peripheral neuropathy, troublesome anxiety states, disturbing memories, low mood, and other difficult emotions related to diagnosis, prognosis, anticipatory loss and bereavement.

Although it has been a busy year for the team, the majority of people referred were seen within a few weeks. One of our complementary therapists is now part of a national group focused on the provision of aromatherapy in supportive and palliative care, liaising with other professionals to further develop this important work. The way we evaluate the impact of the service has changed and will be reviewed later in the year. We continue to receive kind words of appreciation from our clients who, in the most difficult of circumstances, find improvement in their quality of life.

"The therapy sessions always left me relaxed and positive. I cannot fault these sessions. The therapist was wonderful and made me feel relaxed from the start. I have really appreciated the help I have been given"



"I was limping in agony and not sleeping with pain. Now no pain. The great understanding of how the mind effects my body and emotions, I have not been so angry, as I was filled to the brim with anger and resentment. It was perfect. You can't improve on perfection."

"The Reiki & reflexology made me relax and focus on myself".

"I could speak freely about how I was feeling".

"Gave me positivity, along with support".

"Lots of words of wisdom from the therapist".

"Well I really enjoyed that, I was almost asleep….. I'll be honest with you lass, I was a bit sceptical about this Reiki thing, but after experiencing that, I would recommend it to anybody".

SPECIALIST LYMPHOEDEMA SERVICE

Over the last year, the Lymphoedema service has continued to provide high quality specialist care to those who need it in our local area. The team have been able to assess and review patients in their own homes as well as in the three clinic spaces available at our Therapy and Information Centre in Workington, West Cumberland Hospital and Cockermouth Community Hospital. Patients receive individualised treatment plans according to their needs.

Referrals have continued to increase for our service, and between April 2023 and April 2024 we have seen over 400 patients. Whilst it is really positive to know that these patients have received the care and treatment they need along with their carers/families, it has meant that clinical commitments have dominated the time of our small team and plans to provide more educational sessions this year have not been met. Therefore, we have taken time to reflect on the past year and identify areas to focus on going forward that will help to shape the service. This includes:

- Review of referral form – to ensure all details are obtained for effective triage
- Education for other Health Care Professionals – to ensure patients' basic lymphoedema needs can be met where specialist input is not required. This will help to support other health care professionals out in the community
- Audits to monitor the benefits of having treatment from our service

In September 2023, our Lymphoedema Nurse began her training at Glasgow University to work towards becoming a Lymphoedema Nurse Specialist. Catherine has been able to use what she has learned in her practice and is becoming a more competent practitioner.

Keeping up to date and aware of latest thinking is paramount when delivering high quality care which is why it was important for us to attend the annual Lymphoedema Conference. The knowledge and skills gained meant we could allow people realistic choices in their care as well as improve our service.

Lymphoedema is a complex and often misunderstood condition. As it becomes more prevalent in society, the need for specialist assessment and education can only increase. Our team are driven to ensure we can meet local need and continue to provide the best care we possibly can.

"Thank you, for all your help in improving my symptoms with the bespoke stockings. My legs are so much better"

"I absolutely cannot express gratitude to the 3 Lymphoedema Nurses for all their care, professionalism and obvious wish to make me feel better and "keep my chin up". I also feel very lucky to live in an area when this service is available."

"Thank you for all your help, advice and support – you provide an amazing service!"

FINANCE & BUSINESS SUPPORT

We have embraced digital opportunities and introduced a number of projects to improve efficiencies, take further steps forward in becoming paperless which in turn reduces our carbon footprint.

We partnered with a dedicated professional payroll company, LivePay in order to build resilience within our Finance Team, save time and reduce any administrative burden. Working with dedicated payroll experts gives us greater assurance of compliance within ever changing regulations and gives us the best access to advancing technology.

We also introduced a cloud based human resources management tool, Sage HR. Sage HR provides a central location for all HR processes including inductions, time off and staff rotas. Staff have instant and remote access to everything they need to book annual leave, view their working patterns, and receive notifications about any process or policy changes.

In order to take advantage of national high interest rates, we used an investment platform as an efficient way for us to check the most lucrative rates across multiple banks and make decisions on investments that would give us the best return for our money. Using the one-stop platform saved us having to complete individual applications and enabled us to see at a glance all options available to us. Overall bank interest we received as a result of higher interest rates and using this new the platform was £70,401.

Our Finance Consultant has continued to support us in auditing our internal financial controls and has reported to the Finance & Risk Committee quarterly. The audits give trustees assurance that our financial controls are in place and working and offers suggestions to ensure continuous improvement.

Our Health and Safety consultant has supported us with quarterly audits and attended the quarterly meetings with the staff working group. Again, the audits give Trustees assurance that our controls are in place and working and keeps us up to date with any regulatory changes.

TRADING COMPANY

The Trading Company raised £136,774 this financial year which resulted in a net profit of £52,411 being donated back to the charity.

Trading company saw sales rise this year. There is huge demand for the items we sell, such as warm winter clothing, household essentials, or school uniforms. With many families continuing to struggle with rising costs, we provide good quality affordable merchandise for people on low incomes, or those looking for unique pieces or a bargain.

Our prom dress promotion attracted the attention of a teenager who had an upcoming school prom – an important milestone in any school leaver's calendar. She'd watched as her friends' shared photos of the expensive outfits their parents were going to buy them, knowing her family would be unable to do the same for her family as they just didn't have the money.

The teenager saw our promotion of prom dresses in the shop window and came into the shop to look at them. She was able to purchase a dress, shoes, bag and sparkly jewellery for under £35.00. The retail team took real pleasure in helping this youngster and commented how stunning she looked.

Our 50 retail volunteers are the backbone of our trading operations: van volunteers collecting donated items from the homes of supporters; sorting volunteers emptying hundreds of bags and boxes full of donations; stock volunteers getting items clean, priced, tagged and ready for display; window volunteers creating an enticing display to encourage shoppers; till volunteers serving customers with a smile; eBay volunteers selling our most valuable and unusual items online. Our sincere thanks go to every single one of the volunteers without whom, we wouldn't be able to open.

Our retail sector hit its target of £60,000 this year, raising over 20% more than 2022/23. The success of our retail operations this year has encouraged us to look at expansion. To build on this growth we plan to move our Workington shop into a bigger premises in the town centre in summer 2024 to enable us to offer a greater shopping experience, meet customer demand and generate more income for the charity.

INCOME GENERATION

We have continued to build relationships with our supporters and visit our community groups across the county to talk about our charity and the services we provide, and inspire people to take on their own challenges to support us. Community groups raised £54,254 throughout the year, with events ranging from open garden parties, charity night events, cake sales and craft fairs.

We have had fantastic support from people taking on a range of activities raising £43,967 through sponsored walks, cycling challenges, head shaves and, not forgetting Chris Young, who completed and incredible challenge and ran 30 miles every day in April to celebrate his 30th birthday.

In September 2023 Vice President Gary McKee, took on the Grand to Grand Ultra challenge and completed the self-supported foot race across the Grand Canyon raising over £12,500.



We brought back our ever-popular Mini Colour Run events and worked with six local primary schools. All the pupils (and staff) had an amazing time running around their school field while getting showered in powder paint, raising a whopping £21,889. Whilst these events are to raise funds and awareness of our charity, we also hope they inspire the next generation to understand the importance of hospice care.

We are extremely grateful for the continued support from our local business supporters throughout the year who have donated a total of £30,703. We brought back our 'Great Hospice Cake Off' event, which was hugely popular, with over 25 businesses signing up and collectively they raised over £6,000.

Our Christmas Jumper Day campaign continued to be an annual favourite, with 45 businesses and schools signing up and raising over £3,500.

We were invited to 'Whitehaven Alive' in September where we turned Whitehaven Harbour yellow with a ray of sunflowers! We received £3,294.60 in donations from generous festival goers over the course of the weekend and enjoyed spending time talking to our supporters and meeting some new faces!

We held our first ever Spring Raffle where we offered our supporters the chance of winning £2,000, and two follow up prizes of £250. We plan to develop new ideas for community engagement and fundraising opportunities over the coming months.






Date 14/07/2023
£ 5,176.42
FIVE THOUSAND, ONE HUNDRED AND SEVENTY SIX POUNDS AND FORTY TWO PENCE






Date 3rd May 2023
Pay: Hospice at Home West Cumbria
£ 1804-90
One thousand eight hundred and four pounds ninety pence
Signed on behalf of: Mayor of Cockermouth




GARY
10TH EDITION


Sun
Men
Date 07/09/2023
Pay: Hospice at Home West Cumbria
NINETY POUNDS ONLY
£ 90.00


Lymphoedema Services
What do we provide?
What does it take?




HOSPICE AT HOME WEST CUMBRIA
ANDREW







CHARITABLE TRUSTS & GRANTS

We are extremely grateful for the continued support from grant makers who have recognised the importance of our focused community-based care. As the only charity provider of one-to-one palliative home nursing, bespoke palliative family and bereavement support and complementary therapies, and specialist Lymphoedema services in West Cumbria, our work is essential.

Ongoing grant funding has enabled key projects to be developed and delivered, as well as the implementation of new programmes. We were delighted to receive a multi-year grant from a local funder to provide family and bereavement support and complementary therapies across the former Copeland area, ensuring that local people could have the emotional wellbeing services they required. We also received a large grant to kickstart our Support at Home service, helping palliative patients to remain at home through regular daily visits.

As well as large awards, we would not be able to deliver the breadth and level of service without the many funders who have given smaller grants to provide overnight end of life home nursing support, daytime respite care, staff training and contributions towards essential core costs.

The support from trusts, funds and foundations has made a significant and lasting impact in West Cumbria and we are truly thankful to them.

FRIENDS OF HOSPICE

Regular gifts help us to plan our services, giving us the confidence to develop and deliver our services. Continued generous support from our Friends of Hospice generated £13,827 last year, and a new £5 a month level, due to be launched in the coming months, aims to attract more people to the scheme.

HOSPICE AT HOME
WEST CUMBRIA
Friends of Hospice

GIFTS IN WILLS

Leaving a gift in your Will is possibly the largest financial contribution anyone can make, and thanks to the generosity of people making the ultimate donation to Hospice at Home West Cumbria, we were able to support one in four people in our care.

Raising awareness of the value of legacies to our organisation is vital, and our popular Make a Will Month campaign in February enabled 32 people to take advantage of having a professionally written Will at a discounted rate and generating almost £5,000. The success of the campaign was only possible thanks to the ongoing support from Brockbanks solicitors and Cartmell Shepherd solicitors, who generously gave their time and expertise for free.

Planning a future gift to Hospice at Home West Cumbria is a considered act, and last year we received £224,894 from those who kindly remembered us in their Will. This allowed us to care for patients and families during challenging times when they needed it most and enabled them to spend precious final moments together. We are very grateful to everyone who supported our services through gifts in Wills, making a real difference after they've gone.

FUNERAL DONATIONS AND SUNFLOWER TRIBUTES

We are always touched when families ask for donations towards Hospice at Home West Cumbria at funeral services through retiring collections and in lieu of flowers, often as gratitude for the care we have provided.

Families can continue to remember a loved one through the creation of a personalised Sunflower Tribute, which helps many families through bereavement. It's a dedicated space to record memories, leave photos, and share stories with friends and family. The online platform also records funds which have been raised in their memory, building a timeline of activities and income. Last year funeral donations and Sunflower Tributes raised £49,790.

COMMUNICATIONS

Developing our marketing and communications activity has continued to be a key focus this year with our new website currently under development and ready to be launched in 2024. Our website has been visited 24,917 times in the last year and we have gained 630 new followers across our social media platforms including Facebook, Instagram, Twitter and LinkedIn.

Our new website will give our service users and supporters a comprehensive platform offering a wealth of information, resources and support services tailored to meet the needs of individuals facing a palliative diagnosis and their loved ones.

Our twice-yearly newsletter provided information on our clinical services and activities informing our supporters how they have made a difference through their fundraising and donations. This included regular thanks to fundraisers for their support.

Our Chief Executive and Chair of the Board of Trustees have continued to collaborate with other hospices across the North East and North West. A dedicated Marketing and Communications Group from across the hospices has been established to enable us to work together to raise awareness of the services we provide, and the importance of hospice care.

We have joined Hospice UK in their national Legacy Campaign alongside 141 other hospices in the UK to develop a strong campaign in 2025, which can be used as part of the hospice legacy in the future.

INFORMATION TECHNOLOGY

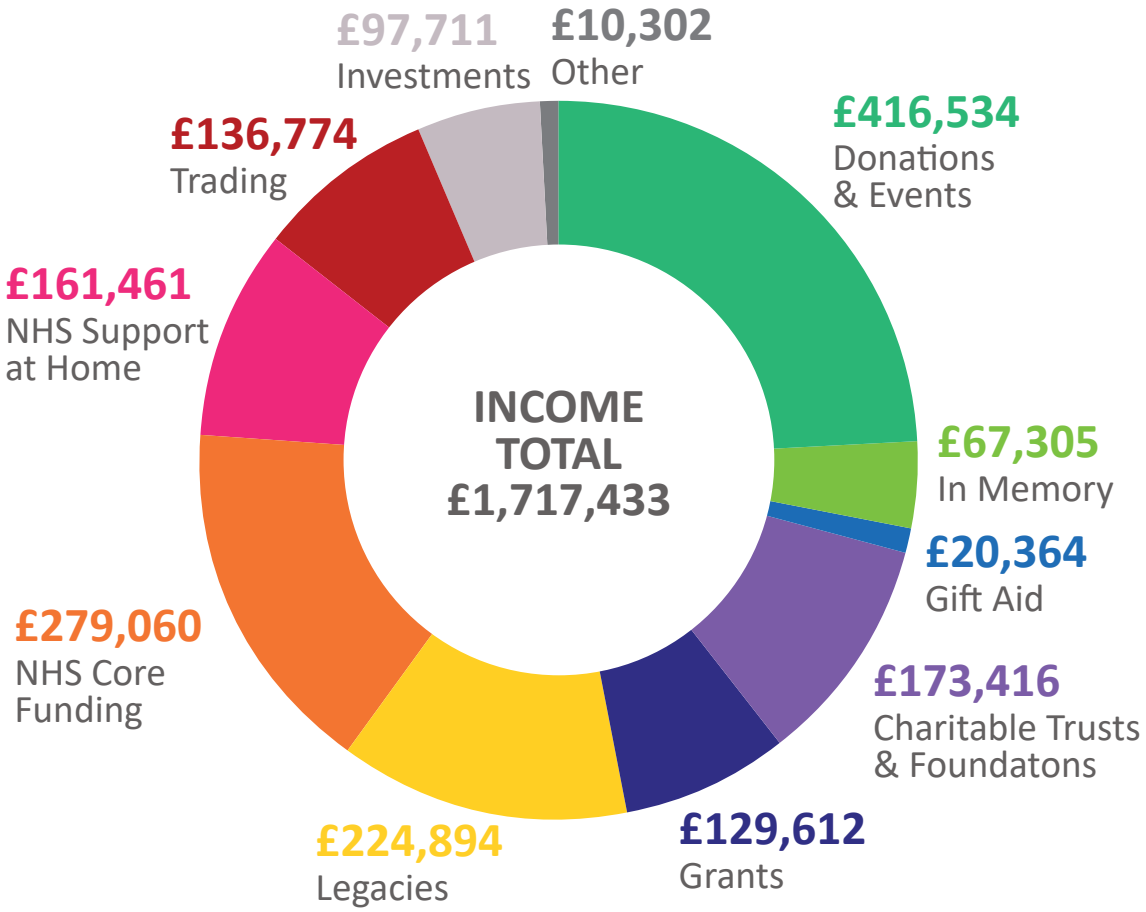
Over the last year we have undertaken a cyber security and IT review, completed the NHS Information Governance Toolkit, and reviewed our IT contract with our current provider to make sure that everything we needed as an organisation was in place.

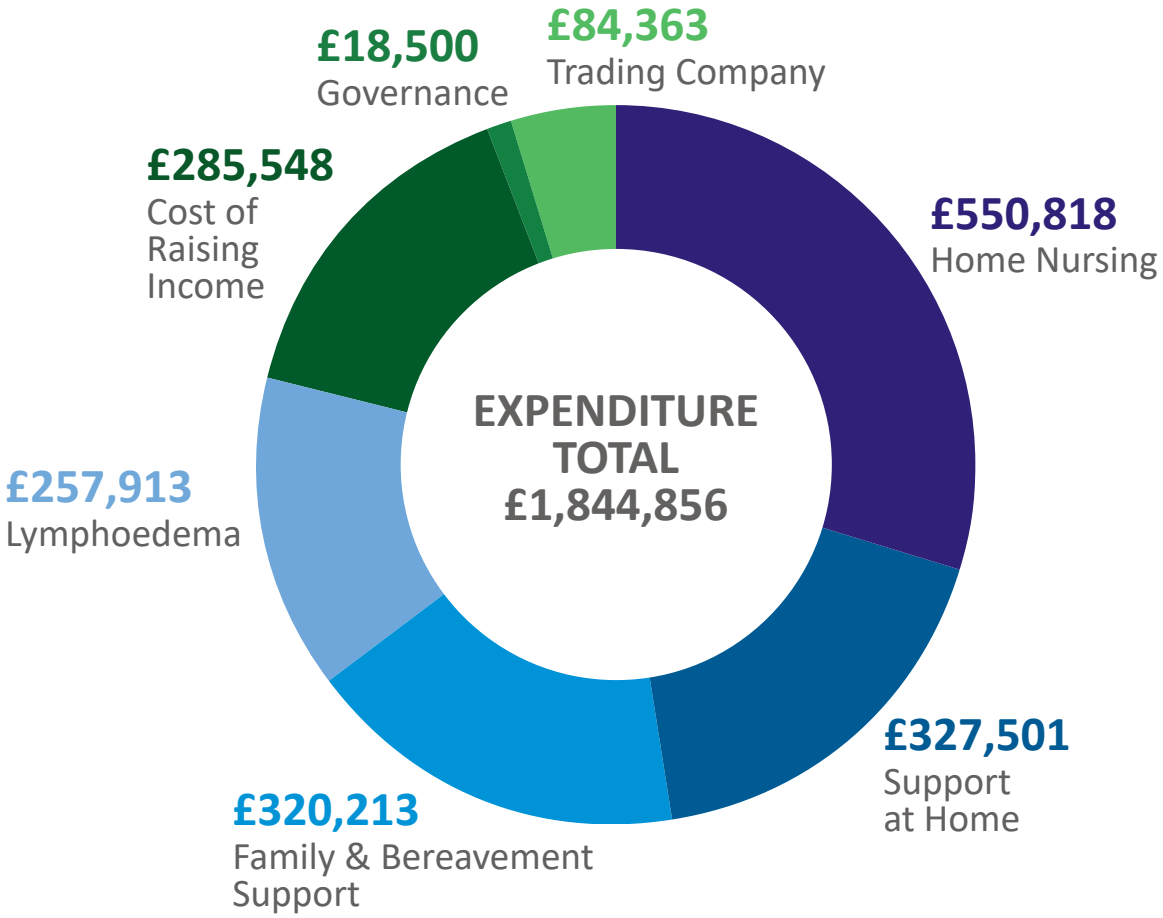
New software for clinical rotas and HR support was introduced last summer and is enabling us to work more efficiently across the organisation.

A new Assurance and Improvement Manager role was introduced earlier this year with responsibility for ensuring compliance to the General Data Protection Regulations (GDPR) and a new Assurance Framework is being developed to monitor changes in regulations and ensure compliance with regulatory bodies.



OVERALL INCOME & EXPENDITURE





PROFESSIONAL ADVISORS

AUDITORS	**Saint & Co, Chartered Accountant & Statutory Auditor** *Sterling House, Wavell Drive* *Rosehill, Carlisle* *Cumbria, CA1 2SA*
BANKERS	**National Westminster Bank plc** *31 Pow Street* *Workington* *Cumbria* *CA14 3WY*
INVESTMENT MANAGERS	**RBC Brewin Dolphin** *2 Smithfield Street* *London* *EC1A 9BD*
MEDICAL ADVISOR	**Dr Helen Rowe** *Consultant in Palliative Medicine* *North Cumbria Integrated Care NHS Foundation Trust* *Workington Community Hospital* *Park Lane, Workington, CA14 2RW*
HR ADVISOR	**Melanie Taylor Associates Ltd** *1 The Oaks* *Blindcrake, Cockermouth* *Cumbria, CA13 0QH*
HEALTH & SAFETY ADVISOR	**Michael Edwards** *Oak Safety Services* *75 Oakfields, Burnopfield* *Newcastle upon Tyne, NE16 6PQ*
FINANCIAL ADVISOR	**Nick Heaney** *CWH Accounting Limited* *Mount Pleasant* *Heads Nook, Brampton, Carlisle* *Cumbria, CA8 9EH*



FINANCIAL REVIEW

During this financial year our total incoming resources for the group, were £1,717,433, of which £422,262 was restricted for specific needs. Total resources expended were £1,844,856, of which £484,649 was spent on restricted projects, resulting in a net resources deficit of £127,423. This financial year has been particularly challenging as we continue to see the impact of the cost of living crisis which not only increases our costs but impacts the level of income which we receive from our supporters who are not able to donate as much as they have done previously.

The Balance Sheet shows Total Funds at the Balance Sheet date of £3,327,878, of which £10,270 are restricted.

The assets are held to provide the Objects and Activities stated in the Memorandum of Association of the Charity. The financial position of the Charity as at the Balance Sheet date is considered to be satisfactory.

The Charity is financially dependent upon National Health Funding.

Our Vision and our Mission has continued to be in close focus and driven the need for the Board of trustees to remain resilient, monitoring financial forecasts to ensure that we maintain a professional service. The hospice charity relies on voluntary donations, legacies, fundraising activities and income from our charity shops to fund the care we deliver.

If it was not for the ongoing fundraising activities and the fantastic support of people in our West Cumbrian communities, our reserves would be rapidly depleting. As we continue to navigate our way through the everchanging external environment, including increasing inflation and cost of living, we will persist in our efforts to learn new ways to manage our services and resources, and implement project plans for the long-term benefit of the hospice.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, who are also the directors of Hospice at Home West Cumbria for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP;

- make judgements and estimates that are reasonable and prudent; and

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

The Trustees' annual report is approved at the Annual General Meeting on 10th October 2024 and signed on behalf of the board of trustees by:



Mr Brendon Cook (Chair)
Trustee

AUDITOR

Each of the persons who is a trustee at the date of approval of this report confirms that:

- So far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- They have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Hospice at Home West Cumbria

Company Limited by Guarantee
Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria
Year ended 31 March 2024

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

AUDITOR'S OPINION

We have audited the financial statements of Hospice at Home West Cumbria (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and 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 trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

The extent to which the audit was considered capable of detecting irregularities including fraud

• the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

• we identified the laws and regulations applicable to the company through discussions with directors and other management;

• we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company;

• we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and

• identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

• making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;

• To address the risk of fraud through management bias and override of controls, we:

• performed analytical procedures to identify any unusual or unexpected relationships;

• tested journal entries to identify unusual transactions;

• assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and

• investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

• agreeing financial statement disclosures to underlying supporting documentation;

• reading the minutes of meetings of those charged with governance;

• enquiring of management as to actual and potential litigation and claims; and

• reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS *(CONTINUED)*

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

This description forms part of our auditor's report.

USE OF OUR REPORT

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. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co

Saint & Co
Chartered Accountants & Statutory Auditor
Sterling House
Wavell Drive,
Rosehill, Carlisle,
Cumbria, CA1 2SA

Saint & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Hospice at Home West Cumbria

Company Limited by Guarantee

Consolidated Statement of Financial Activities (including consolidated income and expenditure account) Year ended 31 March 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income and endowments from:							
Donations and legacies	3	1,050,384	260,801	1,311,185	1,871,705	85,000	1,956,705
Charitable activities	4	-	161,461	161,461	-	-	-
Other trading activities	5	136,774	-	136,774	126,210	-	126,210
Investments	6	97,711	-	97,711	51,878	-	51,878
Other income	7	10,302	-	10,302	7,887	-	7,887
Total income		1,295,171	422,262	1,717,433	2,057,680	85,000	2,142,680
Expenditure on:							
Raising funds	8	362,855	7,056	369,911	355,417	-	355,417
Charitable activities	9	997,352	477,593	1,474,945	1,078,776	12,343	1,091,119
Other	14	-	-	-	415	-	415
Total expenditure		1,360,207	484,649	1,844,856	1,434,608	12,343	1,446,951
Net gains/(losses) on investments	15	77,750	-	77,750	(82,408)	-	(82,408)
Net income/(expenditure)		12,714	(62,387)	(49,673)	540,664	72,657	613,321
Other recognised gains and losses: Revaluation of tangible fixed assets		67,013	-	67,013	-	-	-
Net movement in funds		79,727	(62,387)	17,340	540,664	72,657	613,321
Fund balances at 1 April 2023		3,237,881	72,657	3,310,538	2,697,217	-	2,697,217
Fund balances at 31 March 2024		3,317,608	10,270	3,327,878	3,237,881	72,657	3,310,538

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

All income and expenditure derive from continuing activities.

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Balance Sheet
Year ended 31 March 2024

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Intangible assets	**17**		6,400		-
Tangible assets	**18**		239,140		172,224
Investments	**19**		1,523,653		1,174,970
			1,769,193		1,347,194
Current assets					
Stocks	**21**	12,940		8,137	
Debtors	**22**	252,692		160,449	
Investments	**23**	766,237		2,172	
Cash at bank and in hand		1,028,673		1,886,099	
		2,060,542		2,056,857	
Creditors: amounts falling due within one year	**24**	(501,857)		(93,513)	
Net current assets			1,558,685		1,963,344
Total assets less current liabilities			3,327,878		3,310,538
Income funds					
Restricted funds	**27**		10,270		72,657
Unrestricted funds			3,317,608		3,237,881
			3,327,878		3,310,538

The group is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 10th October

Mr Brendon Cook (Chairman)
Trustee

Company Registration Number: 04191126
Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Company Balance Sheet
Year ended 31 March 2024

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

	Notes	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Intangible assets	**17**		6,400		-
Tangible assets	**18**		235,950		167,149
Investments	**19**		1,523,653		1,174,970
			1,766,003		1,342,119
Current assets					
Stocks	**21**	12,623		8,130	
Debtors	**22**	297,293		174,299	
Investments	**23**	766,237		2,172	
Cash at bank and in hand		977,641		1,864,688	
		2,053,794		2,049,289	
Creditors: amounts falling due within one year	**24**	(491,919)		(80,870)	
Net current assets			1,561,875		1,968,419
Total assets less current liabilities			3,327,878		3,310,538
Income funds					
Restricted funds	**27**		10,270		72,657
Unrestricted funds	**28**		3,317,608		3,237,881
			3,327,878		3,310,538

The surplus for the financial year for the parent company was £17,340 (2023: £614,886).

