DOVE HOUSE HOSPICE LIMITED

England & Wales · Charity number 509551

Details

Other names	NORTH HUMBERSIDE HOSPICE PROJECT, DOVE HOUSE HOSPICE
Status	Registered
Legal form	Charitable company
Company number	01498747
Registered	1980-09-18
Register	View on the Charity Commission register

Contact

Address	Dove House Hospice Chamberlain Road Hull HU8 8DH
Phone	01482784343
Email	board@dovehouse.org.uk
Website	www.dovehouse.org.uk

Activities

Objects: TO PROMOTE THE RELIEF OF SICKNESS BY SUCH CHARITABLE MEANS AS THE ASSOCIATION SHALL FROM TIME TO TIME THINK FIT. FOR FURTHER DETAILS SEE CLAUSE 3 OF THE MEMORANDUM AND ARTICLES OF ASSOCIATION.

Activities: Provide a range of clinical services for patients who suffer from life limiting illnesses as well as providing support and care for their family and friends during and after their period of illnessPromote and assist with teaching and training doctors, nurses and other persons engaged in the above clinical servicesPromote and conduct research into the above

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** NORTH HUMBERSIDE
- East Riding Of Yorkshire
- Kingston Upon Hull City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£12,752,850	£11,965,499	£21,179,062	313
2024-03-31	£12,173,058	£11,200,293	£20,363,976	319
2023-03-31	£10,911,359	£10,235,718	£19,168,369	299
2022-03-31	£10,886,934	£9,703,048	£18,477,813	314
2021-03-31	£11,300,549	£9,213,283	£17,342,920	309

Trustees

Name	Role	Appointed
Daniel Robert Harman Dr		2016-09-08
Dr Claire Ann Margaret Thomas		2023-05-11
FRANCIS JOHN GROVE DUNNING		2014-01-31
Jae Saleh		2023-05-11
James Andrew Harris		2022-01-20
Janet Irene Antons		2019-11-14
MARGARET BUTT		2014-10-03
PHILIP HARRY DANIELS		
Sally Booker		2023-05-11

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DOVE HOUSE HOSPICE LIMITED

England & Wales - Charity number 509551

Accounts

dovehouse hospice



Trustees' Report and Financial Statements

March 2025

Dove House Hospice Limited Directors' Report
For the year ended 31 March 2025

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> “Thank you so much, your kindness through the hardest time in my life will not be forgotten.”
>
> **Dove House Patient**

Welcome

As we reflect on the past year, the achievements, the challenges, but above all the difference Dove House makes to so many people, we are filled with gratitude for the unwavering commitment of our staff, volunteers, donors, and community partners. We have been providing essential health care services for over 40 years with our work centred on compassion, dignity, and support—values that guide us in providing the highest quality care for those facing life-limiting conditions.



Chris Sadler
Chief Executive

This year has been one of profound impact, as we have expanded our services, strengthened our community and outreach services, and continued to offer comfort to patients and their families during the most vulnerable moments of their lives. The numbers in this report represent our community, a person, a story of care, kindness and connection, but also the passion and dedication of so many, to raise the vital funds needed to sustain the services at Dove House.

As we delve into our achievements, one area that deserves recognition is the progress and transformative role of digital innovation. The integration of digital tools and data driven insights has enabled us to streamline operations across the organisation. From digital health records to advanced analytics our commitment to responsible data management allows us to continuously improve and adapt in an ever evolving landscape. The data in this report reflects some of this work, as we present critical information in a format which supports a clearer understanding of our work.



Philip Daniels
Chairman

We invite you to explore the pages ahead, where we share the challenges we've faced, the milestones we've reached, and the hope that continues to shape our vision and purpose. As we look forward, we remain dedicated to ensuring every individual receives the respect, love, and support they deserve.

Together, we make a difference.

Chris Sadler
Chief Executive
and
Philip Daniels
Chairman



Who we are

Dove House Hospice is based in Hull and serves the whole of the East Riding of Yorkshire region. For over 40 years we have provided specialist, personalised care for those dealing with a life limiting diagnosis and those approaching the very end of their lives, either in our Inpatient Unit or across Outpatient Clinics and groups. We also support the patient and their family with their emotional wellbeing, offer bereavement support, including a specialist service for children, as well as providing community groups to help tackle issues such as loneliness and social isolation.

We were developed **by the community, for the community** and will continue to adapt our services to meet their needs.

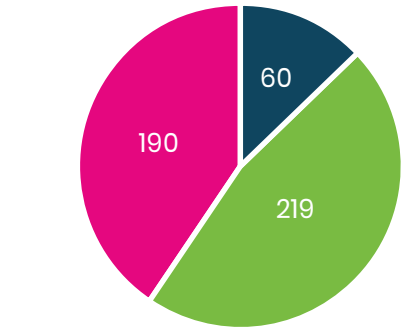
Our Care In Numbers

469 Inpatient Admissions

62% of Inpatients were from Hull

83% average occupancy

Admissions



23 Living Well Group sessions

18% increase in referrals since 23/24

48% Patients with non-cancer diagnosis

219 Admissions for End of Life Care

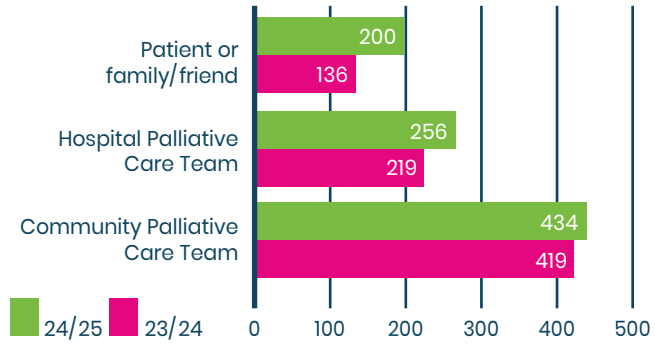
201 Home visits by MND nurse

98% of deaths achieved Preferred Place Of Care

9 Average days stay on Inpatient Unit

31% increase in online referrals

External Referral Sources



Dove House Hospice cares for anyone over the age of 18 who is living with a progressive life limiting illness across Hull and the East Riding of Yorkshire. Providing holistic care, the hospice ensures that the patient and their family are the centre of all areas of care.

Services provided by Dove House:

Inpatient Unit for pain and symptom management, respite and end of life care.

Family Support for loved ones and carers, as well as looking after the patient's emotional needs.

Bereavement Care for families using our services and for the wider community, including Children's Bereavement Groups and the Welcome Wednesdays Bereavement Café.

Community Groups such as Friday Friends and Welcome Wednesdays reach out to the community and open the doors of Dove House to those who need social support.

Therapies including Complementary therapy, Occupational therapy and Physiotherapy.

Outpatient Clinics with doctors, specialist nurses and therapists.

38% of Inpatients were from the East Riding

132 People supported by Friday Friends

85 People attended Welcome Wednesdays

83 Complementary Therapy Assessments

292 Physiotherapy assessments provided

2834 Contacts to adults and children from the Family Support Team

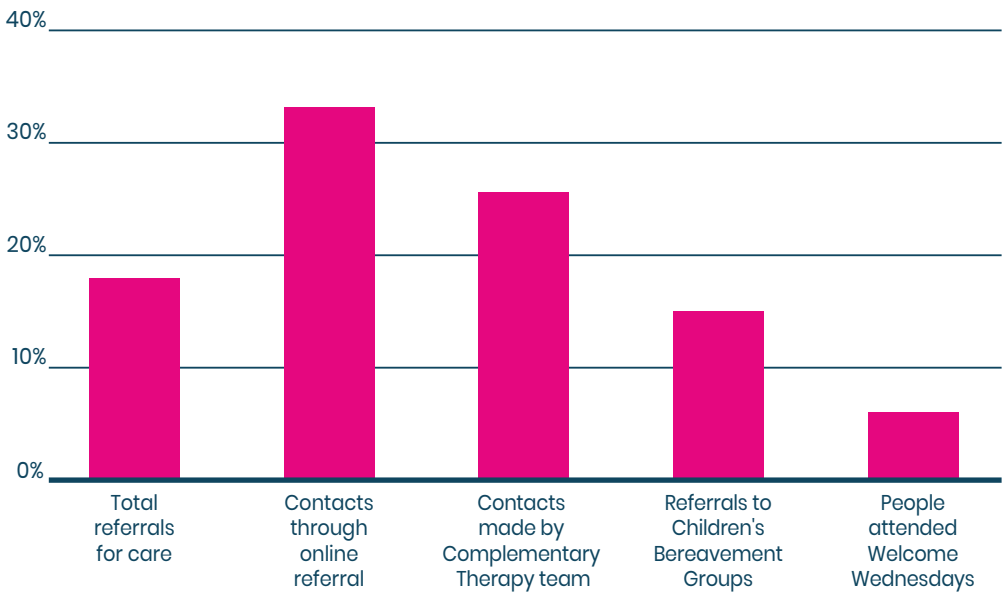
190 Admissions for Pain and Symptom Management

268 Referrals to the Children's Bereavement Groups

3 Days waiting time for admission

248 People referred to the Family Support Team

Service Growth



Luke's Story

My friend Emilee



My best friend Emilee was just 22 years old when she was diagnosed with skin cancer in November 2023. Initially her symptoms were thought to just be acid reflux but after she started to throw up, we encouraged her to have it investigated further. They found it had spread and she had growths in her stomach, and one had burst. She tried treatment but they didn't work and the plan changed from extending her life to making her as comfortable as possible; we were all devastated. But Emilee was determined to be strong, she just accepted the news.

After spending a long time in hospital, she was actually really happy to come to Dove House. The care that she received at the hospice was unreal. The team checked on her, and us, constantly, always reassuring us and asking if there was anything we needed. They welcomed us all with open arms and never made us feel out of place. At the beginning when Emilee could move about and sit up, she could get out in the garden which was really lovely for us all.

Emilee was at Dove House for about a month, the nurses really got to know her personality and had such a laugh with her. She was such a character and became good friends with them all. The bond Emilee and the nurses had was so special.

The hospice let Emilee's partner Molly stay too, she practically lived there. I know that Emilee was worried about Molly so the fact that the hospice looked after her too meant so much to Emilee and helped her relax that little bit more. But it also meant that Molly could leave for little breaks, knowing that her partner was in the best possible place and being cared for in every way.

Dove House created the closest version of home that Emilee and Molly could get at the hospice going above and beyond for both of them, it was amazing! They were also able to bring their dog to see Emilee. It was another level of care; I have never seen anything like it.

My best friend spent her final days being cared for by the wonderful nurses and doctors at Dove House. It was a very emotional time, but everyone even the receptionists made us feel happy which is weird to say at such a difficult time but that's how they made us feel. The hospice really respected Emilee and Molly's wishes and allowed them to spend Emilee's final moments together surrounded by a small number of those most close to her.

When Emilee died the nurses were unreal, they went at our pace, allowed us as much time and space as we needed and couldn't have done more. These are moments that matter and stick with you afterwards and we are very thankful to the hospice for this. Even though you know it's coming it is a heartbreaking situation to be in, but Dove House made it so much easier. They held space for all of our emotions.

