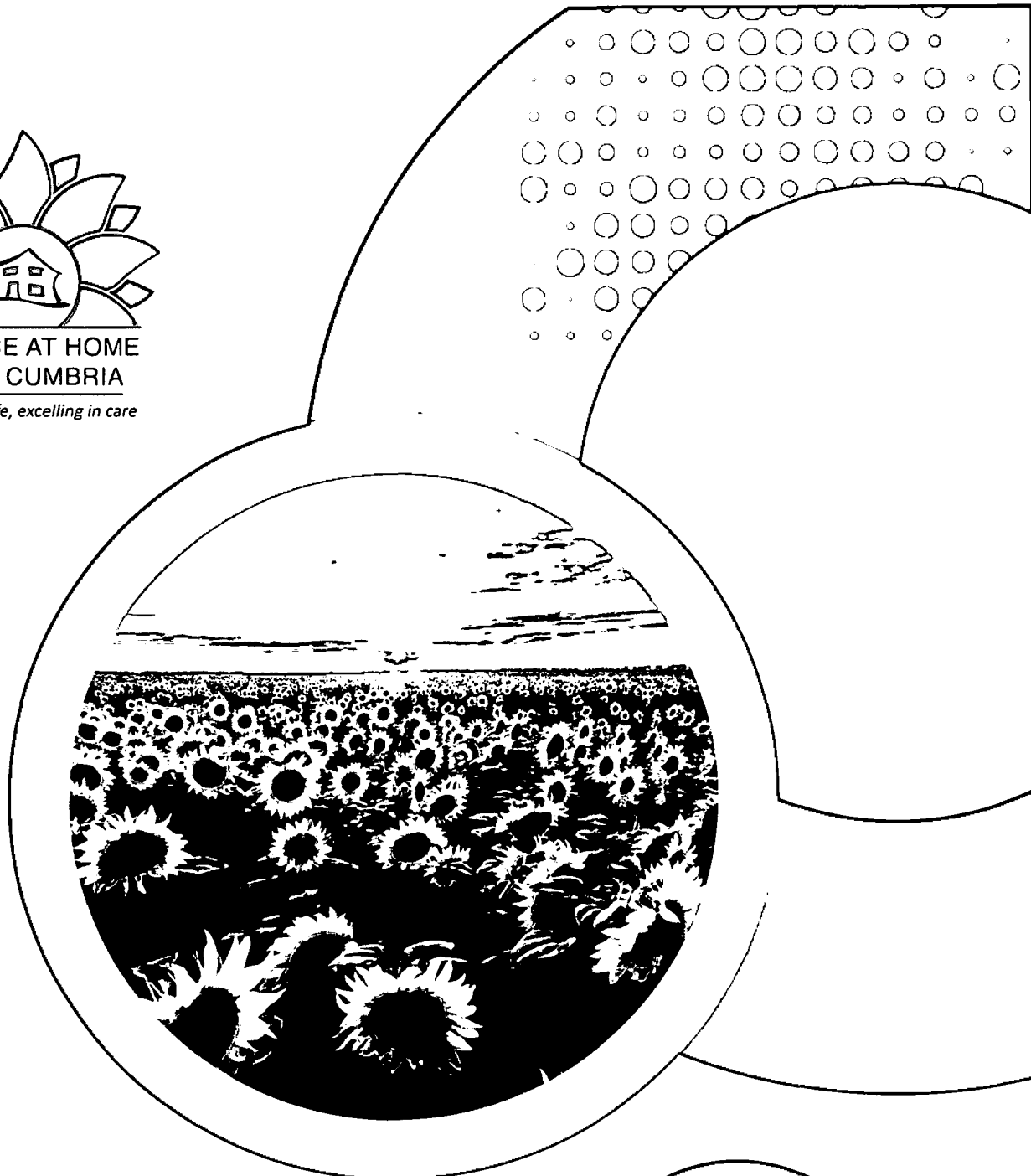
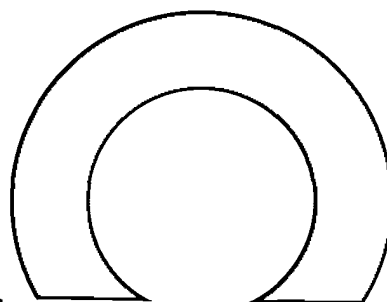


HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care



ANNUAL REPORT & **FINANCIAL ACCOUNTS** 2020/2021



WEDNESDAY



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24/11/2021

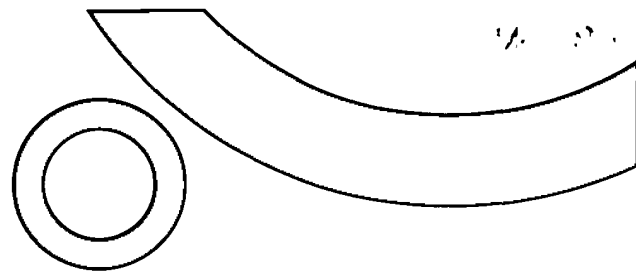
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COMPANIES HOUSE

www.hospiceathomewestcumbria.org.uk

Registered Charity No. 1086837

CONTENTS



4. OUR STRATEGY FOR 2018-2021
5. HOSPICE AT HOME WEST CUMBRIA:
IN NUMBERS
6. JOINT STATEMENT FROM THE CHAIR &
CHIEF EXECUTIVE
7. OUR OPERATING AREA
8. TRUSTEE'S REPORT
10. SENIOR MANAGEMENT TEAM
11. **GOVERNANCE**
16. **SERVICE DELIVERY**
21. **SUSTAINABILITY**
24. **PRESENCE & REPUTATION**
25. OVERALL INCOME & EXPENDITURE
26. AUDITORS, BANKERS, SOLICITORS, ETC.
27. FINANCIAL REVIEW
28. TRUSTEES' RESPONSIBILITIES STATEMENT
29. INDEPENDENT AUDITOR'S REPORT
33. CONSOLIDATED STATEMENT OF FINANCIAL
ACTIVITIES
34. CONSOLIDATED STATEMENT OF FINANCIAL
POSITION
35. COMPANY STATEMENT OF FINANCIAL
POSITION
36. CONSOLIDATED STATEMENT OF CASH
FLOWS
37. NOTES TO THE FINANCIAL STATEMENTS

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.