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

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The financial statements were approved by the Trustees on 10th October

Mr Brendon Cook (Chairman) Company Registration Number: 04191126
Trustee Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Cash Flows
Year ended 31 March 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash generated from operations	**32**		105,946		619,017
Income taxes paid			(173)		-
Net cash inflow from operating activities			105,773		619,017
Investing activities					
Purchase of intangible fixed assets		(6,400)		-	
Purchase of tangible fixed assets		(19,512)		(4,255)	
Proceeds from disposal of tangible fixed assets		-		-	
Purchase of investments		(1,112,548)		(14,143)	
Proceeds from disposal of investments		23,572		-	
Investment income received		97,711		51,878	
Net cash generated from/(used in) investing activities			(1,017,177)		33,510
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			(911,404)		652,527
Cash and cash equivalents at beginning of year			1,956,964		1,304,437
Cash and cash equivalents at end of year			1,045,560		1,956,964
Reconciliation with balance sheet					
Cash at bank and in hand			1,028,673		1,886,099
Cash and cash equivalents within fixed asset investments			14,799		68,693
Cash and cash equivalents within current asset investments			2,088		2,172
Cash and cash equivalents at end of year			1,045,560		1,956,964

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2024

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

1. ACCOUNTING POLICIES

Charity information

Hospice at Home West Cumbria is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Finkle Street, Workington, Cumbria, CA14 2BB, United Kingdom.

1.1. ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2. GOING CONCERN

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

1.3. CHARITABLE FUNDS

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

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

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

1.4. INCOME

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

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

1.5. EXPENDITURE

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

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6. INTANGIBLE FIXED ASSETS OTHER THAN GOODWILL

Intangible assets acquired separately from a business are recognised at cost and are subsequently measured at cost less accumulated amortisation and accumulated impairment losses.

Intangible assets acquired on business combinations are recognised separately from goodwill at the acquisition date where it is probable that the expected future economic benefits that are attributable to the asset will flow to the entity and the fair value of the asset can be measured reliably; the intangible asset arises from contractual or other legal rights; and the intangible asset is separable from the entity.

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

New website	None until it goes live in 2024/25

1.7. TANGIBLE FIXED ASSETS

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

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

Freehold property	1% straight line on property, 5% straight line on improvements
Fixtures and fittings	20% to 25% straight line
Medical equipment	20% reducing balance
Shop equipment	20% to 33% reducing balance & 20% straight line

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

1.8. FIXED ASSET INVESTMENTS

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.9. IMPAIRMENT OF FIXED ASSETS

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.10. STOCKS

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.11. CASH AND CASH EQUIVALENTS

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.12. FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

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

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

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

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

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

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.13. EMPLOYEE BENEFITS

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

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

1.14. RETIREMENT BENEFITS

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

1.15. DISCLOSURE EXEMPTIONS

The parent charitable company satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.

(b) Disclosures in respect of financial instruments have not been presented.

1.16. CONSOLIDATION

The consolidated financial statements incorporate the financial statements of the company and all group undertakings. These are adjusted, where appropriate, to conform to group accounting policies. As a consolidated statement of financial activities is published, a separate statement of financial activities for the parent company is omitted from the group financial statements by virtue of section 408 of the Companies Act 2006.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

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

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

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
	£	£	£	£	£	£
Donations and gifts	519,761	157,858	677,619	1,316,092	-	1,316,092
Legacies receivable	224,894	-	224,894	163,493	-	163,493
Grants receivable	305,729	102,943	408,672	392,120	85,000	477,120
	1,050,384	260,801	1,311,185	1,871,705	85,000	1,956,705
Donations and gifts						
Donations and Events	409,974	-	409,974	975,446	-	975,446
Charitable Trusts	15,558	157,858	173,416	118,030	-	118,030
Gift Aid and Tax Recoverable	20,364	-	20,364	132,287	-	132,287
In Memoriam	67,305	-	67,305	83,580	-	83,580
Collecting Boxes	6,560	-	6,560	6,749	-	6,749
	519,761	157,858	677,619	1,316,092	-	1,316,092

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
	£	£	£	£	£	£
Grants receivable for core activities						
NHS Block Contract	279,060	-	279,060	270,920	-	270,920
NHS Non-Cancer Lymphoedema Funding	-	102,943	102,943	98,419	-	98,419
PCT Admin Funding	23,366	-	23,366	22,381	-	22,381
NHS CCG Funding	-	-	-	400	-	400
Bedrock Grant	-	-	-	-	85,000	85,000
Partnership Funding	3,303	-	3,303	-	-	-
	305,729	102,943	408,672	392,120	85,000	477,120

4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
NHS Support at Home	£	£	£	£	£	£
Services provided under contract	-	161,461	161,461	-	-	-

5 Income from other trading activities

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Charity shop sales	136,195	125,288
Promotional goods	579	922
	136,774	126,210

6 Income from investments

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Income from listed investments	27,310	28,764
Interest receivable	70,401	23,114
	97,711	51,878

7 Other income

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Staff holiday purchase scheme	10,302	7,887

8 Expenditure on raising funds

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2024	2024	2024	2023	2023	2023
	£	£	£	£	£	£
Marketing and income generation						
Advertising	14,277	-	14,277	20,723	-	20,723
Other fundraising costs	41,293	7,056	48,349	43,074	-	43,074
Staff costs	216,058	-	216,058	185,617	-	185,617
Marketing and income generation	271,628	7,056	278,684	249,414	-	249,414
Investment management	6,864	-	6,864	6,493	-	6,493
Other trading activities						
Shop costs	83,015	-	83,015	98,597	-	98,597
Support costs	1,348	-	1,348	913	-	913
Other trading activities	84,363	-	84,363	99,510	-	99,510
Total costs	362,855	7,056	369,911	355,417	-	355,417

9 Charitable activities

	Home Nursing	Lymphoedema	FABS	Support at Home	Total
	2024	2024	2024	2024	2024
	£	£	£	£	£
Direct costs					
Staff costs	389,284	120,339	183,050	213,363	906,036
Travel expenses	8,903	2,379	1,799	9,212	22,293
Medical consumables	-	548	-	-	548
Medical consultant	9,700	-	-	-	9,700
	407,887	123,266	184,849	222,575	938,577
Share of support and governance costs (see note 10)					
Support	142,931	134,647	135,364	104,926	517,868
Governance	4,625	4,625	4,625	4,625	18,500
	555,443	262,538	324,838	332,126	1,474,945
Analysis by fund					
Unrestricted funds	488,893	159,596	240,585	108,278	997,352
Restricted funds	66,550	102,942	84,253	223,848	477,593
	555,443	262,538	324,838	332,126	1,474,945

9 Charitable activities

	Home Nursing	Lymphoedema	FABS	Support at Home	Total
	2023	2023	2023	2023	2023
	£	£	£	£	£
Direct costs					
Staff costs	293,825	117,353	152,264	12,113	575,555
Travel expenses	4,292	2,392	1,613	39	8,336
Medical consumables	-	424	-	-	424
Medical consultant	9,700	-	-	-	9,700
	307,817	120,169	153,877	12,152	594,015
Share of support and governance costs (see note 10)					
Support	172,394	101,994	194,405	191	468,984
Governance	11,248	5,624	11,248	-	28,120
	491,459	227,787	359,530	12,343	1,091,119
Analysis by fund					
Unrestricted funds	491,459	227,787	359,530	-	1,078,776
Restricted funds	-	-	-	12,343	12,343
	491,459	227,787	359,530	12,343	1,091,119

10 Support costs

	Support costs	Governance costs	2024	Support costs	Governance costs	2023
	£	£	£	£	£	£
Wages and social security	376,202	-	376,202	338,119	-	338,119
Depreciation	16,804	-	16,804	16,190	-	16,190
Rent and insurance	10,752	-	10,752	11,103	-	11,103
Rates and water	685	-	685	693	-	693
Light and heat	8,874	-	8,874	8,552	-	8,552
Repairs and maintenance	14,996	-	14,996	13,551	-	13,551
Other staff costs	24,974	-	24,974	36,160	-	36,160
Telephone and internet	6,186	-	6,186	4,451	-	4,451
Sundry expenses	21,778	3,405	25,183	11,933	3,326	15,259
Study and courses	14,232	-	14,232	7,579	-	7,579
Stationery and equipment	13,427	-	13,427	13,505	-	13,505
Computer expenses	8,958	-	8,958	7,148	-	7,148
Audit and accountancy fees	-	12,560	12,560	-	22,195	22,195
Legal and professional	-	2,535	2,535	-	2,599	2,599
	517,868	18,500	536,368	468,984	28,120	497,104
Analysed between						
Charitable activities	517,868	18,500	536,368	468,984	28,120	497,104

11 Net movement in funds

	2024	2023
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	3,755	3,008
Fees payable to the company's auditor for other services	980	950
Depreciation of owned tangible fixed assets	19,609	19,461
Loss on disposal of tangible fixed assets	-	415
Operating lease charges	17,534	12,450

12 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits. One trustee was reimbursed expenses by the charity totalling £304 (2023: £70 for two trustees).

13 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	56	46

Employment costs	2024 £	2023 £
Wages and salaries	1,318,298	978,768
Social security costs	109,497	80,134
Other pension costs	94,937	67,047
	1,522,732	1,125,949

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

	2024 Number	2023 Number
£60,000 - £69,999	1	1
£70,000 - £79,999	1	-
£80,000 - £89,999	1	1

Remuneration of key management personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the group. The remuneration of key management personnel is as follows.

	2024 £	2023 £
Aggregate compensation	236,360	218,014

14 Other

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Net loss on disposal of tangible fixed assets	-	415

15 Net gains/(losses) on investments

	Unrestricted funds	Unrestricted funds
	2024	2023
Gains/(losses) arising on:	£	£
Revaluation of investments	79,899	(82,408)
Sale of investments	(2,149)	-
	77,750	(82,408)

16 Taxation

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

17 Intangible fixed assets

	New website
	£
Cost	
At 1 April 2023	-
Additions - separately acquired	6,400
At 31 March 2024	6,400
Amortisation and impairment	
At 1 April 2023 and 31 March 2024	-
Carrying amount	
At 31 March 2024	6,400
At 31 March 2023	-

18 Tangible fixed assets

Group	Freehold property	Fixtures and fittings	Medical equipment	Shop equipment	Total
	£	£	£	£	£
Cost or valuation					
At 1 April 2023	226,377	70,877	31,985	9,853	339,092
Additions	3,522	15,990	-	-	19,512
Revaluation	(24,899)	-	-	-	(24,899)
At 31 March 2024	205,000	86,867	31,985	9,853	333,705
Depreciation and impairment					
At 1 April 2023	83,353	57,123	18,013	8,379	166,868
Depreciation charged in the year	8,559	6,812	2,794	1,444	19,609
Revaluation	(91,912)	-	-	-	(91,912)
At 31 March 2024	-	63,935	20,807	9,823	94,565
Carrying amount					
At 31 March 2024	205,000	22,932	11,178	30	239,140
At 31 March 2023	143,024	13,754	13,972	1,474	172,224

The freehold property of the group was revalued at 31 March 2024 based on an independent professional valuation carried out on 12 February 2024 by Mere Commercial. The valuation was carried out in line with RICS Valuation Global Standards.

At 31 March 2024, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £300,395 (2023 - £316,148).

Company	Freehold property	Fixtures and fittings	Medical equipment	Total
	£	£	£	£
Cost or valuation				
At 1 April 2023	204,098	51,439	31,985	287,522
Additions	3,522	15,070	-	18,592
Revaluation	(2,620)	-	-	(2,620)
At 31 March 2024	205,000	66,509	31,985	303,494
Depreciation and impairment				
At 1 April 2023	61,074	41,286	18,013	120,373
Depreciation charged in the year	8,559	5,451	2,794	16,804
Revaluation	(69,633)	-	-	(69,633)
At 31 March 2024	-	46,737	20,807	67,544
Carrying amount				
At 31 March 2024	205,000	19,772	11,178	235,950
At 31 March 2023	143,024	10,153	13,972	167,149

18 Tangible fixed assets (continued)

The freehold property of the group was revalued at 31 March 2024 based on an independent professional valuation carried out on 12 February 2024 by Mere Commercial. The valuation was carried out in line with RICS Valuation Global Standards.

At 31 March 2024, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £296,950 (2023 - £311,511).

19 Fixed asset investments

Group and company	Listed investments	Other investments	Long term deposits	Cash in portfolio	Total
	£	£	£	£	£
Cost or valuation					
At 1 April 2023	1,004,479	101,798	-	68,693	1,174,970
Additions	62,989	35,000	250,410	-	348,399
Valuation changes	75,052	4,786	-	-	79,838
Other movements	-	-	-	(53,894)	(53,894)
Disposals	(18,653)	(7,007)	-	-	(25,660)
At 31 March 2024	1,123,867	134,577	250,410	14,799	1,523,653
Carrying amount					
At 31 March 2024	1,123,867	134,577	250,410	14,799	1,523,653
At 31 March 2023	1,004,479	101,798	-	68,693	1,174,970

Fixed asset investments revalued

Valuations are prepared by RBC Brewin Dolphin. Valuations are generally prepared on the basis of the middle market price at the close of business on the valuation date, and as supplied by external information providers. For certain securities, the price may be on a different basis e.g. last trade or bid price.

Long term deposits are deposit accounts that mature in more than 1 year from 31 March 2024.

The historical cost of investments held at 31 March 2024 was £1,419,948 (2023: £1,149,501).

20 Financial instruments

Group and company	2024	2023
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	1,258,444	1,106,277

21 Stocks

Group	2024	2023
	£	£
Marketing consumables and bought in shop stock	12,940	8,137

Company	2024	2023
	£	£
Marketing consumables	12,623	8,130

22 Debtors

	Group		Company	
	2024	2023	2024	2023
Amounts falling due within one year:	£	£	£	£
Trade debtors	4,467	6,625	4,467	6,625
Amounts owed by subsidiary undertakings	-	-	54,843	28,853
Other debtors	25,268	130,572	15,026	115,569
Prepayments and accrued income	222,957	23,252	222,957	23,252
	252,692	160,449	297,293	174,299

23 Current asset investments

	2024	2023
Group and company	£	£
Investment portfolio - cash account	2,088	2,172
Deposits maturing between 3 months and 1 year	764,149	-
	766,237	2,172

24 Creditors: amounts falling due within one year

		Group		Company	
		2024	2023	2024	2023
	Notes	£	£	£	£
Other taxation and social security		28,203	19,693	27,720	21,062
Deferred income	25	383,523	1,345	383,523	1,345
Trade creditors		45,916	32,936	39,176	20,906
Other creditors		11,846	10,155	11,846	10,155
Accruals		32,369	29,384	29,654	27,402
		501,857	93,513	491,919	80,870

25 Deferred income

	2024	2023
Group and company	£	£
Other deferred income	383,523	1,345

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	383,523	1,345

25 Deferred income (Continued)

	2024	2023
	£	£
Movements in the year:		
Deferred income at 1 April 2023	1,345	1,713
Released from previous periods	(1,345)	(1,713)
Resources deferred in the year	383,523	1,345
Deferred income at 31 March 2024	383,523	1,345

Deferred income relates to NHS contract income received in advance for 2024/25, and income received in advance for events taking place in the next financial year.

26 Retirement benefit schemes

Defined contribution schemes

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

The charge to profit or loss in respect of defined contribution schemes was £94,937 (2023 - £67,047) for the group and £94,476 (2023 - £64,074) for the company.

27 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

		Movement in funds			Movement in funds		
Group and company	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 1 April 2023	Incoming resources	Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£
Bedrock Grant	-	85,000	(12,343)	72,657	-	(62,387)	10,270
THG Apprenticeship Funding	-	-	-	-	14,220	(14,220)	-
Trust Income – Home Nursing	-	-	-	-	59,386	(59,386)	-
Trust Income - FABS	-	-	-	-	84,252	(84,252)	-
NHS Lymphoedema	-	-	-	-	102,943	(102,943)	-
NHS Support at Home	-	-	-	-	161,461	(161,461)	-
	-	85,000	(12,343)	72,657	422,262	(484,469)	10,270

The Bedrock Grant is funds held to be spent on setting up and running the new Support at Home service. The balance at 31 March 2024 relates to the net book value of laptops bought for Support at Home staff, which are being depreciated over their useful economic life.

The THG Apprenticeship Funding relates to funds received for two data admin apprentices.

The Trust Income is funds received from various charitable trusts to be spent on specific activities such as Home Nursing or FABS.

The NHS Lymphoedema fund is the annual NHS income for non-cancer Lymphoedema care.

The NHS Support at Home fund is the income received under contract from the NHS for the Support at Home service.

28 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used.

Group	At 1 April 2023	Incoming resources	Resources expended	Gains and losses	At 31 March 2024
	£	£	£	£	£
General funds	3,237,881	1,295,171	(1,360,207)	144,763	3,317,608

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Gains and losses	At 31 March 2023
	£	£	£	£	£
General funds	2,697,217	2,057,680	(1,434,608)	(82,408)	3,237,881

29 Analysis of net assets between funds

Group	Unrestricted funds 2024	Restricted funds 2024	Total 2024	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£	£	£	£
Intangible fixed assets	6,400	-	6,400	-	-	-
Tangible assets	228,870	10,270	239,140	172,224	-	172,224
Investments	1,523,653	-	1,523,653	1,174,970	-	1,174,970
Current assets/(liabilities)	1,558,685	-	1,558,685	1,890,687	72,657	1,963,344
	3,317,608	10,270	3,327,878	3,237,881	72,657	3,310,538

Company	Unrestricted funds 2024	Restricted funds 2024	Total 2024	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£	£	£	£
Intangible fixed assets	6,400	-	6,400	-	-	-
Tangible assets	225,680	10,270	235,950	167,149	-	167,149
Investments	1,523,653	-	1,523,653	1,174,970	-	1,174,970
Current assets/(liabilities)	1,561,875	-	1,561,875	1,895,762	72,657	1,968,419
	3,317,608	10,270	3,327,878	3,237,881	72,657	3,310,538

30 Operating lease commitments

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

	Group		Company	
	2024	2023	2024	2023
	£	£	£	£
Within one year	8,845	15,303	6,345	5,303
Between two and five years	2,822	4,270	2,822	1,770
In over five years	110	-	110	-
	11,777	19,573	9,277	7,073

31 Contingencies

At 31 March 2024 the charity had been notified of their entitlement to a further four legacies that have not yet been recognised in income, because the amounts receivable cannot be reliably estimated. Based on the information available the charity expects to receive around £173,000 for these legacies.

32 Related party transactions

Transactions with related parties

The charity received donations totalling £1,719 (2023: £2,219) without conditions from trustees or other related parties.

34 Subsidiary Undertakings

The charity has one trading subsidiary undertaking; Hospice at Home West Cumbria Trading Ltd (Company Registration Number 06199137). The company is a single member private company limited by guarantee, with the single member being Hospice at Home West Cumbria. The company is included in the consolidated accounts. The company is registered in England and Wales. The address of the registered office is 10 Finkle Street, Workington, Cumbria, CA14 2BB. The principal activity of the subsidiary is that of charity shops, where a profit is made this is donated to the parent charity.

The results of the subsidiary are as follows:

	2024	2023
	£	£
Turnover	**136,774**	126,210
Other operating income	**–**	–
Expenditure	**(136,118)**	(126,210)
Gross assets as at 31st March	**64,780**	41,496
Gross liabilities as at 31st March	**64,780**	41,496

34 Cash generated from operations	**2024**	**2023**
	£	**£**
Surplus/(deficit) for the year	(49,673)	613,321
Adjustments for:		
Investment income recognised in statement of financial activities	(97,711)	(51,878)
Taxation charged	656	-
Loss on disposal of tangible fixed assets	-	507
Gain on disposal of investments	2,149	-
Fair value gains and losses on investments	(79,899)	82,408
Depreciation and impairment of tangible fixed assets	19,609	19,461
Consolidation adjustment	-	1,565
Movements in working capital:		
(Increase) in stocks	(4,803)	(6,394)
(Increase)/decrease in debtors	(90,874)	(51,014)
Increase in creditors	24,314	11,409
Increase/(decrease) in deferred income	382,178	(368)
Cash generated from operations	105,946	619,017



HOSPICE AT HOME
WEST CUMBRIA

Registered with
FUNDRAISING
REGULATOR

Hospice at Home West Cumbria is a company limited by guarantee

Registered Company No. 4191126 registered in England and Wales
Registered Charity No: 1086837
Registered with the Care Quality Commission
Certificate No: 1-183623894

@hospice.cumbria
@hospice_at_home_wc
@HospiceatHomeWC
@Hospiceathomewestcumbria
@hospice_at_home_wc
@HospiceatHomeWestCumbria

HOSPICE AT HOME WEST CUMBRIA

England & Wales - Charity number 1086837

Accounts



HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

ANNUAL REPORT & FINANCIAL ACCOUNTS

Incorporating the Directors' Report

2022/2023

2022/23

www.hospiceathomewestcumbria.org.uk
Registered Charity No. 1086837

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VISION

All people in West Cumbria have timely access to personalised high quality palliative and end of life care.

MISSION

To be at the heart of our community and provide home nursing, emotional support, complementary therapies and lymphoedema care when and where needed.

Our Charter

We welcome feedback through our service user questionnaire to monitor how well we are keeping to our Charter promises to continually make improvements and develop our services.

We will provide a range of high quality care, support and information for patients, their loved ones and those bereaved.

We will help you live your best life by supporting you with your emotional, physical, spiritual, social and cultural needs and wishes.

We will keep you safe.

We will listen carefully to your wishes and needs throughout your journey and always keep you and those important to you at the centre of all we do.

We will deliver care and support where and when you need it.

We will welcome everyone regardless of their age, gender, ethnicity, disability or sexual orientation and treat each person with dignity and respect.

We will ensure we keep your information confidential and private.

We will provide support and care from compassionate, kind and skilled professionals and volunteers.

We will develop trusting relationships with you and those important to you, enabling you to share your thoughts and feelings in a safe, non-judgemental place.

We will work closely together and alongside other professionals to ensure we provide you with the support you need to live your life how you choose.



OUR STRATEGY FOR 2022/2023

Theme	SERVICE DELIVERY & EXCELLENCE	SUSTAINABILITY & GROWTH	PRESENCE, REPUTATION & INCLUSION	GOVERNANCE & LEADERSHIP
Goals	**Deliver the best possible care for our patients and their families.**	**Ensure our organisation is sustainable and relevant in the ever changing external environment.**	**Reach more people through working in partnership and raising awareness.**	**Ensure our organisation is compliant and manages risk.**
Strategic Objectives	• Maintain high quality care in our existing services. • Develop services to meet emerging needs and national and local end of life care priorities. • Increase use of existing services and facilities to maximise outcomes, reach and early intervention. • Engage with and respond to the changing commissioning environment.	• Deliver strategies to maximise income generation, voluntary and corporate support. • Explore opportunities to improve efficiency and effectiveness. • Implement and work to a suite of performance and financial controls. • Implement succession plans that support recruitment, retention and development of skilled staff and volunteers.	• Engage with new and existing partners to develop collaborative working. • Educate and promote understanding of our organisation within our community and wider stakeholders. • Ensure that services reach all those in our communities including those hard to reach groups. • Celebrate staff and volunteer achievements.	• Ensure compliance with regulatory standards. • Ensure all areas of strategic risks are identified, reviewed and managed. • Ensure systems are in place to support our governance framework so that the board is effective.

OUR OPERATING AREA



REFERENCE & ADMINISTRATIVE DETAILS

Registered charity name:
Hospice at Home West Cumbria

Charity registration number:
1086837

Company registration number:
04191126

Head office telephone number:
01900 873173

Principal office and registered office:
Therapy and Information Centre
10 Finkle Street
Workington
Cumbria
CA14 2BB

HOSPICE AT HOME WEST CUMBRIA IN NUMBERS

HOME NURSING

HOURS OF NURSING CARE

We provided **6745.25** hours of nursing care:

744 night shifts

188 day shifts

214 new referrals into service

FAMILY & BEREAVEMENT SUPPORT

112 new FABS patients

- Bereavement Support 62
- Carer 30
- Patient 27

423 one-to-one sessions

143 active FABS patients during this period

GROUP SESSIONS

106 Bereavement Group sessions

32 Carers Group sessions

32 Patient Group sessions

TOTAL 170

COMPLEMENTARY THERAPY

70 new referrals

- Bereavement Support 17
- Carer 17
- Patient 36

504 Complementary Therapy sessions

98 active patients during this period

THERAPIES CARRIED OUT

- **230** Acu-reflexology
- **75** Distant Reiki
- **54** Emotional Freedom Technique (EFT)
- **284** Reiki

14 Aroma sticks

43 Body Massage

LYMPHOEDEMA

203 new referrals

293 Cancer patient sessions

450 Non-cancer patient sessions

330 active Lymphoedema patients during this period

TOTAL 743

JOINT STATEMENT FROM THE CHAIR AND CHIEF EXECUTIVE





Welcome to Hospice at Home West Cumbria's 2022/23 Annual Report and Accounts, which highlights some of the many achievements of the past year.