Strategic Report

Clinical Services









This year's trustee report provides us with the opportunity to reflect on the achievements, challenges, and developments within Clinical Services. We continue to retain our focus on delivering high quality, safe effective compassionate care to people in our community with a life limiting illness, and strive to improve people's quality of life whilst supporting their loved ones.

Based in Hull and surrounded by tranquil gardens, the hospice offers Inpatient Unit care for respite, pain, symptom management, and end-of-life support. A multidisciplinary team delivers holistic care, including 24-hour consultant led care, physiotherapy, occupational therapy, and complementary treatments, enabling patients to maintain comfort and independence for as long as possible. In addition, the hospice offers extensive bereavement support for families, including a dedicated Child Bereavement Service for children and young people aged 6 to 17.

The needs of patients and families across Hull and the East Riding of Yorkshire are growing rapidly, and Dove House Hospice continues to respond with compassion and determination. Over the last year alone, the hospice has acted decisively to meet this demand by expanding capacity, adapting services, and recruiting specialist staff.

	2023/24	2024/25	Growth
Bed Occupancy	4530	5363	18%
Available Bed Days	5333	6488	22%
Bed Occupancy Capacity	85%	83%	2%
Admissions	434	469	8%

Clinical Quality Assurance

Our Clinical Quality and Improvement group has gone from strength to strength this year, we have completed **29 clinical audits** all have been presented to the group with key learning action noted.

We introduced a huddle at the beginning of the year which supports communication amongst the Multi-Disciplinary Team (MDT), providing clear, concise plans for the on-call teams and ensuring any key safety messages are shared.

Over the past 2 years we have been working with the Improvement Academy who have supported staff on the Inpatient Unit (IPU) with a focus on teamwork and safety. This work was repeated in October 2024, after the team adopted MDT safety huddles the results of which demonstrated:

- Improved days between falls from a baseline of **5.7 to 13.1 days, reaching 63 days without a fall.**
- Overall, the comparison between the first survey (pre-huddle May 2023) and second survey (post-huddle August-October 2024) showed improvement with **24 out of 32 safety culture questions becoming more positive after huddles were embedded.**
- Biggest improvements are noted in the job satisfaction questions with **100% of respondents agreeing that they are proud to be a part of the team** and that it feels like being part of a large family.
- **91% rated patient safety in the hospice as 'very good' or 'excellent',** compared with 71% of respondents of the first survey.

We have embedded a culture of learning and through structured reflection, open communication and involvement of patients, families and staff we have identified meaningful lessons that enhance patient safety at the end of life.

Examples of learning from incidents and actions we have taken:

- Increased Drug Room capacity and environment.
- Recruited a Project Manager to expediate the introduction of electronic prescribing of medicines (EPMA).
- Rolled out a Medication Related Incidents policy.
- Developed a competency package for Medication and Pressure Ulcer awareness.
- Introduced clinical skills.net for all staff to access as a skills leaning resource.
- Developed bespoke assurance tools to measure fundamental standards of care.
- We continue seek feedback and listen to the people who use our services. This year we have redesigned our patient experience survey which supports us in enhancing and developing services.

IPOS

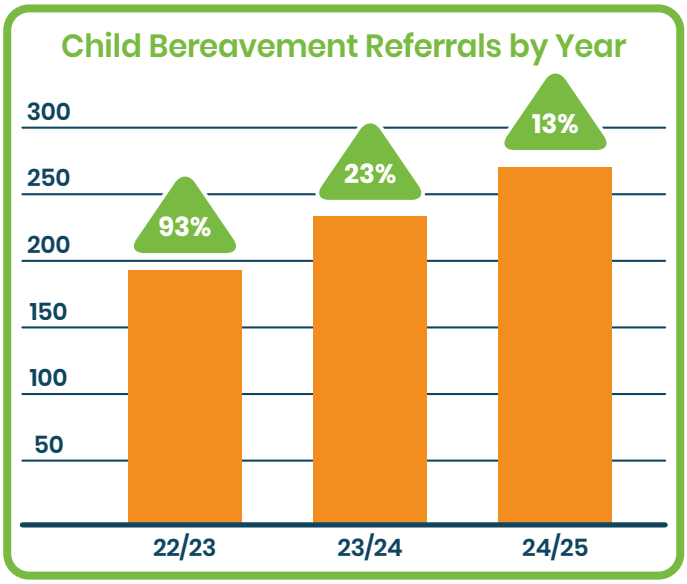
Outcome Measurement provides information that support us in assessing and monitoring changes in the wellbeing of our patients.

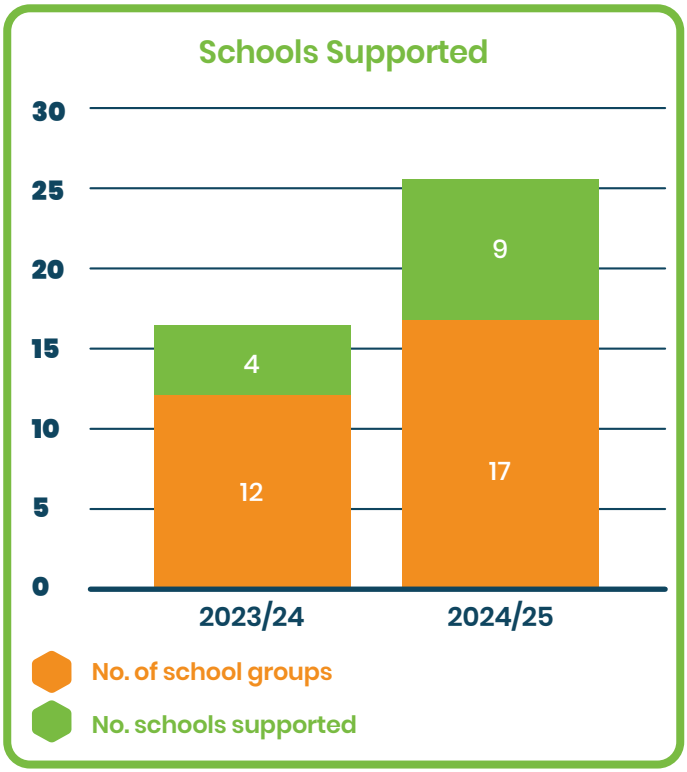
This year, we have continued to improve our use of the outcome measures to identify and address individual patient's symptoms control needs as well as monitor symptoms changes and treatment over time. We now have 100% recording of the first and second outcome measurements for every patient admitted to the Inpatient Unit.



Family Support and Bereavement Services

Family Support Team	22/23	23/24	24/25
Referrals	347	339	248
Contacts	3216	3649	2834
Child Bereavement	**22/23**	**23/24**	**24/25**
Referrals	193	238	268
Groups	9	12	17





Family Support Team

The team have continued to provide compassionate, person-centred care to individuals and their families, offering a comforting presence and practical guidance. Throughout the year we have delivered a broad range of services, including individual counselling services, groups and support sessions. We have facilitated a number of special remembrance events:

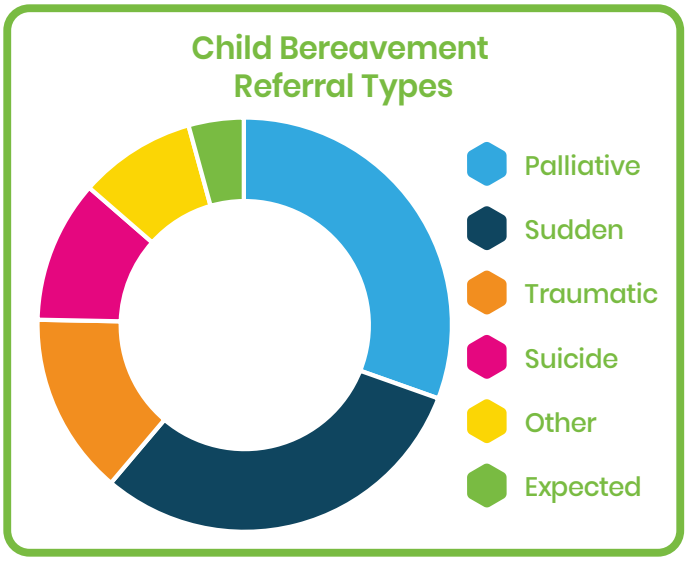
- Personalised Ceremonies- Created a beautiful and dignified wedding ceremony tailored to meet the wishes of the couple, supported by all members of multi-disciplinary team and other hospice staff
- Supporting a patient to go home for a family BBQ with one of doctors
- Canal boat trips for bereaved children.

As a result to workforce challenges, we were required to reduce our services for a period of 3 months last year however we were able to signpost carers to other supportive services within the hospice such as our Welcome Wednesday Bereavement Cafe and Carers Wellbeing Clinic, along with offering complementary therapy whilst individuals wait for face-to-face services.

Child Bereavement Service

The Child Bereavement Service at Dove House Hospice provides specialist care to bereaved children and young people across Hull and the East Riding of Yorkshire. Through one-to-one therapy, group sessions, and peer support, the service helps children develop coping strategies, build resilience, and process grief. Demand has surged, with referrals increasing year on year reflecting both the growing awareness of our work and the escalating need for specialist support. The service has gained the reputation of a trusted, expert- led provider.

This year we are proud to expand our work into primary schools, an important step in reaching younger children at earlier stages of their grief.

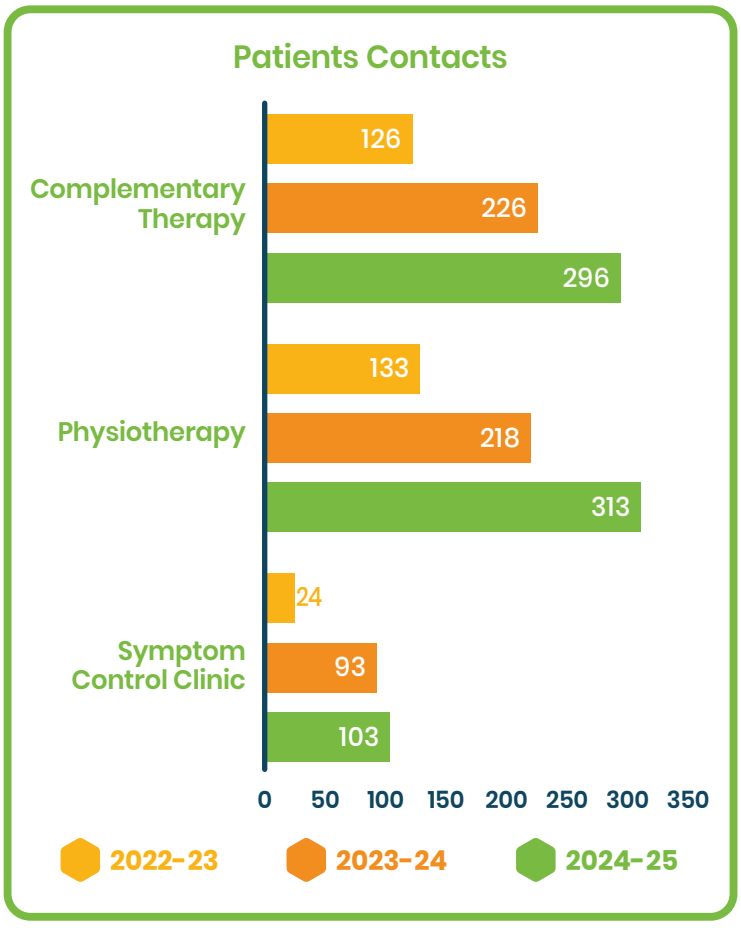


Therapy and Wellbeing services

The therapies team have actively embraced, promoted, and championed a culture of patient safety, consistently seeking strategies to minimise the risk of patient harm. A key initiative has been the implementation of the Falls Risk Assessment Tool (FRAT), designed to accurately identify patients at elevated risk of falls. In addition, the team has pursued innovative and creative approaches to fall prevention, including the introduction of new equipment and resources tailored to enhance patient safety and wellbeing. The service continues to see an increase in the number of referrals.