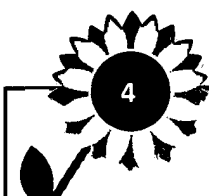
OUR CHARTER

- 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.

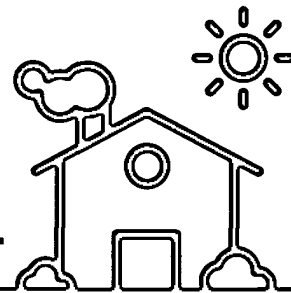


OUR STRATEGY FOR 2018-2021

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	<p>Maintain high quality care in our existing services</p> <p>Develop services to meet emerging needs and national and local end of life care priorities</p> <p>Increase use of existing services and facilities to maximise outcomes, reach and early intervention</p> <p>Engage with and respond to the changing commissioning environment</p>	<p>Engage with new and existing partners to develop collaborative working</p> <p>Educate and promote understanding of our organisation within our community and wider stakeholders</p>	<p>Deliver strategies to maximise income generation, voluntary and corporate support</p> <p>Explore opportunities to improve efficiency and effectiveness</p> <p>Implement and work to a suite of performance and financial controls</p> <p>Implement succession plans that support recruitment, retention and development of skilled staff and volunteers</p>	<p>Ensure compliance with regulatory standards</p> <p>Ensure all areas of strategic risk are identified, reviewed and managed</p> <p>Ensure systems are in place to support our governance framework so that the Board is effective</p>



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



Family & Bereavement Support

183 patients, carers and those bereaved were supported



Complementary Therapy

Our staff and volunteers delivered 545 complementary therapy sessions

45%

of referrals
were for end
of life care

14%

of referrals were
to support planned
discharges from
hospital



Group Sessions

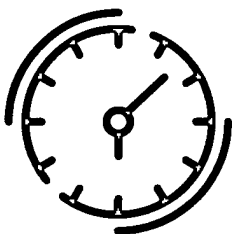
Our family and bereavement support team facilitated 54 group sessions



Care and Support Provided at Home

Across all our services 880 care and support sessions took place at home

HOURS OF NURSING CARE



We provided **7342**
hours of nursing care:

811 night shifts

79 day shifts



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.

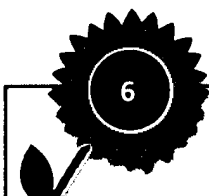
2020/21 has been an unusual and challenging year due to the Covid-19 pandemic which placed

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.

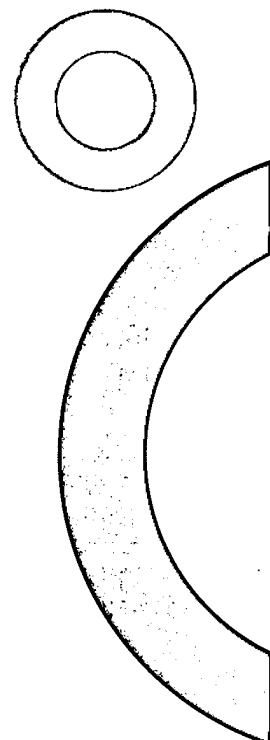
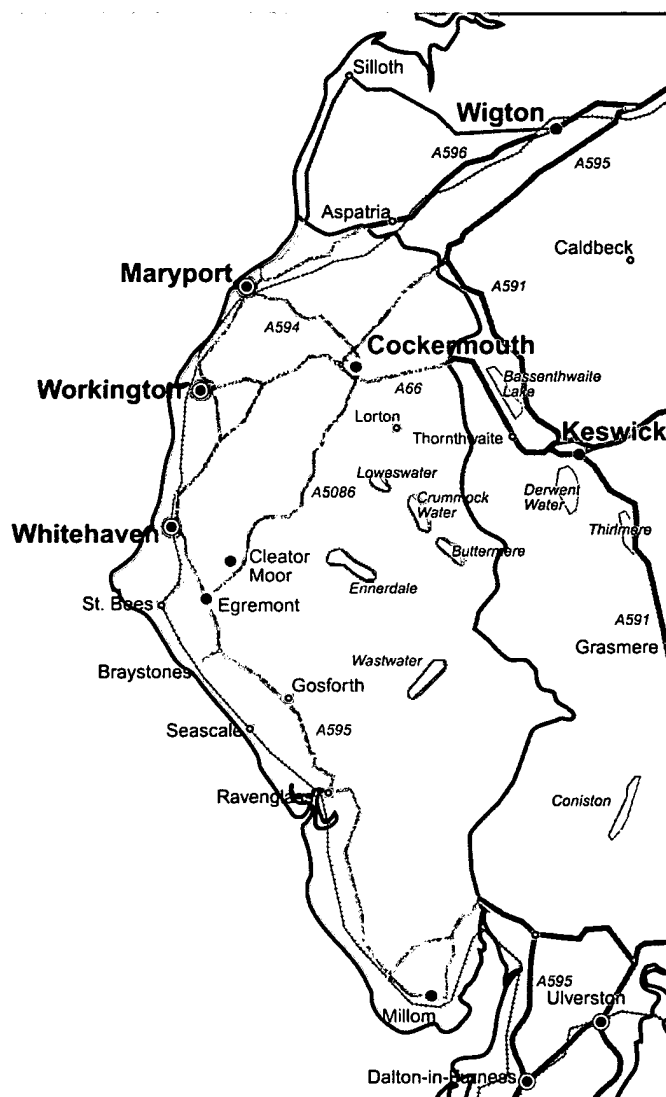
As the current strategy 2018/21 was coming to an end, the Board felt it was more appropriate to develop a one year transitional strategy for 2021, straddling the huge changes that the organisation had to make during the height of the pandemic, and exploring opportunities for growth which had emerged 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.

