

# HOSPICE HOPE

England & Wales · Charity number 1169561

## Details

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**Other names** Bright Hope in North West Leicestershire

**Status** Registered

**Legal form** CIO

**Registered** 2016-10-10

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Bright Hope House  
Talbot Lane  
Swannington  
Leicestershire  
LE67 8QT

**Phone** 01530 648 553

**Email** [info@brighthope-nwl.org.uk](mailto:info@brighthope-nwl.org.uk)

**Website** [www.brighthope-nwl.org.uk](http://www.brighthope-nwl.org.uk)

## Activities

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**Objects:** THE RELIEF OF SUFFERING AMONGST PERSONS WITH LIFE LIMITING ILLNESS AND THEIR CARERS IN NORTH WEST LEICESTERSHIRE:A) THROUGH THE PROVISION OF FACILITIES AND SUPPORT SERVICESB) THROUGH THE PROVISION OF PASTORAL CAREC) THROUGH THE PROVISION OF FUNDS TO SUPPORT SUCH INDIVIDUALS

**Activities:** Bright Hope offers a range of non-clinical, therapeutic and social care services in North West Leicestershire. The charity supports adults who have a life limiting condition, or one that leads to a significant reduction in quality of life, as well as offering support to their partner, carer or family.

## Classification

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- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Elderly/old People, People With Disabilities, Other Defined Groups

## Geography

- Leicestershire

## Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£257,578	£303,164	-	-
2023-12-31	£180,661	£225,549	-	-
2022-12-31	£189,792	£188,923	-	-
2021-12-31	£115,407	£156,075	-	-
2020-12-31	£172,379	£118,984	-	-

## Trustees

Name	Role	Appointed
Angus Bennion		2024-05-20
Dr Lesley Notghi		2021-09-07
Gillian Hout		2023-07-17
Janette Shepherd		2016-10-10
ROY ALAN STOBBS		2016-10-10
Sarah Beggan		2026-01-26
Stewart Shepherd		2025-11-18
Timothy Anderson		2026-03-16

**HOSPICE HOPE**

England & Wales - Charity number 1169561

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# Accounts

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# Trustees' Annual Report for the period

From	Period start date			To	Period end date		
	01	Jan	2024		31	Dec	2024

## Section A Reference and administration details

**Charity name** Hospice Hope

**Other names charity is known by** Bright Hope in North West Leicestershire

**Registered charity number (if any)** 1169561

**Charity's principal address** Bright Hope House  
 Talbot Lane, Swannington  
 Leicestershire  
 Postcode LE67 8QT

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stewart Shepherd	Chair	1 <sup>st</sup> Jan – 12 <sup>th</sup> Aug	
2	Janette Shepherd	Secretary		
3	Peter Last	Treasurer		
4	Kathryn Last			
5	Roy Stobbs			
6	Angus Bennion		20 <sup>th</sup> May – 31 <sup>st</sup> Dec	
7	Amanda Mackemson		20 <sup>th</sup> May – 31 <sup>st</sup> Dec	
8	Laura Mackie		20 <sup>th</sup> May – 29 <sup>th</sup> Aug	
9	Lesley Notghi			
10	Delyth Perry			
11	Rebecca Riley			
12	Gill Hoult	Safeguarding Lead		
13				
14				
15				
16				
17				
18				
19				
20				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

Laura Mackie, appointed as Executive Leader on 2<sup>nd</sup> September 2024.

**Section B Structure, governance and management**

**Description of the charity's trusts**

Type of governing document (eg. trust deed, constitution)	Constitution (Association)
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Appointed by members of the charity

**Additional governance issues (Optional information)**

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

**Strategic Direction Document: 2024 - 2029**

In July 2024, the charity reviewed and updated its main strategy document. Developed with input from trustees, staff and volunteers, plus understanding of local and national changes in health and social care, this document defines the 5 year vision and future direction of Bright Hope from 2024 – 2029, setting out how the charity plans to move forwards to deliver greater public benefit from its services over the next five years.

**Action Plan: 2024 - 2029**

Following the creation of the strategic document, an action plan was written to implement the strategy. The plan has been divided up amongst newly formed core committees, where each committee would identify and take on responsibility for their areas to action. Each committee also has responsibilities for managing governance and risk.

**The Core Committees**

Each committee is made up of trustees and staff, plus external support where any significant experience gaps are identified:

- Corporate Governance - ensuring data protection and health & safety legislation is met and that Bright Hope House and any hired venues are safe and well managed. The committee is tasked to manage the charity's insurance and providing risk assessments to cover all activities.
- Care Governance - ensuring our services meet the needs of the

community we support and that all legislation is met.

- Finance – ensuring the charity’s income and expenditure fully planned and is in line with annual budgets. This committee:
  - Links closely with Marketing, Communications and Fundraising
  - Works to proper accounting rules and conventions
  - Carries out the appropriate external checks
  - Produces timely monthly management accounts
- Human Resources – ensuring that the Charity complies with current employee legislation and that best practice standards are in place in relation to staff and volunteers.

Each committee has agreed Terms of Reference (TOR), stating quorum, membership, purpose of committee, reporting arrangements. The committees are tasked to meet on a regular basis, starting from September 2024, to ensure that the work is completed in a timely manner.

### **Charity Risk Dashboard**

In 2024, each Committee within the charity has taken responsibility for identifying and managing risks relevant to its area of oversight, maintaining an individual risk register. These registers collectively inform an overarching Governance Risk Dashboard, providing a comprehensive view of organisational risk.

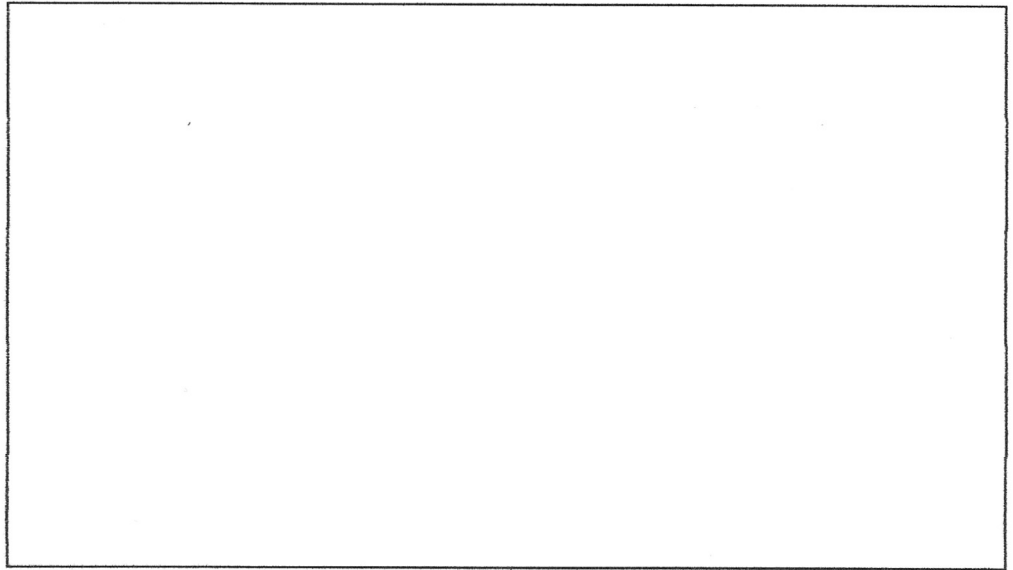
For all identified risks requiring mitigation, formal risk assessments are undertaken. These assessments are used to develop appropriate management strategies aimed at minimising, eliminating, or controlling the potential impact of each risk. This structured approach ensures that risks are addressed proactively and systematically, supporting the charity's commitment to safe, effective, and resilient operations.

### **Safeguarding**

As a charity supporting vulnerable adults, Bright Hope places the highest priority on safeguarding. Staff and volunteers are encouraged to report any safeguarding concerns in accordance with our established policy and procedures.

A designated Trustee serves as the charity’s Safeguarding Lead, supported by the Care Services Manager in the role of Deputy Safeguarding Lead. Both individuals are trained to Adult Safeguarding Level 3, ensuring they are equipped to manage and respond to concerns appropriately and effectively.

The charity has a clear and structured process for addressing safeguarding issues. A safeguarding report is submitted to the full Board of Trustees monthly, summarising any incidents and the corresponding actions taken. This ensures transparency, accountability, and continuous oversight of safeguarding matters across the organisation.



## Section C

## Objectives and activities

### Summary of the objects of the charity set out in its governing document

Bright Hope offers a range of therapeutic and social care services in North West Leicestershire.

The charity supports individuals who have a life limiting condition or one that leads to a significant reduction in quality of life, as well as offering support to their partner, carer or family.

It achieves this through the provision of facilities and/ or support services which complement the offer of local health, social service and third sector service providers, and wherever possible by liaising and working with them.

Bright Hope strives to be the leading organisation in North West Leicestershire providing a range of services to enable a better quality of life and support for those who are struggling with a condition that limits the ability to enjoy life.

Services are delivered by a dedicated team of 10 skilled staff members and over 100 volunteers to support over 160 local guests and their carers. Carers directly benefit taking from a much needed break or period of respite whilst their partner; family member; friend is receiving care services. Services are delivered at either Bright Hope House, or at one of weekly community based groups in hired rooms in Ashby de la Zouch, Coalville and Ibstock.

We continue to offer a volunteer driver service to enable people without transport to access services in person.

Naturally, we strive to keep any waiting list for our services as short as possible.

**Our services:**

**Day Care**

Operating 3 full days a week at Bright Hope House, this service offers a home cooked lunch prepared on-site by our cook. Care is delivered by day care volunteers, overseen by our Care Services Manager and supported by a skilled Activity Coordinator, who organises the day care activity programmes, taking advantage of dedicated crafting and computer rooms.

**Specialist therapeutic services including**

- **Complementary Therapy** delivered by a qualified skilled complementary therapist at Bright Hope House
- **Counselling** service delivered by a qualified counsellor, in the role of Counselling Services Lead, who also supports a small team of student counsellors. Sessions take place at Bright Hope House, the Marlene Reid Centre, Coalville and via the telephone.
- **Way Back to Wellness** sessions delivered by a contracted qualified wellness coach either in-person or via the telephone.
- **Bereavement Support** delivered in partnership LOROS, this is a fortnightly group ran on a drop in basis at Bright Hope House

**Support Cafés in Coalville, Ibstock and Ashby**

Each Support Café takes place half a day per week, aiming to improve the quality of life of those attending, offering individual confidential, emotional support, group activities and some therapeutic services.