Our Complementary Therapists have expanded their reach, offering relaxation and mindfulness opportunities not only within our Inpatient services but also in Outpatient Clinics, ensuring that both patients and carers have time to relax and recharge.

The Carers Wellbeing Service continues to grow, receiving overwhelmingly positive feedback for its evolving support offerings. Additionally, the Living Well Group has become a cornerstone of our service, helping individuals navigate life's challenges through interactive and meaningful activities that promote wellbeing and resilience.



Key Achievements against 24/25 objectives

Objective 1: Delivering Safe, High-Quality Care

- Introduced consistent quality measures and agreed KPIs with commissioners.
- Implemented electronic prescribing.
- Enhanced feedback mechanisms, including in-patient and bereavement surveys.
- Developed BI reporting tools for service data analysis.
- Agreed a unified pharmacy service from the acute trust.

Objective 2: Optimising the Hospice Environment

- Refurbished the Inpatient Unit for a brighter, IPC-compliant, and more peaceful care setting.
- Utilised £50,000 in restricted donations to enhance patient experience.
- Increased counselling rooms to support our bereavement services.
- Increased the number of specialist equipment including falls prevention beds and pressure-relieving mattresses.

Objective 3: Increasing Capacity and Reach

- Achieved an 18% increase in bed occupancy and 22% increase in available beds in 2023.
- Realised an 8% increase in admissions.
- Saved 240 acute hospital bed days during winter through a system-supporting winter capacity model

Clinical Goals 2025/26:

1. Deliver excellent care and support that is responsive to the needs of patients and their families in their preferred place.

- Foster a culture of learning, reflection, and accountability.
- Establish key performance indicators to monitor clinical outcomes, patient experience and the effectiveness of our service.

2. Improve Access & Reach

- Develop outreach / In reach models and referral campaigns in partnership with local services
- Use data to analyse demand profiles and service provision, directing our attention to address any shortcomings.

3. Excellence in Care & Training

- Establish the hospice as a recognised Centre of Excellence for End-of-Life Education, delivering evidence-based training that enhances skills and builds confidence and capability across health and community care settings.

4. Engagement & Partnership

- Build integrated, collaborative partnerships with health, care, and community services.
- Support the wider Health care system in reducing hospital admissions by developing support to partners and the community,

5. Digital Innovation

- Develop a clinical strategy which embeds digital technologies into everything we do, supporting decision making and enhancing patient outcomes.
- Use technology to enhance clinical decision- making, patient engagement and service coordination















CQC

We had our last unannounced inspection by the CQC in 2023 and maintained our Good overall rating, the report published and provided the following results.

Is the service safe – Good
Is the service caring – Outstanding
Is the service responsive -Good
Is the service effective -Good
Is the service well led –Good

Regulated by Care Quality Commission

We continue to strive for excellence to ensure our services evolve and excel.

Dan's Story

My Motor Neurone Disease journey





"My name is Dan, I am 52 years old. My Motor Neurone Disease journey started around 2015, with a relatively early diagnosis in September 2016. At this point, I had no real concept of how MND would affect my life, whether slowly or quickly, nor to the full extent of its consequences on me and my family.

I was introduced to Dove House at the start of my diagnosis. I attended a small, monthly support group, offering the ability to meet with others affected by MND. At the time, I remember thinking that I was very distant from other sufferers, not able to accept that this would be my journey. It is unfortunate to say, but members who attended this group came and went, however the care from the support and nursing staff remained constant. Since the early days, and the realisation that my MND journey is very personal, and, in my case, was relatively slow, myself and my family did the best we could to get on with life. For several years, this was largely manageable on our own, though we had regular and helpful contact with our MND nurse.

Fast forward to 2024, and we are now in a very different place. MND has taken all of my movement and my ability to breathe without support, and as a consequence, I spend all my time either in bed or in a chair. The amount of care needed for this level of disability, and the prolonged length of time we have been fighting, had left us all feeling exhausted and in need of help. It was at this point that we talked to Dove House about our needs. They were immediately receptive and understanding, suggesting several possibilities for how they could help.

It had been a long time since the early days of the support group, and this time Dove House offered us the opportunity for some respite care, allowing myself a couple of nights where I was well cared for, and, equally importantly, my family got some well needed rest. My anxieties and concerns about going into respite care were fully understood, and I felt very reassured by the answers to my questions as to how it would work for me.

During this short stay, I took the opportunity to enjoy complementary massage therapy and was able to have a bath, rather than a shower, for the first time in years. For somebody who lives seated or in bed, the opportunity to float without pressure, to feel warm, safe and relaxed, was invaluable. And I took the opportunity to have a bath on both days! As a consequence, the benefits being overwhelmingly obvious, this has lead to me regularly visiting Dove House to recharge my batteries, soothe a battered and aching body, and spend some time truly relaxing. This is a time, just for a brief moment, when you can forget that your body doesn't move anymore. Lying still and accessing these therapies makes you feel, in a small way, just like everyone else. MND is not just a physical condition, it takes a huge toll on your mental health. The ability to access these therapies and achieve a state of mindfulness is absolutely essential.

Dove House is a hospice; for some that term means only one thing – end of life care. But it is far more than this – it is a place where people can go to get real, person-centred care. For family members to feel, for a short while, their loved ones are getting the specialist treatment they deserve, so that they can have some worry-free rest. It is also a place that loved ones can access support for their own health and wellbeing. It is truly a happy and welcoming environment, with dedicated and experienced staff, who work hard to ensure time spent there is rewarding and valuable, and I look forward to returning."

People and Development



Achieving success through our people.

Within our hospice strategy 2023-2028, the 4 goals in People and Development have been refined to align more closely with activity and upcoming work. They also provide more concise and balanced objectives.

293 people employed, equivalent of **220** full time staff

In 2024/25 there were **49 new staff, 23 new bank workers and 285 new volunteers** who joined team Dove House!

Become an employer of choice with high quality candidates in the right roles.

We will successfully recruit to our vacancies with high quality candidates. We will ensure we have the right people in the right roles, at the right time to meet future challenges.

Fair pay and staff benefits

We aim to balance fair pay with long-term sustainability of the hospice while ensuring we have the right staff in the right roles with the right support. From April 1 2024 pay awards were given in line with the Nation Living wage uplift and the cost of living increases. We strive to remain competitive and continue enhancing employee benefits and our values-led culture. In June 2024, we adjusted Nursery staff pay following a market review. In November, we introduced a car leasing benefit via salary sacrifice through NHS Fleet Solutions.

New roles

A total of 49 individuals were recruited, including several new roles. These included a Data Insights & CRM Co-ordinator and a Data Analyst to enhance data analytics, collection and automation. The Clinical Education Lead role was redefined to focus on strategic planning and compliance. In February, two Nursery Apprentices were appointed through Eden Training, leading to a Level 3 Early Years qualification by 2026. Apprentices received an enhanced rate of £6.60/hour, with course fees funded by the Government. In addition to the introduction of new roles, we constantly review existing structures and roles to identify if there are areas in which we can operate more efficiently. As a result, 2 roles were made redundant.

Gender Pay Gap

Our 2024 snapshot date was 5th April 2024. Our results were that on average, women's hourly rate is 5% lower than men's. Historically this has been: 2% (2023/24), 5.2% (2022/23) and 5.8% (2021/22). The Office of National Statistics (ONS) reports for April 2024 that among all employees, the gender pay gap was 13.1%.

Have high levels of staff engagement and retention.

We will achieve high levels of staff engagement by supporting, listening, inspiring and motivating staff.
We will promote open communication to enable continuous improvement.

We will focus on 'Health and Wellbeing' to support our staff's physical and mental health, which in turn benefits the hospice with high retention, high productivity and low absenteeism.

Staff Survey

In April, 66% of staff completed our annual survey, up from 55% last year. Results showed 97% are proud to work here, 93% enjoy their job, and 84% would recommend the hospice as a workplace. While overall feedback was positive, only 46% felt wellbeing was actively encouraged, prompting further action. Further results on values and wellbeing are covered in later sections.

Staff Survey Stats:

97% staff said they were proud to work for the hospice.

93% said they enjoyed their job

94% said they understood what is expected of them in their role.

84% said they would recommend working at the hospice to a friend.

Induction

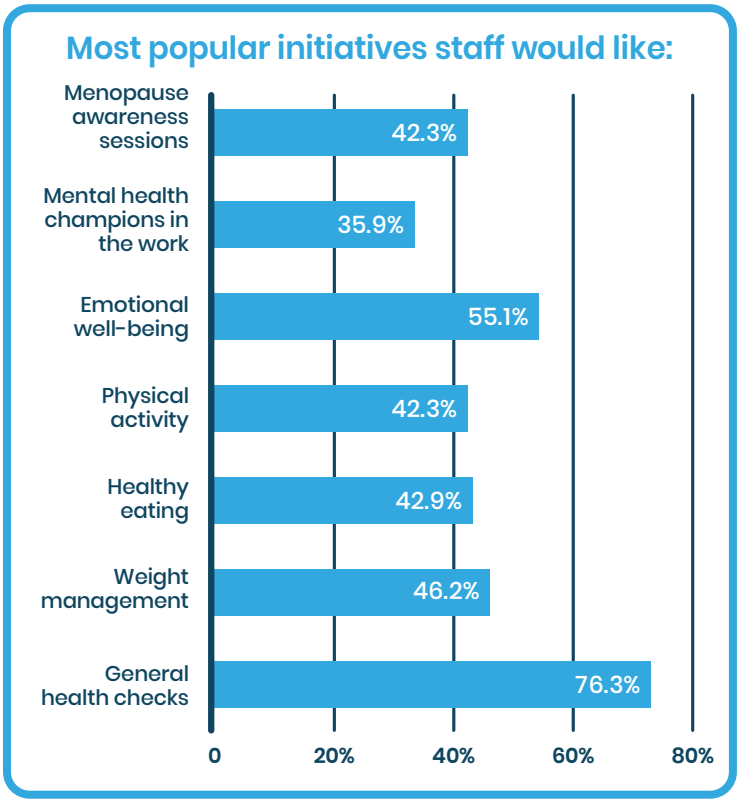
We run monthly Dove House Induction days to welcome new staff, support onboarding, share our history, and outline future plans—welcoming 49 new starters and 23 bank workers this year.