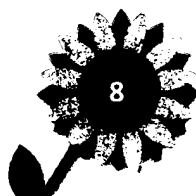
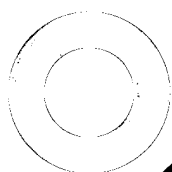
The parent company was incorporated as a company limited by guarantee on 30th March 2001 and accepted as from 1st April 2001 all the assets and liabilities of the unincorporated Trust known as Hospice at Home West Cumbria. The Registered Company number is 4191126 and is registered with the Charity Commission 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

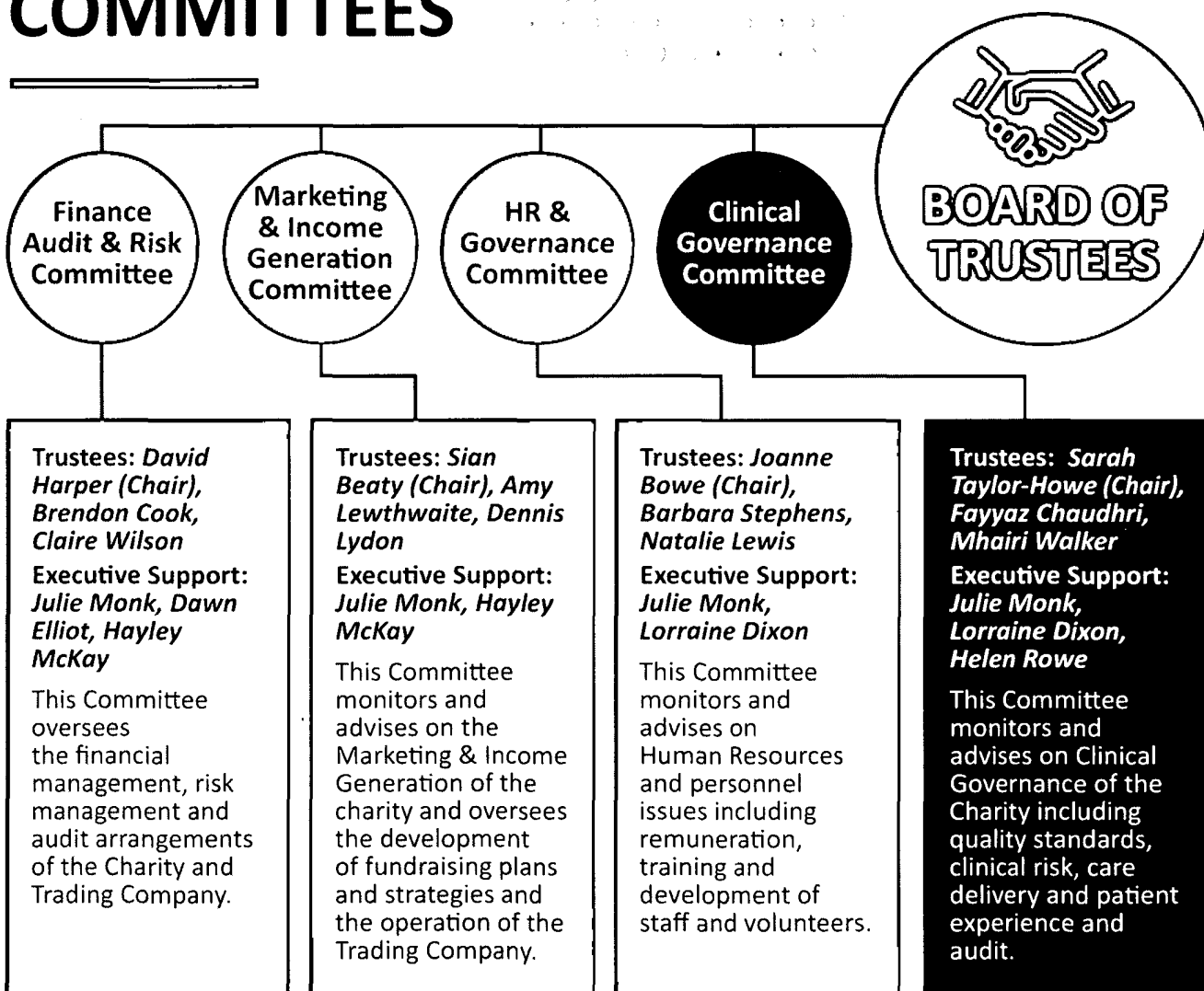
Ms Carol Robertson	-
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SENIOR MANAGEMENT TEAM

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

<i>Chief Executive Officer</i>	Julie Monk
<i>Head of Care & Quality</i>	Lorraine Dixon
<i>Head of Finance</i>	Dawn Elliott
<i>Head of Marketing & Income Generation</i>	Hayley McKay
<i>Medical Advisor</i>	Helen Rowe

COMMITTEES



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.