**Befriending**

This service offers supportive, reliable relationships through volunteer befrienders for those who would otherwise be socially isolated. Guests are matched with a volunteer based on similar interests.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

**Additional details of objectives and activities (Optional information)**

## Volunteers

Volunteers are both valued and are vital to the charity, as they support essential guest support services and activities, including helping to run our three Support Cafés and Day Care. They undertake other essential duties including working on reception, providing administrative support, kitchen support, maintaining premises and gardening. Without volunteers the charity could not operate.

To this effect, the charity employed a part time volunteer co-ordinator in January 2024, dedicated to developing and managing our volunteers in line with the growth of the charity.

At 31<sup>st</sup> December 2024, our volunteer numbers were as follows:

General Services Volunteers	79
Volunteer Counsellors	8
Fundraising and Event Volunteers	5
Trustees	9
<b>Total Active Volunteers</b>	<b>101</b>

Volunteering at Bright Hope enables people of all ages to gain valuable experience and skills, which may provide them with a way into employment, or helps others to utilise their knowledge and find purpose and fulfilment as they move from working life towards their retirement from work.

You may choose to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

### **DBS Checks and Training for Volunteers (including trustees)**

All volunteers who work on a 1-1 basis with our services users (this includes support provided by telephone, email or letter) must take an enhanced DBS check before they are able to start volunteering with the charity. This check is repeated every three years. We do not accept DBS certificates from other organisations as proof of clearance.

All volunteers are required to undertake safeguarding training and, where identified by our Care Services Managers, volunteers also attend emergency first aid and manual handling training. The training is facilitated by professional trainers or via an online training provider and paid for by the charity. This ensures the required support for both the volunteer and service user.

In addition, all trustees are required to sign the Charity Commission's 'Trustee Eligibility Declaration' and a second 'Automatic Disqualification Declaration' form upon joining the charity.

**Summary of the main achievements of the charity during the year****Bright Hope House**

It is with great pride and joy that the charity formally took possession of Bright Hope House at a handover event on 9th February 2024. The event was attended by key personnel from Bloors Homes, North West Leicestershire District Council, plus staff and trustees.

In summary, Bright Hope House offers permanent office space for our staff team and volunteers, two complementary therapy rooms, counselling rooms, a quiet room, a workshop for hobbies and training / technical facilities. It also has commercial kitchen facilities, a dining room and lounge, adapted bathroom / wet room and a conference room.

With the opening of Bright Hope House in 2024, the charity has been able to expand on the services it provides, including the re-introduction of its popular 'Day Care Service', which had been withdrawn since the start of the pandemic.

The opening of Bright Hope House and subsequent increase in room capacity, has also led to our first partnership service, namely our Bereavement Support Group, which runs in conjunction with LOROS. Starting in April 2024, it quickly established itself as a much-needed service for our area.

**Appointment of New Executive Chair – September 2024**

The Trustees of Bright Hope announced that, with effect from 2nd September 2024, Laura Mackie took the role of Chair and would act as Executive Leader for the charity.

Laura had been a Trustee for several months and has a longstanding association with Bright Hope, having led key initiatives including the Long Covid Recovery Programme and, more recently, the Way Back to Wellness service, which she will continue to oversee. She brings a wealth of experience from both the commercial and not-for-profit sectors, with a strong background in executive and non-executive leadership roles.

Laura's initial appointment is part-time and initially for twelve months, during which time she will lead the organisation through the implementation of its Action Plan for 2024-2029. A key focus of her tenure will be improving internal governance frameworks, performance management of staff and engaging with *local businesses and stakeholders to establish sustainable partnerships and funding aligned with environmental, social, and governance (ESG) principles.*

This appointment marks an ambitious and strategic step forward for the charity. The Trustees firmly believe this leadership transition is essential to ensure the continued growth and resilience of Bright Hope.

**Community Engagement**

At Bright Hope, we recognise that delivering meaningful support to our guests and their carers cannot be achieved in isolation. Collaboration is essential. In line with this belief, we have dedicated staff focused on building new partnerships and nurturing existing relationships with local organisations,

businesses, and community groups. This work helps to raise awareness of our services, expand our reach, and strengthen our impact.

In 2024, we launched our first formal partnership service with LOROS, marking a significant step forward in our collaborative approach. We anticipate further service partnerships to follow in 2025.

Engagement with the local business community is also key to ensuring the charity's long-term financial sustainability. Foundational work to develop these connections began in 2024, laying the groundwork for stronger business relationships and increased support in the years ahead.

#### **Recruitment of Grants, Trusts and Foundations Fundraiser**

Following a vacancy in June 2024, the charity is pleased to report the successful appointment of a new Grants, Trusts and Foundations Fundraiser. We are confident that the right candidate is now in place to strengthen this vital area of income generation and support the continued growth of our services.

#### **National Lottery Community Funding Bid: Submitted November 2024**

Following detailed guidance from the local representative of the National Lottery Community Fund, the charity submitted a comprehensive funding application for a three-year grant totalling £330,000. This submission represents the largest funding bid the organisation has ever prepared and was developed over several months by two key trustees. Although confirmation of the outcome was not received by the end of 2024, the completion of such a thorough and well-structured proposal is regarded by the charity as a significant accomplishment in its own right.

This grant will enable us to maintain our key services and staff team, as well as to develop some new initiatives, responding to the ever-changing needs of the local community. The following staff roles to be funded are essential in developing the charity's position in the community and which enable us to offer the best and most appropriate services possible.

**Community Engagement Lead** – to work on and develop our new Corporate Champions Scheme

**Volunteer Coordinator** – to continue to support and recruit more volunteers as the services are constantly growing and without volunteers, we are limited in what we can deliver.

**Activity Coordinator** – an invaluable asset to our Day Care and Support Café provision, which we plan to extend in 2025.

**Way Back to Wellness** – to increase the time allocated for this service to alleviate a growing waiting list

**Befriending** – enabling further development of our befriending service

**Book keeper** – to support our trustee treasurer with the book keeping element of the finances.

**Growth in Service Users and Referrals**

The charity experienced a significant increase in referrals in 2024, reaching a record high of 455 - a direct result of our expansion into Bright Hope House. The opening of this dedicated facility has greatly increased awareness of our work, with all key representatives from our primary referral partners visiting the new site and gaining a clearer understanding of the services and exceptional environment we now provide.

Referrals from local social prescribing and mental health teams accounted for 352 of the total, while 51 individuals utilised our new online self-referral form (available for services other than counselling, which continues to require referral through a health or social care professional).

This growth has, however, placed pressure on capacity, with some services now experiencing waiting times of over six months. Reducing these waiting lists will be a key operational focus in 2025, as we work to ensure timely access for all who need our support.

**Membership Scheme Rebrand: Friends of Bright Hope**

In early 2024, the charity undertook a review of its membership programme and introduced a refreshed initiative under the new name 'Friends of Bright Hope'. The updated scheme offers flexible donation options—monthly or annual—for both individuals and corporate supporters (called Corporate Champions). Importantly, all Friends continue to enjoy full voting rights at the Annual General Meeting (AGM) and any Extraordinary General Meetings (EGMs).

The introduction of a monthly giving option has been particularly well received by guests and their families, who see it as a meaningful way to express their gratitude while providing sustained financial support to the charity.

During 2024, our Corporate Champions scheme was very much in its infancy, however we expect it to be an increasingly large part of our forward funding mix in 2025 and beyond.

**Fundraising**

In 2024, total income reached a record high of £257,578, representing an increase of £76,917 (42%) compared to the previous year. This growth was largely driven by substantial gains in income from trusts, grants, and foundations—across both restricted and unrestricted funding categories. Additionally, the delivery of services at Bright Hope House contributed approximately £14,000 in new income via personal donations from grateful service users and their families.

**Fundraising and Team Development**

The fundraising team expanded in October 2024 with the appointment of a new part-time fundraiser. The Board of Trustees also wish to formally recognise the significant contributions of the volunteer fundraising team, which is led by a dedicated trustee. Their commitment and efforts have been instrumental in supporting the organisation's income growth.

**Brief statement of the charity's policy on reserves**

On 31<sup>st</sup> December 2024, the charity held:

£43,356 in unrestricted reserves.

£66,000 in restricted funds (mainly comprising of various grants where funds have been awarded in advance of being spent).

A total of £109,356

**Details of any funds materially in deficit**

None

**Further financial review details (Optional information)**

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

**Funding**

All our services are free to the user (guest), though donations are encouraged and welcomed.

The opening of Bright Hope House in February 2024 introduced an element of uncertainty regarding projected running costs—an expected challenge when commissioning a new facility. However, by the end of the year, actual expenditure across the whole charity was within £3,000 of the budgeted amount, demonstrating effective financial planning and control.

During the same period, income reached a new record high of £257,000. The charity's unrestricted reserves, which had been purposefully accumulated in anticipation of the launch of Bright Hope House, were used as planned to support this one-off expenditure. Considering the charity's recent expansion, current reserve levels are considered adequate. The trustees have set an objective to secure one year's running costs in reserves within the 2024 – 2029 Action Plan.

Significant funding still needs to be raised to deliver services with certainty in 2025 and beyond. Key goals include marketing our services more effectively, fundraising actively, plus communicating and engaging closely with the local community and businesses to bring in more sustainable income streams to support the core running costs of £350,000 for the charity for the year ahead.

The charity is indebted to the National Lottery for its continued funding of services and the staff who manage them. We also acknowledge the two grants received from the Leicestershire Partnership Trust's Getting Help in Neighbourhood Fund and the Carlton Hayes Trust, which funded our counselling service.

In 2024 we also gratefully received additional grants and donations of £4,000 and upwards from the following:

HSBC (Burton branch)  
 Albert Hunt Foundation  
 Ibstock Community Library (closing balance)  
 Mayor of Ashby (chosen as her charity of the year)  
 A personal donation of £10,000.

The charity also received over £5,000 of Gift Aid from HMRC in 2024 for personal donations made in 2023.

**Banking**

The charity continues to hold such bank accounts as necessary to ensure its funds are protected by the Financial Services Compensation Scheme (FSCS) and offer best value for money regarding bank charges and interest rates.

**Section F Other optional information**

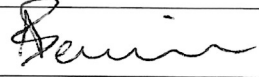

The charity has full, unrestricted use of a building provided at an estimated build cost of £2.3m

It also has a number of assets acquired over recent years where costs have been written off to revenue. These assets have no material value.