This year we were sorry to lose Sarah Taylor-Howe, Claire Wilson and David Harper as trustees. All three had supported the Board with their professional expertise over several years, and their contributions will be missed. We were delighted to welcome to the Board three new trustees with a wide range of experience and skills, Dr Richard Tranter and Fiona Stobart, who will support the Clinical Governance Committee, and Kerry Charters, who will support the Finance and Income Generation Committee. We are grateful to all the trustees for their time and invaluable contribution, ensuring that this remains such a wonderful charity for our local communities. We also welcomed a new Vice-President, Baroness Sue Hayman of Ullock.

We were relieved to bring some normality and stability back into the organisation after the trying times of the pandemic. We were able to focus on delivering some of the ambitious plans and targets in our new 3-year strategy and have expanded our home nursing, family and bereavement support and lymphoedema services to meet the growing need from our communities. You can read more about our service developments over the next pages.

We have been working hard to prepare our new service, 'Support at Home', to be launched in Spring 2023. This new service will provide home and personal care for palliative and end of life patients who are not able to leave hospital due to a lack of a care package. To enable the initial set up, we are grateful to have received support from the 'Bedrock Awards', funded by Sellafield Ltd, part of the Transforming West Cumbria programme.

New roles in these service areas attracted some excellent people and we have been lucky to appoint skilled and professional staff to join our teams.

We are extremely grateful to all of you who support our organisation through kind and generous donations, fundraising, volunteering time or spreading the word about us. All of this makes our work possible and enables us to continue into the future. We must give a special mention to one person, Gary McKee, who completed his incredible challenge to run a marathon every day for the whole of 2022. The support for Gary has been amazing, gaining international attention, and managing to exceed his target of £1m which was split between our organisation and a national cancer charity. We were honoured that Gary accepted the position of Vice-President of our organisation and we are looking forward to working closely with him into the future.

In September 2022, we expressed our deep condolences to King Charles III, and all the Royal family, after the death of their beloved mother, grandmother and great-grandmother, Queen Elizabeth II. As Prince of Wales, King Charles III was our charity patron from 1997 and visited us in 2014 to open the Therapy and Information Centre on Finkle Street in Workington. We offer our thanks to him as former patron and wish him a long and happy reign.

We would like to thank our President, Vice-Presidents, all staff, volunteers, and trustees for their hard work throughout the year, and to you all for reading our Annual Review, and for helping us to meet our mission of providing excellent, compassionate care every day.

Brendon Cook and Julie Monk

Chair of Trustees and Chief Executive

TRUSTEES REPORT

INCORPORATING THE GROUP DIRECTOR'S REPORT



The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the group for the year ended 31 March 2023.

The parent company was incorporated as a company limited by guarantee on 30th March 2001 and accepted as from 1st April 2001 all the assets and liabilities of the unincorporated Trust known as Hospice at Home West Cumbria. The Registered Company number is 4191126 and is registered with the Charity Commission from 31st May 2001 with a registration number 1086837. (Prior to that date the registration number was 518777). The Company is governed by its Memorandum and Articles of Association.

The trustees confirm that they have complied with section 17(5) of the 2011 Charities Act in having paid due regard to the Charities Commission guidance on public benefit. Hospice at Home West Cumbria provides services free of charge to those individuals aged over 18 years with life limiting illness living in West Cumbria. We provide palliative and end of life nursing care directly into people's homes, or an alternative care setting of their choice. We also provide supportive care for families and carers through our family and bereavement and complementary therapy services. Our care services are available without restriction to all groups in the communities we serve. In addition, we deliver a specialist lymphoedema service across our operating area.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 and the Charities Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard (FRS102).

The Board of trustees comprises up to 12 trustees. The Board of trustees meet four times per year and its principal responsibilities are to ensure the financial sustainability of the charity, set the strategic objectives, and monitor performance and risk as set out in the governance handbook. The Board has set out under terms of reference, delegated responsibilities and decision making to three committees. All new trustees are appointed through a robust recruitment process to ensure a balance of key skills on the Board.

The information on this page is correct as of the date of the AGM on 5th October 2023

PATRON, PRESIDENT & VICE PRESIDENTS

His Royal Highness The Prince of Wales	*Patron (until his accession as King in September 2022)*
Dr Brian Herd	*President*
Mrs Mary Todd	*Vice-President*
Mr Richard Stout	*Vice-President*
Dr Robert Walker	*Vice-President*
Baroness Sue Hayman of Ullock	*Vice-President*
Mr Gary McKee	*Vice-President (from 1st April 2023)*

THE TRUSTEES

Name	Appointment
Mr Brendon Cook	*11 October 2019 Chair from 3 December 2020*
Mrs Joanne Bowe	*12 November 2014 Vice-Chair from 3 December 2020*
Mrs Sian Beaty	*11 October 2018 - 7 April 2023*
Mrs Sarah Taylor-Howe	*11 October 2018 - 6 October 2022*
Mrs Barbara Stephens	*11 October 2019*
Mr David Harper	*11 October 2019 - 6 October 2022*
Mrs Claire Wilson	*3 December 2020 - 22 November 2022*
Dr Fayyaz Chaudhri	*3 December 2020*
Mrs Mhairi Walker	*3 December 2020*
Miss Amy Lewthwaite	*3 December 2020 - 6 April 2023*
Mr Paul Skelton	*8 October 2021*
Dr Lee Williams	*6 October 2022*
Dr Richard Tranter	*22 November 2022. To be ratified at AGM October 2023*
Mrs Fiona Stobbart	*22 November 2022. To be ratified at AGM October 2023*
Mrs Kerry Charters	*22 November 2022. To be ratified at AGM October 2023*
Mr Dominic Heaton	*1 August 2023. To be ratified at AGM October 2023*
Miss Kathryn McCloghrie	*1 August 2023. To be ratified at AGM October 2023*

COMPANY SECRETARY

Name	Appointment
Mrs Carol Robertson	*11 October 2019 – 1 May 2023*
Miss Charlotte Todhunter	*2 May 2023*

SENIOR MANAGEMENT TEAM

This team operationally manages the hospice, provides support and guidance to all staff, and supports the Board of trustees.

Chief Executive Officer	**Julie Monk**
Director of Clinical Services	**Lorraine Dixon**
Director of Funding & Communications	**Hayley McKay**

COMMITTEES

Information correct as of 31st March 2023

BOARD OF TRUSTEES

Clinical Governance Committee

Trustees:
Dr Fayyaz Chaudhri (Chair), Mhairi Walker, Dr Richard Tranter, Fiona Stobbart

Executive Support:
Julie Monk, Lorraine Dixon, Dr Helen Rowe

This committee monitors and advises on Clinical Governance of the charity including quality standards, clinical risk, care delivery and patient experience and audit.

HR & Governance Committee

Trustees:
Joanne Bowe (Chair), Barbara Stephens, Paul Skelton, Amy Lewthwaite

Executive Support:
Julie Monk, Lorraine Dixon, Melanie Taylor

This committee monitors and advises on Human Resources and personnel issues including remuneration, and training and development of staff and volunteers.

Finance & Income Generation Committee

Trustees:
Dr Lee Williams (Chair), Brendon Cook, Kerry Charters, Sian Beaty

Executive Support:
Julie Monk, Hayley McKay, Nick Heaney

This committee oversees the financial management and marketing and income generation of the charity, including audit requirements, the development of fundraising strategies, the operation of the Trading Company and external audit arrangements of both the charity and the Trading Company.

RISK GROUP - The Risk Group is attended by the Chairs of each committee and formed in November 2022 following a merge of the Finance, Audit & Risk Committee with the Marketing & Income Generation Committee. The Risk Group oversees the strategic risk register and reports highlights, exceptions and changes to Board in order to inform the Business Plan.

GOVERNANCE

The governance arrangements are set out in our Governance Handbook which includes guidance on the roles and duties of trustees, role profiles, terms of reference for committees, schedule of matters reserved for the Board and a scheme of delegation.

Our Governance Handbook and Memorandum and Articles of Association were reviewed this year, including committee arrangements, terms of reference for committees and trustee recruitment. The creation of a three-committee structure, and a risk management group, consisting of the chairs of the committees and Board, was approved and the terms of reference for these updated.

Changes to the objects within the Memorandum and Articles of Association were agreed by the Charity Commission and approved by the trustees and members of Hospice at Home West Cumbria at a special meeting held in May 2022. The new objects have been registered with Companies House and an amendment made on the Charity Commission's website.

Following this, the membership of the organisation was also reviewed to ensure that all records held of the current membership met the statutory requirements. Members were asked to consider whether they wished to remain closely engaged with the charity's activities and the duties of members.

It was agreed to appoint additional Vice-Presidents to support the organisation and take on an ambassadorial role. Baroness Hayman of Ullock (Sue Hayman), who lives in West Cumbria, was approached and accepted the position. She is delighted to support the work of Hospice at Home West Cumbria and continue the support received from Lord Frank Judd, our former President and Vice-President.

Our trustees are directors of the charity and have duties under company law as well as charity law. They are expected to maintain the highest standards of integrity and stewardship; to ensure that the organisation is effective, open and accountable; and to ensure a good working relationship with the Chief Executive and Senior Management Team.



The most important job of the Board is to lead the hospice. The Board is concerned with direction, policy and strategy. The management of the hospice is delegated to paid professional staff who report progress back to the Board. The Board must ensure that staff have adequate resources to undertake this.

The Board administers the charity and meets a minimum of four times each year. The hospice ensures good governance through an effective committee structure. Each committee meets in between Board meetings and supports the Board with its work. The current structure allows the Board to focus on strategic and big picture issues by delegating responsibility and empowering each committee to examine the detail and provide the precise level of scrutiny that is necessary. By employing this structure, it allows the committees to provide assurance to the Board and supports the flow of solutions, recommendations, and ideas.

TRUSTEE RECRUITMENT & INDUCTION

Under the requirements of the Memorandum and Articles of Association, the trustees are elected to serve for a period of three years, after which they must be re-elected at the next Annual General Meeting. Trustees cannot serve longer than nine years in total.

Our Governance Handbook provides guidance on ensuring we have a broad range of skills and experience within our Board of trustees. To do this, we recruit using our skills matrix to ensure that trustees are appointed onto a committee relating to their relevant skill set.

Trustees are appointed following advertisement and interview, and references are taken up before a formal recommendation is made by the Chair, to the Board.

All new trustees participate in an induction programme aimed at building knowledge and understanding of both the role and their responsibilities as a trustee and the work of Hospice at Home West Cumbria.

A Board skills audit is undertaken annually to identify skills gaps and following resignations and retirements, recruitment took place during the year to attract applicants with accountancy/finance and medical/clinical skills to join the Finance and Income Generation and Clinical Governance Committees. Three new trustees were appointed and have settled in well.

Trustees have an annual appraisal, conducted by the Chair and Vice Chair.

INVESTMENTS

The assets of a charity must be invested in accordance with the governing instrument and with the Trustee Act 2000 and the charity confirms it has the ability to grant discretionary investment power.

The Board of Hospice at Home West Cumbria has an approved Investment Policy and has delegated investment decisions to the Finance and Income Generation Committee. The committee has responsibility for monitoring the investment assets and reporting to Board.

The charity has investments with Brewin Dolphin with a specific detailed investment policy including low/medium risk products and the right to exclude those companies that carry out activities contrary to the charity's aims. The fund managers have a discretionary mandate to best invest in suitable products. The committee regularly reviews the information provided by the investment manager.

RESERVES POLICY

The reserves are resources that Hospice at Home West Cumbria has or can make available to spend for any or all of the charity's purposes. The reasons for holding reserves are as follows:

- About 80% of the annual general income has to be raised from charitable sources and it can be unpredictable as to what the charity receives in donations and legacies. Therefore, if income levels are down, having reserves makes it possible for the charity to maintain its hospice services.
- The nature of the service, particularly the home nursing service, is unpredictable and it has always been the philosophy of the hospice to try to meet any increase in service if the need arises.
- Cessation reserve to ensure that all liabilities can be discharged in the event of cessation.
- Working capital reserve to provide working capital in the event that expenditure is needed ahead of income being received.
- Opportunity reserve to provide funding for new initiatives.
- Adversity reserve to protect the charity against unplanned adverse events such as losing key staff, theft, fire or adverse publicity.

The aim of the Reserves Policy is to hold twelve months running costs as investments and bank balances (£1,447,000). The bank balances and investments at the year end were £3,129,873 much higher than the stated intention to hold 12 months running costs. The unexpected additional income was largely due to an individual fundraiser who raised over £1m, split between Hospice at Home West Cumbria and a national charity. This will provide a buffer for years to come where such amounts will not be received.

The charity's cash reserves are held on short term deposits with The Cumberland Building Society. The average gross interest over the financial year was approximately 1.7%. The charity's investments are managed by Brewin Dolphin.



INTERNAL RISK & CONTROL

The Board has an approved policy on Risk Management and has identified the major strategic, business and operational risks for the organisation. Risk assessments are reviewed quarterly and action plans updated which ensure necessary steps can be taken to manage these risks. For 2022/2023 the strategic risks listed in the risk register are:

- Negative outcome to a CQC inspection resulting in downgrade.
- Risk of medical malpractice / medical non-compliance.
- Inability to position the hospice as an attractive place to work in the West Cumbria jobs market.
- Inability to recruit and retain sufficient suitably qualified and experienced clinical staff and volunteers to deliver hospice services.
- Inability to recruit and retain sufficient staff and volunteers to deliver our fundraising activities.
- Inability to recruit and retain sufficient staff and volunteers to deliver our business enabling activities.
- Inability to raise sufficient income to meet expenditure.
- Inappropriate management of the investment strategy against backdrop of fluidity of financial market.
- Inadequacy of hospice IT and technology / data security systems.
- Health and safety non-compliance.
- Non compliance against Charity Commission or Funding Regulators.

Each committee advises the Board on the effectiveness of the control measures in place to manage our risks, a Risk Group (Committee and Board Chairs) has oversight of risk management across the whole organisation. The Finance and Income Generation committee receives reports from the internal auditor on both financial and non-financial matters. Clinical Governance Committee oversees clinical audit responsibilities and other individual risks are delegated to relevant committees of the Board.

A business continuity plan is in place which can be implemented to assess and adapt service delivery risks.

SUPPORTING STAFF & VOLUNTEERS

This year our Health and Wellbeing Group have reviewed our Health and Wellbeing Strategy and developed a plan. We have an Employee Assistance Programme for all staff to aid wellbeing and offer support and advice as required, staff who are trained as mental health first aiders, regular staff training and development days, a Freedom to Speak Up Guardian, flexible working arrangements and an employee health assurance policy.

The organisation has a set of values which have been used as part of the appraisal process, and these have recently been reviewed by the leadership team. They were also discussed at the Board away day, and it was identified that these values should apply to volunteers and trustees.

The values have been aligned to the strategy and Hospice Charter and will be incorporated into the volunteer and trustee induction pack and annual reviews.

A Management and Leadership training programme has been developed as well as personal/ professional development plans for all staff.

OUR VALUES

TEAMWORK
We achieve more when we collaborate and all work together. We promote the sharing of knowledge and ideas that help everyone grow.

COMPASSION
We acknowledge and appreciate others by building trust, mutual connections and reciprocation.

RESPECT
We positively value individuals for their qualities or traits and treat everyone with appreciation and dignity.

INTEGRITY
We build trust through responsible actions and honest relationships.

ACCOUNTABILITY
We conduct ourselves with responsibility and integrity. Each of us is responsible for our words, our actions, and our results.

EXCELLENCE
We will strive for continuous improvement and deliver the best services we are capable of providing.

INCLUSIVITY
We value equity, inclusion, and dignity for all.

FUTURE SKILLS & SUCCESSION PLANNING

- We engage staff to understand their long-term ambitions and short-term goals.
- We work to identify service improvements and new ways of working.
- We carry out skills mapping to identify strengths and any gaps in current staffing.
- We identify opportunities for personal development and training, and strengthening team resilience.
- We develop our succession planning strategy.

VOLUNTEERS

We could not deliver our full range of services were it not for our dedicated volunteers, and we continue to be extremely grateful for all their time, commitment, and ongoing support. During National Volunteer's Week, we held a thank you event at our Therapy and Information Centre which gave volunteers the opportunity to meet others and for us to show our appreciation. We also organised three volunteer drop-in sessions out in our local community: Gosforth, Cockermouth, and Egremont. These sessions gave the opportunity for volunteers to meet and chat to our Chair of Trustees and Volunteer Co-ordinator, and meet other volunteers and share news and ideas going forward.

Our Volunteer Co-ordinator continues to have a good relationship with Cumbria CVS and regularly attends network meetings, training and recruitment events. We regularly recruit new volunteers and have streamlined our volunteer recruitment process as well as increasing awareness through open days, social media posts, posters, leaflets and a new volunteering guide. We have expanded volunteer roles to include online sales, digital and community champion volunteers.

Keeping in touch with our volunteers is important and during the year we introduced a new quarterly newsletter where we share information of what is happening within the organisation, introducing new staff members, volunteering opportunities, and thanking them for all that they do.



CLINICAL SERVICES

We have supported, developed and progressed our strategic objectives. We have increased our engagement and collaborative working through integrated community partnerships, facilitated hospital discharges and where possible, prevented hospital admissions. We have committed to making our services as accessible and as inclusive as possible and we remain passionate about reaching as many individuals as possible; both directly through patient facing contacts and indirectly through education, training, advice and by sharing ideas and best practice.

We have continued to encourage referrals at an earlier stage in the patient's journey, our aim being to optimise the quality of life for patients and their loved ones. The feedback received tells us that most patients would prefer to spend their final months in their own home, supported by our highly experienced staff, who use their skills and knowledge to keep patients and families safe and comfortable. The care and support we deliver to patients and their loved ones remain patient-centred and at the heart of everything we do.

We encourage all our staff to "find the Person in the Patient" and to support patients with choice and control over the way their care is planned and delivered.

Looking to the year ahead we will continue to identify further research/education and collaboration opportunities and develop our clinical services using evidence from key demographic and health data.

We have seen the potential to increase referrals and activity across all clinical services and the continued pressures across the health economy have demonstrated a significant need for high quality, compassionate care for people as they approach the end of life.

We look forward to the continued growth of our progressive and innovative teams, whilst being mindful of the continued changing landscape.



HOME NURSING

The home nursing service provides palliative and end of life care and support to patients and their families who have a life limiting illness. The care provided is predominantly in the patient's own home, and we also provide care and support to patients in care homes and community hospitals.

We currently have a team of six Registered Nurses and seven Health Care Assistants who are highly experienced in the service we provide. The care is coordinated from a team of experienced senior Registered Nurses and patient care coordinator in the office led by our new Home Nursing Team Leader. It remains difficult to recruit Registered Nurses, however, this has not impacted on the excellent service we are able to provide in our local community.

Agile working is now well established within the team and all staff have a laptop enabling them to access electronic patient records to document all care received from our service.

The ambitious plan to establish a new domiciliary care element alongside the home nursing service has been achieved. The Support at Home service is now active (June 2023) and already generating referrals into the home nursing service. We have received 214 new referrals into the home nursing service and provided 6,745.25 hours of care.

"Your kindness and compassion helped to make her final days more relaxed and comfortable. To be able laugh and joke with her, even to her last day will be a memory to cherish."

"The care that has been provided from Support at Home and home nursing teams has been amazing. We couldn't have got through the last few days without you. Thank you."

"I would like to say a very big thank you for the help you gave me in looking after my Mam. It gives me great comfort knowing she could spend her last days at home with me and my family."



FAMILY & BEREAVEMENT SUPPORT

Family and Bereavement Services (FABS) provide emotional support to those bereaved through palliative illness, palliative patients, and their family carers. Our aim is to provide a range of tailored support options to meet each individual's needs following an initial assessment. The team is made up of trained staff and volunteers who help people with coping, anticipatory loss, grief, and bereavement. This work is delivered through one-to-one and category-specific group sessions for the bereaved, patients, and their family carers.

The service has undergone staff and volunteer changes in the past year and service delivery has been affected by these changes. Groups for patients and carers were put on hold during the pandemic and remained so until we were in a position to deliver these safely and effectively. Two of our FABS volunteers were successful in securing positions and are progressing through a period of skills development which is being delivered by the Senior FABS Worker. Our ongoing 'Grieve Well Together' group aims to bring together those who are grieving the loss of their partner or spouse, offering support, guidance, and coping strategies. Facilitated by our FABS staff and based on models of best practice, this group provides invaluable support and connection in the most difficult of times. Our plans looking ahead are to re-instate the groups for patients and carers, expand our Grieve Well Together group and focus on evaluation and feedback across the service to ensure we are delivering the best quality support possible.

"Definitely one-to-one support was so important for processing the chaos in my head, thinking and helpful solutions and I felt less lonely as didn't have to 'hide' behind the mask as I do with friends and family."

"To all the staff at Hospice at Home I wanted to say a huge thank you for all your support given. I shall always be grateful. At times, our own light goes out and is rekindled by a spark from another person sent with kindness."

"Thank you for all your support, listening and wise words over the last year or so. You have walked alongside me during the most awful times and I will never forget or underestimate that."

"It has given me freedom to vent, trust and open up. Hospice has been the best service offered to me. They are all very kind. Hospice welcomes all and goes over and above to make you feel comfortable. The hospice staff are very knowledgeable, skilled, experienced and educated in what they do."

COMPLEMENTARY THERAPY

Our complementary therapy service continues to offer specialist support to palliative patients and their family members across West Cumbria. A range of approaches are adopted to best meet the needs of the client on the day and may include aromasticks, breath work, guided visualisation, massage, reflexology, Reiki, and Emotional Freedom Techniques (EFT) tapping. Our therapists are committed to offering a bespoke package which acknowledges the changing needs of our clients and is tailored to their specific needs. These range from chemotherapy side-effects such as nausea and anxiety regarding a needle phobia, to insomnia and anticipatory grief.

The service has seen big changes in the last 12 months with the Senior Complementary Therapist moving into the Family and Bereavement Support (FABS) Team Leader position in December 2022 and the appointment of a new Complementary Therapist in February 2023. Aromasticks were introduced to the service in autumn 2022 and have been welcomed by patients, carers and the bereaved alike.

The team gradually moved out of the adaptations to therapies that were put in place during the pandemic and have returned to a full menu of options offered.

The plan to expand the volunteer therapy team last year was not possible, but we continue to try to recruit volunteers to join us. We currently have one complementary therapy volunteer for two sessions per week at our Therapy and Information Centre.

Looking forward, the next development for the service is the expansion of EFT tapping provision. This is currently only offered by the FABS Team Leader and we intend that the two complementary therapists will be in a position to offer this in the future.

"I struggled both physically and mentally, unable to cope with my diagnosis, and found it impossible to relax or get some order into my life. Thanks to the commitment of hospice staff, my mental and physical health have improved immeasurably. A combination of Reiki, Reflexology and EFT, has taught me the power of one's mind and the benefits gained from this approach. During these sessions I have experienced feelings / sensations I would not thought possible. The times spent with hospice staff are priceless to my family and I, bringing a sense of calmness to my life."

"You have really helped me deal with my anxiety during this journey and helped me process my grief, getting me to a much more calm and happy place. The service that you and the hospice provide is amazing and you should be proud of the work that you do!"

"Hospice at Home West Cumbria are a first class professional and confidential service. The complementary therapy for our family has been excellent… and we have been grateful to the Complementary Therapist for her caring services to us all. It would have been very difficult without this. What a valuable service this is to families. In fact, it's a lifeline. Thank you all - very much appreciated."

SPECIALIST LYMPHOEDEMA SERVICE

Lymphoedema/chronic oedema continues to be an underestimated health problem that remains widely unrecognised despite affecting between 200,000 – 420,000 men, women and children in the UK. The condition can have a devastating impact on the quality of life of those living with it.

Our service has continued throughout this last year, to provide excellent quality specialist lymphoedema care involving holistic assessment and treatment, education, health promotion and prevention advice as a means to promote each patient's quality of life and support them to be self-managing.

This year we have been focussing on how to continue our success with patients as well as promote awareness of lymphoedema to the wider community so diagnosis can be achieved early and treatment planning can begin, therefore avoiding potential hospital admissions.

Our treatment clinic has been really successful with patients attending for a period of six weeks to receive some of the most up-to-date treatments. We have implemented assessment tools to monitor the outcomes of these treatments, and these are being collated at each session. Without the fantastic efforts of the local community, and our own fund raising teams, these treatments would not be available to the people of West Cumbria.

Treatments include: Lymphassist sessions, LymphaTouch and laser treatments, Kinesio taping, specialist compression bandaging, manual lymphatic drainage.

We have also been working more collaboratively with other health care providers to share knowledge and skills, as this is key when caring for people with lymphoedema, clearly outlined by the British Lymphology Society. This interaction with other health care teams has contributed to an increase in referrals to the service, with patients being assessed promptly in either one of our clinics or in their own homes.

All of our team have also taken part in various training days/sessions to ensure we are up to date with what is going on in our own community. This is vital if we are to reach positive holistic outcomes.

It is estimated that England currently spends more than £178 million on admissions due to lymphoedema, with a rise in costs of £7 million from 2013 to 2014, equating to more than 22 904 additional admissions. It has been estimated that for every £1 spent on lymphoedema services, the National Health Service (NHS) saves £100 in reduced hospital admissions.

'We will always be committed to providing equitable access to the lymphoedema service and strive to increase public awareness through innovation, research, education and training.' - Alana Phizacklea, Lymphoedema Nurse Specialist / Team Leader

'Hospice at Home is a very needed & worthy charity. I had no idea the different work you do until you visited my mum on a number of occasions to help her with very painful lymphoedema legs.'

'The big benefit was the psychological boost from talking with the nurses'

FINANCE & BUSINESS SUPPORT

Arrangements were put in place to bring together the Marketing and Income Generation, and Finance functions, creating the new roles of Director of Funding & Communications, Finance Team Leader, Finance Officer and Funding and Communications Assistant.