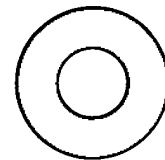
Our trustees are directors of the charity and have duties under company law as well as charity law. They are expected to maintain the highest standards of integrity and stewardship; to ensure that the organisation is effective, open and accountable; and to ensure a good working relationship with the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



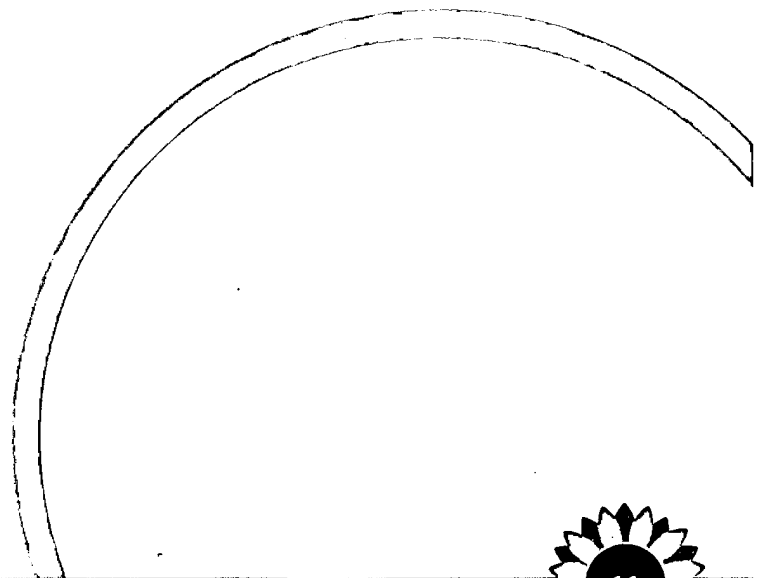
Under the requirements of the Memorandum and Articles of Association, the trustees are elected to serve for a period of three years, after which they must be re-elected at the next Annual General Meeting. Trustees cannot serve longer than nine years in total.

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 continuity plan is in place which can be implemented to assess and adapt service

WHAT WE HAVE ACHIEVED DURING 2020-21

Endorsed policy and procedure reviews including Health & Safety, Adult Safeguarding, Business Continuity and Financial Controls

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

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

Appointed 5 new trustees with a range of experience and knowledge

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.

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

PAY & PENSIONS

All salaries are set in accordance with the agreed job evaluation process and pay scales.

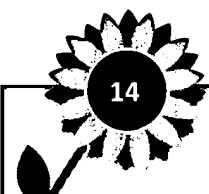
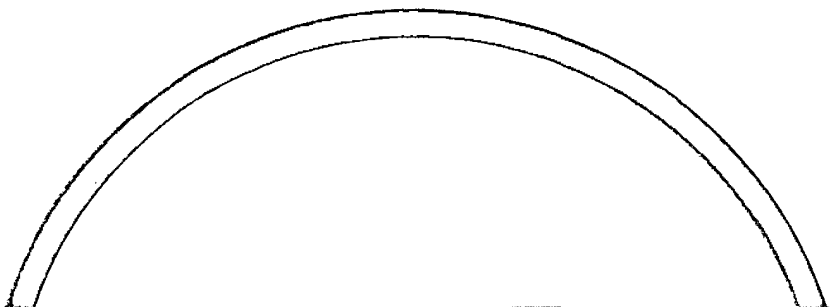
Two pension schemes are in operation. One linked to the NHS pensions for eligible staff of which there are currently 10 members, and a workplace pension scheme of which there are 24 members.

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

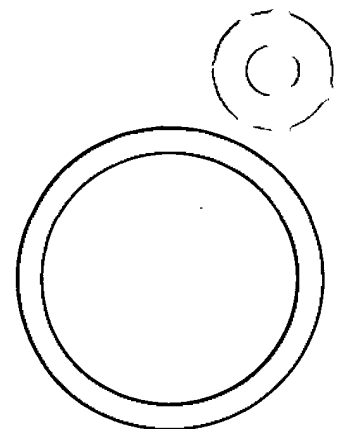
CLINICAL SERVICES

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.

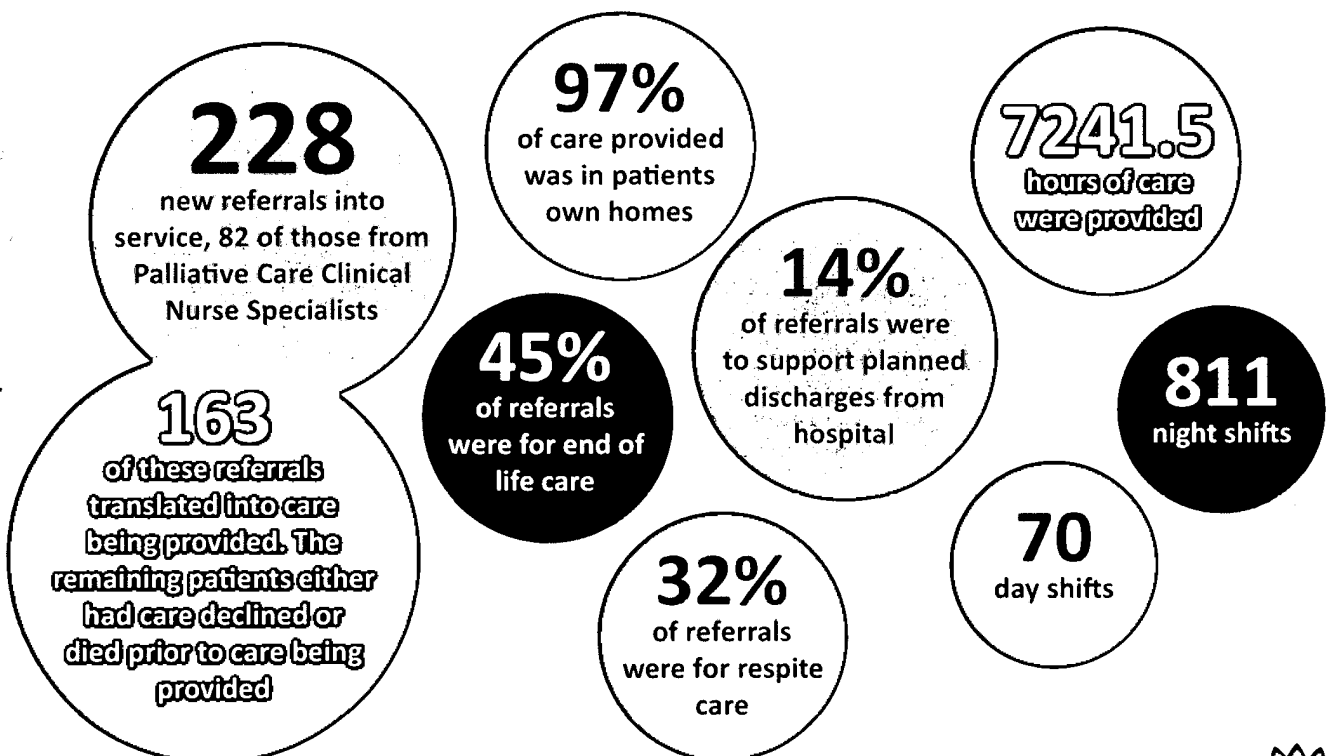
Staffing levels have proved to be challenging, with several staff retiring from nursing, although the service managed to recruit new staff, this unfortunately did not translate into sustained increased staff availability.