**Section G Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	ANGUS BENNION	JAWETTE WINIFRED SHEPHERD
Position (eg Secretary, Chair, etc)	TRUSTEE	TRUSTEE
Date	14-8-25	



**Section A**

**Independent Examiner's Report**

**Report to the trustees/  
members of**

Bright Hope in North West Leicestershire

**On accounts for the year  
ended**

31<sup>st</sup> December 2024

**Charity no  
(if any)**

1169561

**Set out on pages**

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

*\* Please delete the words in the brackets if they do not apply.*

**Signed:**

**Date:**

8<sup>th</sup> July 2025

**Name:**

Jack Fargher

**Relevant professional  
qualification(s) or body  
(if any):**

Not applicable

**Address:**

20 Alton Way

Ashby de la Zouch

Leicestershire LE65 1ER

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**

Not applicable.



Receipts and payments accounts

For the period from	Period start date 1st January 2024	To	Period end date 31st December 2024
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Trusts & Foundations Restricted	-	133,182	-	133,182	100,723
Trusts & Foundations Unrestricted	26,307	-	-	26,307	16,000
Corporate	8,740	-	-	8,740	12,309
Events	31,699	-	-	31,699	23,605
Membership	2,315	-	-	2,315	450
Personal Donations	33,277	-	-	33,277	19,419
Collection Boxes and tins	2,649	-	-	2,649	1,785
Income from room rent at Bright Hope House	2,129	-	-	2,129	-
Gift Aid	5,149	-	-	5,149	1,562
Bank interest	3,079	-	-	3,079	4,808
Other	9,052	-	-	9,052	-
<b>Sub total (Gross income for AR)</b>	<b>124,396</b>	<b>133,182</b>	<b>-</b>	<b>257,578</b>	<b>180,661</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>124,396</b>	<b>133,182</b>	<b>-</b>	<b>257,578</b>	<b>180,661</b>
<b>A3 Payments</b>					
Hope House	-	-	-	-	9,162
Community Engagement	-	28,289	-	28,289	24,883
Counselling Service	-	40,743	-	40,743	48,902
Befriending service	-	1,923	-	1,923	15,252
Volunteer Co-ordinator	-	21,737	-	21,737	-
On-Line Services	-	-	-	-	11,280
Activity Co-ordinator	-	8,795	-	8,795	-
Way Back to Wellness	-	11,306	-	11,306	-
Long Covid Support	-	-	-	-	8,393
Ashby Café	3,351	-	-	3,351	3,008
Coalville Café	1,759	-	-	1,759	1,739
Ibstock Café	3,602	-	-	3,602	3,477
Bright Hope House	108,942	-	-	108,942	-
Administration	11,492	-	-	11,492	6,468
Core Staff Costs	45,070	-	-	45,070	68,083
Event Costs	1,688	-	-	1,688	585
Other	1,754	-	-	1,754	3,727
Capital Exp and One-off costs	12,713	-	-	12,713	20,590
<b>Sub total</b>	<b>190,371</b>	<b>112,793</b>	<b>-</b>	<b>303,164</b>	<b>225,549</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>190,371</b>	<b>112,793</b>	<b>-</b>	<b>303,164</b>	<b>225,549</b>
<b>Net of receipts/(payments)</b>	<b>- 65,975</b>	<b>20,389</b>	<b>-</b>	<b>45,586</b>	<b>- 44,888</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>118,364</b>	<b>36,578</b>	<b>-</b>	<b>154,942</b>	<b>199,830</b>
<b>Cash funds this year end</b>	<b>52,389</b>	<b>56,967</b>	<b>-</b>	<b>109,356</b>	<b>154,942</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Current Accounts	4,285	-	-
	Deposit accounts	39,071	66,000	-
		-	-	-
	<b>Total cash funds</b>	<b>43,356</b>	<b>66,000</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK

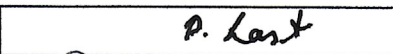
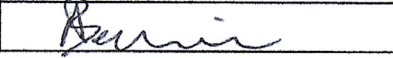
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>	None	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>	None		-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	None		-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>	None		-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	PETER LAST	14-8-25
	ANGUS BENNION	14.8.25

**HOSPICE HOPE**

England & Wales - Charity number 1169561

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# Accounts

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# Trustees' Annual Report for the period

Period start date		Period end date	
From	01 Jan 2023	To	31 Dec 2023

## Section A Reference and administration details

**Charity name** Hospice Hope

**Other names charity is known by** Bright Hope in North West Leicestershire

**Registered charity number (if any)** 1169561

**Charity's principal address**

Bright Hope House  
 Talbot Lane, Swannington  
 Leicestershire  
**Postcode** LE67 8QT

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stewart Shepherd	Chair		
2	Janette Shepherd	Secretary		
3	Peter Last			
4	Kathryn Last			
5	Roy Stobbs			
6	Daniella Walton	Safeguarding Lead	1 <sup>st</sup> Jan – 27 <sup>th</sup> June	
7	John Gillions		1 <sup>st</sup> Jan – 9 <sup>th</sup> May	
8	Daniel Choucino	Treasurer	1 <sup>st</sup> Jan – 17 <sup>th</sup> July	
9	Lesley Notghi			
10	Delyth Perry		13 <sup>th</sup> Dec – 31 <sup>st</sup> Dec	
11	Rebecca Riley		14 <sup>th</sup> August – 31 <sup>st</sup> Dec	
12	Gill Houlton	Safeguarding Lead	17 <sup>th</sup> July – 31 <sup>st</sup> Dec	
13				
14				
15				
16				
17				
18				
19				
20				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

## Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

## Name of chief executive or names of senior staff members (Optional information)

--

## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution (Association)
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Appointed by members of the charity

### Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

All trustees of Hospice Hope are required to sign the Charity Commission's 'Trustee Eligibility Declaration' and a second 'Automatic Disqualification Declaration'.

All trustees are required to undertake basic safeguarding training and enhanced DBS checks. DBS checks are required as trustees are often requested to support our services and therefore can find themselves on a 1-1 basis with a service user (who are deemed to be vulnerable adults due to their physical or mental health).

One trustee is appointed as the Safeguarding lead of the charity (with the Care Services Manager as the Deputy) and training is undertaken to achieve this (Adult safeguarding Level 3)

## Section C Objectives and activities

### Summary of the objects of the charity set out in its governing document

The objects of Hospice Hope as per the charity's constitution are:

The relief of suffering amongst persons with life limiting illness and their carers in North West Leicestershire.

- Through the provision of facilities and support services
- Through the provision of pastoral care
- Through the provision of funds to support individuals

Our mission is to be a therapeutic and caring organisation providing a range of services to enable a better quality of life and support for those who are struggling with a condition that limits the ability to enjoy life.

To achieve this end, our services are defined as follows:

Hospice Hope works within North West Leicestershire to support individuals who have a condition that leads to a reduction in quality of life or who have been diagnosed with a life limiting condition, as well as offering support to their partner or carer(s).

### **Main activities**

To achieve our mission, the charity has:

- Continued to provide a comprehensive range of support services at no charge to the service user
- Continued to provide a blend of face to face, telephone and online services to ensure that everyone has access to our support, regardless of their circumstances
- Continued to offer a volunteer driver service to enable people without transport who wish to access our 'face to face services' to attend them
- Developed relationships and partnerships with local health and social care providers and professionals, to ensure that as many people in North West Leicestershire who may benefit from our support are aware of the services we offer
- Strived to keep any waiting list for our services as short as possible

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

### **Additional details of objectives and activities (Optional information)**

#### **Volunteers**

Volunteers continue to be the life blood of the charity and at the end of December 2023, Hospice Hope had 47 volunteers, showing a small decrease from 2022. The charity's 9 trustees also work on a voluntary basis to oversee the operational activities and strategic direction and development of the charity.

In light of the news of Bright Hope House being handed over to the charity in Q4 2023, emphasis was placed on recruiting new volunteers to support our services and general administration. By the end of December 2023, 20 new volunteer applications were being processed by the charity.

In Q4, following discussions with our local National Lottery Officer, we were able to use lottery funding awarded earlier in the year to advertise for a much-needed volunteer co-ordinator. Recruitment into this position was successful and a new member of staff, dedicated to developing and managing our volunteer team in line with the growth of the charity, will be starting in January 2024.

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

### **DBS Checks and Training**

All volunteers who work on a 1-1 basis with our services users (this includes support provided by telephone, email or letter) must take an enhanced DBS check before they are able to start volunteering with the charity. This check is repeated every three years, a policy that was introduced by the charity in early 2017.

Since April 2018, all volunteers have been requested to undertake safeguarding training and where necessary, volunteers have also attended first aid and manual handling training. The training has been facilitated by professional trainers or via an online training provider and paid for by the charity. This ensures the required support for both volunteer and service user.

**Summary of the main achievements of the charity during the year****Bright Hope House**

After some delays (Covid, planning issues and increased cost of building materials) we were delighted when the 'ground breaking ceremony' finally took place on site on Monday 27<sup>th</sup> February. Building work progressed well and the charity was delighted to be (informally) provided with full access to the building just before the Christmas break.

The building exceeded all expectations, and we will be forever grateful for the generosity shown by Bloor Homes by providing such a magnificent building and the North West Leicestershire District Council for charging a peppercorn rent on the land provided for the next 150 years.

As well as home to many of our support services, Bright Hope House will become the charity's official registered address and provide office space for our ever-growing staff team.

A low-key hand-over event is planned for February 2024, with a grander scale, formal event to follow in the future.

**Rebranding**

The name 'Hospice Hope' served us well for 20+ years, but in the last few years it became a barrier to people understanding what type of support we offered and hindered us accessing many sources of funding. The word 'Hospice' has general associations with end-of-life care, often in wards and was not reflective of the great services we offer; counselling, befriending, complementary therapies, way back to wellness and Support Cafés.

In 2023, the Trustees gave the 'green light' to rebrand to 'Bright Hope in North West Leicestershire' and a new logo, strapline and brand guidelines were designed and developed by Quiet Storm, a local company and long term supporter of ours. Quiet Storm also generously donated a new website to the charity. After several months of hard work, we were able to publicly launch our new name and online /offline branding at the end of October 2023. The new name and logo has been well received by everyone involved with the charity.

Hospice Hope will remain our legal name, with Bright Hope in North West Leicestershire registered with the Charity Commission as our trading name and the name visible to our service users, volunteers, supporters and the general public.