Staff turnover

Staff turnover for the year was 18.2% (54 employees). This is an improvement from the previous year of 23% (67 employees)

Health and wellbeing

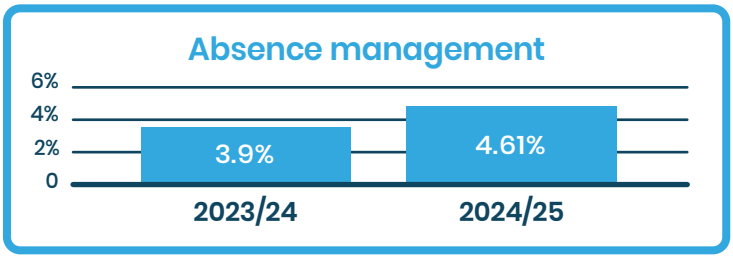
Health Needs Assessment: We partnered with NHS Humber and North Yorkshire Health and Care Partnership through an initiative called Working Voices, in which we launched a Health Needs Assessment in August to identify staff wellbeing needs. With 61% participation, results showed interest in support for health checks, mental health, menopause, and healthy lifestyle initiatives.



Physical Health: Humber Teaching NHS Foundation Trust offered free 'Workforce NHS Health Checks'. 54 employees accessed the health checks and feedback was positive. Flu jabs were also offered to staff and volunteers onsite with 55 staff accessing these. We also offered to contribute if people obtained their flu vaccine via a local pharmacy.

Mental Health: Following a review of our staff counselling provisions we partnered with Focus Counselling Ltd. Staff were also guided on NHS self-referrals and 24/7 EAP access. Over 150 days of compassionate leave supported 35 employees.

Absence Management and Health Support: We aim for 96%+ attendance to maintain service delivery. The lost time rate for 2024/25 was 4.61% (95.39% attendance rate) which is an increase from 2023/24 (96.1% attendance rate)



We referred 22 staff to occupational health and supported 11 of 15 long-term absentees back to work, 4 left employment.

Financial Health: We worked with our pension advisor, Secondsight, to launch the 'Aspire to Retire' email package for staff over 50 and those turning 50 in the next 12 months, offering tailored retirement planning information. In our 2024 survey, 40% felt informed about using their pension. A December review also confirmed that our pension provider remains suitable, in addition they also reduced annual charges.

Christmas vouchers: In November/December, all employees were given a £100 Asda voucher.

Give staff the knowledge and tools they need to do their jobs to the best of their ability to achieve our goals

We will develop a leadership programme to guide practice in the areas of recruitment, absence management, performance and change management to give our leaders the best tools to lead and support their teams to drive performance. We will ensure essential education (clinical and non-clinical) training and appraisals are embedded, monitored and completed as standard to a minimum of 90% completion rates. We will take opportunities for additional training.

- Our dedicated training budget was utilised by staff over the year. Highlights include; Support Services Manager enrolling on a Institute of Workplace and Facilities Management Level 4 qualification and Executive Leadership Team members attended the Hospice UK conference in November to discuss key issues impacting hospices today.
- In April, we delivered a Palliative and End of Life Care course to care home staff. Hospice School returned in May, where students from local colleges learned about MDT roles and practised care skills. In a continued effort to generate income for the hospice, external stakeholders hired rooms for their training and team days. The hospice also delivered our own courses including bereavement and loss training where the session considered the potential impacts on bereavement for those affected by the Legacy case.
- Staffology was rolled out to employees in April. Line managers were fully trained and now have direct access to their teams' data which can be utilised to support and drive performance.
- Clinical Essential Education: With the utilisation of Staffology, our clinical essential education training programme completion rates have been consistency 90%+

Embedding the hospice's values throughout the organisation and making all staff accountable to them

We will create a positive work environment by modelling our values and their associated behaviours in all our work and will immediately address any behaviour that does not live up to the standards we set for one another.

Staff Survey 2024: We were very pleased with the survey results around Values with 98% feeling they understand behaviours reflecting our values; 81% know them by heart and feel colleagues live the values.

Values workshop: A values and behaviour workshop was created and will be used in 2025/26 to then build a behaviour framework



People & Development Goals 2025/26

1. Have high levels of staff engagement and retention

- Launch Staff Survey 2025, analyse results, implement improvements, feedback to staff
- Complete Mindful Employer re-accreditation to show our commitment to supporting staff with their mental health.
- Partner with 2nd OH provider (Wellness International Ltd)
- Explore separating disability related absences from standard policy to ensure a more focused approach & support to those with disabilities. In turn to result in automation from self-limiting absences for triggers and potentially a raised threshold for triggering for those with disabilities.
- ELT update video created and launched. Update will be regarding current position, reflection on previous year and goals for the coming year/s. To be placed on the hospice's intranet for staff to view.
- To write a Menopause policy to show our commitment to providing an inclusive and supportive working environment for all staff, recognising that women may need additional consideration, support and adjustments before, during and after the menopause.

2. Give staff the knowledge and tools they need to do their jobs to the best of their ability to achieve our goals

- Carry out a training needs assessment for non-clinical departments, then re-establish their essential education program.
- To further develop Staffology as a line manager tool.
- Launch leadership program for current leaders and leaders of tomorrow.

3. Become an employer of choice with high quality candidates in the right roles

- New recruits survey: Survey new recruits regarding their applicant experience from reason to apply, feedback on advert, application process, interview, onboarding and induction. Make incremental improvements to our recruitment processes and assess impact.
- Define quality of hire: Define how we measure 'Quality of hire' for example, using key performance indicators and line manager reviews. Once baseline has been established, to make incremental improvements and assess impact.
- Create Workforce Planning Groups as needed across the organisation, to analyse current workforce, upcoming challenges and opportunities, determine future workforce needs and identify gaps.

4. Embedding the hospice's values throughout the organisation and making all staff accountable to them

- Values workshops to be held to explore: Values Mapping (what work values are important and why), b) Hospice Values (what behaviours demonstrate and what behaviours go against), c) Value Based Decision Making (customer and colleague.
- Behaviour framework to be created setting out clear behaviours expectations (and those behaviours we do not expect).
- Introduction of the use of 'Kudos' in Staffology to recognise employees good work and positive behaviour.







"My life has been chaos, now I am feeling calm for the first time in a long time."



"Thank you so much for looking after our beautiful mam when we no longer could, we feel like we got a bit of extra time with her thanks to your care."





"From the moment we arrived, we felt welcomed, not frightened or worried, we knew our dad was in the best place for the right care he needed."



"She absolutely loved all of you and how you treated her still keeping her spirits high and laughing with her every day."





"I know it is your job to help people who are grieving but you saved me I think."



Volunteering

We know that without volunteers Dove House could not continue to provide the vital care it does in the community. With volunteers in every part of hospice life it is crucial we do all we can to provide the best volunteering experience for those who give their time for free. This year we have reviewed how we support our current volunteers and what we are doing to recruit new people to support the organisation in this way.

In 2024/25 we:

- Introduced a quarterly Volunteer Newsletter which keeps all volunteers up to date with hospice news and developments.
- Ran a series of Volunteer Surveys to capture the thoughts and feelings of these key stakeholders and ensure that our volunteering programme truly reflects the needs of our volunteers.
- Re-started Volunteer Open Days at the hospice site. As well as hearing updates from Chris Sadler, Chief Executive, and Philip Daniels, Chair to the Board of Trustees, the October event gave those who attended the opportunity to hear from the architects who are working on the plans to develop the Dove House site.
- Started a long service recognition programme where volunteers receive a pin badge and letter after 5, 10, 15 and 20 years of service. All volunteers are also now issued a "Proud to Volunteer" pin badge after three months of volunteering.





770 volunteers work for the Dove House Hospice.

285 volunteers recruited

Volunteer Surveys

The results from the surveys were overwhelmingly positive , but they also highlighted some areas that we can improve including reviewing the application process, making changes to volunteer inductions and developing ways to keep volunteers up to date. The surveys also highlighted the three main reasons that the majority of volunteers continue to donate their time is to support the cause, because of the positive impact volunteering has on their health and wellbeing and for social interaction.

100% enjoy their volunteering role

81% believe they will still be volunteering in a year's time

95% see a clear link between their role and the hospice's objectives

89% feel skills and experience is utilised

Volunteering Plans 2025/26:

In 2025/26 we plan to develop volunteer recruitment with a marketing campaign to start early in the year, updates to the application process and improvements to the volunteer pages on the main hospice website.

Volunteer Story: Matthew



I'm Matthew and I volunteer at the North Point Dove House shop. I'm 17 and currently doing my A levels at college. I was recommended by a friend to volunteer.

I saw it as a great way to gain some work experience while studying. I've been there now six months and gained great experience in retail including till work pricing and lots of customer service skills.

I love volunteering for Dove House and the staff and the customers are all friendly and I really enjoy coming in. My favourite memory of volunteering was at Halloween. I dressed as a fox to greet customers at the door, a lady asked to have a photo with me. After the photo, she explained that it was her late father's costume and she had donated it to the shop. She said he was a real character and he would have loved this.

I would really recommend volunteering for Dove House. It's for a great cause and helps people from our community, which is so rewarding.

Volunteer Story: Liz



My name is Liz and I volunteer my time at Dove House, playing the harp on the Inpatient Unit.

I have been a musician for many years and was keen to know if my experience as a classical guitarist would transfer to the harp – I wanted a new musical challenge. Though I've been playing the harp for quite a short time, I wanted to share some of the music I've been learning, which led me to volunteer at Dove House.

I find being a musician leads to lots of conversations and I hope that playing at the hospice brings value not just to patients but their families too. I play at the centre of the Inpatient Unit. I find that playing in the open space allows the sound to carry to enable most people on the unit to hear the music.

I recently played in a gentleman's room and we shared an interesting and very touching conversation about his interests in music over the years. I will also never forget the gratitude of one woman who shared with me how much of a difference music made to her time at the hospice. It was a powerful moment. It's easy to forget that volunteering is a two-way process and I feel that I also gain a great deal from my time at the hospice.

People can be at their most vulnerable during their time at the hospice, and it is a privilege to be able to help create a little bit of calm at what are some of life's most challenging moments. There is no expectation for people to 'listen' or engage with me in any way but, if they can connect to the music or find comfort from it in some way then I feel my time volunteering is very well spent.

Claire's Story

My mum Janet





"My mum Janet was a very smart lady, a Head Teacher and History Teacher; so, when she started getting words wrong, we knew something wasn't right.