We appointed a Finance Team Leader in August 2022, who qualified as a Chartered Accountant with the ICAEW in January 2023. The Finance Team Leader has been working with the Finance team, Senior Management, and Finance consultant to carry out a review of our financial controls and procedures to ensure that they meet the needs of the charity. These have included, cash, petty cash, payroll, and credit card procedures. A schedule has been put in place to review the remaining procedures in the following 12 months.

We have also started to move away from paper-based records to digital, to save on costs, improve efficiencies, and reduce our carbon footprint.

The health and safety systems previously introduced across the hospice continue to provide the basis for a robust and practicable approach to safety management. Following the relocation of staff to our Therapy and Information Centre in Workington, staff were given a refresher on health & safety, including fire safety and evacuation.

There were several vacancies over the year and some of which have been difficult to fill, but now after a successful round of recruitment, almost all our vacancies are filled.

A job evaluation process, benchmarking exercise and pay review was undertaken this year, resulting in changes to paygrades to ensure all roles were being paid at a competitive rate.



TRADING COMPANY

The trading company raised £126,210 this financial year which resulted in a net profit of £28,265 being donated back to the charity.

Our van volunteers continued to go out into our communities, collecting donated items and providing a vital service for those supporters who were unable to transport their pre-loved goods themselves. Our volunteers worked hard to sort all the donations and get things ready for sale and over 21,000 items were sold in our Workington shop alone. Our eBay volunteers worked hard to identify donated items that would sell well online and managed to use the platform to sell 538 items.

Our Workington shop volunteers take great pride creating interesting shop window displays and in May 2022, were delighted to win first prize in the Best Dressed Window competition, in honour of the late Queen Elizabeth II Platinum Jubilee.

Our Cockermouth volunteers continued to run our shop and took pride in specialising in the sales of hand made crafts made by local supporters.

As always, our sincere thanks go to all of our volunteers who give up their valuable time each week to ensure our shops and online sales can continue - we really couldn't do this without them.

INCOME GENERATION

Due to the continued effects of the pandemic we didn't plan any mass participant events this year and continued to work within the community to build relationships and inspire people to take on their own fundraising challenges. Community groups raised an incredible £61,046 throughout the year, with events ranging from cakes sales, community concerts and even a freezing cold New Year's Eve dip in the Irish Sea.

For the first time since the pandemic, we were delighted to bring back our popular Mini Colour Run events. Nine local schools and over 1,700 pupils from across West Cumbria ran around their school fields being showered with coloured powder, raising a remarkable £34,143.

Our Friends of Hospice regular giving programme continued, with our loyal supporters donating a set amount each month and raised £13,850.

Our Sunflower Tributes have also continued to grow and supporters appreciated the opportunity to create an online Tribute page to loved ones. Tribute funds together with donations made in memory at funerals, raised £53,580.

We were grateful to receive support from local businesses throughout the year who in total donated £44,269. Our Christmas Jumper Day campaign was particularly popular with 41 local businesses and schools taking part raising a total of £4,962.

Our Fundraising Promise, available on our website, sets out how we ensure fundraising activities are carried out openly and honestly. Our Fundraising Promise includes our commitment to respect supporter's rights and privacy and never put undue pressure on people to make a gift. We are registered with the Fundraising Regulator and confirm that we received no complaints relating to fundraising during 2022-23.

Without doubt the most successful income stream this year was our sponsored activities. £599,035 was raised, with the majority of that raised by Gary McKee aka "Marathon Man". 1st April 2022 saw Gary run his 91st marathon in as many days as he continued his challenge to run 365 consecutive marathons during 2022. Privileged to share Gary's journey, the team at Hospice at Home West Cumbria loved getting to know Gary, his family, and team of helpers so, on this page of our annual review, we reflect on the incredible challenge, and the extraordinary amount of money he raised for his local Hospice.



Gary ran over 9,000 miles and inspired over 40,000 people to donate both on and offline. We were stunned by the outpouring of support from individuals, families, community groups, schools, businesses and organisations that came together to support Gary in his challenge. Many runners and cyclists joined Gary each day, in the blistering heat of the summer months, and the typical Cumbrian wind and rain. Volunteers came together to form "Team 365" who photographed him, fed him, fundraised for him, sang for him, cheered him and followed every step of his journey. It would be impossible to thank everyone who made a difference in Gary's challenge so instead, we offer a collection of memorable photographs of those who played huge part. Thank you to Gary, Team 365, and every individual who donated or turned out to cheer him on. The difference you have made to your local Hospice is beyond measure.







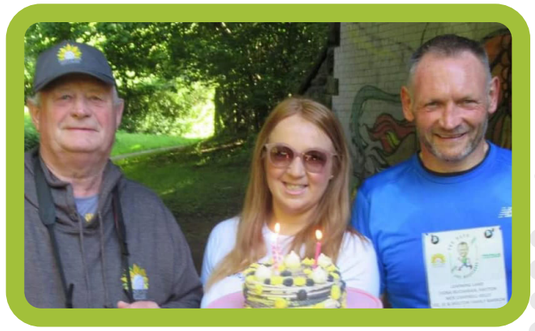









Our Hospice Hero!
Thank you Gary




VISUALLY
IMPAIRED
RUNNER







CHARITABLE TRUSTS & GRANTS

Every year the generosity of our grant makers enables us to provide support across all our care streams. Donations from trusts, funds and foundations is so important to the delivery of our services, and we are very grateful to the many organisations who have funded our work over the years, as well new ones which have given more recently. We know that many grant makers have seen a reduction in their income and have ever-increasing requests from charities, so we have been especially thankful for their continued support.

We received awards to help our Family and Bereavement Services team deliver complementary therapies, and individual and group emotional wellbeing sessions throughout Allerdale and Copeland. Grants have also supported our specialist palliative and end of life home nursing team to give dedicated one-to-one care in people's homes. Securing income for overhead aspects of our costs is not always easy, and grant makers have recognised the challenges we have faced with core costs through unrestricted funding. This has contributed to keeping our Therapy and Information Centre a warm and bright sanctuary for patients and their loved ones.

We are indebted to the trustees of the many organisations who chose to support Hospice at Home West Cumbria and thank them for all they do for our patients and their families.

GIFTS IN WILLS

Gifts in Wills are essential for us to help people when they need it most. In the past 10 years we have received almost £3million from people who have generously and selflessly supported the future of our organisation, providing West Cumbrians with vital palliative and end of life care.

During this year we embarked on an awareness raising campaign to promote the value of gifts in Wills to fund our work and create a greater understanding about the importance for people to get their financial affairs in order. Our 30-second TV advert on the ITV Hub, combined with a roadside poster and bus campaign, highlighted the lasting difference people can make to their local community.

We have also grown our 'Make a Will Month' campaign, in partnership with solicitors from Brockbanks and Cartmell Shepherd, who generously supported our campaign with their time and by donating their discounted fees to us. Encouraging people to have a professionally written and up-to-date Will ensures their wishes are adhered to and offers them an opportunity to consider including a gift to their favourite charities. This year more people than ever participated, enabling them to have a formally recorded document of the choices they have made, as well as generating much needed income through the fees donated.

We will continue to promote the significance of gifts in Wills to our work as part of our fundraising and marketing communications.



PRESENCE & REPUTATION

COMMUNICATIONS

Developing our marketing and communications activity has been a key focus this year with new platforms explored and an increase in social media activity. For the first time we used bus rear and bill board advertisements, and targeted social media campaigns. 30,397 people visited our website and we gained new followers across our social media platforms including Facebook, Instagram, Twitter and LinkedIn.

All of our clinical literature has been reviewed and we now have a suite of information about each of our services. Our twice yearly newsletter has continued which gives updates on our clinical service delivery, information about what we have in store over the following months and gives thanks to fundraisers who have supported us over the previous six months. A dedicated newsletter for our valuable volunteers is now also produced.

Our Chief Executive and Chair of Trustees have continued to collaborate with other Hospices across the North East and North West. A dedicated Marketing and Communications across the hospices has been established to enable us to work together to raise awareness of the services we provide, and the importance of hospice care.

INFORMATION TECHNOLOGY

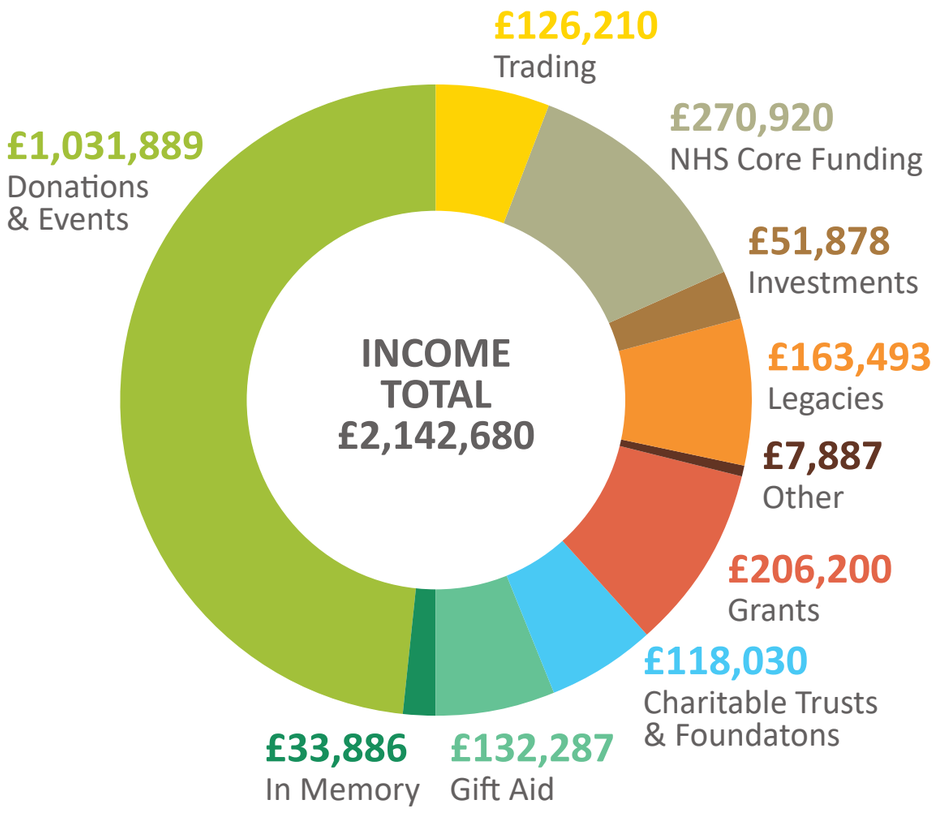
Our IT maintenance contract for our non-clinical services was renewed this year, for a further 3 years, when Westcom IT Solutions was acquired by Online Systems, who are now part of Focus Group, one of the UK's leading independent providers of essential business technology.

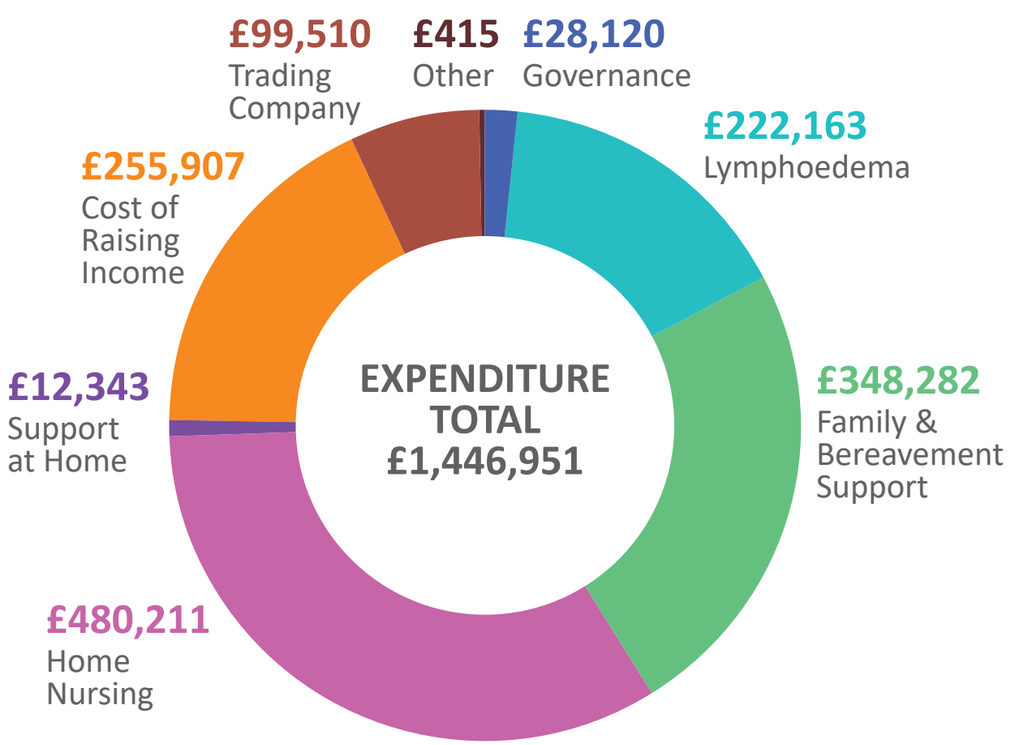
We now have a smart telephony system in place which allows staff to make and receive calls using a mobile app on their smartphones which is ideal for staff who often work remotely or work from different locations where it is not practical to install a handset. In addition, the app also provides presence and instant messaging between users, keeping them connected to work colleagues no matter where they are.

A workplace intranet has been developed to enable staff and volunteers to access policies, procedures and other organisational documents.

And laptops have been provided for all clinical staff to enable agile working.

OVERALL INCOME & EXPENDITURE





PROFESSIONAL ADVISORS

AUDITORS	**Saint & Co, Chartered Accountant & Statutory Auditor** *Sterling House, Wavell Drive* *Rosehill, Carlisle* *Cumbria, CA1 2SA*
BANKERS	**National Westminster Bank plc** *31 Pow Street* *Workington* *Cumbria* *CA14 3WY*
INVESTMENT MANAGERS	**RBC Brewin Dolphin** *2 Smithfield Street* *London* *EC1A 9BD*
MEDICAL ADVISOR	**Dr Helen Rowe** *Consultant in Palliative Medicine* *North Cumbria Integrated Care NHS Foundation Trust* *Workington Community Hospital* *Park Lane, Workington, CA14 2RW*
HR ADVISOR	**M Taylor Associates Ltd** *1 The Oaks* *Blindcrake, Cockermouth* *Cumbria, CA13 0QH*
HEALTH & SAFETY ADVISOR	**Michael Edwards** *Oak Safety Services* *75 Oakfields, Burnopfield* *Newcastle upon Tyne, NE16 6PQ*
FINANCIAL ADVISOR	**Nick Heaney** *CWH Accounting Limited* *Mount Pleasant* *Heads Nook, Brampton, Carlisle* *Cumbria, CA8 9EH*



FINANCIAL REVIEW

During this financial year our total incoming resources for the group, were £2,142,680, of which £85,000 was restricted for specific needs. Total resources expended were £1,446,951, of which £12,343 was spent on restricted projects, resulting in a net resources surplus of £695,729. The surplus at the end of this period has been greatly helped by the success of Gary McKee's 365 challenge as reported elsewhere within this review.

The Balance Sheet shows Total Funds at the Balance Sheet date of £3,310,538, of which £72,657 are restricted.

The assets are held to provide the Objects and Activities stated in the Memorandum of Association of the Charity. The financial position of the Charity as at the Balance Sheet date is considered to be satisfactory.

The Charity is financially dependent upon National Health Funding.

Our Vision and our Mission has continued to be in close focus and driven the need for the Board of trustees to remain resilient, monitoring financial forecasts to ensure that we maintain a professional service. The hospice charity relies on voluntary donations, legacies, fundraising activities and income from our charity shops to fund the care we deliver.

If it was not for the ongoing fundraising activities and the fantastic support of people in our West Cumbrian communities, our reserves would be rapidly depleting. As we continue to navigate our way through the everchanging external environment, including increasing inflation and cost of living, we will persist in our efforts to learn new ways to manage our services and resources, and implement project plans for the long-term benefit of the hospice.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees, who are also the directors of Hospice at Home West Cumbria for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

AUDITOR

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report is approved at the Annual General Meeting on 6th October 2022 and signed on behalf of the board of trustees by:

Mr Brendon Cook (Chairman)
Trustee



AUDITOR'S OPINION

We have audited the financial statements of Hospice at Home West Cumbria (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

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

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

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

Hospice at Home West Cumbria

Company Limited by Guarantee
Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria
Year ended 31 March 2023

OTHER INFORMATION

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and 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 trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an 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.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

The extent to which the audit was considered capable of detecting irregularities including fraud

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

Hospice at Home West Cumbria

Company Limited by Guarantee
Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria
Year ended 31 March 2023

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS *(CONTINUED)*

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

USE OF OUR REPORT

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. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co
Chartered Accountants & Statutory Auditor
Sterling House
Wavell Drive,
Rosehill
Carlisle,
Cumbria
CA1 2SA

Saint & Co

Saint & Co is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Financial Activities (including consolidated income and expenditure account) Year ended 31 March 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income and endowments from:							
Donations and legacies	3	1,600,785	85,000	1,685,785	1,017,553	71,275	1,088,828
Charitable activities	4	270,920	-	270,920	258,420	-	258,420
Other trading activities	5	126,210	-	126,210	140,407	-	140,407
Investments	6	51,878	-	51,878	22,546	-	22,546
Other income	7	7,887	-	7,887	5,021	-	5,021
Total income		2,057,680	85,000	2,142,680	1,443,947	71,275	1,515,222
Expenditure on:							
Raising funds	8	355,417	-	355,417	342,665	-	342,665
Charitable activities	9	1,078,776	12,343	1,091,119	827,714	71,275	898,989
Other	14	415	-	415	887	-	887
Total expenditure		1,434,608	12,343	1,446,951	1,171,266	71,275	1,242,541
Net gains/(losses) on investments	15	(82,408)	-	(82,408)	13,478	-	13,478
Net movement in funds		540,664	72,657	613,321	286,159	-	286,159
Fund balances at 1 April 2022		2,697,217	-	2,697,217	2,411,058	-	2,411,058
Fund balances at 31 March 2023		3,237,881	72,657	3,310,538	2,697,217	-	2,697,217

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

All income and expenditure derive from continuing activities.

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

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Balance Sheet
Year ended 31 March 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	17		172,224		189,532
Investments	18		1,174,970		1,239,213
			1,347,194		1,428,745
Current assets					
Stocks	20	8,137		1,743	
Debtors	21	160,449		109,435	
Investments	22	2,172		1,192	
Cash at bank and in hand		1,886,099		1,238,574	
		2,056,857		1,350,944	
Creditors: amounts falling due within one year	23	(93,513)		(82,472)	
Net current assets			1,963,344		1,268,472
Total assets less current liabilities			3,310,538		2,697,217
Income funds					
Restricted funds			72,657		-
Unrestricted funds			3,237,881		2,697,217
			3,310,538		2,697,217

The group is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 5th October

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

Mr Brendon Cook (Chairman)
Trustee

Company Registration Number: 04191126
Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Company Balance Sheet
Year ended 31 March 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	**17**		167,149		179,529
Investments	**18**		1,174,970		1,239,213
			1,342,119		1,418,742
Current assets					
Stocks	**20**	8,130		-	
Debtors	**21**	174,299		110,562	
Investments	**22**	2,172		1,192	
Cash at bank and in hand		1,864,688		1,221,519	
		2,049,289		1,333,273	
Creditors: amounts falling due within one year	**23**	(80,870)		(56,363)	
Net current assets			1,968,419		1,276,910
Total assets less current liabilities			3,310,538		2,695,652
Income funds					
Restricted funds	**26**		72,657		-
Unrestricted funds			3,237,881		2,695,652
			3,310,538		2,695,652

The surplus for the financial year for the parent company was £614,886 (2022: £284,594).

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023, although an audit has been carried out under section 144 of the Charities Act 2011.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the Trustees on 5th October

Mr Brendon Cook (Chairman) Company Registration Number: 04191126
Trustee Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Cash Flows
Year ended 31 March 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash generated from operations	**30**		619,017		477,020
Investing activities					
Purchase of tangible fixed assets		(4,225)		(37,188)	
Proceeds from disposal of tangible fixed assets		-		1,000	
Purchase of investments		(14,143)		(525,889)	
Proceeds from disposal of investments		-		61,844	
Investment income received		51,878		22,546	
Net cash generated from/(used in) investing activities			33,510		(477,687)
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			652,527		(667)
Cash and cash equivalents at beginning of year			1,304,437		1,305,104
Cash and cash equivalents at end of year			1,956,964		1,304,437
Reconciliation with balance sheet					
Cash at bank and in hand			1,886,099		1,238,574
Cash and cash equivalents within fixed asset investments			68,693		64,671
Cash and cash equivalents within current asset investments			2,172		1,192
Cash and cash equivalents at end of year			1,956,964		1,304,437

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

1. ACCOUNTING POLICIES

Charity information

Hospice at Home West Cumbria is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Finkle Street, Workington, Cumbria, CA14 2BB, United Kingdom.

1.1. ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2. GOING CONCERN

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

1.3. CHARITABLE FUNDS

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

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

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

1.4. INCOME

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

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

1.5. EXPENDITURE

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

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

1.6. TANGIBLE FIXED ASSETS

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

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

Freehold property	1% straight line on property, 5% straight line on improvements
Fixtures and fittings	20% to 25% straight line
Medical equipment	20% reducing balance
Shop equipment	20% to 33% reducing balance & 20% straight line

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

1.7. FIXED ASSET INVESTMENTS

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8. IMPAIRMENT OF FIXED ASSETS

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9. STOCKS

Stocks are stated at the lower of cost and estimated selling price less costs to complete and sell. Cost comprises direct materials and, where applicable, direct labour costs and those overheads that have been incurred in bringing the stocks to their present location and condition. Items held for distribution at no or nominal consideration are measured the lower of replacement cost and cost.

Net realisable value is the estimated selling price less all estimated costs of completion and costs to be incurred in marketing, selling and distribution.

1.10. CASH AND CASH EQUIVALENTS

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.11. FINANCIAL INSTRUMENTS

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

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

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

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

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

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

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.12. EMPLOYEE BENEFITS

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

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

1.13. RETIREMENT BENEFITS

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

1.14. DISCLOSURE EXEMPTIONS

The parent charitable company satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.

(b) Disclosures in respect of financial instruments have not been presented.

1.15. CONSOLIDATION

The consolidated financial statements incorporate the financial statements of the company and all group undertakings. These are adjusted, where appropriate, to conform to group accounting policies. As a consolidated statement of financial activities is published, a separate statement of financial activities for the parent company is omitted from the group financial statements by virtue of section 408 of the Companies Act 2006.

2. CRITICAL ACCOUNTING ESTIMATES AND JUDGEMENTS

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

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

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Donations and gifts	1,316,092	-	1,316,092	823,156	-	823,156
Legacies receivable	163,493	-	163,493	78,156	-	78,156
Grants receivable	121,200	85,000	206,200	116,241	71,275	187,516
	1,600,785	85,000	1,685,785	1,017,553	71,275	1,088,828
Donations and gifts						
Donations and Events	1,025,140	-	1,025,140	473,760	-	473,760
Charitable Trusts	118,030	-	118,030	266,547	-	266,547
Gift Aid and Tax Recoverable	132,287	-	132,287	29,254	-	29,254
In Memoriam	33,886	-	33,886	47,399	-	47,399
Collecting Boxes	6,749	-	6,749	6,196	-	6,196
	1,316,092	-	1,316,092	823,156	-	823,156

3 Donations and legacies (Continued)

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2023	2023	2023	2022	2022	2022
	£	£	£	£	£	£
Grants receivable for core activities						
NHSE Hospice UK Funding	-	-	-	-	71,275	71,275
Allerdale Locality Funding (Lymphoedema)	98,419	-	98,419	96,491	-	96,491
PCT Admin Funding	22,381	-	22,381	19,132	-	19,132
Government Grant Income	-	-	-	618	-	618
NHS CCG Funding	400	-	400	-	-	-
Bedrock Grant	-	85,000	85,000	-	-	-
	121,200	85,000	206,200	116,241	71,275	187,516

Government grants

The government grant income in 2022 related to the coronavirus job retention scheme.