**Recruitment of Care Services Manager**

Following the departure of our Charity Manager to an external position in June 2023, the Trustees decided to re-structure the staff team and appoint a Care Services Manager to focus on overseeing and developing the services provided by the charity. We were pleased to welcome on board Matt Buckley, a former trustee, who brings with him extensive experience in the social care sector.

**Recruitment of Grants, Trusts and Foundations Fundraiser**

This position had remained vacant since July 2022 due to the lack of suitable candidates responding to various advertisements placed at a local and national level. However, we are pleased to announce that this vital position was filled in December 2023 and we expect 2024 will bring us increased income from these sources.

**Growth in Services and number of Service Users**

Through the success of our community engagement, marketing and communications, the charity once again saw a significant growth in the number of service users in 2023 from 197 to 249.

All our services are delivered to achieve our objectives of supporting individuals who have a condition that leads to a reduction in quality of life or who have been diagnosed with a life limiting condition, as well as offering support to their partner or carer(s).

During 2023 the charity delivered the following services:

**NEW Way Back to Wellness** - Launched in Spring 2023, this is a new support service designed to help individuals live happier and healthier. It offers 1-1 holistic support to improve mood, movement and wellbeing all tailored to the needs of the individual. This service is lead by a local health and nutrition professional and is fully accessible in person, online or by the telephone.

**Counselling** – referrals to this service more than doubled from last year (101 in 2022 to 207 in 2023). Such was the demand from local health and social care professionals that twice during 2023, new referrals had to be paused to allow the charity to keep to a 6 month waiting time (measured from the date of referral to the date placed with a counsellor). Sessions continued to be delivered from Hope House, the Marlene Reid Centre and via the telephone or zoom.

**Complementary Therapy** – this twice weekly service continued to be offered at Hope House, with volunteer drivers available to those who did not have their own transport.

**Befriending Service** – this service continued to be delivered by our volunteer team, coordinated by a staff member, with the view to being developed further in 2024.

**Support Cafés** – these continued to thrive, with numbers close to exceeding capacity at two venues. After a number of years at the Methodist Church, our Ibstock Support Café moved to a new venue in Spring 2023, providing more space and on site parking.

Naturally as Bright Hope House neared completion, the charity was thrilled to be able to publicise we would be able to offer our Day Care Service once the building had been fully handed over. This service was closed during the pandemic and has been greatly missed by many of our guests.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

At 31<sup>st</sup> December 2023, Hospice Hope held:

£118,364 in unrestricted reserves

£21,578 in restricted funds (mainly comprising of various grants where funds have been awarded in advance of being spent)

£15,000 in restricted reserves for Bright Hope House and other activities

### Details of any funds materially in deficit

### Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

#### Funding

The charity is indebted to the National Lottery for its continued funding of services and the staff who manage them. We also acknowledge the grant received from the Leicestershire Partnership Trust to part-fund our counselling service.

In 2023 we also gratefully received grants of £5,000 and upwards from the following charitable trust and foundation:

Albert Hunt Fund

Northwick Grants and Trusts

Edith Murphy Foundation

Henry Smith Grant

Women in Philanthropy

Plus one personal donation by a long term supporter of £10,000.

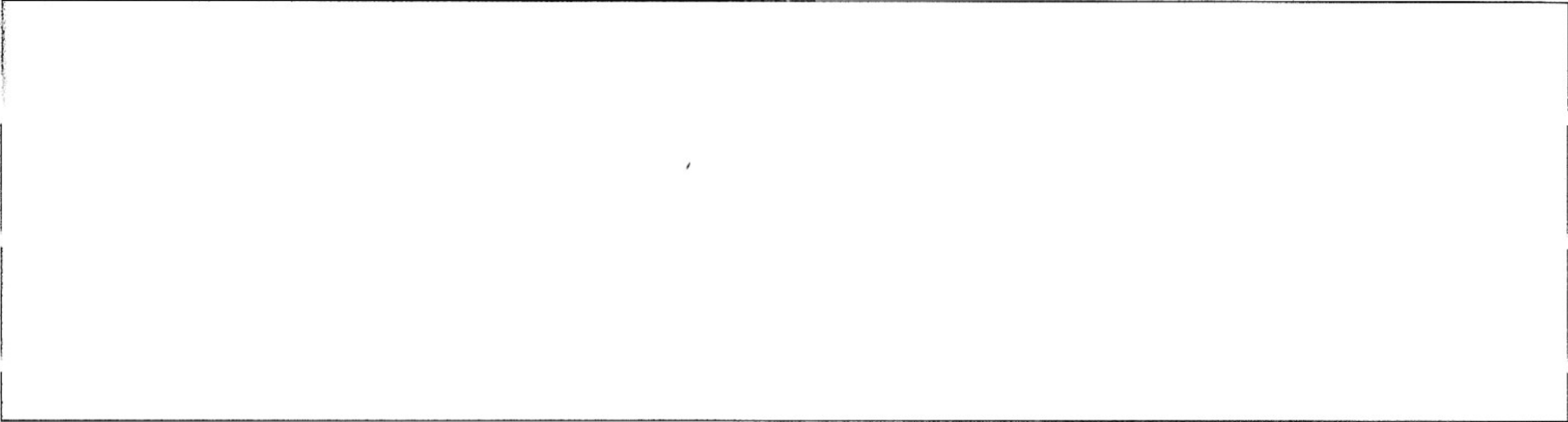
With the opening of Bright Hope House to service users in early 2024, the charity has forecasted that expenditure will rise significantly to around £300,000 and fundraising activity will need to be increased to match this and ensure our reserves are maintained.

#### Banking

The charity will hold such bank accounts as necessary to ensure its funds are protected by the Financial Services Compensation Scheme (FSCS) and offer best value for money with regard to bank charges and interest rates.

## Section F


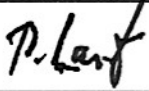
## Other optional information



## Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	ROY ALAN STORRIS.	PETER LAST
Position (eg Secretary, Chair, etc)	CHAIR OF MEETING	TRUSTEE
Date	17 <sup>TH</sup> JUNE 2024.	



CHARITY COMMISSION  
FOR ENGLAND AND WALES

# Independent examiner's report on the accounts

## Section A

## Independent Examiner's Report

### Report to the trustees

Charity Name

Hospice Hope t/a Bright Hope in North West Leicestershire.

### On accounts for the year ended

31<sup>st</sup> December 2023

Charity no  
(if any)

1169561

### Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31/12/2023**.

### Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

### Independent examiner's statement

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

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

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

Signed:

Date:

15<sup>th</sup> April 2024

Name:

Jack Fargher

Relevant professional qualification(s) or body (if any):

Not applicable.

Address:

20 Alton Way

Ashby de la Zouch

Leicestershire LE65 1ER

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**

**Not applicable.**



**Receipts and payments accounts**

CC16a

For the period from	Period start date 1st January 2023	To	Period end date 31st December 2023
---------------------	---------------------------------------	----	---------------------------------------

**Section A Receipts and payments**

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Trusts & Foundations Restricted	-	100,723	-	100,723	111,825
Trusts & Foundations Unrestricted	16,000	-	-	16,000	40,750
Corporate	12,309	-	-	12,309	-
Events	23,605	-	-	23,605	20,302
Membership	450	-	-	450	440
Personal Donations	19,419	-	-	19,419	11,438
Collection Boxes and tins	1,785	-	-	1,785	1,411
Gift Aid	1,562	-	-	1,562	2,835
Bank Interest	4,808	-	-	4,808	219
Other	-	-	-	-	572
<b>Sub total (Gross income for AR)</b>	<b>79,938</b>	<b>100,723</b>	<b>-</b>	<b>180,661</b>	<b>189,792</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>79,938</b>	<b>100,723</b>	<b>-</b>	<b>180,661</b>	<b>189,792</b>
<b>A3 Payments</b>					
Hope House	9,162	-	-	9,162	7,576
Community Engagement	-	24,883	-	24,883	29,327
Counselling Service	-	48,902	-	48,902	28,361
Befriending service	-	15,252	-	15,252	16,296
On-Line Services	-	11,280	-	11,280	6,444
Tablet Loan Scheme	-	-	-	-	-
Long Covid Support	-	8,393	-	8,393	7,409
Ashby Café	3,008	-	-	3,008	3,373
Coalville Café	1,739	-	-	1,739	1,460
Ibstock café	3,477	-	-	3,477	2,900
Castle Donington café	-	-	-	-	25
Administration	6,468	-	-	6,468	9,144
Core Staff Costs	68,083	-	-	68,083	69,632
Event Costs	585	-	-	585	2,096
Other	3,727	-	-	3,727	4,880
Capital Exp and One-off costs	20,590	-	-	20,590	-
<b>Sub total</b>	<b>116,839</b>	<b>108,710</b>	<b>-</b>	<b>225,549</b>	<b>188,923</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>116,839</b>	<b>108,710</b>	<b>-</b>	<b>225,549</b>	<b>188,923</b>
<b>Net of receipts/(payments)</b>	<b>- 36,901</b>	<b>- 7,987</b>	<b>-</b>	<b>- 44,888</b>	<b>869</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
<b>Cash funds this year end</b>	<b>- 36,901</b>	<b>- 7,987</b>	<b>-</b>	<b>- 44,888</b>	<b>869</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Current Accounts	3,798	-	-
	Deposit accounts	114,566	36,578	-
		-	-	-
	<b>Total cash funds</b>	<b>118,364</b>	<b>36,578</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK

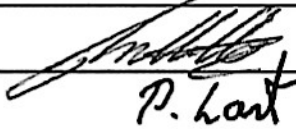
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
 P. Last	ROY ALAN STORRS PETER LAST	17-06-24 17-06-24

**HOSPICE HOPE**

England & Wales - Charity number 1169561

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# Accounts

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# Trustees' Annual Report for the period



Period start date

1 Jan 2022

Period end date

31 Dec 2022

From

To

## Section A Reference and administration details

Charity name

Hospice Hope

Other names charity is known by

Bright Hope in North West Leicestershire

Registered charity number (if any)

1169561

Charity's principal address

23 Ashby Road

Ravenstone

Leicestershire

Postcode

LE67 2AA

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stewart Shepherd	Chair		
2	Janette Shepherd	Secretary		
3	Linda Mould		1/1/2022 – 17/8/2022	
4	Peter Last			
5	Kathryn Last			
6	Roy Stobbs			
7	Daniella Walton	Safeguarding		
8	Daniel Woodall		1/1/2022 – 12/12/2022	
9	John Gillions			
10	Lesley Notghi			
11	Dan Choucino	Treasurer		
12				
13				
14				
15				
16				
17				
18				
19				
20				

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year


**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

--

**Section B Structure, governance and management**

**Description of the charity's trusts**

Type of governing document <i>(eg. trust deed, constitution)</i>	Constitution (Association)
How the charity is constituted <i>(eg. trust, association, company)</i>	Charitable Incorporated Organisation
Trustee selection methods <i>(eg. elected, appointed)</i>	Appointed by members of the charity

**Additional governance issues (Optional information)**

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

All Trustees of Hospice Hope have signed the Charity Commission's 'Trustee Eligibility Declaration' and a second 'Automatic Disqualification Declaration'.