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 123,
non-cancer 173)

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

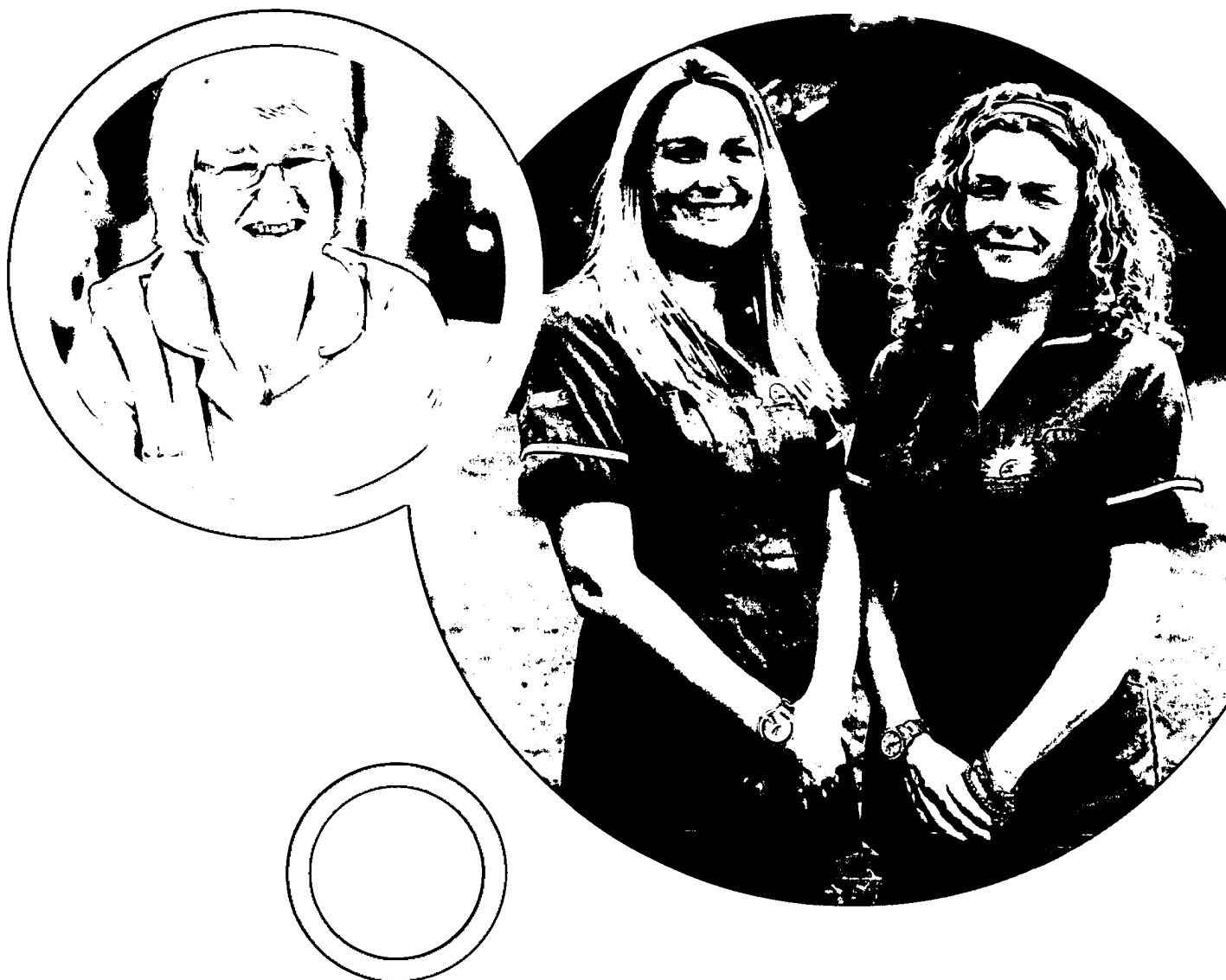
The pandemic had a huge impact on our trading company as like all non-essential retail, our shops had to close. When we were allowed to re-open, extensive safety measures were put in place to ensure the risks were reduced and managed, keeping of staff, volunteers and customers safe. In September 2020, 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.

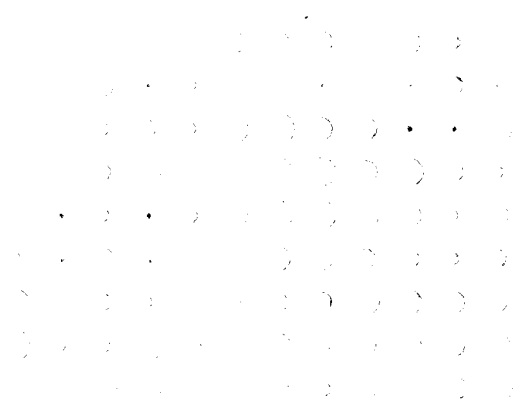
For many years, generic thank you letters have gone out to supporters as one time communication and had not been seen as an opportunity to instigate further engagement. We have adapted the way we communicate and made efforts to try and further engage them. This needs to be further developed and work 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.