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

4 Charitable activities

	National Health Funding 2023	National Health Funding 2022
	£	£
Services provided under contract	270,920	258,420

5 Other trading activities

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Charity shop sales	125,288	137,246
Promotional goods	922	3,161
	126,210	140,407

6 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Income from listed investments	28,764	16,941
Interest receivable	23,114	5,605
	51,878	22,546

7 Other income

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Staff holiday purchase scheme	7,887	5,021

8 Raising funds

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Marketing and income generation		
Advertising	20,723	13,920
Other fundraising costs	43,074	27,352
Staff costs	185,617	180,973
Marketing and income generation	249,414	222,245
Investment management	6,493	8,824
Other trading activities		
Shop costs	98,597	110,568
Support costs	913	1,028
Other trading activities	99,510	111,596
	355,417	342,665

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

9 Charitable activities

	Home Nursing 2023 £	Lymphoedema 2023 £	FABS 2023 £	Support at Home 2023 £	Total 2023 £
Staff costs	293,825	117,353	152,264	12,113	575,555
Travel expenses	4,292	2,392	1,613	39	8,336
Medical consumables	-	424	-	-	424
Medical consultant	9,700	-	-	-	9,700
	307,817	120,169	153,877	12,152	594,015
Share of support costs (see note 10)	172,394	101,994	194,405	191	468,984
Share of governance costs (see note 10)	11,248	5,624	11,248	-	28,120
	491,459	227,787	359,530	12,343	1,091,119
Analysis by fund					
Unrestricted funds	491,459	227,787	359,530	-	1,078,776
Restricted funds	-	-	-	12,343	12,343
	491,459	227,787	359,530	12,343	1,091,119

9 Charitable activities

	Home Nursing 2022 £	Lymphoedema 2022 £	FABS 2022 £	Total 2022 £
Staff costs	264,450	70,395	136,520	471,365
Travel expenses	1,136	1,977	-	3,113
Medical consumables	-	123	-	123
Medical consultant	14,000	-	-	14,000
	279,586	72,495	136,520	488,601
Share of support costs (see note 10)	140,538	67,714	172,008	380,260
Share of governance costs (see note 10)	12,051	6,026	12,051	30,128
	432,175	146,235	320,579	898,989
Analysis by fund				
Unrestricted funds	360,900	146,235	320,579	827,714
Restricted funds	71,275	-	-	71,275
	432,175	146,235	320,579	898,989

10 Support costs

	Support costs	Governance costs	2023	Support costs	Governance costs	2022
	£	£	£	£	£	£
Wages and social security	338,119	-	338,119	281,235	-	281,235
Depreciation	16,190	-	16,190	17,138	-	17,138
Rent and insurance	11,103	-	11,103	12,826	-	12,826
Rates and water	693	-	693	366	-	366
Light and heat	8,552	-	8,552	8,249	-	8,249
Repairs and maintenance	13,551	-	13,551	4,822	-	4,822
Other staff costs	36,160	-	36,160	23,698	-	23,698
Telephone and internet	4,451	-	4,451	3,836	-	3,836
Sundry expenses	11,933	3,326	15,259	10,431	1,950	12,381
Study and courses	7,579	-	7,579	4,959	-	4,959
Stationery and equipment	13,505	-	13,505	9,555	-	9,555
Computer expenses	7,148	-	7,148	3,145	-	3,145
Audit and accountancy fees	-	22,195	22,195	-	23,978	23,978
Legal and professional	-	2,599	2,599	-	4,200	4,200
	468,984	28,120	497,104	380,260	30,128	410,388
Analysed between						
Charitable activities	468,984	28,120	497,104	380,260	30,128	410,388

11 Net movement in funds

	2023	2022
	£	£
Net movement in funds is stated after charging/(crediting)		
Fees payable to the company's auditor for the audit of the company's financial statements	3,008	4,400
Fees payable to the company's auditor for other services	950	928
Depreciation of owned tangible fixed assets	19,461	24,467
Loss on disposal of tangible fixed assets	415	887
Operating lease charges	12,450	15,824

12 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits. Two of the trustees were reimbursed expenses by the charity totalling £70 (2022: nil).

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

13 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
	46	41

Employment costs	2023 £	2022 £
Wages and salaries	978,768	843,983
Social security costs	80,134	62,550
Other pension costs	67,047	56,474
	1,125,949	963,007

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

	2023 Number	2022 Number
£60,000 - £69,999	2	1

14 Other

	Unrestricted funds	Unrestricted funds
	2023 £	2022 £
Net loss on disposal of tangible fixed assets	415	887

15 Net gains/(losses) on investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Revaluation of investments	(82,408)	12,172
Gain/(loss) on sale of investments	-	1,306
	(82,408)	13,478

16 Taxation

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

17 Tangible fixed assets

Group	Freehold property	Fixtures and fittings	Medical equipment	Shop equipment	Total
	£	£	£	£	£
Cost or valuation					
At 1 April 2022	227,942	97,653	33,997	10,963	370,555
Additions	-	4,225	-	-	4,225
Disposals	(1,565)	(31,001)	(2,012)	(1,110)	(35,688)
At 31 March 2023	226,377	70,877	31,985	9,853	339,092
Depreciation and impairment					
At 1 April 2022	75,007	81,891	16,096	8,029	181,023
Depreciation charged in the year	8,346	6,080	3,581	1,454	19,461
Eliminated in respect of disposals	-	(30,848)	(1,664)	(1,104)	(33,616)
At 31 March 2023	83,353	57,123	18,013	8,379	166,868
Carrying amount					
At 31 March 2023	143,024	13,754	13,972	1,474	172,224
At 31 March 2022	152,935	15,762	17,901	2,934	189,532

The freehold property of the group was valued at current market value in October 2014 by T. J. Grisdale MRICS of Grisdales Estate Agents who are external to the charity.

At 31 March 2023, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount in the group would have been approximately £316,148 (2022 - £335,247).

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

17 Tangible fixed assets (continued)

Company	Freehold property	Fixtures and fittings	Medical equipment	Total
	£	£	£	£
Cost or valuation				
At 1 April 2022	204,098	65,777	33,997	303,872
Additions	-	4,225	-	4,225
Disposals	-	(18,563)	(2,012)	(20,575)
At 31 March 2023	204,098	51,439	31,985	287,522
Depreciation and impairment				
At 1 April 2022	52,728	55,519	16,096	124,343
Depreciation charged in the year	8,346	4,263	3,581	16,190
Eliminated in respect of disposals	-	(18,496)	(1,664)	(20,160)
At 31 March 2023	61,074	41,286	18,013	120,373
Carrying amount				
At 31 March 2023	143,024	10,153	13,972	167,149
At 31 March 2022	151,370	10,258	17,901	179,529

The freehold property of the group was valued at current market value in October 2014 by T. J. Grisdale MRICS of Grisdales Estate Agents who are external to the charity.

At 31 March 2023, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount in the company would have been approximately £311,511 (2022 - £329,418).

18 Fixed asset investments

Group and company	Listed investments	Other investments	Cash in portfolio	Total
	£	£		£
Cost or valuation				
At 1 April 2022	1,051,636	122,906	64,671	1,239,213
Additions	14,143	-	-	14,143
Valuation changes	(61,300)	(21,108)	-	(82,408)
Other movements	-	-	4,022	4,022
At 31 March 2023	1,004,479	101,798	68,693	1,174,970
Carrying amount				
At 31 March 2023	1,004,479	101,798	68,693	1,174,970
At 31 March 2022	1,051,636	122,906	64,671	1,239,213

Fixed asset investments revalued

Valuations are prepared by Brewin Dolphin. Valuations are generally prepared on the basis of the middle market price at the close of business on the valuation date, and as supplied by external information providers. For certain securities, the price may be on a different basis e.g. last trade or bid price.

The historical cost of investments held at 31 March 2023 was £1,149,501 (2022: £1,129,631).

19 Financial instruments

Group and company	2023	2022
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	1,106,277	1,174,542

20 Stocks

Group	2023	2022
	£	£
Marketing consumables and bought in shop stock	8,137	1,743

Company	2023	2022
	£	£
Marketing consumables	8,130	-

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

21 Debtors

	Group		Company	
Amounts falling due within one year:	2023 £	2022 £	2023 £	2022 £
Trade debtors	6,625	5,955	6,625	5,955
Amounts owed by subsidiary undertakings	-	-	28,853	27,697
Other debtors	130,572	36,007	115,569	9,437
Prepayments and accrued income	23,252	67,473	23,252	67,473
	160,449	109,435	174,299	110,562

22 Current asset investments

Group and company	2023	2022
	£	£
Investment portfolio - cash account	2,172	1,192

23 Creditors: amounts falling due within one year

	Notes	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Other taxation and social security		19,693	17,576	21,062	16,992
Deferred income	24	1,345	1,713	1,345	1,713
Trade creditors		32,936	23,680	20,906	20,317
Other creditors		10,155	22,584	10,155	422
Accruals		29,384	16,919	27,402	16,919
		93,513	82,472	80,870	56,363

24 Deferred income

Group and company	2023	2022
	£	£
Other deferred income	1,345	1,713

Deferred income is included in the financial statements as follows:

	2023	2022
	£	£
Deferred income is included within:		
Current liabilities	1,345	1,713

24 Deferred income (Continued)

	2023	2022
	£	£
Movements in the year:		
Deferred income at 1 April 2022	1,713	78,529
Released from previous periods	(1,713)	(78,529)
Resources deferred in the year	1,345	1,713
Deferred income at 31 March 2023	1,345	1,713

Deferred income relates to income received in advance for events taking place in the next financial year.

25 Retirement benefit schemes

Defined contribution schemes

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

The charge to profit or loss in respect of defined contribution schemes was £67,047 (2022 - £56,474) for the group and £64,074 (2022 - £55,271) for the company.

26 Restricted funds

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

Group and company	Movement in funds: Incoming resources	Movement in funds: Resources expended	Balance at 1 April 2022	Movement in funds: Incoming resources	Movement in funds: Resources expended	Balance at 31 March 2023
	£	£	£	£	£	£
NHSE Hospice UK Funding	71,275	(71,275)	-	-	-	-
Bedrock Grant	-	-	-	85,000	(12,343)	72,657
	71,275	(71,275)	-	85,000	(12,343)	72,657

The Bedrock Grant is funds held to be spent on setting up and running the new Support at Home service.

27 Analysis of net assets between funds

Group	Unrestricted funds 2023	Restricted funds 2023	Total 2023	Unrestricted funds 2022	Restricted funds 2022	Total 2022
	£	£	£	£	£	£
Fund balances at 31 March 2023 are represented by:						
Tangible assets	172,224	-	172,224	189,532	-	189,532
Investments	1,174,970	-	1,174,970	1,239,213	-	1,239,213
Current assets/(liabilities)	1,890,687	72,657	1,898,147	1,268,472	-	1,268,472
	3,237,881	72,657	3,310,538	2,697,217	-	2,697,217

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

24 Deferred income (Continued)

	2023	2022
	£	£
Movements in the year:		
Deferred income at 1 April 2022	1,713	78,529
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Group and company	Movement in funds: Incoming resources	Movement in funds: Resources expended	Balance at 1 April 2022	Movement in funds: Incoming resources	Movement in funds: Resources expended	Balance at 31 March 2023
	£	£	£	£	£	£
NHSE Hospice UK Funding	71,275	(71,275)	-	-	-	-
Bedrock Grant	-	-	-	85,000	(12,343)	72,657
	71,275	(71,275)	-	85,000	(12,343)	72,657

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	£	£	£	£	£	£
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Investments	1,174,970	-	1,174,970	1,239,213	-	1,239,213
Current assets/(liabilities)	1,890,687	72,657	1,898,147	1,268,472	-	1,268,472
	3,237,881	72,657	3,310,538	2,697,217	-	2,697,217

27 Analysis of net assets between funds (Continued)

Company	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:						
Tangible assets	167,149	-	167,149	179,529	-	179,529
Investments	1,174,970	-	1,174,970	1,239,213	-	1,239,213
Current assets/(liabilities)	1,895,762	72,657	1,968,419	1,276,910	-	1,276,910
	3,237,881	72,657	3,310,538	2,695,652	-	2,695,652

28 Operating lease commitments

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

Group	2023 £	2022 £
Within one year	15,303	11,008
Between two and five years	4,270	15,178
	19,573	26,186

Company	2023 £	2022 £
Within one year	5,303	1,008
Between two and five years	1,770	2,678
	7,073	3,686

29 Contingencies

At 31 March 2023 the charity was still entitled to legacy income from one benefactor, with the amount based on the residual estate. Since the amount was uncertain at the year end, the income has not yet been recognised in the financial statements. The charity expects to receive around £57,000 for this legacy.

30 Related party transactions

Remuneration of key management personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the group. The remuneration of key management personnel is as follows.

	2023 £	2022 £
Aggregate compensation	218,014	197,857

Hospice at Home West Cumbria
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2023

30 Related party transactions (Continued)

Transactions with related parties

The charity received donations totalling £2,219 (2022: £2,942) without conditions from trustees or other related parties.

A member of the key management personnel of the charity, Lorraine Dixon, is also a director of Steven Dixon Plumbing and Heating Services Limited, along with her husband. This company provided plumbing services to the charity for a total cost of £423 (2022: £60).

Subsidiary Undertakings

The charity has one trading subsidiary undertaking; Hospice at Home West Cumbria Trading Ltd (Company Registration Number 06199137). The company is a single member private company limited by guarantee, with the single member being Hospice at Home West Cumbria. The company is included in the consolidated accounts. The company is registered in England and Wales. The address of the registered office is 10 Finkle Street, Workington, Cumbria, CA14 2BB. The principal activity of the subsidiary is that of charity shops, where a profit is made this is donated to the parent charity.

The results of the subsidiary are as follows:

	2023 £	2022 £
Turnover	**126,210**	140,407
Other operating income	**–**	**–**
Expenditure	**(126,210)**	(140,407)
Gross assets as at 31st March	**41,496**	53,806
Gross liabilities as at 31st March	**41,496**	53,806

31 Cash generated from operations

	2023 £	2022 £
Surplus for the year	613,321	286,159
Adjustments for:		
Investment income recognised in statement of financial activities	(51,878)	(22,546)
Loss on disposal of tangible fixed assets	507	3,295
Gain on disposal of investments	-	(1,306)
Fair value gains and losses on investments	82,408	(12,172)
Depreciation and impairment of tangible fixed assets	19,461	24,467
Consolidation adjustment	1,565	-
Movements in working capital:		
(Increase) in stocks	(6,394)	196
(Increase)/decrease in debtors	(51,014)	270,524
Increase in creditors	11,409	5,219
Increase/(decrease) in deferred income	(368)	(76,816)
Cash generated from operations	619,017	477,020



HOSPICE AT HOME
WEST CUMBRIA

Registered with
FUNDRAISING
REGULATOR

Hospice at Home West Cumbria is a company limited by guarantee

Registered Company No. 4191126 registered in England and Wales
Registered Charity No: 1086837
Registered with the Care Quality Commission
Certificate No: 1-183623894

@hospice.cumbria
@hospice_at_home_wc
@HospiceatHomeWC
@Hospiceathomewestcumbria
@hospice_at_home_wc
@HospiceatHomeWestCumbria

HOSPICE AT HOME WEST CUMBRIA

England & Wales - Charity number 1086837

Accounts

GOV.UK Charity Commission

Charity Commission Annual Return 2022

HOSPICE AT HOME WEST CUMBRIA

Charity registration number: 1086837

Most of the information you give in this form will become publicly available on the Register of Charities. Any field that the Charity Commission will not display will be clearly marked.

This document is a record of the information provided in the Annual Return 2022.

PART A - Charity information

Financial period

Financial period start date

01/04/2021

Financial period end date

31/03/2022

Income and spending

Income £

£ 1,515,222

Spending £

£ 1,242,541

Serious Incidents

For the period of this return, were there any serious incidents in your charity that have not been reported to the Charity Commission?

No

Fundraising - professional fundraiser

Did your charity raise funds from the public?

Yes

Did the charity work with any professional fundraisers?

No

Fundraising - commercial participator

Did your charity work with any commercial participators?

No

Government contracts

During the financial period for this annual return, did the charity receive income from contracts (other than grant agreements) with central government or local authorities?

No

Government grants

During the financial period for this annual return, did the charity receive income from grants from central government or local authorities?

Yes

How many grants did your charity receive from central government or local authorities?

4

What was the total value of these grants?

£ 445,318

Income from outside the UK

Did your charity receive income from outside the UK ?

No

Spending outside England & Wales

Did your charity operate outside England and Wales?

No

Total Spending outside England & Wales

£

Trading subsidiaries

Did the charity have any subsidiaries?

Yes

Were any of the trustees also directors of the charity's subsidiaries?

Yes

Trustee payments

Did any of the trustees receive any remuneration, payments or benefits from the charity other than refunds of legitimate trustee expenses?

No

Did any of the trustees resign and then take up employment with the charity?

No

Employees' salaries

Did any of your charity's staff receive total employee benefits of £60,000 or more? Select No if your charity does not have any staff or does not pay any staff.

Yes

For your highest paid member of staff only, what was the total value of their employee benefits?
(For example if your highest paid member of staff received £35,000 enter 35000). If you do not have any staff or did not pay any staff, enter 0 (zero)

£ 64,624

£60,000 to £70,000

1

Volunteers

How many UK volunteers, excluding trustees, did the charity have during the financial period?

180

Financial controls

Did your charity review its internal financial controls?

Yes

PART B - Financial information

Account type

Does your charity prepare:

Group accounts

Income and endowments

Donations & legacies

£ 1,088,828

Of the total donations & legacies what amount is Legacies

£ 78,156

Of the total donations & legacies what amount is Endowments received

£ 0

Other trading activities

£ 140,407

Investment income

£ 22,546

Income from charitable activities

£ 258,420

Other income

£ 5,021

Total Income and endowments

£ 1,515,222

Expenditure

Expenditure on raising funds

£ 342,665

Of the total expenditure on raising funds
what value is Investment management costs

£ 8,824

Other expenditure

£ 887

Expenditure on charitable activities

£ 898,989

Of the total expenditure on charitable activities
what value is Grants to institutions

£ 0

Of the total expenditure on charitable activities
what value is Governance costs

£ 30,130

Total Expenditure

£ 1,242,541

Gains/(losses)

Gains/(losses) on revaluation of fixed assets
This figure should be prefixed with the minus symbol if it is a negative value.

£ 0

Actuarial gains/(losses) on defined benefit pension schemes
This figure should be prefixed with the minus symbol if it is a negative value.

£ 0

Net gains/(losses) on investments
This figure should be prefixed with the minus symbol if it is a negative value.

£ 12,172

Other gains/(losses)
This figure should be prefixed with the minus symbol if it is a negative value.

£ 1,306

Assets

Total fixed assets

£ 1,428,745

Of the total fixed assets what value is Fixed asset investments

£ 1,239,213

Total current assets

£ 1,350,944

Of the total current assets what value is Current asset investments

£ 1,192

Of the total current assets what value is Cash at bank and in hand

£ 1,238,574

Funds

Endowment funds

£ 0

Restricted funds

£ 0

Unrestricted funds

£ 2,697,217

Total Funds

£ 2,697,217

Liabilities

Creditors due within 1 year

£ 82,472

Creditors falling due after one year and provisions

£ 0

Defined benefit pension scheme asset/(liability)
This figure should be prefixed with a minus symbol if it is a negative value

£ 0

Total net assets/(liabilities)

£ 2,697,217

Additional information

Support costs

£ 410,388

Depreciation charge for the year

£ 24,467

Level of reserves

£ 2,697,217

Average number of employees

41

Privacy statement

Any information you give us will be held securely and processed only in accordance with the rule on data protection. We will not disclose your personal details to anyone unconnected to the Charity Commission unless:

· you have consented to their release; or

· we are legally obliged to disclose them; or

· we regard disclosure as either (a) necessary so that we can properly carry out our statutory functions or (b) necessary in the public interest.

We may share and disclose information about you with relevant public authorities, regulatory bodies and agencies, outside the Charity Commission but only if:

· we can lawfully do so; and

· we decide that disclosure is necessary for national security, crime detection, prevention, and law enforcement, or other issues in the public interest

Information we collect about you

We will use this information:

To enable us to carry out our statutory functions and duties;

This will include the following actions:

(a) update, consolidate, and improve the accuracy of our records;

(b) undertake crime detection and prevention and law enforcement and assist the third parties specified above to investigate or prevent crime and carry out law enforcement;

(c) data analysis, testing, research, statistical and survey purposes

Information we receive from other sources.

Information we receive from other sources

We may combine this information with information you give to us and information we collect about you.

We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

We will ensure that any such disclosure and use is proportionate; considers your right to respect for your private life; and is done fairly and lawfully in accordance with the data protection principles of the Data Protection Act.

The Data Protection Act 1998 regulates the use of 'personal data', which is essentially any information, however stored, about identifiable living individuals.

As a 'data controller' under the Act, the Charity Commission must comply with it. Any changes we may make to our privacy statement in the future will be set out in the replacement version of this form.

Please check back frequently to see any updates or changes to our privacy policy.

Declaration

This annual return has not been submitted and no Declaration has been made

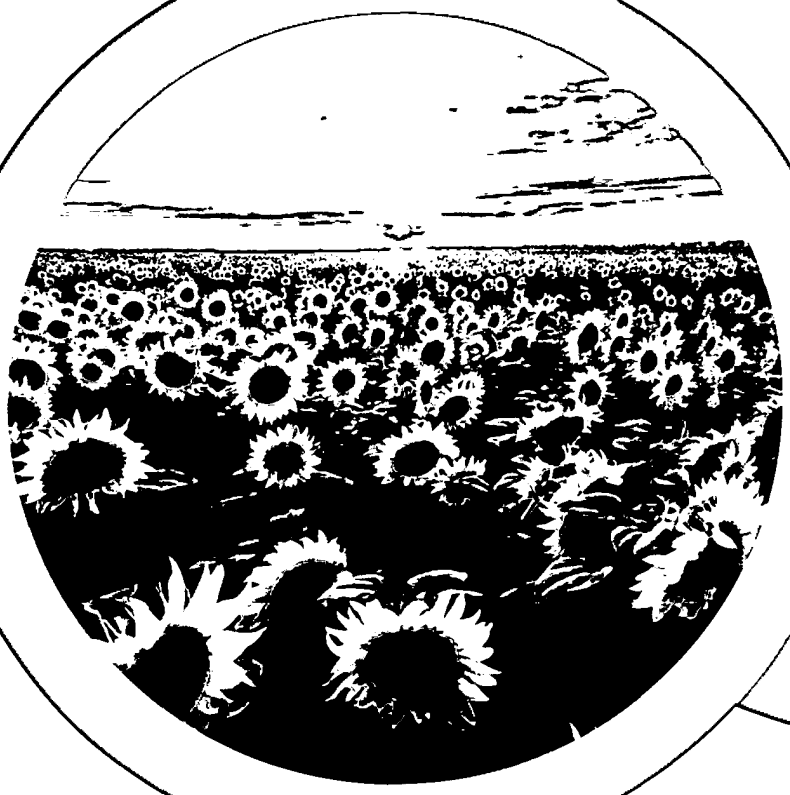
HOSPICE AT HOME WEST CUMBRIA

England & Wales - Charity number 1086837

Accounts

HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care



ANNUAL REPORT & FINANCIAL ACCOUNTS

2020/2021

WEDNESDAY

AAHXSIMW

A04 24/11/2021 #212

COMPANIES HOUSE

www.hospiceathomewestcumbria.org.uk

Registered Charity No. 1086837

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VISION

All people in West Cumbria have timely access to personalised high quality palliative and end of life care.

MISSION

To be at the heart of our community and provide home nursing, emotional support, complementary therapies and lymphoedema care when and where needed.

OUR CHARTER

- We will provide a range of high quality care, support and information for patients, their loved ones and those bereaved.
- We will help you live your best life by supporting you with your emotional, physical, spiritual, social and cultural needs and wishes.
- We will listen carefully to your wishes and needs throughout your journey and always keeping you and those important to you at the centre of all we do.
- We will work closely together and alongside other professionals to ensure we provide you with the support you need to live your life how you choose.
- We will deliver care and support where and when you need it.
- We will keep you safe.
- We will ensure we keep your information confidential and private.
- We will develop trusting relationships with you and those important to you, enabling you to share your thoughts and feelings in a safe, non-judgemental place.
- We will provide support and care from compassionate, kind and skilled professionals and volunteers.
- We will welcome everyone regardless of their age, gender, ethnicity, disability or sexual orientation and treat each person with dignity and respect.



OUR STRATEGY FOR 2018-2021

Themes	Service Delivery	Presence & Reputation	Sustainability	Governance
Goals	Deliver the best possible care for our patients and their families	Reach more people through working in partnership and raising awareness	Ensure our organisation is sustainable and relevant in the ever changing external environment	Ensure our organisation is compliant and manages risk
Strategic	Maintain high quality care in our existing services Develop services to meet emerging needs and national and local end of life care priorities Increase use of existing services and facilities to maximise outcomes, reach and early intervention Engage with and respond to the changing commissioning environment	Engage with new and existing partners to develop collaborative working Educate and promote understanding of our organisation within our community and wider stakeholders	Deliver strategies to maximise income generation, voluntary and corporate support Explore opportunities to improve efficiency and effectiveness Implement and work to a suite of performance and financial controls Implement succession plans that support recruitment, retention and development of skilled staff and volunteers	Ensure compliance with regulatory standards Ensure all areas of strategic risk are identified, reviewed and managed Ensure systems are in place to support our governance framework so that the Board is effective

HOSPICE AT HOME WEST CUMBRIA: IN NUMBERS

HOME NURSING



228 new referrals into service

- 82 of those from clinical nurse specialists in palliative care (Community West)
- 9 of those from clinical nurse specialists in palliative care (Hospital West)
- 3 of those from clinical nurse specialists in palliative care (Hospital East)
- 2 of those from clinical nurse specialists in palliative care (Community East)

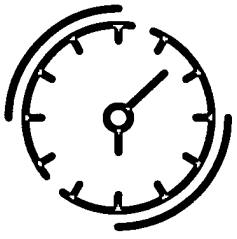
97% of care provided was in patients own homes

32% of referrals were for respite care

45% of referrals were for end of life care

14% of referrals were to support planned discharges from hospital

HOURS OF NURSING CARE



We provided **7342** hours of nursing care:

811 night shifts

79 day shifts



Family & Bereavement Support
183 patients, carers and those bereaved were supported



Complementary Therapy
Our staff and volunteers delivered 545 complementary therapy sessions



Group Sessions
Our family and bereavement support team facilitated 54 group sessions



Care and Support Provided at Home
Across all our services 880 care and support sessions took place at home



Volunteers
Our clinical volunteers gave 385 hours of support



Lymphoedema
Our lymphoedema team provided specialist advice and support to other healthcare professionals and assessed and managed the needs of 306 patients

JOINT STATEMENT FROM THE CHAIR AND CHIEF EXECUTIVE





Welcome to Hospice at Home West Cumbria's 2020/21 Annual Report and Accounts, which highlights some of the many achievements of the past year.

We were sorry that our Chair and long term supporter, Janet Ferguson, stepped down from her position as Chair of the Board when she moved away from the area. Janet had a long history with the organisation and was employed as the Nurse Manager and Hospice Matron in 1997 for a number of years. Janet returned to support Hospice at Home West Cumbria as a trustee in 2018 before taking up the role as Vice Chair and then Chair.

Brendon Cook took on the role of Chair, and Joanne Bowe become the Vice Chair, continuing to develop services and deliver against our strategy. The focus has been finding new and innovative ways of reaching out to our communities for support, and to promote the great work that our staff and volunteers do.

John Knewstubb, a long serving trustee and volunteer, and Bill Mavir also stood down as Trustees. We were delighted to welcome several new trustees with a wide range of experience and skills, including Fayyaz Chaudhri, Claire Wilson, Mhairi Walker, Natalie Lewis and Amy Lewthwaite.