All Trustees have attended safeguarding training and where appropriate enhanced DBS checks are performed on those Trustees who can find themselves on a 1-1 basis with a service user (as they are deemed to be vulnerable adults).

One trustee is appointed as the Safeguarding Lead of the Charity with the Charity Manager as the deputy. Training to Adult Safeguarding Level 3 has been undertaken by both to achieve this.

**Section C Objectives and activities**

**Summary of the objects of the charity set out in its governing document**

The objects of Hospice Hope as per the charity's constitution are:

The relief of suffering amongst persons with life limiting illness and their carers in North West Leicestershire.

- Through the provision of facilities and support services
- Through the provision of pastoral care
- Through the provision of funds to support individuals

## Update of Mission Statement

Following a decision by the trustees to update the Charity's reach in 2020, our mission statement became defined as

*Our mission is to be a therapeutic and caring organisation providing a range of services to enable a better quality of life and support for those who are struggling with a condition that limits the ability to enjoy life.*

To achieve this end, our services are now defined as follows:

*Hospice Hope works within North West Leicestershire to support individuals who have a condition that leads to a reduction in quality of life or who have been diagnosed with a life limiting condition, as well as offering support to their partner or carer(s).*

This significant step for the charity opened up the potential to support more people in our locality and our services are growing year on year.

### Main Activities

As 2022 progressed, some of our face to face services were able to operate more "normally" with many of the precautions taken during the pandemic being dropped. However, for the protection of all guests and volunteers, we continue to ask that all attendees at any face to face service are fully vaccinated.

Guests were encouraged to attend the Support Café's again which are now fully operational and thriving.

The emphasis was on mental health conditions as this has been a growing and urgent need in the community. The Charity has responded to the need by providing services relevant to our Mission Statement and to the needs identified by staff and partners over the year.

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

## Additional details of objectives and activities (Optional information)

### Volunteers

Volunteers continue to be the life blood of the charity and at the end of December 2022, Hospice Hope had 51 volunteers. This was again a fall in volunteer numbers but with the change in many of our services, we were able to continue to offer all of the services in a safe and secure manner for all of our guests.

All volunteers who work on a 1-1 basis with our services users (this includes support provided by telephone, email or letter) must take an enhanced DBS check before they are able to start volunteering with the charity. This check is repeated every three years, a policy that was introduced by the charity in early 2017.

Since April 2018, all volunteers are required to attend safeguarding training and where appropriate, volunteers have also attended first aid and moving and handling training. The training has been facilitated by professional trainers or online training provider and paid for by the charity. This ensures the required support for both volunteer and guest.

The charity's 9 trustees also work on a voluntary basis to oversee the operational activities and strategic development of Hospice Hope.

You may choose to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

**Section D**  
**Achievements and performance**

**Summary of the main achievements of the charity during the year**

**Fundraising – income**

Our grants and trusts fundraising income during the year has enabled the Charity to develop our services to accommodate the increased demand for mental health services.

Regular donations and one off donations, as well as unrestricted grants, have also been an invaluable source of funds to continue those services for which we have not received direct funding.

**Significant increase in service users and diversity of services**

Our fundraising success and continued community engagement has enabled the charity to fund the development, implementation and delivery of new online and telephone services that enable existing and new service users to access as many services as possible.

The continuation and extension of the services introduced last year have resulted in a further increase in new service users growing from 155 to 197 during 2022.

All the services that we have been delivering continue to achieve our key objectives of supporting those who are affected by long term conditions by reducing isolation and loneliness, creating access to other services and a return to normal life.

During 2022 the charity delivered the following services:

- Counselling – increasing the capacity by employing a further counsellor; renting a room in the town centre for face to face counselling for those guests who were unable to access Hope House and were uncomfortable with telephone counselling.
- Befriending Service – a new lead for this service via the telephone, zoom, email or penpal was employed in March 2022. It is anticipated that this service will grow and develop now we no longer have so many restrictions regarding face to face meetings.
- Online support groups – a new coordinator for Online groups was also employed in March 2022 and this enabled more online services to be added to the regular chat groups, including the introduction of a range of specific interest online groups e.g crafting, seated chair exercises, meditation, general interest talks
- Tablet Loan Scheme – enabling people to access the internet, communicate with loved ones and join in with our online groups by providing a tablet and access to wifi (for free)
- Long Covid – this service was much in demand as the country moved from being in the grip of the pandemic to recovering from it. Many people have been unable to get to grips with a new life style and are fearful of moving back to “how life used to be”. The service, set up in 2021, has been a life line to many guests.
- Complementary Therapy – now being offered at Hope House instead of online and has become an invaluable asset working with guests who are suffering from Long Covid.

**New staff**

As stated above, some new staff have enabled our services not just to be maintained, but to grow substantially. Due to the success of our counselling service, the Charity Manager is looking to set up a contract with a further counsellor so that we can offer this vital support to the area in the foreseeable future.

However, our Charity Fundraiser set up her own business during this year and we are currently advertising for a new fundraiser.

Our Charity Manager, who has vast experience in this area of expertise, is picking up those duties in anticipation of handing over to a new fundraiser in the near future.

#### **Prestigious award**

For his service to and work with Hospice Hope, the Chair of our trustees was presented with the B.E.M by the Lord Lieutenant of Leicestershire, the award having been announced in the Queen's Birthday Awards 2021.

#### **Lights of Love**

Our 'flagship' event returned to the Ferrers Centre, near Ashby de la Zouch in December with a beautiful Christmas Tree for those who have lost loved ones to remember by hanging a Memory Tag on the tree. Attendance at the event was a testament to how much people appreciated the opportunity to remember together at an inspiring and moving service in a beautiful setting.

**Brief statement of the charity's policy on reserves**

Hospice Hope holds approximately £110,000 in unrestricted reserves: this represents approximately one year's running costs if no further income received.

Restricted reserves were approximately £90,000 comprising of various grants funded in advance.

Results from grant applications totalling approximately £300,000 are awaited.

**Details of any funds materially in deficit**

**Further financial review details (Optional information)**

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

**Banking**

The Charity will hold such bank accounts as are necessary to ensure its funds are protected by the Financial Services Compensation Scheme (FSCS) and offer the best value for money with regard to bank charges and interest rates.


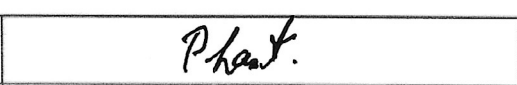
**Section F Other optional information**

The construction of a brand new day centre has been much delayed in 2022 due to the pandemic and the revisions required by the local planning department. However, the building is now expected to be completed in Autumn 2023.

**Section G Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	STEWART SHEPHERD	PETER LAST
Position (eg Secretary, Chair, etc)	CHAIR	TRUSTEE
Date	17 July 2023	



**Section A**

**Independent Examiner's Report**

<b>Report to the trustees</b>	Hospice Hope		
<b>On accounts for the year ended</b>	31 <sup>st</sup> December 2022	<b>Charity no</b>	
		<b>(if any)</b>	
<b>Set out on pages</b>	N/a		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended **31<sup>st</sup> December 2022**.

**Responsibilities and basis of report**

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

**Independent examiner's statement**

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

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

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

**Signed:**  **Date:** 17<sup>th</sup> April 2023

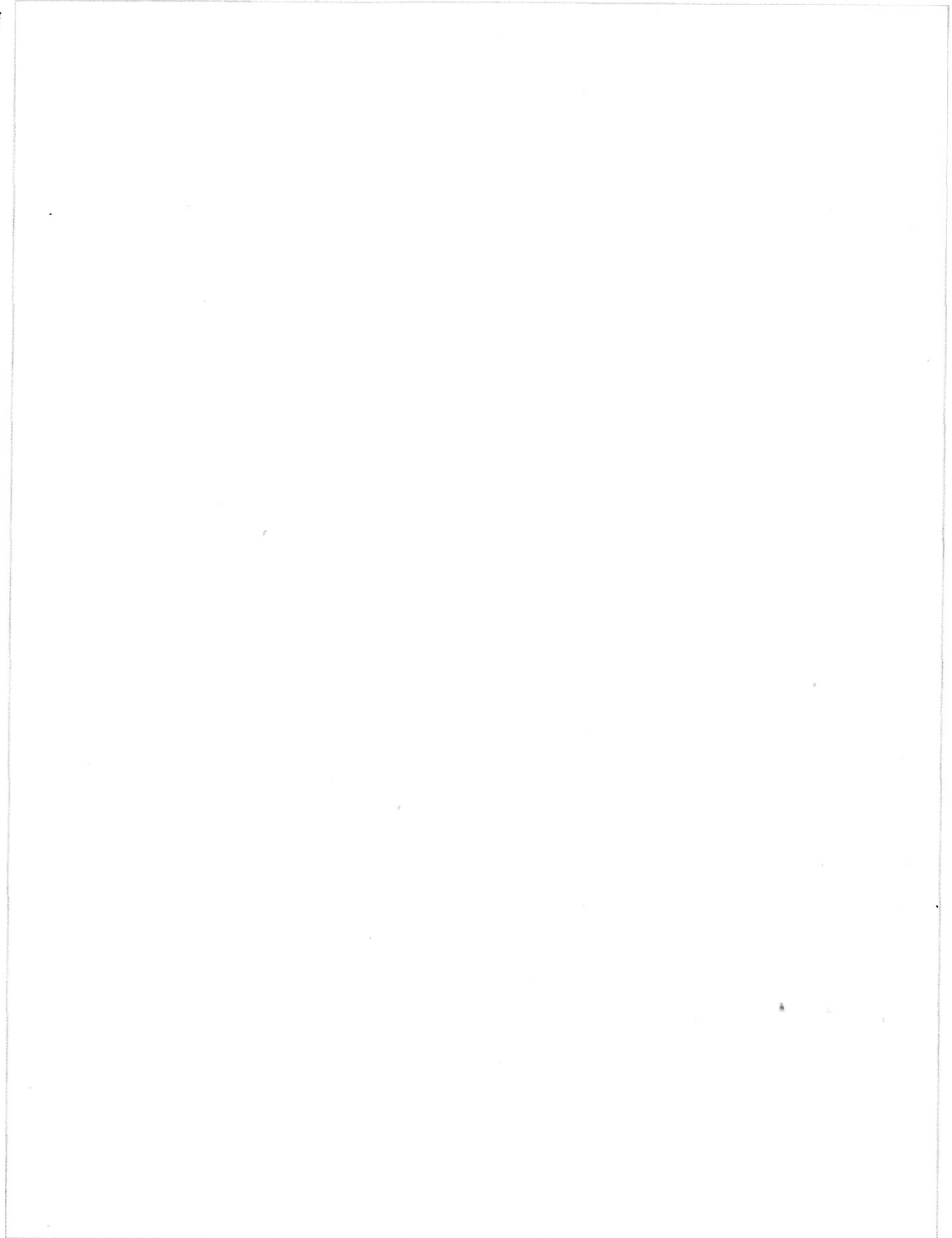
**Name:** Jack Fargher

**Relevant professional qualification(s) or body (if any):**

**Address:** Legion House, South Street  
Ashby de la Zouch  
Leicestershire LE65 1BQ

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of any items that the examiner wishes to disclose.**