Her and my dad, Mike, went to the doctors who initially thought that she might have had a mini stroke. After scans and tests we got a phone call from the hospital who said that there were significant abnormalities in her brain. Mum had a brain tumour and that they were certain it was cancer; not curable but it was treatable. My head was spinning, I couldn't process what I was hearing, so God knows how my mum felt.

Unfortunately, Mum's condition deteriorated quite quickly, she stopped going out; she had lost her confidence and didn't want to bump into people and get things wrong. It wasn't a good prognosis, depending on any treatment

her maximum life expectancy was 6-14 months. She put on a brave face and insisted "I'll get another Christmas!" We were all supportive, she wanted more time with us.

Her physical and mental condition declined during treatment and she wasn't in a fit state to go through chemo and radiotherapy. In the weeks we cared for her at home it was tough, Mum wasn't Mum anymore.

My sister Alida and I would take it in turns to stay over but it began to take its toll. Caring for Mum suddenly became very full on. I think Mum knew we couldn't cope and that we needed support.

We managed to get Mum a place at Dove House Hospice, it was such a weight lifted as we knew they would give her the care she needed.

Receiving the support we got from Dove House honestly changed our story, from struggling, to being able to be Mum's daughters again, for Dad to be her husband, and her friends to see her in such a loving and warm environment. Dove House became a home from home for us.

We were able to walk away and go back to our families for the night and go back that little bit stronger. When we had to leave it was hard; but we knew that she would be cared for.

As a family we were able to come to the hospice and be together. Nothing is ever too much for that amazing team. I will never forget the day rabbits, a pony, and a snake came to Dove House to visit the patients, it made us all smile, and was a lovely break for us all.

We only had 14 weeks with Mum from her diagnosis, and she never did get her last Christmas. When Mum died, it was the hardest day but we all knew it was as peaceful as it could be, and she wasn't in pain. It wouldn't have been like that if she had been at home. The support and compassion we received will stay with us forever."

Income Generation



Our financial success underpins all that the charity can achieve and enables our vision to come to life. This area of the Strategy aims to provide a sound model to fund our current services as well as designate funds for new developments so we can be responsive to the needs of our patients.

Retail

The Retail Division once again generated more funds than ever before (up £117,000 to £6.1 million) however a rise in costs meant the net was down against the previous year by £146,000 to £1.68 million. We sold 1,835,379 items of clothing, up 4.71% on last year with an average basket price rise of 16p (3.19%) to £4.91.

We also welcomed 244 new volunteers to Team Retail however 234 left the division over the course of the year so volunteer numbers across the division remains a concern.

New Leadership Team

In April 2024, we welcomed Jennifer Rowan to the team as Head of Retail. Jennifer spent 9 years working in London on Savile Row before joining the charity sector and working as a Head of Retail at another hospice. Jennifer's degree in Fashion and Textile Management has been put to good use since joining Dove House and following the retirement of Janine Drury, an Area Manager for over 20 years, she has recruited and formed a new Area Manager Team.

Hessle Shop Relocation: On 26th October, we relocated our Hessle Shop to a larger unit. The shop has gone from strength to strength, finishing the year up against target.

'The Market' Launch: On Saturday 20th July we launched 'The Market by Dove House,' a vibrant new concept store filled with pre-loved clothes, stylish furniture, quirky homewares and crafts. The shop was created using part of the site of our Retail Distribution Centre on Malmo Road and since opening has net over £57,000 for the hospice.

Hessle Road Shop Concerns: Unfortunately, we have had a very poor year of trade at our Hessle Road Shop due in part to difficulties with recruiting a new manager. The shop finished £70,000 down on 2023/24. We have since recruited a new manager and this shop has seen a significant improvement in performance.

Rag Price Drop: We saw a year-on-year reduction in income from rags of £95,000 due to the collapse of the market and plummeting rates of payment. This has been a nation-wide problem for charities this year although signs are positive that we will see our rates increase for 2025/26.

Gift Aid: We recruited 3438 new Gift Aider's in 2024-25 and made our largest annual Gift Aid claim of £408,000.

913,048
purchases made at a hospice shop

23,873
new supporters Gift Aided their donations of pre-loved goods

2,259,331
items sold in our shops

Fundraising

The 2024/25 was once again a phenomenally successful year for the hospice's Fundraising Team. They secured a record-breaking fundraising total, exceeding the previous year's achievement by a significant £104,000, raising a net of £812,000. This exceptional outcome is credited to the fantastic work of the team and the recruitment of new roles and software to complement their efforts.

Community Fundraising: This area once again saw a rise in income of £37,000 compared with the year previous. Schools and nurseries continued to be a cornerstone of fundraising success. An impressive 58 schools/nurseries once again actively participated in the Santa Run event, raising over £64,000.

Events and Challenges: This area also continued to perform strongly generating income of £478,000, £149,000 more than we had budgeted. Challenges undertaken on behalf of the hospice included the London Landmarks Half Marathon which saw 15 runners raise £9,000, the inaugural Pub to Pub walk which raised in excess of £10,000 and the return of the Night Walk (previously the Starlight Stride) which raised £26,000.

Corporate Support: The support we saw from the business community also soared in 2024/25 raising £309,000. These included bespoke fundraising events and initiatives, sponsorship opportunities, gift-in-kind donations, providing raffle and sale items, and making one-off donations as straightforward as possible.

Our focus has been on evolving corporate relationships into genuine partnerships, built on mutual benefit and long-term support. More businesses than ever before selected Dove House as their Charity of the Year, leading to sustained fundraising efforts throughout the year.

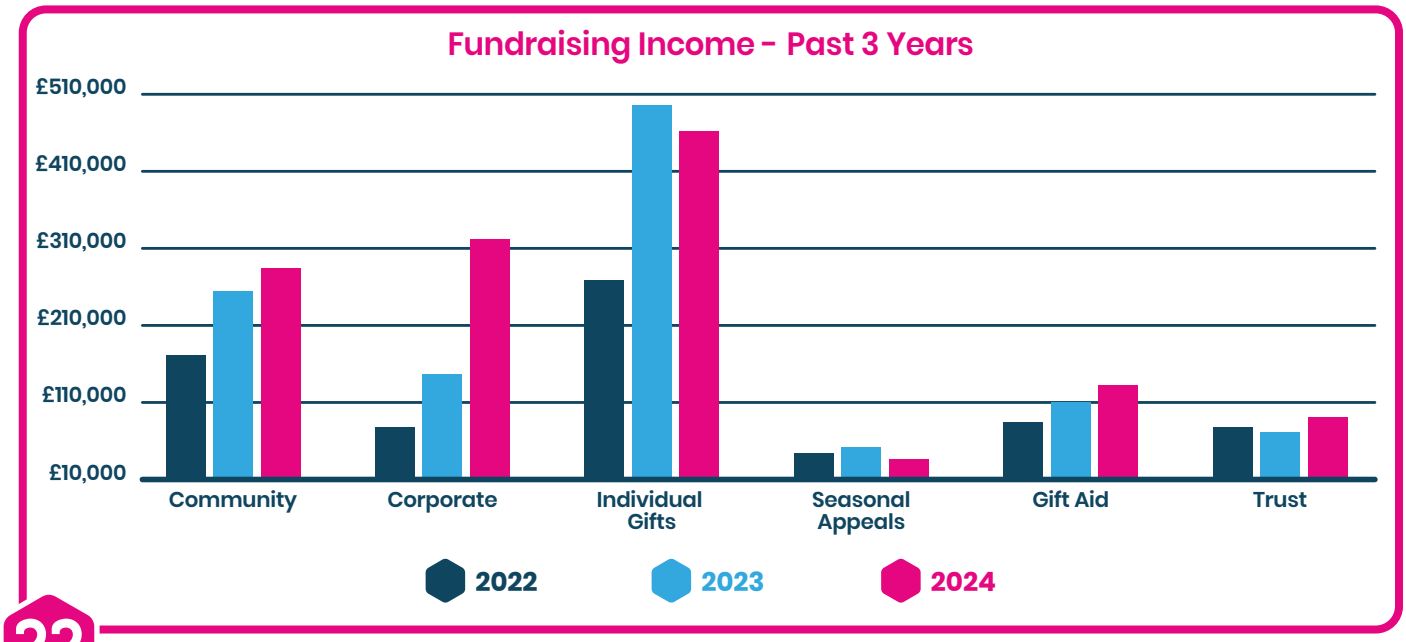
Meanwhile, our growing corporate volunteering programme enabled more staff members to experience the hospice's impact firsthand, inspiring further fundraising within their teams and companies.

Trusts and Grants: Over £89,000 of unrestricted support was garnered from supporting grant makers and trusts. Further restricted funding was also gained to purchase 'tilt in space' therapy chairs, specialist falls beds and outdoor garden furniture as well as a generous £20,000 a year for 3 years of funding from the Ann Watson Trust for our Child Bereavement Service.

Individual Giving and Memorial Campaigns: This area also saw significant growth during 2024/25. During the summer, 750 forget-me-not flowers were bought in memory of loved ones and were showcased in a beautiful display at Burton Constable Hall, raising £23,000. We also saw a rise in online memorial pages which raised an average of £620/person compared with an average funeral collection of £185.

Legacy Giving: Fundraising agency Pebblebeach were contracted to do a comprehensive audit of our legacy giving and develop a strategic plan to grow income from this area. This ongoing project is aimed at yielding substantial financial benefits in the medium to long term as legacies truly underpin our ability to grow our services and care for more people in the future.

We also joined with hospices across the UK and took part in a Legacy Campaign led by Hospice UK. A TV advert and other media was produced which was aired by 58 channels and reached over £10million adults aged over 55+. Whilst the results of such a campaign may not be obvious for some time, we were really pleased to be a part of this and intend to join forces again for a second year.



Your Charity Lottery

Your Charity Lottery ended the year up on 2023/24 by £24,000. Despite a difficult year for canvassing, 3,613 new members were recruited.

Welcoming New Beneficiaries:

Throughout the year, we expanded our reach by welcoming five new beneficiaries to Your Charity Lottery. Including Jerry Green Dog Rescue, Little Hiccups, Autism and ADHD PSUK, Beaumond House Hospice and One-to-One Enfield. A further four beneficiaries are due to launch in early 2025/26.







Trading Company

Little Owls Day Nurseries

Little Owls Day Nurseries enjoyed another successful year in 2024/25, caring for over 300 children across our Dove House and Ainthorpe locations. We welcomed over 50 new starters to our Ainthorpe nursery following a recruitment drive in the area which took the site from a loss of £3,000 in 2023/24 to a profit of £36,000 in 2024/25. The Little Owls site at the hospice also had a phenomenal year generating net of £243,000 which was £152,000 up on 2023/24.

Dulcies Café

Dulcies Café saw its net fall £12,000 on 2023/24 mostly due to a rise in costs. Plans for a rebrand and expansion into outside catering are in place for 2025/26.



Resale Goods

We sell a range of new good across our 34 shops and this year saw the net increase year-on-year by £39,000. In total £122,000 was generated from these items; much of this growth was generated from new furniture sales within our Furniture Superstore shop.





