



# 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 Hoult	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)

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## 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.

## **Section D**

## **Achievements and performance**



### 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


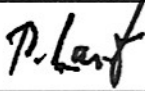
## Other optional information

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.**



CHARITY COMMISSION  
FOR ENGLAND AND WALES

Hospice Hope

1169561

## Receipts and payments accounts

CC16a

For the period  
from

Period start date  
1st January 2023

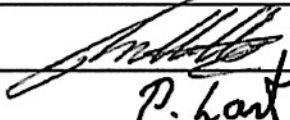
To

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>
<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>- 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
<b>B2 Other monetary assets</b>	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
<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 asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
<b>B5 Liabilities</b>	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
		Peter Alan Stearns PETER LAST	17-06-24 17-06-24	