Charity Name: Hospice Hope 1169561

CC16a

Receipts and payments accounts

For the period from 1st Jan 2022 To 31st Dec 2022

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Trusts & Foundations Restricted		111,825	-	111,825	83,525
Trusts & Foundations Unrestricted	40,750	-	-	40,750	10,500
Corporate	-	-	-	-	-
Events	20,302	-	-	20,302	9,962
Membership	440	-	-	440	335
Personal Donations	11,438	-	-	11,438	8,383
Collection boxes & tins	1,411	-	-	1,411	861
GiftAid	2,835	-	-	2,835	2,022
Bank Interest	219	-	-	219	132
Other / refunds	572	-	-	572	313
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>77,967</b>	<b>111,825</b>	<b>-</b>	<b>189,792</b>	<b>115,407</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>77,967</b>	<b>111,825</b>	<b>-</b>	<b>189,792</b>	<b>115,407</b>
<b>A3 Payments</b>					
Hope House (includes wages)	7,576	-	-	7,576	6,522
Community Engagement	-	29,327	-	29,327	15,462
Counselling Service	-	28,361	-	28,361	21,670
Befriending Service	-	16,296	-	16,296	12,739
On-Line Services	-	6,444	-	6,444	14,096
Tablety Loan Scheme	-	-	-	-	1,058
Long Covid Support	-	7,409	-	7,409	3,312
Ashby Cafe	3,373	-	-	3,373	1,835
Coalville Cafe	1,460	-	-	1,460	599
Ibstock Cafe	2,900	-	-	2,900	1,229
Castle Donington	25	-	-	25	174
Administration	9,144	-	-	9,144	9,165
Core Staff costs	69,632	-	-	69,632	65,582
Event costs	2,096	-	-	2,096	1,433
Other	4,880	-	-	4,880	168
Capital Expenditure	-	-	-	-	1,030
<b>Sub total</b>	<b>101,086</b>	<b>87,837</b>	<b>-</b>	<b>188,923</b>	<b>156,074</b>
<b>A4 Asset and investment purchases. (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>101,086</b>	<b>87,837</b>	<b>-</b>	<b>188,923</b>	<b>156,074</b>
<b>Net of receipts/(payments)</b>	<b>- 23,119</b>	<b>23,988</b>	<b>-</b>	<b>869</b>	<b>- 40,667</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>- 23,119</b>	<b>23,988</b>	<b>-</b>	<b>869</b>	<b>- 40,667</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Current Accounts	4,575	-	-
	Deposit Accounts	104,812	90,442	-
	Petty Cash		-	-
	<b>Total cash funds</b>	<b>109,387</b>	<b>90,442</b>	<b>-</b>

(agree balances with receipts and payments account(s))



Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	STEWART SHEPHERD	17/7/23
	ROY STEBBINS	17-7-23

**HOSPICE HOPE**

England & Wales - Charity number 1169561

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# Accounts

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# Trustees' Annual Report for the period

Period start date		Period end date		
From	1 <sup>st</sup> Jan 2021	To	31 <sup>st</sup> Dec	2021

## Section A Reference and administration details

**Charity name** Hospice Hope

**Other names charity is known by** Bright Hope in North West Leicestershire

**Registered charity number (if any)** 1169561

**Charity's principal address** 23 Ashby Road  
 Ravenstone  
 Leicestershire  
**Postcode** LE67 2AA

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stewart Shepherd	Chair		
2	Janette Shepherd	Secretary		
3	Linda Mould			
4	Peter Last			
5	Kathryn Last			
6	Roy Stobbs			
7	William Spiegler		01.01.21 – 24.08.21	
8	Daniella Walton	Safeguarding		
9	John Gillions		14.01.21 – 31.12.21	
10	Anna Shutt		29.06.21 – 13.12.21	
11	Daniel Woodall		29.06.21 – 31.12.21	
12	Daniel Choucino		15.11.21 – 31.12.21	
13	Lesley Notghi		07.09.21 – 31.12.21	
14				
15				
16				
17				
18				
19				
20				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

## Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

## Name of chief executive or names of senior staff members (Optional information)

Jim Vickrage, Charity Manager

## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution (Association)
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Appointed by members of the charity

### Additional governance issues (Optional information)

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

All trustees of Hospice Hope are required to sign the Charity Commission's 'Trustee Eligibility Declaration' and a second 'Automatic Disqualification Declaration'.

All trustees are required to undertake basic safeguarding training and where necessary enhanced DBS checks are performed on any trustee who may need to be on a 1-1 basis with any of our service users (as they are deemed to be vulnerable adults).

One trustee is appointed as the Safeguarding lead of the charity (with the Charity Manager as the Deputy) and training is undertaken to achieve this (Adult safeguarding Level 3)

## Section C Objectives and activities

### Summary of the objects of the charity set out in its governing document

The objects of Hospice Hope as per the charity's constitution are:

The relief of suffering amongst persons with life limiting illness and their carers in North West Leicestershire.

- Through the provision of facilities and support services
- Through the provision of pastoral care
- Through the provision of funds to support individuals

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

During 2021 our 'face to face' support was severely impacted by the ongoing pandemic, to the extent that it was July until the charity was able to re-start three of its drop-in Support Groups, with social distancing measures in place making service users feel as safe as possible. Face to face counselling and complementary therapies were also able to resume in September at Hope House, Griffydam.

New services that had been introduced during 2020 to combat the effects of lockdown, continued to flourish during 2021, giving service users the option to access support remotely. Our online support groups continued their weekly programme, befriending via the telephone or letter/email supported many people and telephone or zoom counselling remained a popular option for many who require the support of our counsellor.

The services that the charity provided in 2021 were a lifeline to many in North West Leicestershire. The ongoing pandemic saw an increase in service users presenting mental health issues and these people were able to access support following the change to the charity's mission statement in 2020 (as stated in the 2020 Trustees Annual Report):

*Our mission is to be a therapeutic and caring organisation providing a range of services to enable a better quality of life and support for those who are struggling with a condition that limits the ability to enjoy life.*

To achieve this end, our services are defined as follows:

*Hospice Hope works within North West Leicestershire to support individuals who have a condition that leads to a reduction in quality of life or who have been diagnosed with a life limiting condition, as well as offering support to their partner or carer(s).*

**Additional details of objectives and activities (Optional information)**

You may choose to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

**Volunteers**

Volunteers continue to be the life blood of the charity and at the end of December 2021, Hospice Hope had 55 volunteers. Numbers had decreased from 70 at the end of 2020, this is mostly accounted by significant cohort of volunteers retiring from their positions.

Due to the ongoing pandemic, the charity was once again unable to hold a 'Volunteer Thank You' event, but all volunteers are regularly communicated with to ensure that they feel appreciated and kept up to date with any latest news.

All volunteers who work on a 1-1 basis with our services users (this includes support provided by telephone, email or letter) must take an enhanced DBS check before they are able to start volunteering with the charity. This check is repeated every three years, a policy that was introduced by the charity in early 2017.

Since April 2018, all volunteers have been requested to attend safeguarding training and where necessary, volunteers have also attended first aid and manual handling training. The training has been facilitated by professional trainers or via an online training provider and paid for by the charity.

**Summary of the main achievements of the charity during the year****Charity Manager**

The appointment of a Charity Manager from 4<sup>th</sup> January 2021 has brought much needed experience into the charity and structure into its day to day operations, especially in the line management of the six part-time staff members. At the end of 2021, the Charity Manager joined a steering committee working on the construction of our new charity Headquarters.

**Bright Hope House**

We were delighted that planning permission for Bright Hope House, Swannington was submitted and passed in late December 2021. The commitment to this project from Bloor Homes and North West District Council remains as strong as ever and we look forward to working with both parties in 2022 to progress the project to the building stage.

**Continued increase in service users and diversity of services**

Following on from the increase in service users in 2020, the charity continued with this trend and in 2021 there was a further increase of 48% in the number of service users.

During 2021 the charity further expanded its services with the launch of its Long Covid Support service. This service offered 1-1 support specifically for people who were diagnosed with Long Covid. This is a tailored, 10 week programme, led by a trainer who holds a Covid-19 rehabilitation qualification.

Towards the end of 2021, the decision was also taken to expand our counselling service to a second counsellor. This position would be advertised as a student placement, to commence in 2022. This decision will enable more people to access our counselling service and reduce waiting list times (approximately 12 weeks in 2021).

**Partnership working with Social Prescribers**

Key to our success in increasing service users in 2020 was the development of the charity's relationship with the new social prescribing team that covers North West Leicestershire. In particular, the team's recognition of our counselling and befriending service has resulted in a significant number of referrals to these services and they are keen to work with us to take our counselling services into the heart of the communities in 2022. We continue to work closely with our Social Prescribers and NHS links and receive regular, excellent feedback from all parties.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

As at 31<sup>st</sup> December 2021, Hospice Hope held £160,000 in restricted funds (mainly comprising of various grants funded in advance and restricted reserves of £64,000 for Bright Hope House and other activities) leaving £37,700 in unrestricted reserves.