Fundraising Good Practice

We take fundraising compliance seriously. We adhere to all relevant laws, including the Charities Act 2011 and the Gambling Act 2005. We are regulated by both the Fundraising Regulator and the Gambling Commission, ensuring our practices meet their Codes of Practice and licensing conditions.

Protecting vulnerable individuals is a priority. Our staff and volunteers are trained to recognise signs of vulnerability, and any suspected cases halt fundraising activities with documented records. We also implement measures like limiting lottery entries to safeguard this group.

Transparency and support are key. Most fundraising involves our supporters, guided by our diverse team of fundraisers, and administrative staff. Professional fundraisers assist with lottery canvassing, with contracts reviewed annually. We provide comprehensive support through the Fundraising Team and online resources to ensure everyone raises funds ethically and legally.

We address concerns promptly. In 2024/25 we received no complaints about our fundraising practices.



Income Generation Goals 2025/26

Following a mid-point review of our organisational strategy, we have introduced an Income Generation Section to our Strategic Objectives. Below are our aims for 2025-26:

1. Optimise and expand existing income streams.

- Evaluate and refine current activity to maximise profitability.
- Implement strategies to increase average transaction values including the introduction of a new retail pricing strategy and a new lottery model.
- Continue to increase numbers at Little Owls.
- Launch 'The Kitchen by Dove House' and expand into outside catering.
- Re-launch house clearance.

2. Utilise digital platforms to cultivate donor base, inspire lifelong support and make efficiencies.

- Increase number of regular givers.
- Restructure the hospice website to improve usability for both a public and professional audience.
- Utilise MyCard data deliver targeted marketing to local shop audiences.
- Grow online sales platforms to maximise income raised from high-value items.
- Trial a self-serve Gift Aid kiosk trial to aid sign-up and speed up Gift Aid capture in shops.
- Launch MyCard App.

3. Inspire and attract new customers, supporters and volunteers.

- Implement legacy strategy.
- Develop a high-level giving programme.
- Explore new shop locations.
- Implement new beneficiary recruitment strategy for Your Charity Lottery.
- Roll out targeted volunteer strategy to recruit new retail volunteers.

4. Increase reach through partnerships and collaborative working.

- Strengthen corporate fundraising and grow corporate volunteering.
- Build relationships with communities and groups by attending events, delivering talks and networking.
- Partner with new charities on events and activities to grow income.

5. Improve brand recognition and raise awareness of the hospice.

- Utilise the shops to bring hospice messages out into local communities.
- Engage with healthcare professionals to inspire new, appropriate, referrals to all services not just inpatient care.
- Roll out an online awareness campaign on Meta platforms to raise brand awareness amongst a younger audience.
- Deliver a 'Styled by Dove House' retail campaign.







We held a wedding in the York Room.



Special Moments

A Care Assistant sang with a patient before they died.



Doctor brought their dog in for a dog loving patient to cuddle.

Doctor escorted a patient to a family BBQ over a weekend.

Organised canal boat trips for bereaved children.





Opera singers visited the Inpatient Unit.

Financial Review

Regulations and Accounting Standards

1. Financial Regulations
The financial statements have been prepared in accordance with all major requirements of the Statement of Recommended Practice (SORP FRS102) "Accounting and Reporting by Charities" issued in October 2019 and applicable accounting standards.

2. Financial Results
A summary of the financial activities for the year ending 31 March 2025 are shown opposite, with fuller details including comparative results on page 39.

3. Taxation
Dove House Hospice Limited is a UK registered charity. All the £12,752,850 income is applied to its charitable objectives and the charitable company is therefore exempt under current legislation from most forms of taxation. A proportion of value added tax is recoverable by the charity and is therefore credited to the statement of financial activities or balance sheet as received. Reclaimable tax credits on legacy income and dividends are accounted for on an accrual basis.

4. Fixed Assets and Depreciation
Expenditure on tangible items of an enduring nature is capitalised and depreciated in accordance with normal accounting principles. The rates generally applicable are:

Freehold Property	**2%**
Motor Vehicles	**25%**
Plant & Equipment	**20%**
Hi Tech Equipment	**25%**
Fixtures & Fittings	**10%**
Leasehold Improvements	**over lease period**

5. Financial Commitments
The Trustees confirm that the charity's current funds as outlined in the balance sheet and the new budget for 2025-2026 can meet obligations around the financial commitments of that year and meet the direct and indirect costs of providing a specialist palliative care service to the local community.

Financial Results:

	2024/2025	2023/2024
Incoming Resources	£12,752,850	£12,173,058
Resources Expended	£11,965,499	£11,200,293
Gain/ (Loss) on Investments	£27,735	£222,842
Net Surplus	£815,086	£1,195,607
Total income of £12,752,850 was generated from the following sources:		
Donations & Gifts	£447,570	£362,291
Legacies	£1,013,199	£1,375,122
Grants	£115,191	-
Charitable Activties	£1,333,512	£1,255,482
Activity for Generating Funds	£9,524,980	£9,007,114
Investments	£310,127	£165,789
Other Income	£8,271	£7,260
Charitable Expenditure amounted to £11,965,499 comprising the following:		
Charitable Activities	£5,326,196	£4,832,312
Cost of Generating Funds	£6,639,303	£6,367,981

Reserves Policy

It is the charity's stated policy to retain sufficient funds to cover fluctuations in income, current liabilities and unplanned expenditure in line with the forecasted needs of the organisation.

The most significant risk to the financial sustainability of the charity is the over reliance on internal fundraising, given the relatively low levels of statutory funding. The volatility that exists within our conventional fundraising is an ongoing risk that is assessed by the Audit Committee and the Trustees on an annual basis.

Included within the reserves policy section of the TAR entities are required to disclose the level of total funds and restricted funds held at the year end (plus comparatives).

Therefore, Trustees have reviewed the charity's need for reserves in line with the guidance issued by the Charity Commission taking account of the following:

- Volatility and unforeseen reduction in income levels
- Unexpected material levels of expenditure
- Capital commitments
- Long term viability of the charity

Total funds available at the year-end are £21,179,062 (2024: £20,363,976), of which £12,239,365 are unrestricted (2024: £11,464,555), £5,000,000 are designated funds (2024: £5,000,000), £3,910,651 are held for restricted purposes (2024: £3,868,956) and there are endowment funds of £29,046 (2024: £30,465).

Free Reserves

The Trustees have set a level to achieve 6 months operational running costs in reserve, which currently equates to £5.98million. The charity had free reserves, defined as unrestricted funds excluding any designated funds or tangible fixed assets of £4,390,895 (2024: £4,098,049).

Designated Funds

The charity can designate funds for specific purposes. Trustees review the need for designated funds on an annual basis taking into account current operational and future plans.

The Trustees have one designated fund: Reconfiguration of the existing hospice site as at present there are only 5 single rooms which is a major barrier to referrals to the current Inpatient Unit. Most of the other clinical services are either disconnected or isolated on the first floor making access difficult. Adaptations over the years have created a deep building layout, limiting natural daylight, desirable views or access to outside spaces. There is also limited scope to develop new and existing services.

Investment Policy

The Board of Trustees have approved an investment policy and strategy, which is supervised by the Audit Committee.

The Charity's aim for the invested assets is to protect their purchasing power against inflation as a minimum requirement while offering an opportunity to provide an additional level of return to support its ongoing operational activities. The Trustees have agreed to delegate to Rathbones Investment Management the investment of long-term funds held on a discretionary basis. The Trustees have invested £3 million, and the Audit Committee will continue to review the levels invested taking account of the current reserves position. The Charity adopts a total return approach to investment, generating the investment return from income and capital gains or losses. As such, there is no target level of investment income required, and income is currently reinvested.

At the 31 March 2025 the total value of the investment portfolio stood at £3,277,206. We also have 2 other small investment portfolios which total £262,749.



Finance Report

Summary

These financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP 2019) and include the consolidated results of Dove House Hospice Ltd and its trading subsidiary, Dove House Trading Ltd, for the year ending 31 March 2025.

Financial Management

Dove House Hospice is predominantly funded through voluntary sources, with only 10% of the funds required to sustain the organisation coming from the government. Given this significant reliance on community fundraising activities, the Trustees are prudent in managing the long-term financial position of the charity to ensure resilience and sustainability. One strategic ambition is to achieve a balanced operational budget without reliance on legacy income. Although the budget projections for the year ending March 2025 indicated a small operational deficit, the Trustees are committed to achieving a balanced position over the next three years.

Headline Figures

The consolidated results show a surplus of £815,000, a decrease of 31% from the previous year's surplus of £1.19 million. Working within a challenging economic environment our overall costs for the year rose to £11.97 million, an increase of £765,000 from the previous year. However, record levels of fundraising helped offset these costs, with total income reaching £12.75 million, compared to £12.17 million in the previous year.

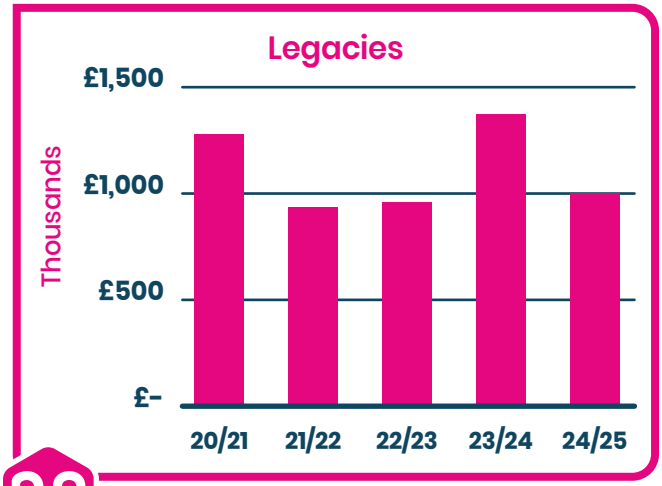
Funding through Charitable Activities

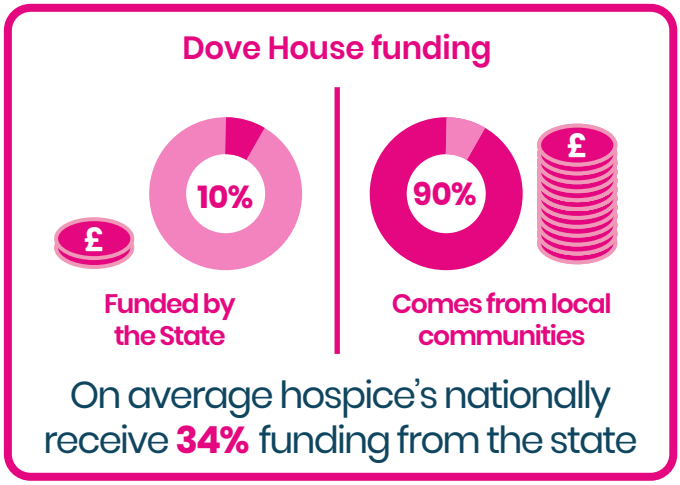
Legacy Funding

Legacy funds totalled £1.01 million, a decrease of £362,000 from the previous year. Due to the volatility of legacy income, it is difficult to include these funds in a sustainable long-term funding model. Trustees use legacy funds to support capital investment, develop new projects and services, maintain reserves, and address any underperformance in fundraising activities. This year, Dove House engaged an external company to develop and market legacy gifts and joined Hospice UK's national legacy campaign for greater exposure.