We are grateful to all the trustees for their time and invaluable contribution, to make this such a wonderful charity for our local communities.

2020/21 has been an unusual and challenging year due to the Covid-19 pandemic which placed enormous stress on the whole healthcare system, and highlighted the crucial role of independent hospices. Throughout the difficult time, our priority was to protect our clinical and support services to ensure that we could continue to deliver services to those who needed us most. Staff and volunteers responded exceptionally well to the changing circumstances and the care of our patients and families remained exemplary. Our fundraising and trading company activity was affected considerably, and the teams worked hard to mitigate the effect on the reduction in revenue.

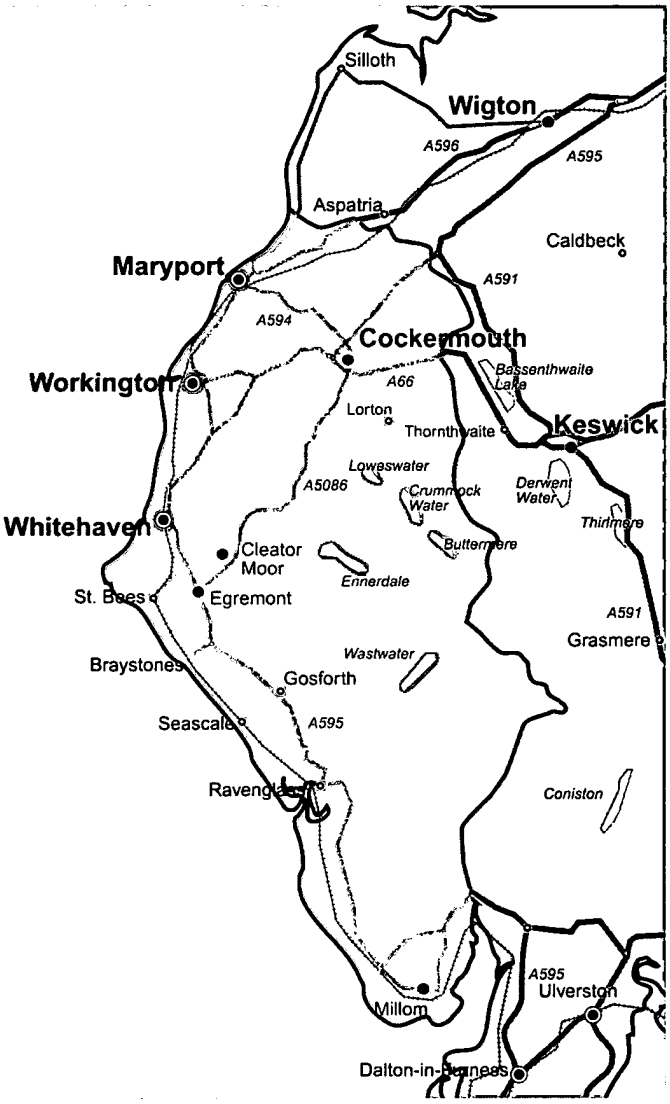
As the current strategy 2018/21 was coming to an end, the Board felt it was more appropriate to develop a one year transitional strategy for 2021, straddling the huge changes that the organisation had to make during the height of the pandemic, and exploring opportunities for growth which had emerged as a result of new ways of working and strengthened collaboration. Alongside this, the first Hospice Charter was developed through a group which included patients, service users, trustees, volunteers and staff and was supported by Healthwatch Cumbria. This sets out our promises for service delivery and will be measured through a new feedback survey.

We would like to thank you all for reading our Annual Review, and for helping us to meet our mission of providing excellent, compassionate care every day.

Brendon Cook & Julie Monk

Chair of Trustees and Chief Executive

OUR OPERATING AREA



REFERENCE & ADMINISTRATIVE DETAILS

Registered charity name:	Hospice at Home West Cumbria
Charity registration number:	1086837
Company registration number:	04191126
Principal office and registered office:	Upper Floor Cumbria House New Oxford Street Workington Cumbria CA14 2NA

TRUSTEE'S REPORT
INCORPORATING THE GROUP DIRECTOR'S REPORT

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the group for the year ended 31 March 2021.

The parent company was incorporated as a company limited by guarantee on 30th March 2001 and accepted as from 1st April 2001 all the assets and liabilities of the unincorporated Trust known as Hospice at Home West Cumbria. The Registered Company number is 4191126 and is registered with the Charity Commission from 31st May 2001 with a registration number 1086837. (Prior to that date the registration number was 518777). The Company is governed by its Memorandum and Articles of Association.

The trustees confirm that they have complied with section 17(5) of the 2011 Charities Act in having paid due regard to the Charities Commission guidance on public benefit. Hospice at Home West Cumbria provides services free of charge to those individuals aged over 18 years with life limiting illness living in West Cumbria. We provide palliative and end of life nursing care directly into people's homes, or an alternative care setting of their choice. We also provide supportive care for families and carers through our family and bereavement and complementary therapy services. Our care services are available without restriction to all groups in the communities we serve. In addition, we deliver a specialist lymphoedema service across our operating area.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 and the Charities Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard (FRS102)

The Board of trustees comprises up to 12 trustees. The Board of trustees meets four times per year and its principal responsibilities are to ensure the financial sustainability of the charity, set the strategic objectives, and monitor performance and risk as set out in the governance handbook. The Board has set out under terms of reference, delegated responsibilities and decision making to four committees. All new trustees are appointed through a robust recruitment process to ensure a balance of key skills on the Board.



PATRON, PRESIDENT & VICE PRESIDENTS	
His Royal Highness The Prince of Wales	*Patron*
Dr E B Herd	*President*
Lord Judd of Portsea	*Vice President*
Mrs M E Todd	*Vice President*
Mr R Stout	*Vice President*
Dr R Walker	*Vice President*

THE TRUSTEES	
Mrs Janet Ferguson	*Resigned as Chair 3rd December 2020*
Mr Brendon Cook	*Resigned as Vice Chair 3rd December 2020, Appointed as Chair 3rd December 2020*
Mrs Joanne Bowe	*Appointed as Vice Chair 3rd December 2020*
Mr Dennis Lydon	-
Mrs Sian Beaty	-
Mrs Sarah Taylor-Howe	-
Mrs Barbara Stephens	-
Mr John Knewstubb	*Retired 3rd December 2020*
Mr William Mavir	*Retired 3rd December 2020*
Mrs Claire Wilson	*Appointed 3rd December 2020*
Mr Fayyaz Chaudhri	*Appointed 3rd December 2020*
Mrs Mhairi Walker	*Appointed 3rd December 2020*
Miss Amy Lewthwaite	*Appointed 3rd December 2020*
Ms Natalie Lewis	*Appointed 3rd December 2020*
Mr David Harper	-

COMPANY SECRETARY	
Ms Carol Robertson	-

SENIOR MANAGEMENT TEAM

This team operationally manages the hospice, provides support and guidance to all staff, and supports the Board of trustees.

Chief Executive Officer	**Julie Monk**
Head of Care & Quality	**Lorraine Dixon**
Head of Finance	**Dawn Elliott**
Head of Marketing & Income Generation	**Hayley McKay**
Medical Advisor	**Helen Rowe**

COMMITTEES



Trustees: ***David Harper (Chair), Brendon Cook, Claire Wilson***

Executive Support: ***Julie Monk, Dawn Elliot, Hayley McKay***

This Committee oversees the financial management, risk management and audit arrangements of the Charity and Trading Company.

Trustees: ***Sian Beaty (Chair), Amy Lewthwaite, Dennis Lydon***

Executive Support: ***Julie Monk, Hayley McKay***

This Committee monitors and advises on the Marketing & Income Generation of the charity and oversees the development of fundraising plans and strategies and the operation of the Trading Company.

Trustees: ***Joanne Bowe (Chair), Barbara Stephens, Natalie Lewis***

Executive Support: ***Julie Monk, Lorraine Dixon***

This Committee monitors and advises on Human Resources and personnel issues including remuneration, training and development of staff and volunteers.

Trustees: ***Sarah Taylor-Howe (Chair), Fayyaz Chaudhri, Mhairi Walker***

Executive Support: ***Julie Monk, Lorraine Dixon, Helen Rowe***

This Committee monitors and advises on Clinical Governance of the Charity including quality standards, clinical risk, care delivery and patient experience and audit.

GOVERNANCE

The governance arrangements are set out in our governance handbook which includes guidance on the roles and duties of trustees, role profiles, terms of reference for committees, schedule of matters reserved for the Board and a scheme of delegation.

Our trustees are directors of the charity and have duties under company law as well as charity law. They are expected to maintain the highest standards of integrity and stewardship; to ensure that the organisation is effective, open and accountable; and to ensure a good working relationship with the Chief Executive and senior management team.

The most important job of the Board is to lead the Hospice. The Board is concerned with direction, policy and strategy. The management of the Hospice is delegated to paid professional staff who report progress back to the Board. The Board must ensure that staff have adequate resources to undertake this.

The Board administers the charity and meets a minimum of four times each year. The hospice ensures good governance through an effective committee structure. Each committee meets in between Board meetings and supports the Board with its work. The current structure allows the Board to focus on strategic and big picture issues by delegating responsibility and empowering each committee to examine the detail and provide the precise level of scrutiny that is necessary. By employing this structure, it allows the committees to provide assurance to the Board and supports the flow of solutions, recommendations and ideas.

TRUSTEE RECRUITMENT & INDUCTION

Under the requirements of the Memorandum and Articles of Association, the trustees are elected to serve for a period of three years, after which they must be re-elected at the next Annual General Meeting. Trustees cannot serve longer than nine years in total.

Our governance handbook provides guidance on ensuring we have a broad range of skills and experience within our Board of trustees. To do this, we recruit using our skills matrix to ensure that trustees are appointed onto a committee relating to their relevant skill set.

Trustees are appointed following advertisement and interview, and references are taken up before a formal recommendation is made to the Board by the Chair that the individual is appointed.

All new trustees participate in an induction programme aimed at building knowledge and understanding of both the role and their responsibilities of a trustee and the work of Hospice at Home West Cumbria.

A Board skills audit is undertaken annually to identify skills gaps and five new trustees have been appointed to our Board in the last 12 months with backgrounds in clinical services, governance, project management, HR and law. Trustees have an annual appraisal, conducted by the Chair and Vice Chair. Three trustees resigned from office at our AGM in December 2020.

INVESTMENTS

The assets of a charity must be invested in accordance with the governing instrument and with the Trustee Act 2000 and the charity confirms it has the ability to grant discretionary investment power.

The Board of Hospice at Home West Cumbria has an approved Investment Policy and has delegated investment decisions to the Finance, Audit and Risk committee. The committee has responsibility for agreeing strategy and monitoring the investment assets.

The charity has investments with Brewin Dolphin with a specific detailed investment policy including low/medium risk products and the right to exclude those companies that carry out activities contrary to the charity's aims. The fund managers have a discretionary mandate to best invest in suitable products. The committee regularly reviews the information provided by the investment manager.

RESERVES POLICY

The reserves are resources that Hospice at Home West Cumbria has or can make available to spend for any or all of the Charity's purposes. The reasons for holding reserves are as follows:

- About 75% of the annual general income has to be raised from charitable sources and this can be unpredictable as to what the charity receives in donations and legacies. Therefore, if income levels are down, having reserves makes it possible for the charity to maintain its hospice services
- The nature of the service, particularly the home nursing service, is unpredictable and it has always been the philosophy of the Hospice to try to meet any increase in service if the need arises
- Cessation reserve to ensure that all liabilities can be discharged in the event of cessation
- Working capital reserve to provide working capital in the event that expenditure is needed ahead of income being received
- Opportunity reserve to provide funding for new initiatives or opportunities
- Adversity reserve to protect the charity against unplanned adverse events such as losing key staff, theft, fire or adverse publicity

The aim of the Reserves Policy is to hold nine months running costs as investments and bank balances (£980,000). The bank balances and investments at the year end were £2,002,122, much higher than the stated intention to hold 9 months running costs (£980k). This is due to Covid-19 funding and very large legacies received in the last couple of years, and will provide a buffer for years to come where such amounts will not be received. The charity's cash reserves are held on short term deposits with The Cumberland Building Society. The average gross interest over the financial year was approximately 0.7%. The charity's investments are managed by Brewin Dolphin and the average return of the investment portfolio in period 2020-21 increased by 24.37% net of fees (25.56% not accounting for fees).

This Reserves Policy is reviewed annually to take account of changing circumstances.

INTERNAL RISK & CONTROL

The Board has an approved policy on Risk Management and has identified the major strategic, business and operational risks for the organisation. Risk assessments are reviewed quarterly and action plans updated which ensure necessary steps can be taken to manage these risks. For 2020/2021 the strategic risks listed in the risk register are:

1. **Inability to raise sufficient income**
2. **Reliance on volunteers**
3. **Medical malpractice**
4. **Recruitment and retention of key staff**
5. **Inadequate IT systems and data security**
6. **Health and safety non-compliance**
7. **CQC inspection downgrade**
8. **NHS grant changes**
9. **Charity Commission governance and Fundraising Regulator non-compliance**

The Finance, Audit & Risk committee advises the Board on the effectiveness of the control measures in place to manage our risks. The committee has oversight of financial control, governance and risk management across the whole organisation. The Committee received reports from the internal auditor on both financial and non-financial matters. Clinical Governance committee oversees clinical audit responsibilities and other individual risks are delegated to relevant committees of the Board.

A business community plan is in place which can be implemented to assess and adapt service

WHAT WE HAVE ACHIEVED DURING 2020-21

Held a Board away day to agree a 1 year transitional strategy to manage the uncertainties placed upon us from the pandemic and to identify new opportunities for service growth and development

Appointed 5 new trustees with a range of experience and knowledge

Endorsed policy and procedure reviews including Health & Safety, Adult Safeguarding, Business Continuity and Financial Controls

Carried out a review of the trading company to ensure we are best placed to respond to external pressures and risks associated with the changing economic environment

SUPPORTING STAFF & VOLUNTEERS

TRAINING

All our patient facing staff and volunteers and non-clinical staff and trustees undertake mandatory training each year. Due to impact of the Coronavirus pandemic some face-to-face training did not take place, but training via eLearning continued in subjects including health & safety and information governance. Staff have also taken advantage of low cost external training via video conference.

PAY & PENSIONS

All salaries are set in accordance with the agreed job evaluation process and pay scales.

Two pension schemes are in operation. One linked to the NHS pensions for eligible staff of which there are currently 10 members, and a workplace pension scheme of which there are 24 members.

EMPLOYEE BENEFITS & WELLBEING

We take the health and wellbeing of our staff and volunteers very seriously and the Health and Wellbeing Group are reviewing its strategy for promoting and managing the health and wellbeing of our workforce.

The organisation has a comprehensive staff and volunteer handbook, is signed up to an employee assist programme, holds regular health and wellbeing sessions, has subsidised gym membership, flexibility around working hours and an occupational health service.

Some of the benefits our staff have received over the last year include:

- Health & wellbeing sessions and reviews
- Staff appreciation day
- Investment in IT to ensure their ability to work effectively in remote locations (agile working)
- Regular news bulletins
- Volunteer news bulletins and zoom sessions/ contacts
- Employee assist programme

STAFF DEVELOPMENT & SUCCESSION PLANNING

To carefully manage our resources and invest in the future balancing the need with staff capacity and skills a substantial amount of work has been undertaken to:

- Establish the skill base and experience of existing staff, including team leader and senior management team leadership development
- Identify if skills, capacity, and experience match existing service requirements
- Identify existing and future gaps in business support
- Scope out resource e.g., capacity, skills, demand required to meet our ambitions going forward
- Review the skills and experience required for all vacant posts before recruitment

Our recruitment processes have also been reviewed with the help of an external HR Advisor.

VOLUNTEERS

We have approximately 170 volunteers who give up their time to support the work we do. We were unable to utilise most of our existing volunteers during the pandemic, but our Volunteer Co-ordinator kept in touch by sending out regular email updates, staying connected visually by facilitating meetings via video conference and by telephone. Some of our volunteers, such as those in the family and bereavement support team, were able to continue to provide one-to-one telephone support.

In June 2020, a recovery action plan and volunteer questionnaire was developed, and it was hoped that volunteer hours would start to increase. We knew that as we moved out of lockdown and services began to resume, our volunteers would be key to getting back to full service delivery.

We contacted existing volunteers to see if they wished to and were able to return to their roles and gave appropriate support, information, and guidance. Safe working practices and Covid risk assessments were put in place in all our buildings and volunteers started return. Some volunteers gave their help in other roles, such as retail, until their usual roles resumed.

To continue to develop volunteer roles, offer more flexibility and build on opportunities to improve our profile, we have identified the recruitment and development of volunteers as a key project going forward and group will be set up to look at what we have got, what we need and where the gaps are with an action plan for ongoing recruitment and retention.

"As an older asthmatic, I knew when Covid hit that I needed to self-isolate, but as a person who keeps busy, I really didn't feel good about inactivity, and using my time to exercise was also not an option. However, I had been selling donated items on eBay for Hospice, with another volunteer, for a couple of years, and we could see an opportunity to keep generating some income, as other fund-raising events stopped. With keys supplied by the fundraising team, we collected DVDs, computer games and other donated items from the closed shops and donation centre and ramped up the number of items we were selling. With everywhere else closed, our sales increased enormously, and have continued to do so ever since. Importantly however, it has given me structure and purpose throughout the last year, which was particularly valuable last winter, when I did not cope well with darkness and isolation. So we were not just supporting Hospice at Home, volunteering for the Hospice supported me."

Barbara Stephens

Trustee, Reception & eBay Volunteer

"Well what a year! So much sadness and loss and getting used to living with uncertainty about tomorrow. It has given me a deeper insight into how people with a life limiting illness, and those caring for loved ones who are ill, have to cope with uncertainty and not knowing what the future may bring, and the fear of that. I feel that I am more able to be mindful now, and be more in the present moment, and perhaps not worry too much about next week. As a volunteer my way of working has had to change to either on screen sessions with clients or just on the phone. This has been difficult. I think that having someone to talk to, someone who will listen, has become more important for all of us, and even though face-to-face is best. I think that a voice on the end of the phone can provide help and support. It is amazing the way everyone has very quickly adapted to new ways of working, and interacting, both in the workplace and in the world generally. Hospice has shown that we can very quickly adapt and alter the way we work and that's been good to see."

Judith Gale

Family & Bereavement Support Volunteer

ACHIEVEMENTS & PERFORMANCE

CLINICAL SERVICES

The pandemic and the number of lockdowns has had an impact upon referral numbers and activity, however the clinical teams have worked tirelessly and flexibly to continuously deliver care and support to patients, families and carers whilst maintaining high levels of professionalism and resilience.

Despite the impact upon referral numbers, it is important to note that the second Covid-19 wave increased pressures across all areas (NCIC community, community/acute hospitals and care homes) and as part of collaborative business continuity plans, clinical staff were utilised where the need was greatest delivering 318.35 additional hours of care and support from Jan - March 2021.

Data analysis from period 2019/20 to period 2020/21 shows a decrease in referrals to Home Nursing (16%), and Family and Bereavement Support Services (36%), however we do see an increase to the referrals to lymphoedema services by 7%, which follows a year on year trend. Explicably there is a (15%) decrease in the combined number of referrals to all services.

The impact from Covid-19 on clinical activity may be evident from the referral numbers, but in relation to the pandemic and its longer term impacts, the acquirement of robust data remains challenging. Although the longer term impacts are yet to be fully understood, we need to consider the possibility of increased demands on services and how we manage this moving forwards.



HOME NURSING

The home nursing service provides palliative and end of life care and support to patients and their families, predominantly in patients own homes, but also in care homes and community hospitals.

The care is provided by a dedicated team of highly experienced, caring Registered General Nurses and Health Care Assistants, supported by a senior nursing team, team leader and administrative support.

There have been many challenges and difficulties that the team has faced over the past year. Initially, the service saw a reduction in referrals and requests for support, probably due to families shielding and a reluctance to have staff in their homes.

We provided support to the NHS by staff working on the Palliative Care unit at West Cumberland Hospital, supporting the vaccination programme and a staff member working solely in a care home.

The staff have faced huge pressures, both personally, in relation to Covid and professionally, they have continued to provide a high standard of care despite their own concerns regarding their health and wellbeing. Staff have highlighted that the use of PPE has been difficult and meant that communication can be difficult.

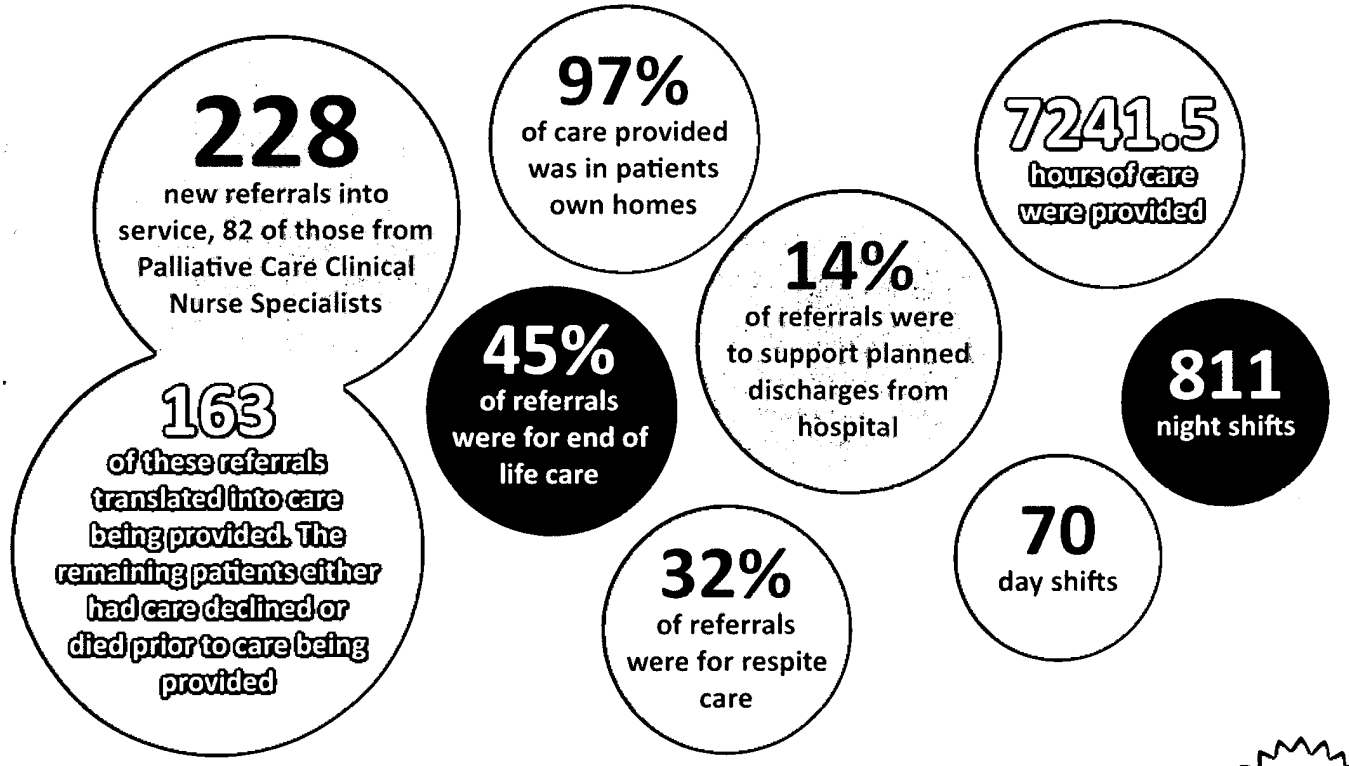
Staffing levels have proved to be challenging, with several staff retiring from nursing, although the service managed to recruit new staff, this unfortunately did not translate into sustained increased staff availability.

The Patient Support Volunteer service had to be suspended when the lockdown restrictions began, this has not yet recommenced, but we aim to do this as soon as the situation allows.

Navigating the continually changing Covid working environment, and government advice has been particularly challenging for the senior team as well as then ensuring that the advice and guidance was effectively cascaded to all the staff.

We have been working towards the home nursing staff working agile, by having their own laptops to enable them to have access to patient's notes while in patient's homes.

We are extremely proud of the professional way that the home nursing team, including the administrative support have risen to the very difficult challenges they have faced. The Covid situation has been extremely difficult for us all, but the staff have continued to provide our patients and their loved ones, with professional nursing care and support of the highest calibre.



FAMILY & BEREAVEMENT SUPPORT

The Family & Bereavement Support Team (FABS) provides emotional support to patients, carers and their families with a range of support options tailored to meet each individual's needs following an initial assessment. The team is made up of experienced staff and volunteers who help people with coping, loss, grief and bereavement.

During the last 12 months the team have continued to offer emotional support throughout the Covid-19 pandemic and subsequent lockdowns. We adapted the way we work with staff working remotely from home, overcoming the challenges this brings whilst ensuring that we continue to provide the much needed support and quality service offered by the FABS team. Support has been provided via telephone and virtual platforms and when able and following government guidelines, we have supported people face to face from our Therapy & Resource Centre in Finkle Street, Workington and in other community settings.

Our patient and carers groups have remained connected via virtual platforms and have also benefitted from telephone contact with the group facilitator.

121
service users supported by the FAB team

476
1:1 support sessions
**due to initial recording differences sessions had been recorded as telephone calls so we can assume that more sessions have taken place in this period*

54
group support sessions
**initially in lockdown group members were supported individually over the telephone until we were able to securely offer group support via a virtual platform*

Over the next year we will continue to embed the blended and flexible ways of working to ensure that we are providing an efficient and quality support service. We are looking to recruit and train additional Family and Bereavement Support Volunteers to help us continue to provide emotional support in a timely way. We will look to promote our patient, carer and bereavement groups and hope to provide these on a more regular basis.