### Details of any funds materially in deficit

### Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

### Fundraising – income levels significantly impacted

2021 saw a decrease of £60,000 in income from 2020. Some of the impact of this was offset by a decrease in costs to £92,000 from 2021 but this still meant that there was a net outflow of £40,000 during this year. Other income remained fairly stable at £32,000 vs £37,000 in 2020 but income from grants, trusts and foundations fell by £52,000. Many of the funds that the charity would usually apply to had become exhausted due to the release of emergency funding relating to the pandemic in 2020 and early 2021.

The charity has welcomed news that it's new headquarters will be a 'Turnkey' project and will involve minimal cost to the charity.

## Section F

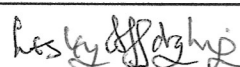

## Other optional information

## Section G

## Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	LESLEY MURRAY NOTGHI	STEWART SHEPHERD
Position (eg Secretary, Chair, etc)	TRUSTEE	CHAIR

Date 23 MAY 2022



Section A

Independent Examiner's Report

Report to the trustees/ members of

Charity Name  
HOS PICE HOPE

On accounts for the year ended

31st DECEMBER 2021 Charity no (if any) 1169561

Set out on pages

1 - 2 (remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent examiner's statement

~~The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]. Delete [ ] if not applicable.~~

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below\*) which gives me cause to believe that in, any material respect:

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

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

\* Please delete the words in the brackets if they do not apply.

Signed: [Signature]

Date: 19/1/2022

Name: RICHARD VINCENT SHANKS

Relevant professional qualification(s) or body

FCA

(if any):

--

Address:

22 PRIORFIELDS
ASBY-DE-LA-ZOUCH
LEICESTERSHIRE LE65 1EA

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

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Charity Name: Hospice Hope 1169561

CC16a

## Receipts and payments accounts

For the period from 1st Jan 2021 To 31st Dec 2021

### Section A Receipts and payments

	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
<b>A1 Receipts</b>					
Trusts & Foundations Restricted		83,525	-	83,525	134,754
Trusts & Foundations Unrestricted	10,500	-	-	10,500	1,900
Corporate	-	-	-	-	3,854
Events	9,962	-	-	9,962	12,692
Membership	335	-	-	335	390
Personal Donations	8,383	-	-	8,383	13,316
Collection boxes & tins	861	-	-	861	920
GiftAid	2,022	-	-	2,022	3,566
Bank Interest	132	-	-	132	972
Other / refunds	313	-	-	313	15
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>31,882</b>	<b>83,525</b>	<b>-</b>	<b>115,407</b>	<b>172,379</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>31,882</b>	<b>83,525</b>	<b>-</b>	<b>115,407</b>	<b>172,379</b>
<b>A3 Payments</b>					
Hope House (includes wages)	6,522	-	-	6,522	14,687
Community Engagement		15,462	-	15,462	-
Counselling Service		21,670	-	21,670	15,081
Befriending Service		12,739	-	12,739	14,818
On-Line Services		14,096	-	14,096	7,224
Tablety Loan Scheme	1,058	-	-	1,058	-
Long Covid Support	3,312	-	-	3,312	-
Ashby Cafe	1,835	-	-	1,835	985
Coalville Cafe	599	-	-	599	570
Ibstock Cafe	1,229	-	-	1,229	887
Castle Donington	174	-	-	174	1,058
Administration	9,165	-	-	9,165	10,133
Core Staff costs	65,582	-	-	65,582	49,698
Event costs	1,433	-	-	1,433	1,580
Other	168	-	-	168	-
Capital Expenditure	1,030	-	-	1,030	2,263
<b>Sub total</b>	<b>92,107</b>	<b>63,968</b>	<b>-</b>	<b>156,075</b>	<b>118,984</b>
<b>A4 Asset and investment purchases. (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>92,107</b>	<b>63,968</b>	<b>-</b>	<b>156,075</b>	<b>118,984</b>
<b>Net of receipts/(payments)</b>	<b>- 60,225</b>	<b>19,557</b>	<b>-</b>	<b>- 40,668</b>	<b>53,395</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>- 60,225</b>	<b>19,557</b>	<b>-</b>	<b>- 40,668</b>	<b>53,395</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Current Accounts	2,883	-	-
	Deposit Accounts	98,792	96,878	-
	Petty Cash	25	-	-
	<b>Total cash funds</b>	<b>101,700</b>	<b>96,878</b>	<b>-</b>
	(agree balances with receipts and payments account(s))			


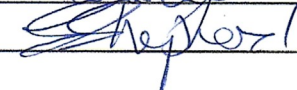
Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	LESLEY MURRAY NOTGHI	23/5/2022
	STEWART SHEPHERD	23/5/2022

**HOSPICE HOPE**

England & Wales - Charity number 1169561

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# Accounts

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# Trustees' Annual Report for the period

Period start date			Period end date				
From	1	Jan	2020	To	31	Dec	2020

## Section A Reference and administration details

**Charity name** Hospice Hope

**Other names charity is known by** Bright Hope in North West Leicestershire

**Registered charity number (if any)** 1169561

**Charity's principal address** 23 Ashby Road  
 Ravenstone  
 Leicestershire  
**Postcode** LE67 2AA

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Stewart Shepherd	Chair		
2	Janette Shepherd	Secretary		
3	Linda Mould	Treasurer		
4	Peter Last			
5	Kathryn Last			
6	Roy Stobbs			
7	William Spiegler			
8	Daniella Walton	Safeguarding		
9	Carole Beesley		1 <sup>st</sup> Jan 2020 – 6 <sup>th</sup> Feb 2020	
10	Steven Hodson		1 <sup>st</sup> Jan 2020 – 14 <sup>th</sup> July 2020	
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

**Names and addresses of advisers (Optional information)**

Type of adviser	Name	Address

**Name of chief executive or names of senior staff members (Optional information)**

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**Section B Structure, governance and management**

**Description of the charity's trusts**

Type of governing document <i>(eg. trust deed, constitution)</i>	Constitution (Association)
How the charity is constituted <i>(eg. trust, association, company)</i>	Charitable Incorporated Organisation
Trustee selection methods <i>(eg. appointed by, elected by)</i>	Appointed by members of the charity

**Additional governance issues (Optional information)**

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

All Trustees of Hospice Hope have signed the Charity Commission's 'Trustee Eligibility Declaration' and a second 'Automatic Disqualification Declaration'.

All Trustees have attended safeguarding training and where appropriate enhanced DBS checks are performed on those Trustees who can find themselves on a 1-1 basis with a service user (as they are deemed to be vulnerable adults).

**Section C Objectives and activities**

**Summary of the objects of the charity set out in its governing document**

The objects of Hospice Hope as per the charity's constitution are:

The relief of suffering amongst persons with life limiting illness and their carers in North West Leicestershire.

- Through the provision of facilities and support services
- Through the provision of pastoral care
- Through the provision of funds to support individuals

**Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)**

### **Update of Mission Statement**

In Summer 2020, the Trustees took the decision to update the charity's mission statement to include a commitment to supporting those with conditions that effect their ability to live an active life, but which do not necessarily reduce their life expectancy.

*Our mission is to be a therapeutic and caring organisation providing a range of services to enable a better quality of life and support for those who are struggling with a condition that limits the ability to enjoy life.*

To achieve this end, our services are defined as follows:

*Hospice Hope works within North West Leicestershire to support individuals who have a condition that leads to a reduction in quality of life or who have been diagnosed with a life limiting condition, as well as offering support to their partner or carer(s).*

This was a significant step for the charity as it opened up the potential to support more people in our locality.

### **Main Activities**

As with many health support based charities, 2020 can be split into roughly two sections, pre Covid-19 and our reaction to Covid-19.

Up to 17<sup>th</sup> March 2020, the charity continued to offer daytime care at Hope House, Griffydam on Mondays, Tuesdays and Thursdays, plus our community based weekly drop-in support groups in Ashby de la Zouch, Coalville & Whitwick, Ibstock and Castle Donington. Our new counselling service started on 4<sup>th</sup> March, offering face to face sessions with an experienced local counsellor. These sessions were based at Hope House on Wednesdays and proved to be popular from the start.

When these face to face services were closed due to the pandemic, the charity was determined to continue providing support and existing service users were quickly offered telephone calls on a regular basis by a named volunteer who was familiar to them. New services, which could be delivered during the pandemic, were then planned, funded and launched and have been very well received by the local community and health and social care workers. Further details of these new services can be found in section D.

**Additional details of objectives and activities (Optional information)**

## Volunteers

Volunteers continue to be the life blood of the charity and at the end of December 2020, Hospice Hope had 72 volunteers. Despite a number of volunteers retiring their support, numbers were boosted by the influx of new befriending volunteers.

Sadly, due to the pandemic, the charity was unable to hold its planned 'Volunteer Thank You' event in June, but all volunteers are regularly communicated with to ensure that they all feel appreciated and kept up to date with any latest news. The charity also offered our volunteers the opportunity to join a counsellor-lead support sessions, so that they could discuss any issues they were encountering with regard to their volunteering role.

All volunteers who work on a 1-1 basis with our services users (this includes support provided by telephone, email or letter) must take an enhanced DBS check before they are able to start volunteering with the charity. This check is repeated every three years, a policy that was introduced by the charity in early 2017.

Since April 2018, all volunteers have been requested to attend safeguarding training and where appropriate, volunteers have also attended first aid and manual handling training. The training has been facilitated by professional trainers or online training provider and paid for by the charity.

In 2021 we will be looking to further increase our volunteer base to meet the demands of the charity, including preparing to recruit volunteers for our new centre, which is due to start being built towards the end of the year.

The charity's 8 trustees also work on a voluntary basis to oversee the operational activities and strategic development of Hospice Hope.

You may choose to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

**Summary of the main achievements of the charity during the year**

**Fundraising – income levels remain relatively stable despite pandemic**

Despite the closure of our face to face services and vastly reduced corporate and community fundraising opportunities, 2020 income achieved 90% of 2019 levels.

This stabilisation can be attributed to the diligence of our fundraiser in meticulously applying to local and national grants, trusts and foundations, which accounted for 80% of our 2020 income.

The majority of funding received has been via COVID-19 specific funding streams, which opened up following the first national lockdown in March 2020. These funding streams required a quick turnaround in applications and competition was strong from all areas of the third sector.

**Significant increase in service users and diversity of services**

Our fundraising success and continued community engagement has enabled the charity to fund the development, implementation and delivery of new online and telephone services that enable existing and new service users to access as many services as possible.

The advent of the new services and the effects of the pandemic have resulted in a 73% increase in new service users accessing our support in 2020.