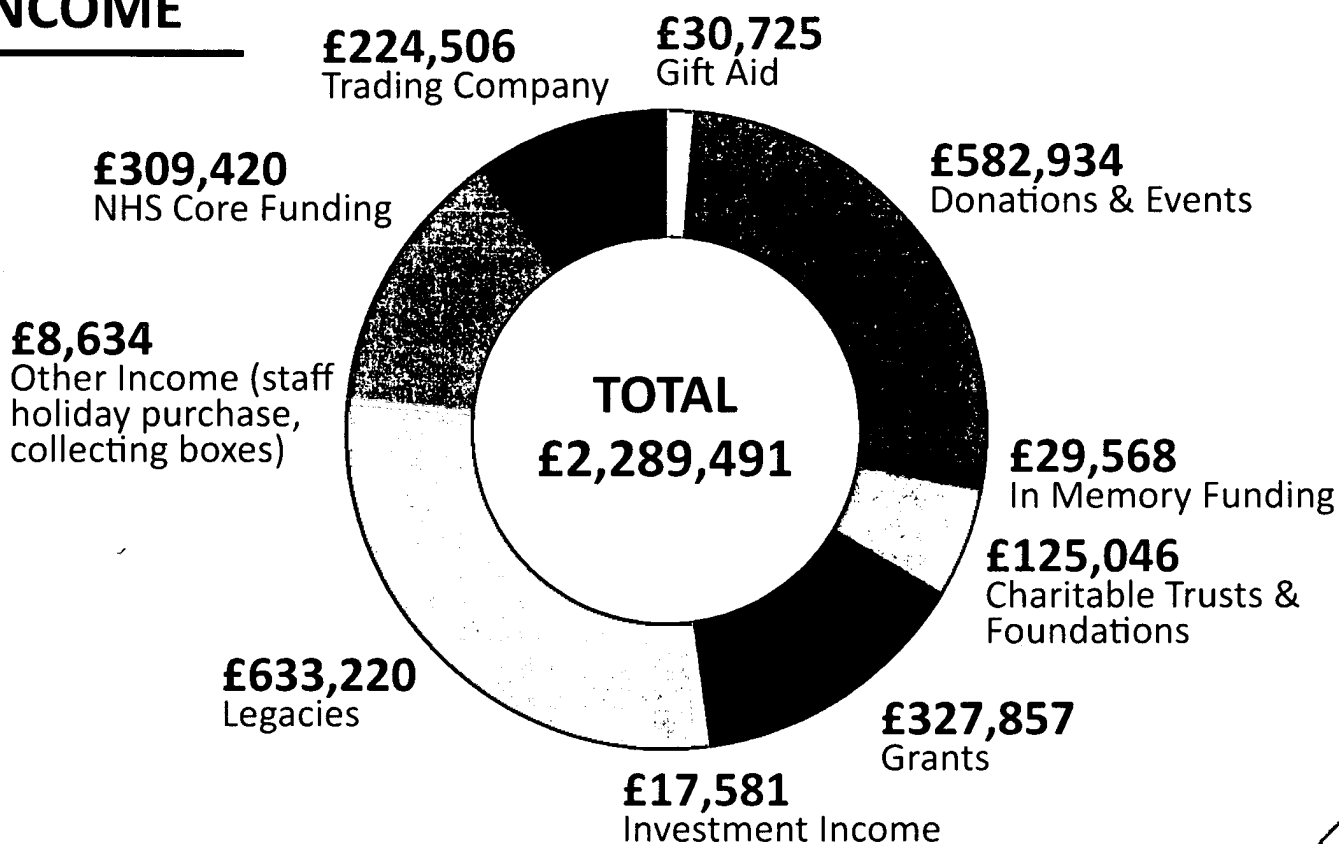
In August 2020 the Finance, Audit & Risk committee approved the cost of replacing the IT existing system with a cloud storage system. Investment in the new system has offered enhanced functionality allowing teams to work more efficiently enabling greater efficiency and less time on administration.

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.