We are committed to ensuring that services are accessible to all with a particular focus on learning disabilities and autism. Within the team we have developed the role of Learning Disability and Autism Champion, this role has been pivotal in raising awareness of inequalities in end of life and palliative care, and bereavement support for people with a learning disability and/or autism. Our Champion has developed a quarterly newsletter sharing information, research and good practice examples, sent out to our staff and volunteers and reviewed our service user information and has adapted this into Easy Read. In addition to this, our Learning Disability Champion has developed strong links and has collaborated with learning disability partners and the learning disability community. We have also played an active role in the LeDeR (Learning from deaths of people with a learning disability) confirm and challenge group and are supporting our NHS partners in developing robust palliative care pathways.

One-to-one support:
Offers a safe space to for people to talk and reflect with someone outside their family or friendship group. It can help to alleviate distress and process thoughts and feelings.

Group Support:
Our patient, carer and bereavement groups connect people with similar experiences and provide an opportunity to share thoughts, feelings and coping strategies in a supportive and safe environment.

"Covid-19 has been challenging for everyone, but Hospice and their volunteers have done remarkably well to deliver a support service during lockdown. Caring for a terminally ill relative is hard but in a global pandemic it was super tough so the support from Hospice was even more appreciated."

"I feel more at ease with my feelings and emotions following my loss. I know it is normal now and I have good coping strategies in place to help me cope."

COMPLEMENTARY THERAPY

Our Complementary Therapy team is made up of staff and volunteers. Complementary therapies can help relieve stress, sleeplessness, breathlessness, anxiety and aid relaxation as well as managing some of the symptoms and side effects of treatment that patients experience. Therapies can play a vital role in supporting patients, carers and bereaved people and the challenges that they face.

Our Complementary Therapists are able to offer a variety of complementary therapies that are tailored and adapted for the needs of the individual. Therapies may include Reiki, therapeutic massage, and reflexology as well as breath-work approaches to de-escalate anxiety and invite relaxation.

During the last 12 months, our Complementary Therapists have continued to offer support throughout the Covid-19 pandemic and lockdowns. This has proved challenging however the team have stepped up to the mark and have creatively delivered therapeutic support remotely.

Initially, meaningful work from home was undertaken by the Senior Complementary Therapist through supporting patients, family members and the bereaved over the phone. Some patients continued to receive purely phone-based support throughout the lockdowns, which often consisted of guidance through breathing and other techniques to reduce anxiety, improve sleep and promote feelings of wellbeing, relaxation and coping. The aim was to equip people with the tools and skills needed to support themselves as and when needed. This approach emphasises complementary therapy as empowering and potentially life-changing and moves away from complementary therapies being perceived as a 'pampering'. Excellent feedback continues to be received regarding these approaches.

Supportive written and voice recorded materials were produced by the Senior Complementary Therapist and made available through the HHWC website and social media platforms. We felt it was important that patients and family members could access quality materials to support their wellbeing and positive mental health at home and out of hours. These written and recorded pieces were aimed at supporting wellbeing, boosting resilience and mitigating the effects of stress and anxiety.

Following this period patients who had already been receiving in-person Reiki or another form of complementary therapy from the Senior Complementary Therapist were offered distant Reiki. This was then offered to new service users. Our Complementary Therapists have also sent Distance Reiki to our local health and care professionals on the acute wards to support with their wellbeing during the lockdown in January – March 2021.

When able, the team have seen individuals from our Finkle Street Resource Centre. We have renovated our therapy room so that therapies are undertaken in a "Covid Compliant environment".

Specific funding was secured for the Senior Complementary Therapist to undertake training to level 2 / practitioner status in EFT (Emotional Freedom Technique). EFT or 'tapping' as it is often called is a proven therapeutic method for easing physical and emotional suffering. EFT is gaining much popularity globally because of its effectiveness, the longevity of results achieved and the relative ease of the method. This technique will be used with patients, their family members and the bereaved. As we move into the era of the 'blended' approach to best meeting the needs of service users, EFT will no doubt prove to be an adaptable, effective tool for the service to draw on.

62 patients, carers and bereaved supported through complementary therapy

5 hands-on complementary therapy sessions

540 distant complementary therapy sessions including distant Reiki and breathing and relaxation

"The connection (to Reiki) was definite and instant."

"It felt like you were holding my feet."

"I slept deeply for an hour afterwards."

"The only way that I can describe it is that it felt like pieces of energy were being deposited in my body"

"It works."

LYMPHOEDEMA

Our Lymphoedema service provides specialist lymphoedema assessment, treatment, advice and support.

Staff treat patients in their own homes, our Therapy & Resource Centre in Finkle Street, Workington and West Cumberland Hospital clinics, care homes and a variety of other settings, frequently taking part in joint visits with other health care professionals. The staff have continued to develop and build their links with other health care professionals for the benefit of patient care.

The service can provide lymphoedema training, education, advice and support for other health care professionals. Staff also take part in advice sessions for patients which are facilitated by external organisations, i.e. Breast Cancer Care.

In the early months of the year we saw a reduction in the referrals coming into the service, this was probably due to the reduction in numbers of outpatient clinics and GP appointments and a reluctance for patients to meet with staff. As a result of this reduction, one staff member was furloughed, however this was only for a short a period as possible.

The clinics at Finkle Street and West Cumberland Hospital were suspended for a period of time due to the Covid-19 lockdowns. This created challenges in how the patients could be assessed and reviewed safely.

At the end of the previous year, the staff commenced a training and education package to care homes, which was well received, however, due to the Covid restrictions this had to be postponed. This is hoped to recommence at the earliest opportunity in the future.

Staff have shown their ingenuity in coming up with ways which they can provide treatment and support to patients, while keeping themselves and the patients safe. They have utilised telephone contacts to provide advice and support to those who didn't need to be seen face to face.

They have developed a system to triage patients' referrals to ensure that urgent cases were seen in a timely manner, in their own homes. This was combined with the use of a telephone consultation as part of the initial assessment to reduce the time spent face-to-face in patients' homes.

Staff have changed the way they work, as the advice has been to work from home where possible. Whilst this hasn't been without its challenges, the staff have risen to this, and have found that their work/home life balance has improved as a result. The option to work from home will continue when the government advice changes.

Lymphoedema staff have worked particularly hard with an overall increase to referrals into the service and an increase in the teams workload. They have demonstrated continued flexibility and ingenuity in order to ensure they provide first class specialist lymphoedema care and treatment, despite the personal and professional challenges they have faced and we are extremely proud of their achievements.

306 total number of patients over the year (cancer 128, non-cancer 178)

204 new referrals (cancer 77, non-cancer 127)

488 face to face consultations (down on 901 on previous year, due to Covid)

44 clinics in Finkle Street

5 clinics at the West Cumberland Hospital

INCOME GENERATION

Hospice at Home West Cumbria have a dedicated Marketing & Income Generation Team who facilitate and oversee all fundraising activities. We are fortunate to have people in our communities who support our fundraising activities and our Fundraising Promise, available on our website, sets out how we ensure fundraising activities are carried out openly and honestly. Our fundraising promise includes our commitment to respect supporter's rights and privacy and never put undue pressure on people to make a gift. We are registered with the Fundraising Regulator and confirm that we received no complaints relating to fundraising during 2020-21.

The Covid-19 pandemic had a huge impact on all of the fundraising activities planned for 2020 and into 2021. All events and activities were either cancelled, or significantly changed to reflect the restrictions on working and social practices. Our main fundraising event, KAPOW! Super Hero Challenge, scheduled to take place in July 2020 with up to 1,000 participants, had to be cancelled, as did our previously successful Mini Colour Runs in local primary schools. This was not only a huge setback for us financially, but also for the many supporters who were disappointed not to be able to take part. Our supporters however didn't wane and instead responded with overwhelming positivity and determination to help us any way they could.

We launched our Emergency Appeal on 31st March 2020 which involved a direct mail to existing supporters informing them of ways they could help and an at home collection box where people could save their change and donate to us at a later date. A dedicated page on our website offered information on a variety of ways people could donate, get involved, and fundraise at home including a new Text To Donate service and a Just Giving fundraising page. Daily social media updates were posted and we gained coverage on local ITV and BBC news programmes, BBC Radio Cumbria and articles in the local printed press. Many individuals and groups sprang into action to support us and overall, the Emergency Appeal raised over £165,000.

Local photographers took Lockdown Doorstep photographs raising over £2,000

Local performer Billy Walker recorded a charity album and performed doorstep birthday songs to members of the community raising over £20,000

Two Virtual Music Festival's took place raising over £10,000

Many people opened their own Just Giving Pages and raised money through head shaves, Facebook Live performances and football teams rallied to do sponsored walks and "keepy uppy" challenges.

Donations from community groups such as Derwent Rotary Club and Masonic Lodges

Donations from families who have lost loved ones including an extremely generous donation from one bereaved family



In July 2020 we launched a new virtual fundraising campaign named "50 Faces". The aim was to sign 50 people up to raise £500 each between 1st July 2020 and 1st January 2021. We managed to get 18 people to sign up and raised just over £12,500. The 2.6 Challenge was also a national virtual campaign that we joined, encouraging people to raise money for charity. Many people took part: riding 260 miles on an exercise bike, walking 2.6 miles per day etc. Our 2.6 Challenge participants collectively raised £2,599.

INCOME GENERATION *(CONTINUED)*

In December 2020 we launched a new Tribute Fund platform which enables people to set up their own pages in memory of a loved one. Family members can share memories, photographs and videos of their loved one and light candles on birthdays, anniversaries etc. Since the launch there has been over £7,500 raised.

Our Buttermere Horseshoe challenge could thankfully go ahead in September 2020 with 19 participants signed up raising £6,300.

One of the most important events in our calendar each year is the very special Light Up A Life services where we come together as a community and remember loved ones at Christmas time. The pandemic meant that we were unable to go ahead with the services so instead we pre-recorded the celebration and shared on our website, YouTube channel and social media. DVD recordings were sent to all nursing care and residential homes and were available for people to order.

Despite many offices and company employees working from home, relationships were maintained with key contacts. An opportunity to partner with United Utilities presented which resulted in a donation of £25,000. Income from corporates raised nearly £77,000.

CHARITABLE TRUSTS & GRANTS

During this past year we have been very fortunate to receive an unprecedented level of income from trusts, funds and foundations, with partners old and new coming forward to support us during these most challenging of times. We've had some extraordinary grants, as well as approaches from organisations who were previously unknown to us and asking how they could help.

Many charitable giving organisations developed pandemic recovery grants which we applied for where appropriate. Overall, £125,000 was raised for 2020-21 and concentrated effort was made on larger and multi-year applications resulting in an additional £115,000 pledged until 2024.

We had the first tranche of a six-figure multi-year grant towards the work of our Family & Bereavement Support team; received specific grants to support our home nursing service and even a contribution for our amazing Clinical Administration team who came into the office to support our organisation when the rest of the country was working from home. And we continued to receive many essential grants to fund our core activities.

We have been truly humbled by the overwhelming generosity shown by so many grant-makers in recognition of the vital services we have continued to deliver from the outset of the pandemic. We are extremely grateful to all of them for their exceptional support.

TRADING COMPANY

The pandemic had a huge impact on our trading company as like all non-essential retail, our shops had to close. When we were allowed to re-open, extensive safety measures were put in place to ensure the risks were reduced and managed, keeping of staff, volunteers and customers safe. In September 2020, we conducted a review of our trading operations and made the difficult decision to close our Whitehaven shop permanently. This gave us an opportunity to redesign our trading operations and in January 2021, embarked upon a new model of fewer shops and a greater online presence. Online sales of preloved items gifted to us by supporters rose during 2020 and looking towards next year, we plan to expand that to complement our trading activities in our Workington, Cockermouth and Keswick shop.

FINANCE AND BUSINESS SUPPORT

As part of the move to agile working, IT systems and software has been moved to a cloud based storage system including our financial database Sage. This has enabled staff to work from any location, and the flexibility to work from home effectively. Introducing new tools and digital solutions has brought efficiencies and cost savings to the wider organisation.

Throughout this year, the focus has been on reviewing outdated manual processes. Some of the changes implemented in the year include a process to allow us to accept credit/debit card donations over the telephone, a procedure for accepting verbal Gift Aid declarations, and installing a pension module to our payroll system to move away from manual records. These innovations along with many others have brought both time and cost savings, greater accuracy in the data processed, and an improved donor experience. We plan to continue to keep moving forward and making use of digital solutions to bring efficiencies. High on the agenda is a system to record legacy notifications digitally, making use of functionality included in the upgraded donor database, and introducing an electronic order and invoicing system.



COMMUNICATIONS

Throughout 2020/21, and particularly though periods of lockdown with many staff working from home, communication has been more challenging, both within the organisation and externally with health services and communities.

Internally, different channels and forums have been developed to ensure effective communication, including video conferencing, regular newsletters and email updates. All staff and volunteer meetings were set up regularly to keep in touch, and the wider leadership team met weekly to ensure that messages across the organisation were consistent and everyone was aware of any developments or changes. Board and committee meetings were also held virtually and were kept to the same schedule of quarterly meetings.

Externally, relationships with local hospices, health services and voluntary organisations has strengthened, having daily or weekly meetings to ensure all services were delivering in a joined up way, with a focus on safety. Business continuity plans enabled sharing of staff capacity and resources.

Support and advice was provided by new national forums, such as those developed by Hospice UK which kept all hospices abreast of Government guidance, changes to the way the regulators were engaging with organisations, and opportunities for additional funding. These forums enabled Hospice at Home West Cumbria to hear of initiatives and service developments across the country in a way that previously would not have been possible. The Chief Executive and Chair attended networking groups of both the North West and North East, developing better relationships and sharing plans, policies and ideas.

At the beginning of the pandemic, we increased our social media coverage and frequency of posts which resulted in over 50,000 engagements on Facebook alone in the first quarter of the year. We gained 1,378 new followers on Facebook and 39% of all our website traffic from April 2020 – March 2021 came from Facebook.

For many years, generic thank you letters have gone out to supporters as one time communication and had not been seen as an opportunity to instigate further engagement. We have adapted the way we communicate and made efforts to try and further engage them. This needs to be further developed and work to review and map how we communicate, what we say and how we can further engage, is planned for 2021.

INFORMATION TECHNOLOGY

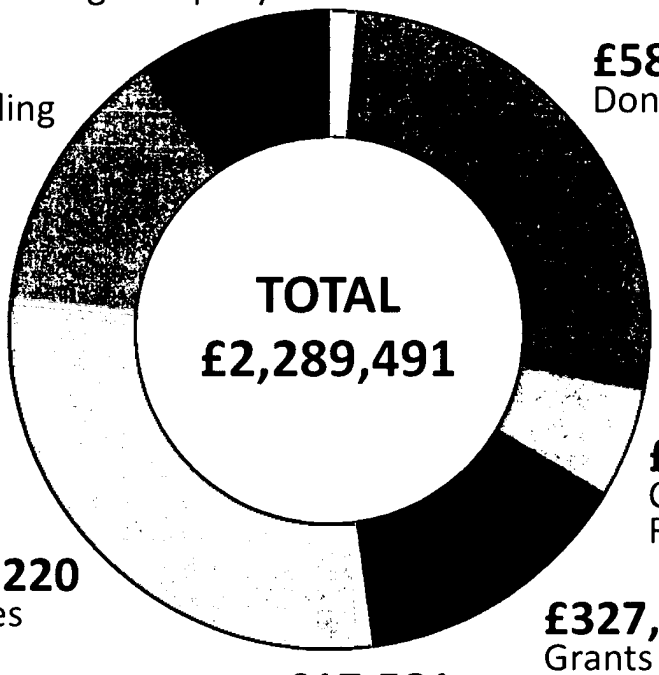
The IT systems serving Cumbria House and Finkle Street have become outdated and with the move to more remote working our systems need to be fit for purpose for the future.

In August 2020 the Finance, Audit & Risk committee approved the cost of replacing the IT existing system with a cloud storage system. Investment in the new system has offered enhanced functionality allowing teams to work more efficiently enabling greater efficiency and less time on administration.

In January 2021, we also invested in a new supporter database which gives us enhanced ability to work remotely, capture the communication preferences of our supporters, and give us greater financial insight of donations made.

OVERALL INCOME & EXPENDITURE

INCOME



£224,506
Trading Company

£30,725
Gift Aid

£309,420
NHS Core Funding

£582,934
Donations & Events

£8,634
Other Income (staff holiday purchase, collecting boxes)

£29,568
In Memory Funding

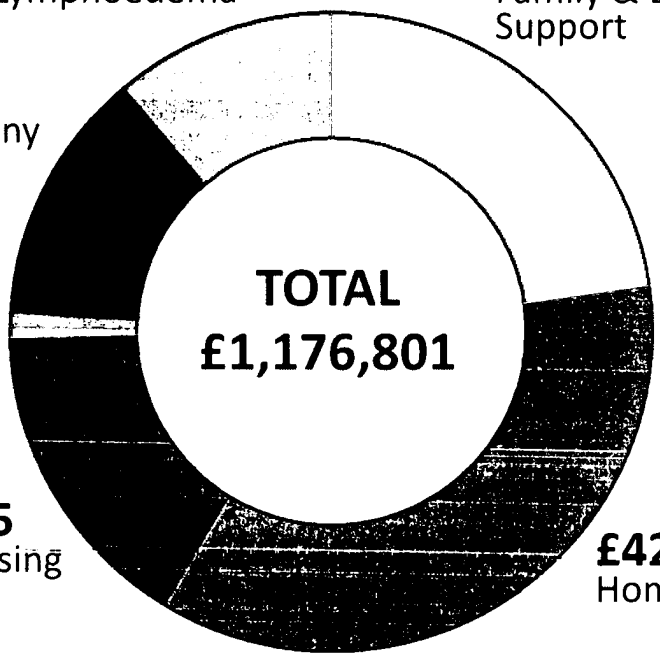
£125,046
Charitable Trusts & Foundations

£633,220
Legacies

£327,857
Grants

£17,581
Investment Income

EXPENDITURE



£131,340
Lymphoedema

£267,310
Family & Bereavement Support

£151,576
Trading Company

£9,608
Governance

£6,194
Investment Management

£189,025
Cost of Raising Income

£421,748
Home Nursing

PROFESSIONAL ADVISORS

AUDITOR	**Saint & Co, Chartered Accountant & Statutory Auditor** *Sterling House* *Wavell Drive* *Rosehill* *Carlisle* *Cumbria* *CA1 2SA*
BANKERS	**National Westminster Bank plc** *31 Pow Street* *Workington* *Cumbria* *CA14 3WY*
SOLICITORS	**Oglethorpe & Broatch** *6 Borrowdale Road* *Keswick* *Cumbria*
INVESTMENT MANAGERS	**Brewin Dolphin** *2 Smithfield Street* *London* *EC1A 9BD*
PATRON	**His Royal Highness The Prince of Wales**
PRESIDENT	**Dr E B Herd**
VICE PRESIDENTS	**Lord Judd of Portsea** **Mrs M E Todd** **Mr R Stout** **Dr R Walker**

FINANCIAL REVIEW

During this financial year our total incoming resources, for the group, were £2,289,491 of which £196,898 was restricted for specific needs. Total resources expended were £1,176,801 of which £196,898 was spent on restricted projects, resulting in a net resources surplus of £1,112,690. The unprecedented surplus at the end of this period has been greatly helped by large legacies received and successful applications for Covid-19 funding including additional government grants.

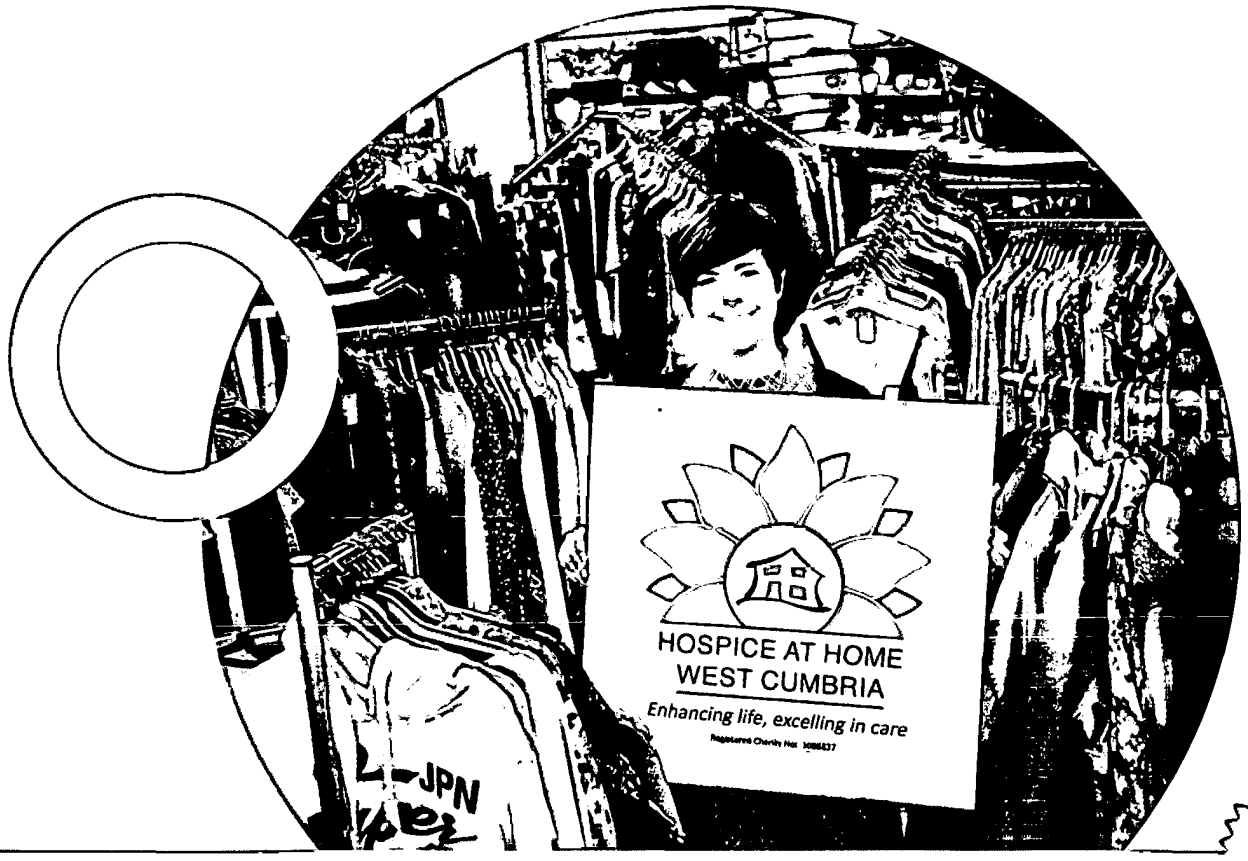
The Balance Sheet shows Total Funds at the Balance Sheet date of £2,411,058, all of which are unrestricted funds.

The assets are held to provide the Objects and Activities stated in the Memorandum of Association of the Charity. The financial position of the Charity as at the Balance Sheet date is considered to be satisfactory.

The Charity is financially dependent upon National Health Funding.

The financial year to March 2021 has been very challenging, largely due to the uncertain external landscape and ambiguity of the ongoing impact of Covid-19 on our operations. Our Vision and our Mission has driven the need for the Board of trustees to remain resilient and we have closely monitored financial forecasts to ensure that we maintain a professional service. The hospice relies on voluntary donations, legacies, fundraising activities and income from our charity shops to fund the care we deliver. Continuing to deliver fundraising activities during a global pandemic has been difficult.

We have received UK Government Covid-19 support which has been extremely helpful. However, without the ability of our fundraising team to act quickly to change plans and try new fundraising activities; and the fantastic support of the West Cumbrian people, our reserves would have been depleted. As we continue to navigate our way through the financial and social consequences of the virus, we persist in our efforts to learn new ways to manage our services and resources. We have taken everything we have learned throughout the pandemic and implemented project plans and changed ways of working for the long-term benefit of the Hospice.



TRUSTEES' RESPONSIBILITIES STATEMENT

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

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

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

AUDITOR

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report is approved at the Annual general Meeting on 8th October 2021 and signed on behalf of the board of trustees by:

Mr Brendon Cook (Chairman)
Trustee



Hospice at Home West Cumbria

Company Limited by Guarantee
Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria
Year ended 31 March 2021

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

We have audited the financial statements of Hospice at Home West Cumbria (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

OPINION

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006 and 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.



OTHER INFORMATION

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company 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 trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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



AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with trustees and other management;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
  - performed analytical procedures to identify any unusual or unexpected relationships;
  - tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

Continued overleaf

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS *(CONTINUED)*

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

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

USE OF OUR REPORT

This report is made solely to the charity's members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co
Chartered Accountants & Statutory Auditor
Sterling House
Wavell Drive,
Rosehill
Carlisle,
Cumbria
CA1 2SA

Saint & Co 19 November, 2021

Saint & Co is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Financial Activities
(including consolidated income and expenditure account)
Year ended 31 March 2021

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 **Total funds £**	2020 Total funds £
Income and endowments					
Donations and legacies	**5**	1,534,722	196,898	**1,731,620**	1,243,539
Charitable activities	**6**	309,420	–	**309,420**	251,381
Other trading activities	**7**	224,506	–	**224,506**	169,800
Investment income	**8**	17,581	–	**17,581**	15,507
Other Income	**9**	6,364	–	**6,364**	6,515
Total income		2,092,593	196,898	**2,289,491**	1,686,742
Expenditure					
Expenditure on raising funds:					
Costs of raising donations and legacies	**10**	189,025	–	**189,025**	185,844
Costs of other trading activities	**12**	151,576	–	**151,576**	152,209
Investment management costs	**11**	6,194	–	**6,194**	5,569
Expenditure on charitable activities	**13,14**	633,108	196,898	**830,006**	937,889
Total expenditure		979,903	196,898	**1,176,801**	1,281,511
Net gains/(losses) on investments	**16**	122,674	–	**122,674**	(69,970)
Net income/(expenditure) and net movement in funds		1,235,364	–	**1,235,364**	335,261
Reconciliation of funds					
Total funds brought forward		1,175,694	–	**1,175,694**	840,433
Total funds carried forward		2,411,058	–	**2,411,058**	1,175,694

The consolidated statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Financial Position
Year ended 31 March 2021

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

	Note	2021 £	£	2020 £
FIXED ASSETS				
Tangible fixed assets	**20**		**181,107**	199,296
Investments	**21**		**718,271**	588,515
			899,378	787,811
CURRENT ASSETS				
Stock	**22**	**1,939**		2,871
Debtors	**23**	**380,044**		436,640
Investments	**24**	**540**		474
Cash at bank and in hand		**1,283,311**		363,166
		1,665,834		803,151
CREDITORS: amounts falling due within one year	**25**	**(154,154)**		(415,268)
NET CURRENT ASSETS			**1,511,680**	387,883
TOTAL ASSETS LESS CURRENT LIABILITIES			**2,411,058**	1,175,694
NET ASSETS			**2,411,058**	1,175,694
FUNDS OF THE CHARITY				
Unrestricted funds			**2,411,058**	1,175,694
Total charity funds	**29**		**2,411,058**	1,175,694

For the year ended 31 March 2021 the group was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under section 144 of the Charities Act 2011.