All the services that we have been able to deliver during 2020 and the national lockdowns, continue to achieve our key objectives of supporting those who are affected by long term conditions by reducing isolation and loneliness, creating access to other services and information and planning for re engagement in the community when safe to do so.

During 2020 the charity launched the following services:

- Counselling (face to face until March, then via the telephone or zoom)
- Befriending Service – via the telephone, zoom, email or penpal
- Online support groups – this included moving two out of our four Support Cafes to weekly or fortnightly online groups, plus the introduction of a range of specific interest online groups e.g crafting, seated chair exercises, meditation, general interest talks
- Tablet Loan Scheme – enabling people to access the internet, communicate with loved ones and join in with our online groups by providing a tablet and access to wifi (for free)

At the end of December, the charity was also in the process of launching a Long Covid specific support group, to commence in January 2021.

**New staff and redeployment of existing staff, new volunteers**

A major contributing factor to the overall success of the charity in 2020 has been the flexibility of the Trustees, staff and volunteers in responding to the unprecedented challenges and changes faced by the charity.

- The charity has recruited a new member of staff on a part time basis to develop and manage our online groups
- Our Care Services Manager was redeployed from Hope House (which remains closed due to the pandemic) to plan, launch and manage the charity's befriending service, which has proved to be very popular, especially as many people feel particularly socially isolated from their normal routines and loved ones.

- Our Hope House complementary therapist was redeployed to offer an online therapy service, which has been well received on a pilot basis
- A significant number of volunteers who provided face to face support at our Support Cafes and Hope House, moved to offer telephone support on a weekly basis to existing guests. As at October 2020, over 30,000 minutes of calls had been made by our volunteers.

In September 2020, Trustees took the decision to begin the recruitment process for the charity's first ever Charity Manager. This decision was directly linked to the growth in service users and staff (and thus necessary management requirements), the plan for future growth, rebranding and significant movement with regard to the new build. After a successful recruitment and interview process, an appointment was made and the new Charity Manager starts on 4<sup>th</sup> January 2021.

#### **New Volunteers**

During the year the charity recruited 15 brand new volunteers to our befriending service and at the close of 2020 was processing a further 8 applications. This success has been achieved by successfully utilising various online volunteering websites and offering a volunteer led service that did not necessarily rely on people living in or around North West Leicestershire.

#### **Lights of Love**

Our 'flagship' event usually takes place every December at the Ferrers Centre, near Ashby de la Zouch. Restrictions due the pandemic meant that the decision was taken in September to move this to an online only event, with the live event being replaced by a pre-recorded video, which was available to watch on You Tube. Tags hung on the Ferrers' Christmas Tree were replaced by 'hang at home' memory tags. The charity was pleased to report that over 400 people accessed the video, many tags were requested and donations to this event remained at the same level as 2019.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

Hospice Hope holds approximately £60,000 in unrestricted reserves, being the equivalent of approximately 6 months running costs at 2020 levels.

Restricted reserves were approximately £90,000 comprising of various grants funded in advance.

### Details of any funds materially in deficit

### Further financial review details (Optional information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

#### Job Retention Scheme

The Trustees of Hospice Hope decided on 14<sup>th</sup> April 2020 to place three of its part-time employees on the Government's Job Retention Scheme, with effect from 16<sup>th</sup> April 2020. The affected employees had all been working at Hope House, the charity's day care centre, which closed to service users on 17<sup>th</sup> March 2020.

- One employee was taken off the Job Retention Scheme on 6 May 2020 to plan, launch and manage the charity's new online / telephone befriending service.
- One employee was taken off the Job Retention Scheme on 16<sup>th</sup> November 2020 to plan, launch and manage a new online / telephone based complementary therapy service for our existing service users.
- Sadly, one employee was made redundant from their position at Hope House on 31<sup>st</sup> October 2020, as the charity could not foresee the centre re-opening for some significant time to come (if at all) and there was no potential or suitable position that this employee could have been moved to.

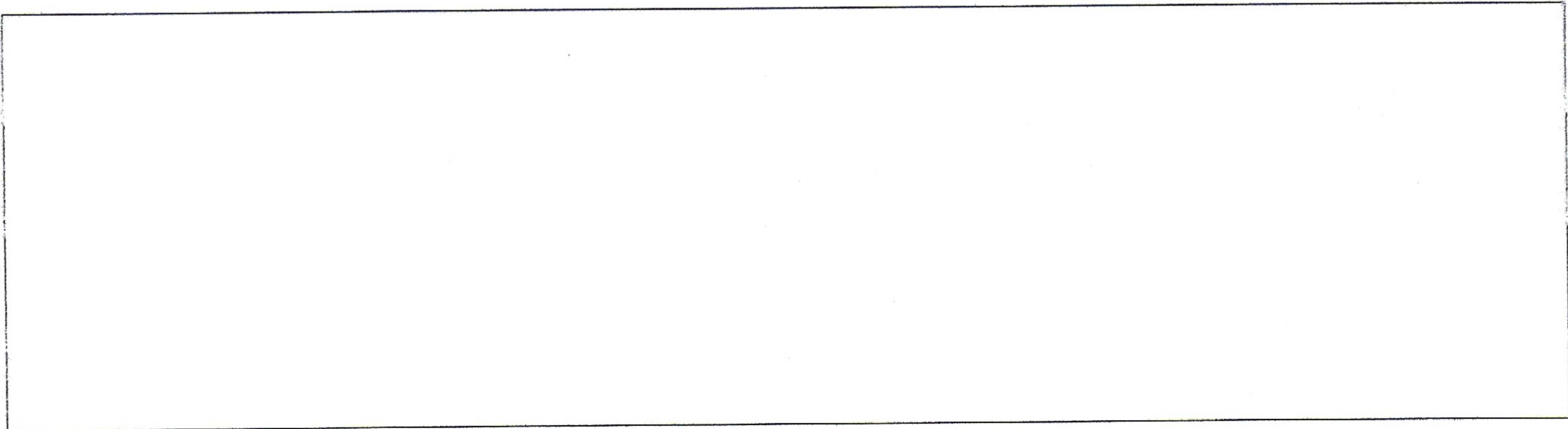
The charity would like to thank the Government for providing the Job Retention Scheme, which allowed for a period of adjustment and planning without depleting reserves and having to rush into any potential redundancy decisions.

#### Banking

The Charity will hold such bank accounts as are necessary to ensure its funds are protected by the Financial Services Compensation Scheme (FSCS) and offer the best value for money with regard to bank charges and interest rates.

## Section F



## Other optional information



**Section G Declaration**

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	STEWART SHEPHERD	LINDA MOULD
Position (eg Secretary, Chair, etc)	CHAIR	TREASURER.
Date	5 APRIL 2021	05/04/2021



Section A Independent Examiner's Report

Report to the trustees/ members of

Charity Name HOSPICE HOPE

On accounts for the year ended

31st December 2020

Charity no (if any)

1169561

Set out on pages

2

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended

Responsibilities and basis of report

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

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

Independent examiner's statement

~~The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]]. Delete [ ] if not applicable.~~

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination (other than that disclosed below \*) which gives me cause to believe that in, any material respect:

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

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

\* Please delete the words in the brackets if they do not apply.

Signed:

[Signature]

Date:

3/2/2021

Name:

RICHARD VINCENT SHANKS

Relevant professional qualification(s) or body

FCA

(if any):

--

Address:

22 PRIORFIELDS
ASHBY DE LA ZOUCE
LEICS. LE65 1EA

**Section B**

**Disclosure**

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

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Charity Name: Hospice Hope		1169561	
<b>Receipts and payments accounts</b>			<b>CC16a</b>
For the period from	Period start date 1st Jan 2020	To	

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year: 2019 to the nearest £
<b>A1 Receipts</b>					
Personal and Corporate Donations	17,169		-	17,169	8,914
Third Party Event Fundraising			-	-	
Trusts and Foundations (unrestricted)	1,900	134,754		136,654	102,692
Hospice Hope Events	12,692		-	12,692	27,419
Membership	390		-	390	405
Collection tins and boxes	920		-	920	3,675
Gift Aid	3,566		-	3,566	2,899
Capital Introduced / Restricted Donations			-	-	45,460
Capital Introduced / Restricted Donations for Hope House 2			-	-	-
Bank Interest	972			972	754
Other	15		-	15	520
<b>Sub total (Gross income for AR)</b>	<b>37,625</b>	<b>134,754</b>	<b>-</b>	<b>172,379</b>	<b>192,738</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>37,625</b>	<b>134,754</b>	<b>-</b>	<b>172,379</b>	<b>192,738</b>
<b>A3 Payments</b>					
Ashby Café	985	-	-	985	3,703
Coalville Café	570	-	-	570	2,803
Ibstock Café	887	-	-	887	2,967
Castle Donington Support Café	1,058	-	-	1,058	1,710
Hope House (including wages)	14,687	-	-	14,687	40,806
Counselling Service	-	15,081		15,081	-
Befriending Service	-	14,818		14,818	-
Online Group Services	- #	7,136		7,136	-
Community Engagement	-	22,318		22,318	-
Administration	7,929	-	-	7,929	14,497
Staff costs (excluding Hope House and CEW)	29,672	-	-	29,672	43,651
Event costs	1,580	-	-	1,580	2,632
Other		-	-	-	-
Capital expenditure	2,263	-	-	2,263	545
<b>Sub total</b>	<b>59,631</b>	<b>59,352</b>	<b>-</b>	<b>118,984</b>	<b>113,314</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>59,631</b>	<b>59,352</b>	<b>-</b>	<b>118,984</b>	<b>113,314</b>
<b>Net of receipts/(payments)</b>	<b>- 22,007</b>	<b>75,402</b>	<b>-</b>	<b>53,395</b>	<b>79,424</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Cash funds this year end</b>	<b>- 22,007</b>	<b>75,402</b>	<b>-</b>	<b>53,395</b>	<b>79,424</b>

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Current Accounts	2,395		-
	Deposit Accounts	92,657	144,242	-
	Petty Cash	192	-	-
	<b>Total cash funds</b>	<b>95,243</b>	<b>144,242</b>	<b>-</b>
	(agree balances with receipts and payments account(s))			OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Details			
<b>B2 Other monetary assets</b>		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B3 Investment assets</b>			-	-
			-	-
			-	-
			-	-
			-	-
	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
<b>B5 Liabilities</b>			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name		Date of approval
	L Mould	LINDA MOULD		03/03/2021
	<i>Stewart Shepherd</i>	STEWART SHEPHERD		3/3/2021