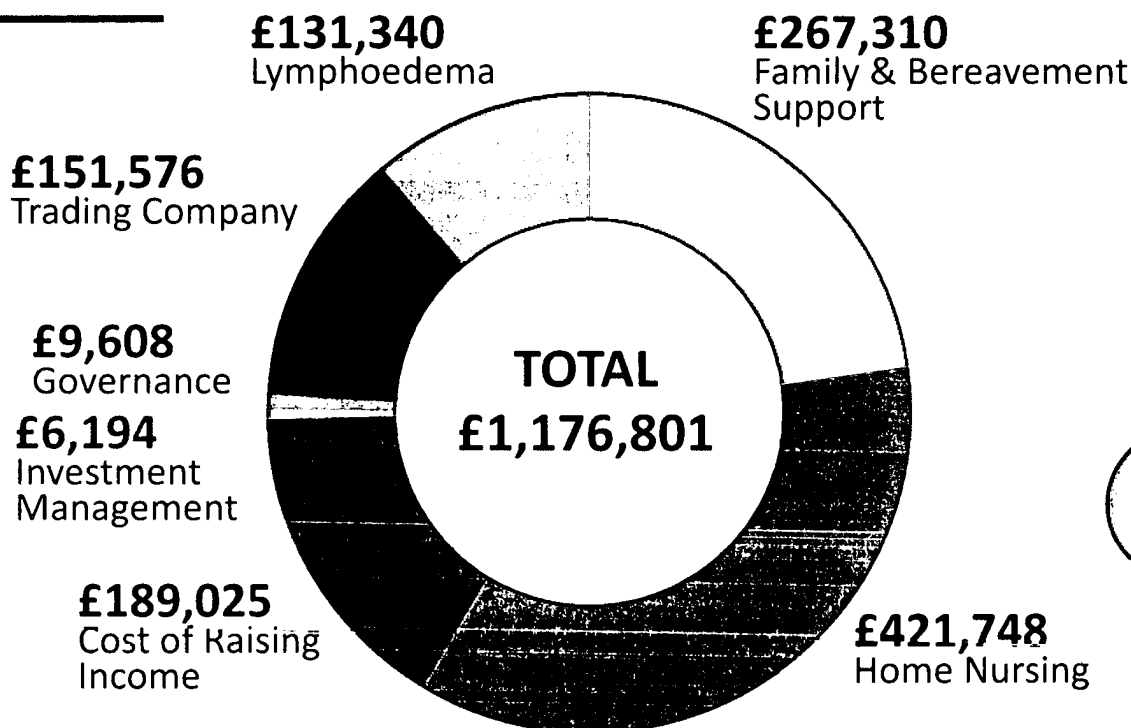


OVERALL INCOME & EXPENDITURE

INCOME



EXPENDITURE



PROFESSIONAL ADVISORS

AUDITOR	Saint & Co, Chartered Accountant & Statutory Auditor <i>Sterling House Wavell Drive Rosehill Carlisle Cumbria CA1 2SA</i>
BANKERS	National Westminster Bank plc <i>31 Pow Street Workington Cumbria CA14 3WY</i>
SOLICITORS	Oglethorpe & Broatch <i>6 Borrowdale Road Keswick Cumbria</i>
INVESTMENT MANAGERS	Brewin Dolphin <i>2 Smithfield Street London EC1A 9BD</i>
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.

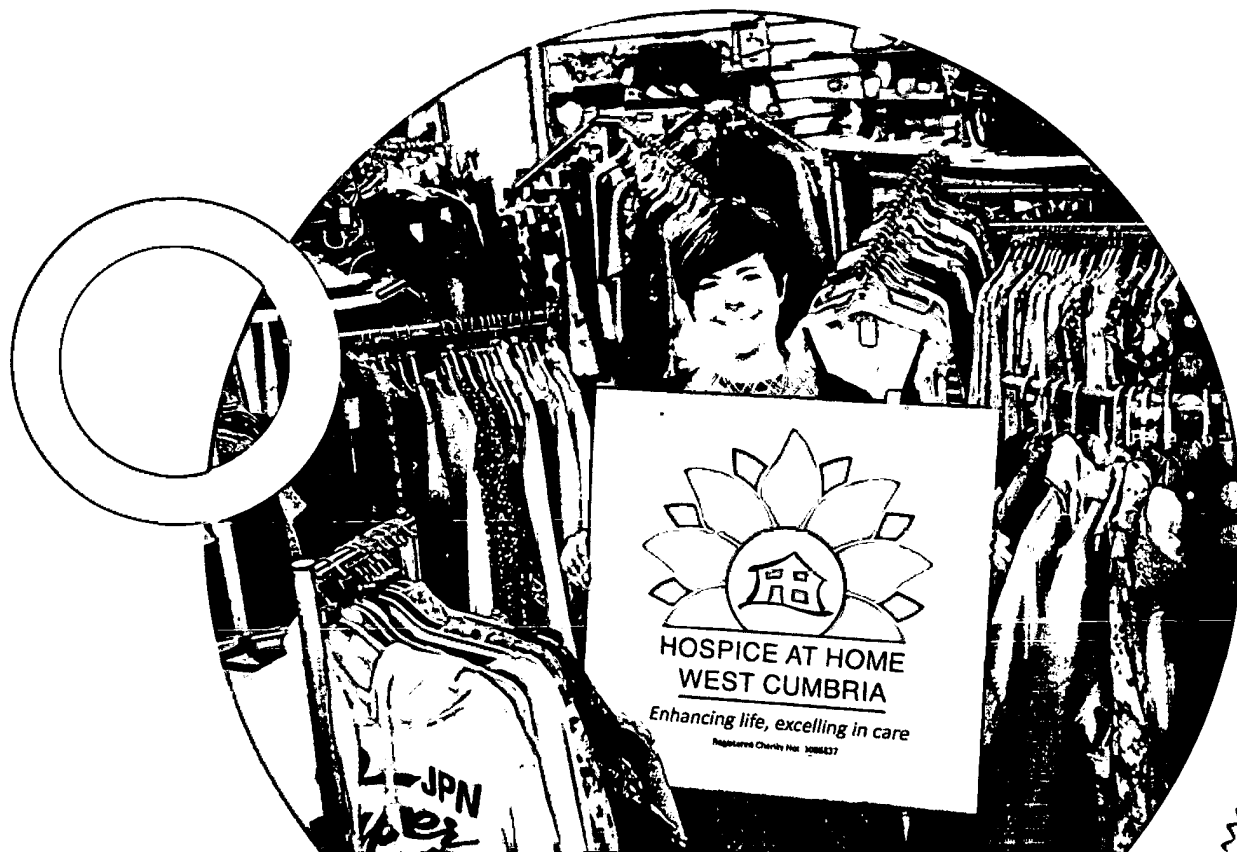
The assets are held to provide the Objects and Activities stated in the Memorandum of Association of the Charity. The financial position of the Charity as at the Balance Sheet date is considered to be satisfactory.

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



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.



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



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.