The trustees have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 8th October 2021 and are signed on behalf of the board of trustees by:

Mr Brendon Cook (Chairman)
Trustee

Company Registration Number: 04191126
Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Company Statement of Financial Position
Year ended 31 March 2021

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

	Note	2021 £	£	2020 £
FIXED ASSETS				
Tangible fixed assets	**20**		**130,153**	138,714
Investments	**21**		**718,271**	588,515
			848,424	727,229
CURRENT ASSETS				
Debtors	**23**	**423,335**		488,004
Investments	**24**	**540**		474
Cash at bank and in hand		**1,266,899**		347,977
		1,690,774		836,455
CREDITORS: amounts falling due within one year	**25**	**(128,140)**		(387,990)
NET CURRENT ASSETS			**1,562,634**	448,465
TOTAL ASSETS LESS CURRENT LIABILITIES			**2,411,058**	1,175,694
NET ASSETS			**2,411,058**	1,175,694
FUNDS OF THE CHARITY				
Unrestricted funds			**2,411,058**	1,175,694
Total charity funds	**29**		**2,411,058**	1,175,694

The surplus for the financial year of the parent company was £1,235,364 (2020: £335,261)

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under section 144 of the Charities Act 2011.

The trustees have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 8th October 2021 and are signed on behalf of the board of trustees by:

Mr Brendon Cook (Chairman)
Trustee

Company Registration Number: 04191126
Charity Registration Number: 1086837

Hospice at Home West Cumbria

Company Limited by Guarantee
Consolidated Statement of Cash Flows
Year ended 31 March 2021

HOSPICE AT HOME WEST CUMBRIA
Enhancing life, excelling in care

	2021	2020
	£	£
CASH FLOWS FROM OPERATING ACTIVITIES		
Net (expenditure)/income	**1,235,364**	335,261
Adjustments for:		
Depreciation of tangible fixed assets	**20,973**	20,160
Net (gains)/losses on investments	**(122,674)**	69,970
Other interest receivable and similar income	**(17,581)**	(15,507)
Changes in:		
Stocks	**932**	655
Trade and other debtors	**56,596**	(56,441)
Trade and other creditors	**(261,114)**	32,322
Cash generated from operations	**912,496**	386,420
Interest received	**17,581**	15,507
Net cash used in operating activities	**930,077**	(401,927)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible assets	**(2,784)**	(25,638)
Purchases of other investments	**(20,955)**	(263,637)
Proceeds from sale of other investments	**19,313**	212,778
Net cash from investing activities	**(4,426)**	(76,497)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	**925,651**	325,430
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	**379,453**	54,023
CASH AND CASH EQUIVALENTS AT END OF YEAR	**1,305,104**	379,453
RECONCILIATION WITH STATEMENT OF FINANCIAL POSITION		
Cast at Bank and in Hand	**1,283,311**	363,166
Cash and cash equivalents within Fixed Asset Investments	**21,253**	15,813
Cash and cash equivalents within Current Asset Investments	**540**	474
Cash and cash equivalents at end of the year	**1,305,104**	379,453

1. GENERAL INFORMATION

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Upper Floor Cumbria House, New Oxford Street, Workington, Cumbria, CA14 2NA.

2. STATEMENT OF COMPLIANCE

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

3. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The parent charitable company satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.

(b) Disclosures in respect of financial instruments have not been presented.

Consolidation

The consolidated financial statements incorporate the financial statements of the company and all group undertakings. These are adjusted, where appropriate, to conform to group accounting policies. As a consolidated statement of financial activities is published, a separate statement of financial activities for the parent company is omitted from the group financial statements by virtue of section 408 of the Companies Act 2006.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Continued overleaf

3. ACCOUNTING POLICIES *(CONTINUED)*

Significant judgements

The trustees consider there were no significant judgements made in preparing the financial statements. The only area where judgement may be applied is with regards to legacy income. However, this is accounted for in accordance with applicable accounting standards as detailed below.

Key sources of estimation uncertainty

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The trustees consider there to be no key sources of estimation uncertainty.

Debtors

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

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account (other than those held for investment purposes).

Creditors and provisions

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

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted. of general volunteers.

3. ACCOUNTING POLICIES *(CONTINUED)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

NHS Cumbria, together with Cumbria Partnership NHS Foundation Trust, supply a range of facilities to Hospice at Home West Cumbria within its Service Specification and therefore free to Hospice at Home.

Voluntary Help

The Charity is very fortunate in receiving substantial amounts of voluntary unpaid help however this cannot be quantified and is therefore not included in the financial statements.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Donated fixed assets are disclosed at the estimated cost at the date of the gift less depreciation.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	- 1% straight line on property, 5% straight line on improvements
Hospice equipment	- 20% to 25% straight line
Medical equipment	- 20% reducing balance
Shop Equipment	- 20% to 33% reducing balance & 20% straight line

Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Cash held in the "Income Account" within the investment portfolio has been classified as current investments since it is considered to be a short term, highly liquid investments.

Continued overleaf

3. ACCOUNTING POLICIES *(CONTINUED)*

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. LIMITED BY GUARANTEE

The Charity is Limited by Guarantee. Every member of the Charity undertakes to contribute such amount as may be required (up to £1) to the Charity's assets, if it should be wound up while he is a member or within one year after he ceases to be a member, for payment of the Charity's debts and liabilities contracted before he ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves.

5. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
DONATIONS			
Donations & events	582,934	–	**582,934**
Charitable Trusts	125,046	–	**125,046**
Gift Aid & Tax Recoverable	30,725	–	**30,725**
In Memoriam	29,568	–	**29,568**
Collecting Boxes	2,270	–	**2,270**
LEGACIES			
Legacies & Bequests	633,220	–	**633,220**
GRANTS			
NHSE Hospice UK Covid Funding	–	196,898	**196,898**
Allerdale Locality Funding (Lymphoedema)	83,156	–	**83,156**
CPFT Admin Support	15,779	–	**15,779**
NHS CCG Grants	23,420	–	**23,420**
Government grant income	8,604	–	**8,604**
	1,534,722	196,898	**1,731,620**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
DONATIONS			
Donations & events	367,654	–	367,654
Charitable Trusts	90,260	–	90,260
Gift Aid & Tax Recoverable	19,614	–	19,614
In Memoriam	48,994	–	48,994
Collecting Boxes	7,217	–	7,217
LEGACIES			
Legacies & Bequests	649,835	–	649,835
GRANTS			
NHSE Hospice UK Covid Funding	–	–	–
Allerdale Locality Funding (Lymphoedema)	44,863	–	44,863
CPFT Admin Support	15,102	–	15,102
NHS CCG Grants	–	–	–
Government grant income	–	–	–
	1,243,539	–	1,243,539

6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
National Health Funding	309,420	**309,420**	251,381	251,381

7. OTHER TRADING ACTIVITIES

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Charity Shop sales	69,125	**69,125**	152,723	152,723
Gift aid income	860	**860**	2,319	2,319
Promotional goods	1,007	**1,007**	3,066	3,066
Other operating income	153,514	**153,514**	11,692	11,692
	224,506	**224,506**	169,800	169,800

8. INVESTMENT INCOME

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Bank & Treasury interest receivable	4,239	**4,239**	1,021	1,021
Investment Portfolio Income	13,342	**13,342**	14,486	14,486
	17,581	**17,581**	15,507	15,507

9. OTHER INCOME

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Staff holiday purchase scheme	6,364	**6,364**	6,515	6,515

10. COSTS OF RAISING DONATIONS AND LEGACIES

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
MIG salaries	127,377	**127,377**	123,109	123,109
MIG employer's NIC	10,495	**10,495**	9,656	9,656
MIG pension costs	6,552	**6,552**	5,957	5,957
MIG depreciation	636	**636**	500	500
MIG advertising, website & printing	12,400	**12,400**	4,432	4,432
MIG Light up a life	2,631	**2,631**	1,086	1,086
Windermere House (Unit 1)	1,106	**1,106**	3,412	3,412
MIG general costs	27,828	**27,828**	37,692	37,692
	189,025	**189,025**	185,844	185,844

11. INVESTMENT MANAGEMENT COSTS

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Portfolio management	6,194	**6,194**	5,569	5,569

12. COSTS OF OTHER TRADING ACTIVITIES

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Shop expenses	150,626	**150,626**	149,689	149,689
Support costs	950	**950**	2,520	2,520
	151,576	**151,576**	152,209	152,209

13. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds	Restricted Funds	**Total Funds 2021**
	£	£	**£**
Home Nursing Care	89,368	196,898	**286,266**
Lymphoedema	70,426	–	**70,426**
FABS	118,959	–	**118,959**
Support costs	354,355	–	**354,355**
	633,108	196,898	**830,006**

	Unrestricted Funds	Restricted Funds	Total Funds 2020
	£	£	£
Home Nursing Care	316,661	–	316,661
Lymphoedema	87,230	–	87,230
FABS	124,681	–	124,681
Support costs	409,317	–	409,317
	937,889	–	937,889

14. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly	Support costs	**Total funds 2021**	Total fund 2020
	£	£	**£**	£
Home Nursing Care	286,266	135,482	**421,748**	470,959
Lymphoedema	70,426	60,914	**131,340**	145,123
FABS	118,959	148,351	**267,310**	317,342
Governance costs	–	9,608	**9,608**	4,465
	475,651	354,355	**830,006**	937,889

15. ANALYSIS OF SUPPORT COSTS

	Home Nursing Care	Lymphoedema	FABS	**Total 2021**	Total 2020
	£	£	£	**£**	£
Staff costs	109,159	50,560	116,585	**276,304**	319,341
Premises	5,805	4,762	17,355	**27,922**	36,072
Communications and IT	7,856	2,149	6,395	**16,400**	11,383
General office	5,055	1,374	3,413	**9,842**	24,364
Human resources	7,605	2,069	4,603	**14,277**	13,695
Governance Staff Costs	1,783	892	1,783	**4,458**	–
Governance Statutory Audit	1,160	580	1,160	**2,900**	3,285
Governance General Office	631	315	631	**1,577**	1,177
Governance Premises Costs	270	135	270	**675**	–
	139,324	62,836	152,195	**354,355**	409,317

16. NET (LOSSES)/GAINS ON INVESTMENTS

	Unrestricted Funds	**Total Funds 2021**	Unrestricted Funds	Total Funds 2020
	£	**£**	£	£
Unrealised gains/(losses) on listed investments	119,378	**119,378**	(65,205)	(65,205)
Gains/(losses) on other investment assets	3,296	**3,296**	(4,765)	(4,765)
	122,674	**122,674**	(69,970)	(69,970)

17. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	**20,973**	20,160
Operating lease rentals	**27,721**	23,822
Fees payable for the audit of the financial statements	**3,000**	3,000
Fees payable to the auditor for other services	**850**	1,385

18. STAFF COSTS

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	**819,530**	900,468
Social security costs	**59,826**	62,266
Employer contributions to pension plans	**58,620**	66,657
	937,976	1,029,391

The Bank Nurses provide Home Nursing as and when required.

18. STAFF COSTS *(continued)*

The average head count of employees during the year was 43 (2020: 51).

The number of employees whose remuneration for the year fell within the following bands, were:

	2021	2020
	No.	No.
£60,000 to £69,999	**1**	1

19. TRUSTEE REMUNERATION AND EXPENSES

No remuneration was paid directly or indirectly out of the funds of the charity to any Trustee or to any person or persons known to be connected with them.

No reimbursement was made to any Trustee in respect of their position as Trustee.

20. TANGIBLE FIXED ASSETS

Group	Freehold property £	Fixtures and fittings £	Medical equipment £	Shop equipment £	**Total £**
Cost or valuation					
At 1 April 2020	213,638	110,588	19,063	18,461	**361,750**
Additions	–	2,784	–	–	**2,784**
At 31 March 2021	213,638	113,372	19,063	18,461	**364,534**
Depreciation					
At 1 April 2020	55,109	88,070	9,761	9,514	**162,454**
Charge for the year	8,823	8,023	1,860	2,267	**20,160**
At 31 March 2021	63,932	96,093	11,621	11,781	**162,454**
Carrying amount					
At 31 March 2021	149,706	17,279	7,442	6,680	**181,107**
At 31 March 2020	158,529	22,518	9,302	8,947	**199,296**

Tangible fixed assets held at valuation

The freehold property of the group was valued at current market value in October 2014 by T. J. Grisdale MRICS of Grisdales Estate Agents who are external to the charity.

20. TANGIBLE FIXED ASSETS *(continued)*

In respect of tangible fixed assets held at valuation, the aggregate cost, depreciation and comparable carrying amount that would have been recognised if the assets had been carried under the historical cost model are as follows:

	Freehold property £
At 31 March 2021	
Aggregate cost	**468,105**
Aggregate depreciation	**(128,063)**
Carrying value	**340,042**
At 31 March 2020	
Aggregate cost	468,105
Aggregate depreciation	(109,680)
Carrying value	358,425

Company	Freehold property £	Fixtures and fittings £	Medical equipment £	**Total £**
Cost or valuation				
At 1 April 2020	159,080	65,832	19,063	**243,975**
Additions	–	2,784	–	**2,784**
At 31 March 2021	159,080	68,616	19,063	**246,759**
Depreciation				
At 1 April 2020	38,286	57,214	9,761	**105,261**
Charge for the year	6,095	3,390	1,860	**11,345**
At 31 March 2021	44,381	60,604	11,621	**116,606**
Carrying amount				
At 31 March 2021	114,699	8,012	7,442	**130,153**
At 31 March 2020	120,794	8,618	9,302	138,714

Tangible fixed assets held at valuation

The freehold property of the group was valued at current market value in October 2014 by T. J. Grisdale MRICS of Grisdales Estate Agents who are external to the charity.

20. TANGIBLE FIXED ASSETS *(continued)*

In respect of tangible fixed assets held at valuation, the aggregate cost, depreciation and comparable carrying amount that would have been recognised if the assets had been carried under the historical cost model are as follows:

	Freehold property £
At 31 March 2021	
Aggregate cost	**413,547**
Aggregate depreciation	**(111,240)**
Carrying value	**302,307**
At 31 March 2020	
Aggregate cost	413,547
Aggregate depreciation	(95,585)
Carrying value	317,962

21. INVESTMENTS

Group and Company	Cash or cash equivalents £	Listed investments £	Other investments £	**Total £**
Cost or valuation				
At 1 April 2020	15,813	533,928	38,774	**588,515**
Additions	–	14,000	6,955	**20,955**
Disposals	–	(16,017)	–	**(16,017)**
Other movements	5,440	114,702	4,676	**124,818**
At 31 March 2021	21,253	646,613	50,405	**718,271**
Impairment				
At 1 April 2020 and 31 March 2021			–	–
Carrying amount				
At 31 March 2021	21,253	646,613	50,405	**718,271**
At 31 March 2020	15,813	533,928	38,774	588,515

All investments shown above are held at valuation.

Financial assets held at fair value

Valuations are prepared by Brewin Dolphin. Valuations are generally prepared on the basis of the middle market price at the close of business on the valuation date, and as supplied by external information providers. For certain securities, the price may be on a different basis e.g. last trade or bid price.

22. STOCKS

Group only	**2021 £**	2020 £
Charity shops bought in stock	**1,939**	2,871

23. DEBTORS

	Group		Company	
	2021	2020	**2021**	2020
	£	£	**£**	£
Trade debtors	**79,944**	358,258	**79,944**	358,258
Amounts owed by group undertakings	**–**	–	**104,026**	99,329
Prepayments and accrued income	**236,414**	26,216	**236,414**	26,216
Other debtors	**63,686**	52,166	**2,951**	4,201
	380,044	436,640	**423,335**	488,004

24. INVESTMENTS

Group and Company	**2021**	2020
	£	£
Other investments - Cash account	**540**	474

25. CREDITORS: amounts falling due within one year

	Group		Company	
	2021	2020	**2021**	2020
	£	£	**£**	£
Trade creditors	**17,851**	20,722	**17,378**	20,576
Accruals and deferred income	**104,825**	361,389	**104,825**	361,389
Other creditors	**31,478**	33,157	**5,937**	6,025
	154,154	415,268	**128,140**	387,990

26. DEFERRED INCOME

Group and Company	**2021**	2020
	£	£
At 1 April 2020	**354,996**	307,766
Amount released to income	**(354,996)**	(307,766)
Amount deferred in year	**78,529**	354,996
At 31 March 2021	**78,529**	354,996

Deferred income relates to funding received in advance of performing services, and income received in advance for events taking place in the next financial year.

27. PENSIONS AND OTHER POST RETIREMENT BENEFITS

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans for the group was £58,620 (2020: £66,657) and for the company was £55,629 (2020: £61,205).

28. GOVERNMENT GRANTS

The amounts recognised in the financial statements for government grants are as follows:

Group	**2021**	2020
	£	£
Recognised in income from donations and legacies:		
Coronavirus job retention scheme	**8,604**	–
Recognised in income from other trading activities:		
Coronavirus job retention scheme	**13,879**	746
Coronavirus local authority grants	**103,839**	10,000

Company	**2021**	2020
	£	£
Recognised in income from donations and legacies:		
Coronavirus job retention scheme	**8,604**	–

29. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

Group	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2021 £**
General Funds	1,175,694	2,092,593	(979,903)	–	122,674	**2,411,058**

	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
General Funds	829,636	1,686,742	(1,281,511)	10,797	(69,970)	1,175,694

Company	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2021 £**
General Funds	1,175,694	1,941,017	(828,327)	–	122,674	**2,411,058**

	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
General Funds	829,636	1,534,533	(1,129,302)	10,797	(69,970)	1,175,694

Unrestricted funds are used for the ongoing charitable activities.

29. ANALYSIS OF CHARITABLE FUNDS *(continued)*

Restricted funds

Group and company	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	**At 31 Mar 2021 £**
Restricted Funds	–	196,898	(196,898)	–	–	–

	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
Restricted Funds	10,797	–	–	(10,797)	–	–

Restricted funds received and spent in 2020/21 related to the NHSE Hospice UK Covid funding. The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

30. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Group	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**	Total Funds 2020 £
Tangible fixed assets	181,107	–	**181,107**	199,296
Investments	718,271	–	**718,271**	588,515
Current assets	1,665,834	–	**1,665,834**	803,151
Creditors less than 1 year	(154,154)	–	**(154,154)**	(415,268)
Net assets	2,411,058	–	**2,411,058**	1,175,694

Company	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**	Total Funds 2020 £
Tangible fixed assets	130,153	–	**130,153**	138,714
Investments	718,271	–	**718,271**	588,515
Current assets	1,690,774	–	**1,690,774**	836,455
Creditors less than 1 year	(128,140)	–	**(128,140)**	(387,990)
Net assets	2,411,058	–	**2,411,058**	1,175,694

31. FINANCIAL INSTRUMENTS

The carrying amount for each category of financial instrument is as follows:

Group and company	**2021 £**	2020 £
Financial assets measured at fair value through income and expenditure		
Investments	**697,018**	572,702

32. OPERATING LEASE COMMITMENTS

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

Group	**2021**	2020
	£	£
Not later than 1 year	**13,560**	27,548
Later than 1 year and not later than 5 years	**23,000**	44,810
	36,560	72,358

Company	**2021**	2020
	£	£
Not later than 1 year	**3,560**	6,124
Later than 1 year and not later than 5 years	**500**	4,060
	4,060	10,184

33. CONTINGENCIES

At 31 March 2021 the charity was entitled to legacy income from two different benefactors, both of which were residual legacies dependent on property sales. Since the amounts are uncertain the income has not yet been recognised in the financial statements. The charity expects to receive a total of around £50,000 for these legacies.

34. RELATED PARTIES

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the group. The total compensation paid to key management personnel for services provided to the group was £198,897 (2020: £215,005).

The charity received donations totalling £10,000 without conditions from trustees or other related parties.

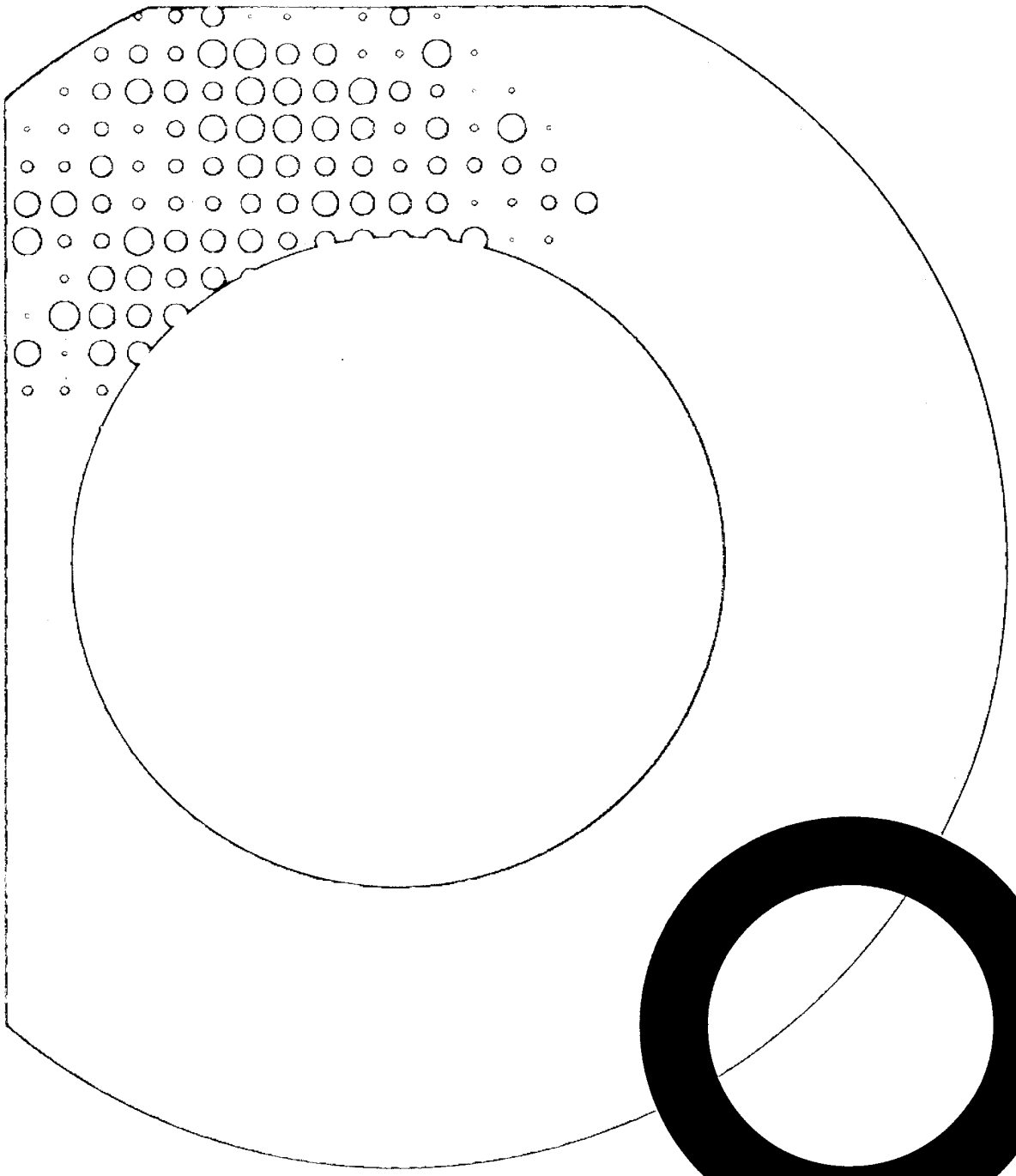
A member of the key management personnel of the charity, Lorraine Dixon, is also a director of Steven Dixon Plumbing and Heating Services Limited, along with her husband. This company provided plumbing services to the charity for a total of cost of £388 (2020: £nil).

Subsidiary Undertakings

The charity has one trading subsidiary undertaking; Hospice at Home West Cumbria Trading Ltd (Company Registration Number 06199137). The company is a single member private company limited by guarantee, with the single member being Hospice at Home West Cumbria. The company is included in the consolidated accounts. The company is registered in England and Wales. The address of the registered office is Upper Floor Cumbria House, New Oxford Street, Workington, Cumbria, CA14 2NA. The principal activity of the subsidiary is that of charity shops, where a profit is made this is donated to the parent charity.

The results of the subsidiary are as follows:

	2021	2020
	£	£
Turnover	**70,992**	158,108
Other operating income	**153,514**	11,692
Expenditure	**(224,506)**	(169,800)
Gross assets as at 31st March	**130,040**	126,607
Gross liabilities as at 31st March	**(130,040)**	(126,607)



HOSPICE AT HOME
WEST CUMBRIA

Registered with
FUNDRAISING
REGULATOR

Hospice at Home West Cumbria is a company limited by guarantee

Registered Company No. 4191126 registered in England and Wales
Registered Charity No: 1086837
Registered with the Care Quality Commission
Certificate No: 1-183623894

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