NHS Statutory Grants

Dove House provides specialist palliative care and hospice services through Humber and North Yorkshire Health and Care Partnership, covering Hull and the East Riding of Yorkshire. This year, Dove House received £1.15 million in statutory funding, equating to around 10% of the required funds to sustain the essential services at Dove House. Despite providing critical services and excellent care, this is one of the lowest levels of statutory funding for hospices nationwide. Dove House aims to increase statutory funding to match the national average and is working collaboratively with other hospices in the ICS to achieve a sustainable long-term funding plan.



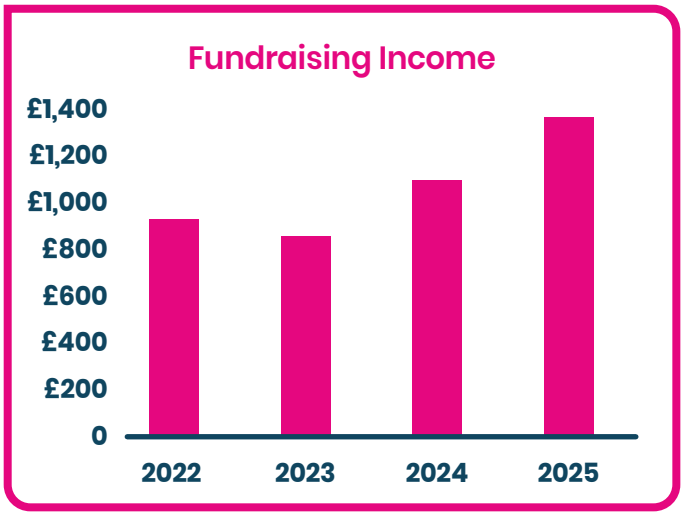


Retail

The hospice retail division has experienced a challenging year, with a significant reduction in the overall net position compared to the previous financial year. The current year ending March 2025 closed with a surplus of £1.68 million, down from £1.83 million in March 2024. This decline was driven by flat like for like sales, and a significant drop in the textile recycling tonnage rate. Overall costs increased as wage inflation and general operational expenditure was above expectations. However, while this financial performance presents obstacles, the retail team has been working hard, implementing new initiatives and measures to address these concerns. This work was reflected in a much improved financial performance in the final quarter of the year.

Fundraising

Fundraising activities delivered an outstanding return, well above our expectations with total income £1.1 million up by £241,000 from the previous year. This pushed the overall nett contribution to £812,000 an increase on the previous year of 15%. The fundraising team were proactive and creative with their plans, working closely with the community to deliver exceptional results across all areas. This included an increase in the funds raised through individual challenges, community appeals, trusts and a substantial increase in corporate support. It was also a record year for the amount we claimed in gift aid (£122,000) on monetary donations, up by 10% on the previous year.



Your Charity Lottery

Professional canvassing teams were recruited throughout the year to meet growth expectations and obligations from beneficiary partners. Membership cancellations were slightly higher than expected due to the ongoing financial pressures and economic uncertainty which often hits regular giving schemes. This has resulted in a slight reduction to gross income levels of 1.7%, however this is offset with a reduction in staffing costs, with overall costs down by 4.6%. So, in terms of the nett position, the lottery increased its contribution by £24,000, to £374,000.

Funding through Trading and Commercial Activities

Summary

Our trading subsidiary Dove House Trading Ltd made a total profit of £392,115 through various commercial ventures, which was a significant improvement on the operating profit from the previous year of £102,087. No new projects were started in the year; however, we did incur some costs from the Humber Wood project which ceased trading in 2023. All other areas were in profit with the nursery project and general resale goods accounting for around 90% of the surplus.

Little Owls Nursery Project

The Little Owls Nursery Project has 2 early years settings in Hull, one at the main hospice site, and the other within Ainthorpe Primary School. Results from both sites were mixed, however the overall combined profit increased to £325,000 a significant increase on the previous year. With high occupancy rates, the nursery at the hospice site benefited from the new government tariffs to record its highest ever profit, whereas the site at Ainthorpe struggled with recruitment and so their profit was considerably below expectations.

Resale Goods

The other significant factor in the trading company figures are new goods, sold predominantly through our network of shops. Although gross sales were at a similar level from the previous year, the cost of sales was down, increasing our profit margin. Sales of more bulky items from our furniture range have increased, which is one area we hope to expand and develop in the new financial year.

Charitable Activities

The costs shown for resources expended on charitable activities in our statement of financial activities represents the total costs for all the services provided by Dove House, both at the hospice and in the community. We are consistent and thorough in how we manage expenditure across these areas to ensure we are efficient and effective when delivering these services.

Throughout the past 12 months we have strengthened and increased some of our services as we constantly look at the demands we face and how we can support and deliver our care offer to meet this need. However, any increase in care and services has to be balanced against our continued long term financial sustainability. Over the year our charitable activity costs have increased by £494,000, which is an increase on the previous year of 10%.

Structure, Governance & Management

Trustees' Responsibilities

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2025. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the Trustees' Report and financial statements of the charity. The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland published in October 2019.

The Trustees (who are also directors of Dove House Hospice Limited for the purposes of company law) are responsible for preparing the Trustees' Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Adminstration & Reference Details

Registered Office:
Dove House Hospice Limited,
Chamberlain Road,
Hull, HU8 8DH
Registered Charity Number:
509551
Company Number:
01498747

President:
Vacancy

Vice Presidents:
Dr Sean Dunn
Maureen Lipman, DBE

Governing Board of Trustees:

Philip Daniels
Chairman

Maggie Butt
Vice Chairman

Jan Antons

Sally Booker

Annie Bowes

John Dunning

Dan Harman

Jim Harris

Jae Saleh

Claire Thomas

Executive Leadership Team

Christopher Sadler:
Chief Executive/Director of Finance and Support Services

Sarah Cash:
Deputy Chief Executive/ Director of Business and Income Development

Andrew Walker:
Director of People and Development

Helen Hudson:
Director of Clinical Services

Dr Rachael Dixon:
Consultant in Palliative Medicine

Principal Advisors

Solicitors:

Graham & Rosen
8 Parliament Street
Hull
HU1 2BB

Pepperells Solicitors
100 Alfred Gelder Street
Hull
HU1 2AE

Auditors:

Smailes Goldie
Statutory Auditor
Regents Court
Princess Street
Hull
HU2 8BA

Bankers:

HSBC
3-4 Jameson Street
Hull
HU1 3JX

Investment Managers:

Rathbone Investment Management Limited
Earl Grey House
75-85 Grey Street
Newcastle Upon Tyne
NE1 6EF



Governing Document

Dove House Hospice Limited is a registered charity and company limited by guarantee without share capital. The charity's governing document is its Memorandum and Articles of Association which restricts the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

Appointment, Induction, and Training of Trustees

Appointment, induction, and training of Trustees takes place in accordance with Fit and Proper Person legislation (Health and Social Care Act (2008) Regulated activities (Regulations) 2014). That being that Trustees are appointed rather than elected by a membership.

Any person may apply to become a Trustee and a process is in place whereby the applicant's suitability for the role is tested through an appropriate application and interview process which assesses the applicant's suitability for the role and that they fulfil the requirements of the Fit and Proper persons legislation.



Any potential new Trustee would have to complement and enhance the existing skill mix of the Board prior to undergoing a 'fit and proper person check'. Appointment is agreed by resolution at a meeting of the Board of Trustees. The term of office begins on this date. All terms of office will be for 3 years without time limit.

All newly appointed Trustees are provided with an information pack including guidance on being a trustee of a charity and specific guidance related to being a Trustee at Dove House Hospice Limited. Induction includes a detailed site visit and meetings with the Chair and the Executive Leadership Team. Specific time is set aside to meet with the Director of Finance ensuring that new appointments have a full understanding of the finances of the organisation. Training is delivered on a rolling programme and includes essential elements such annual Safeguarding and Information Governance (IG) training.

Every year, the Trustees meet outside of the Board meetings to have two development days. This includes a review of the hospice's 5 year strategy, presentations from the Executive Leadership Team, plans for the future and discussions on governance.

The hospice has also introduced a Trustee appraisal system and all trustees have had an appraisal with the Chairman. Among other things, regular appraisal sits well within the 'fit and proper person' legislation, as it helps to ensure the ongoing suitability of the Trustee for their role and also, it gives Trustees the opportunity to ask any questions and raise any concerns they may have. The process has been welcomed by the Trustees and the feedback has been positive.

Organisation

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustees. To assist the Board in discharging and achieving its responsibilities, it receives regular reports on some aspects of its principal functions from the Chief Executive and the Executive Leadership Team (ELT). These reports ensure Board Members have relevant information to review all the financial and clinical activities of the charity.The Chief Executive, who leads the leadership team, is responsible to the Board of Trustees for the day to day management of the charity and the execution of the policies and strategies defined by the Board.

Audit Committee

The purpose of the Audit Committee is to ensure robust governance in relation to risk and financial processes. This is a non-executive committee of the Board of Trustees and has no executive powers other than those specifically delegated in the agreed terms of reference. The committee will include a minimum of three Trustees and two members of the Executive Leadership Team and will focus on governance, risk management and internal control.

Related Parties

The charity has a wholly owned trading subsidiary, Dove House Trading Limited. The activities of Dove House Trading Limited are restricted to activities that assist in the furtherance of the objects of the charity. As noted within the notes to the financial statements the charity provides services by way of management charges, which are considered to be at an arm's length price, to Dove House Trading Limited. All of the income of Dove House Trading Limited is donated to the charity under the Gift Aid scheme.

Risk Management

The Trustees and the ELT are responsible for managing the risks faced by the organisation. A Risk Register is in place. Key areas of risk have been identified as follows:

- Day to day reputational risk
- Safeguarding (protecting people (non-regulated activity)
- Recruitment of senior nursing/medical/executive/staff
- Threats to current funding especially internal income streams, but also external NHS funding
- Core staffing levels (key personnel)
- IG security

The Trustees and the Executive Leadership Team continually review the risks faced by the charity and have satisfied themselves that systems and procedures are established in order to mitigate these risks as far as possible.

Remuneration

The Chair and Audit Committee are responsible for setting the pay and remuneration levels for the Chief Executive. The pay of other key management personnel is also set by this group, along with the Chief Executive. These are benchmarked against regional hospices and reviewed annually.

Serious Incidents

There have been no serious incidents during 2024-25.