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



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

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



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

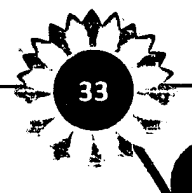
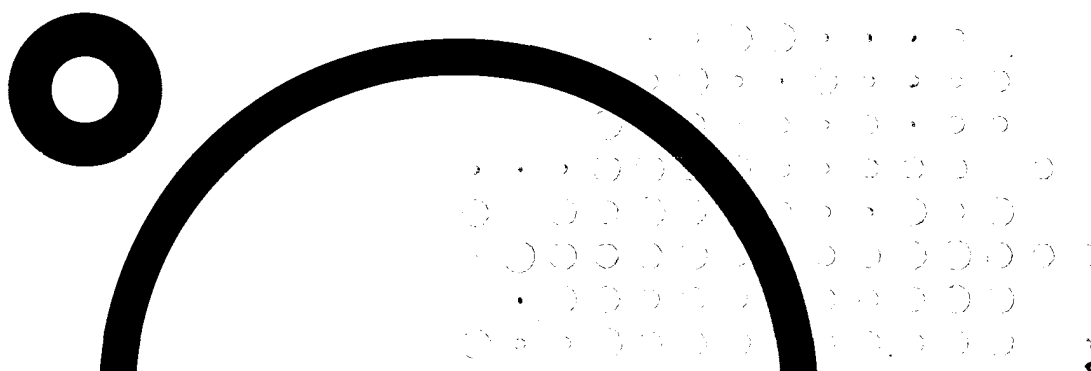
(including consolidated income and expenditure account)

Year ended 31 March 2021



		2021	2020		
	Unrestricted funds	Restricted funds	Total funds		
Note	£	£	£		
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		<u>2,092,593</u>	<u>196,898</u>	<u>2,289,491</u>	<u>1,686,742</u>
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		<u>979,903</u>	<u>196,898</u>	<u>1,176,801</u>	<u>1,281,511</u>
Net gains/(losses) on investments	16	122,674	–	122,674	(69,970)
Net income/(expenditure) and net movement in funds		<u>1,235,364</u>	<u>–</u>	<u>1,235,364</u>	<u>335,261</u>
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



	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



	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.

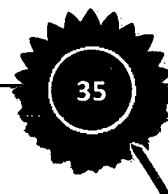
The trustees have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and

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) 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 2021



	2021 £	2020 £
CASH FLOWS FROM OPERATING ACTIVITIES		
Net (expenditure)/income	1,235,364	335,261
<i>Adjustments for:</i>		
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)
<i>Changes in:</i>		
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

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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.

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.

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.

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

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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
	<u>1,534,722</u>	<u>196,898</u>	<u>1,731,620</u>
	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	—	—	—
	<u>1,243,539</u>	<u>—</u>	<u>1,243,539</u>

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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
	<u>224,506</u>	<u>224,506</u>	<u>169,800</u>	<u>169,800</u>

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
	<u>17,581</u>	<u>17,581</u>	<u>15,507</u>	<u>15,507</u>

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
	<u>189,025</u>	<u>189,025</u>	<u>185,844</u>	<u>185,844</u>

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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	–
	<u>139,324</u>	<u>62,836</u>	<u>152,195</u>	<u>354,355</u>	<u>409,317</u>

16. NET (LOSSES)/GAINS ON INVESTMENTS

	Unrestricted Funds	Total Funds	Unrestricted Funds	Total Funds
	£	2021	£	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)
	<u>122,674</u>	<u>122,674</u>	<u>(69,970)</u>	<u>(69,970)</u>

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
	<u>52,544</u>	<u>48,367</u>

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
	<u>937,976</u>	<u>1,029,391</u>

The Bank Nurses provide Home Nursing as and when required.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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 No.	2020 No.
£60,000 to £69,999	<u>1</u>	<u>1</u>

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.

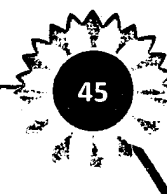
No reimbursement was made to any Trustee in respect of their position as Trustee.

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	<u>213,638</u>	<u>113,372</u>	<u>19,063</u>	<u>18,461</u>	<u>364,534</u>
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	<u>63,932</u>	<u>96,093</u>	<u>11,621</u>	<u>11,781</u>	<u>162,454</u>
Carrying amount					
At 31 March 2021	<u>149,706</u>	<u>17,279</u>	<u>7,442</u>	<u>6,680</u>	<u>181,107</u>
At 31 March 2020	<u>158,529</u>	<u>22,518</u>	<u>9,302</u>	<u>8,947</u>	<u>199,296</u>

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.



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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
	<u>380,044</u>	<u>436,640</u>	<u>423,335</u>	<u>488,004</u>

24. INVESTMENTS

Group and Company	2021	2020
	£	£
Other investments - Cash account	<u>540</u>	<u>474</u>

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
	<u>154,154</u>	<u>415,268</u>	<u>128,140</u>	<u>387,990</u>

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	<u>78,529</u>	<u>354,996</u>
At 31 March 2021	<u>78,529</u>	<u>354,996</u>

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).

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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	<u>103,839</u>	<u>10,000</u>
Company	2021 £	2020 £
Recognised in income from donations and legacies:		
Coronavirus job retention scheme	<u>8,604</u>	<u>—</u>

29. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

Group	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2021 £
General Funds	<u>1,175,694</u>	<u>2,092,593</u>	<u>(979,903)</u>	<u>—</u>	<u>122,674</u>	<u>2,411,058</u>
	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
General Funds	<u>829,636</u>	<u>1,686,742</u>	<u>(1,281,511)</u>	<u>10,797</u>	<u>(69,970)</u>	<u>1,175,694</u>
Company	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2021 £
General Funds	<u>1,175,694</u>	<u>1,941,017</u>	<u>(828,327)</u>	<u>—</u>	<u>122,674</u>	<u>2,411,058</u>
	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
General Funds	<u>829,636</u>	<u>1,534,533</u>	<u>(1,129,302)</u>	<u>10,797</u>	<u>(69,970)</u>	<u>1,175,694</u>

Unrestricted funds are used for the ongoing charitable activities.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



29. ANALYSIS OF CHARITABLE FUNDS (continued)

Restricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2021
Group and company	£	£	£	£	£	£
Restricted Funds	—	196,898	(196,898)	—	—	—

	At 1 Apr 2019	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2020
Restricted Funds	£	£	£	£	£	£
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

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021



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
	<u>36,560</u>	<u>72,358</u>

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
	<u>4,060</u>	<u>10,184</u>

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)



Registered with
**FUNDRAISING
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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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