



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 st Jan – 12 th Aug	
2	Janette Shepherd	Secretary		
3	Peter Last	Treasurer		
4	Kathryn Last			
5	Roy Stobbs			
6	Angus Bennion		20 th May – 31 st Dec	
7	Amanda Mackemson		20 th May – 31 st Dec	
8	Laura Mackie		20 th May – 29 th 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 2nd 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.

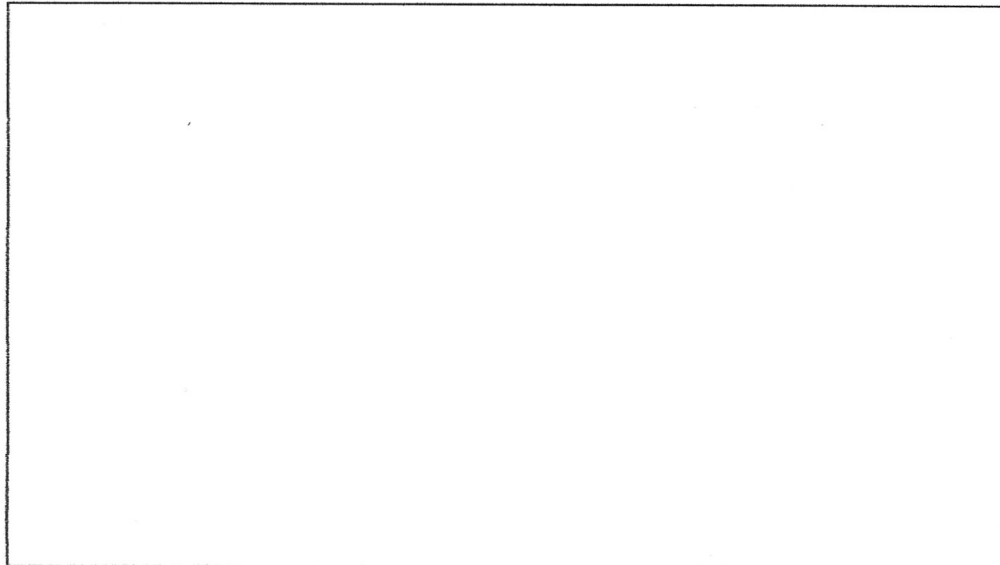
For all identified risks requiring mitigation, formal risk assessments are undertaken. These assessments are used to develop appropriate management strategies aimed at minimising, eliminating, or controlling the potential impact of each risk. This structured approach ensures that risks are addressed 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.

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)

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.

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 31st December 2024, our volunteer numbers were as follows:

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

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 31st 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

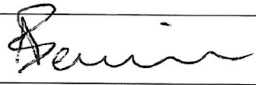
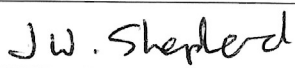
The charity has full, unrestricted use of a building provided at an estimated build cost of £2.3m

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	



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Bright Hope in North West Leicestershire

**On accounts for the year
ended**

31st 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:

8th 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
------------------------	---------------------------------------	----	---------------------------------------

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 £
A1 Receipts					
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	-
Sub total (Gross income for AR)	124,396	133,182	-	257,578	180,661
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	124,396	133,182	-	257,578	180,661
A3 Payments					
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
Sub total	190,371	112,793	-	303,164	225,549
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	190,371	112,793	-	303,164	225,549
Net of receipts/(payments)	- 65,975	20,389	-	- 45,586	- 44,888
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	118,364	36,578	-	154,942	199,830
Cash funds this year end	52,389	56,967	-	109,356	154,942

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 £
B1 Cash funds	Current Accounts	4,285	-	-
	Deposit accounts	39,071	66,000	-
		-	-	-
	Total cash funds	43,356	66,000	-
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK

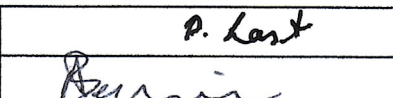
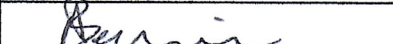
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	None	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets	None		-	-
			-	-
			-	-
			-	-
			-	-
			-	-

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

	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities	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