Objectives and Activities

The objectives of the charity are:

a. to maintain and conduct a specialist palliative care service which provides relief for those who are suffering from a life limiting illness, their families, and significant carers.

b. supplementary to providing for the relief of sickness, the hospice will promote and assist in the teaching and training of doctors, nurses, physiotherapists, and other persons engaged in any branch of medicine, surgery, nursing, or allied services.

c. the organisation will promote or conduct research into the care and treatment of persons suffering from a life limiting illness, disability, disease or infirmity, and in particular into the care and treatment of persons from cancer and terminal illnesses and to disseminate the results thereof to the public.

d. the organisation will engage in such activities as to raise sufficient funds which will enable it to achieve the charity's objectives and provide care and treatment of persons suffering from a life limiting illness, disability, disease, or infirmity.

Public Benefit

The Trustees have reviewed the current activities of the charity and confirm they are in line with its objectives. All the activities of the organisation carried out during 2024-25 are in pursuance of the charity's objectives and considered to be for the public benefit. All services provided are free to all beneficiaries irrespective of capacity, ethnicity, faith, religious conviction, sexual orientation, or social economic environment.

The Trustees also confirm that the organisation's aims and objectives fall within the descriptions of purposes in the Charities Act 2011 and are recognised as charitable and are carried out for the public benefit.

The Trustees refer to the Charity Commission's guidance on public benefit to ensure all activities meet the guidance.

Section 172 Statement - The Trustees duty to promote the success of the Charity.

The Trustees are the Directors of Dove House Hospice Limited and have a duty to promote the success of the charity, and in doing so, are required by section 172 (1) of the Companies Act 2006 to have regard to various specific factors including:

- The likely consequences of decisions in the long term
- The interests of employees
- The need to foster the Charity's relationships with third party stakeholders, which in the case of Dove House Hospice, includes patients, their friends and family, the local community, healthcare professionals and those working in the local healthcare system and out supporters.
- The impact of the Charity's operations on the community and the environment.
- The desirability of the Charity maintaining a reputation for high standards of business conduct

The Trustees have recently approved the new strategic plan covering the period 2023-2028. The Charity's strategy sets out the vision and ambitions for the Charity over the next 5 years in a balanced approach and considers the likely consequences of any decisions in the long term.

The Trustees meets bi-monthly throughout the year to discuss the progress made against the ambitions and also reviews the relevance of the strategic direction at a full Board development day on an annual basis. The Trustees obtain assurance that attention is given to the factors set out in section 172 when promoting the success of the Charity, and through monitoring and holding to account the Executive Leadership Team.

The Charity has carried out a major stakeholder engagement and analysis project, through an external company, which was a key factor in developing the new 5 year plan. Ongoing engagement with stakeholders will continue and the Executive Leadership Team will report to the Trustees on key stakeholder relations and engagement activities, current issues and relevant feedback received from interaction with stakeholders.

The Trustees follow a formal process to regularly manage and review risks that are faced by the Charity. At each Board meeting the 10 major risks are presented in the Board papers and the whole risk register, including mitigation is discussed at one of the 2 Board away days each year. Risks are reviewed periodically by department heads, and we also have a dedicated 'risk week' in the calendar to ensure the risk register reflects and prioritises risks across the organisation.

The Charity ensures that it maintains a reputation for high standards of business conduct by having in place a range of policies and procedures that promote corporate responsibility and ethical behaviour. Areas covered include Fundraising and our compliance through the Code of Fundraising Practice, The Gambling Commission, Gifts and Hospitality and Money Laundering policies. Other organisational policies include Conflict of Interests, Safeguarding, Bullying, Harassment and Whistleblowing. All staff have to carry out essential education covering keys aspects of behaviour and we also have dedicated leads in Safeguarding and a Freedom to Speak Up Guardian. The interests of employees is discussed in more detail in the People and Development section of this report.



Environmental Sustainability

We recognise that our operations have an impact on the environment and are committed to minimising our impact, preventing pollution, and complying with relevant legislation.

We take actions to continually improve our environmental performance and set objectives and targets that are monitored and continually reviewed.

We actively seek to:

- Carry out regular maintenance and improvement programmes to ensure we operate an environmentally responsible estate.
- Minimise our use of raw materials.
- Minimise production of waste and waste sent to landfill by reusing and recycling where possible.
- Minimise our use of fuel through route planning and informing our drivers of best practice in efficient driving techniques.
- Monitor consumption of energy and water, minimise our consumption by following good practice and setting targets for reduction.
- Raise staff awareness of environmental issues and involve staff in the delivery of our aims.
- Consider the environmental impact of goods and services when purchasing and during procurement of goods and services.
- Work with others, e.g., local authorities, organisations, and service providers, to maximise opportunities for improving environmental benefits.

Carbon Dioxide Emissions (CO^2e)

Tonnes of CO^2e generated by Dove House from gas, fuel for transport and electricity for fuel:

Gas = 125.95 tonnes CO^2e

Electricity = 150.10 tonnes CO^2e

Business transport = 77.40 tonnes CO^2e

The total CO^2e generated by Dove House Hospice during 2024-25 was 353.46 tonnes.

Water Use

Water use for the main hospice building was 3,815m^3 for the reporting period.

Energy Consumed

The aggregate of the annual totals of gas, electricity and business transport consumed from activities for which the charity is responsible is 1,522,802 kWh.

Methodology

Energy consumption data was generated from meter readings and billing information. Business travel information was obtained from staff mileage claims for the period and billing information. As retrieving car type, fuel type, etc. was not possible, aggregated conversion factors were used for petrol and diesel cars, based on an 'average' car in the government guidance. For owned vehicles fuel usage from fuel cards was used.

Energy Efficiency

The following measures were taken to increase energy efficiency in the reporting period:

- Continuation of use of web-based video conferencing to help minimise unnecessary travel.
- Inspection of solar panel system (hospice site) to ensure correct operation and efficiency.
- Engagement with staff to reduce energy and water consumption.
- Installation of LED lights during phased refurbishment work and when reactive work is required.
- Improvements in energy metering and monitoring.
- Support and review our ongoing initiatives with local authorities/partners that reduce waste going to landfill; Electrical Re-Use (white goods), Re-Use (general)
- Continuation of supporting staff to work from home where this is possible.
- Replacement of equipment with energy efficient at the end of their its life.

We will continue with all the above projects and continue to improve monitoring and metering arrangements to help identify further opportunities.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Philip Daniels
Chair of the Board of Trustees

Date: 13 / 11 / 25

The notes on pages 43 to 67 form part of these financial statements.

Independent Auditor's Report

to the members of Dove House Hospice Limited

We have audited the financial statements of Dove House Hospice Limited (the 'charitable parent company') and its subsidiaries (the 'group') for the year ended 31 March 2025, which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Charitable Company Balance Sheet, Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP – FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Strategic Report and Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of trustees' responsibilities (set out on page 6), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which our procedures are capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charity Act 2011, the Companies Act 2006, the Gambling Act 2005, Care Quality regulations, Ofsted regulations, data protection laws and employment laws. An understanding of these laws and regulations was obtained through discussion with management and inspecting legal and regulatory correspondence.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

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

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

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

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission, or misrepresentation.

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

Use of our report

This report is made solely to the charitable parent company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the group's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Stephen Bramall FCA, BSc.
(Senior Statutory Auditor)

For and on behalf of

Smailes Goldie,
Statutory Auditor
Regents Court
Princess Street
Hull
HU2 8BA

Date:

Consolidated Statement of Financial Activities for the Year Ended 31 March 2025

(Including Consolidated Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Endowment funds £	Total 2025 £	Total 2024 £
Income from:						
Donations and legacies:	3					
Donations and gifts		387,562	60,008	-	447,570	362,291
Legacies		1,013,199	-	-	1,013,199	1,375,122
Grants		-	115,191	-	115,191	-
		1,400,761	175,199	-	1,575,960	1,737,413
Charitable activities	4	1,333,512	-	-	1,333,512	1,255,482
Activities for generating funds	6	9,524,980	-	-	9,524,980	9,007,114
Investments	7	310,127	-	-	310,127	165,789
Other	8	8,271	-	-	8,271	7,260
Total income		12,577,651	175,199	-	12,752,850	12,173,058
Expenditure on:						
Raising funds	9	6,622,192	17,111	-	6,639,303	6,367,981
Charitable activities	10	5,209,803	116,393	-	5,326,196	4,832,312
Total expenditure		11,831,995	133,504	-	11,965,499	11,200,293
Net income before net gains on investments		745,656	41,695	-	787,351	972,765
Net gains/losses on investments		29,154	-	(1,419)	27,735	222,842
Net movement in funds		774,810	41,695	(1,419)	815,086	1,195,607
Reconciliation of funds						
Total funds brought forward		16,464,555	3,868,956	30,465	20,363,976	19,168,369
Total funds carried forward	27	17,239,365	3,910,651	29,046	21,179,062	20,363,976

The Consolidated Statement of Financial Activities complies with the requirements for an income and expenditure account under the Company Act 2006 and includes all gains and losses recognised in the year.

All of the group's activities derive from continuing operations during the above two periods.

The notes on pages 43 to 67 form an integral part of these financial statements.

Consolidated Balance Sheet as at 31 March 2025

(Registration number: 01498747)

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	18	11,287,312	10,822,671
Investments	19	3,539,955	3,001,028
		14,827,267	13,823,699
Current assets			
Stocks	20	111,169	103,677
Debtors	21	1,247,726	760,100
Liquid investments - bank term deposits		1,300,000	-
Cash at bank and in hand		4,499,455	6,314,232
		7,158,350	7,178,009
Creditors: Amounts falling due within one year	22	(806,031)	(637,059)
Net current assets		6,352,319	6,540,950
Total assets less current liabilities		21,179,586	20,364,649
Provisions for liabilities		(524)	(673)
Net assets		21,179,062	20,363,976
Funds of the group:			
Endowment funds		29,046	30,465
Restricted income funds			
Restricted funds		3,910,651	3,868,956
Unrestricted income funds			
Designated Funds		5,000,000	5,000,000
General Funds		12,239,365	11,464,555
Total unrestricted funds		17,239,365	16,464,555
Total funds	26	21,179,062	20,363,976

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Daniels
Chair of the Board of Trustees

Date: 13 / 11 / 25

The notes on pages 43 to 67 form an integral part of these financial statements.

Charitable Company Balance Sheet as at 31 March 2025

(Registration number: 01498747)

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	18	11,284,553	10,819,130
Investments	19	3,539,956	3,001,029
		14,824,509	13,820,159
Current assets			
Stocks	20	41,802	32,897
Debtors	21	1,697,140	913,814
Liquid investments - bank term deposits		1,300,000	-
Cash at bank and in hand		4,079,511	6,178,367
		7,118,453	7,125,078
Creditors: Amounts falling due within one year	22	(780,021)	(581,481)
Net current assets		6,338,432	6,543,597
Net assets		21,162,941	20,363,756
Funds of the charity:			
Endowment funds		29,046	30,465
Restricted income funds			
Restricted funds		3,910,651	3,868,956
Unrestricted income funds			
Designated Funds		5,000,000	5,000,000
General Funds		12,223,244	11,464,335
Total unrestricted funds		17,223,244	16,464,335
Total funds	26	21,162,941	20,363,756

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Daniels
Chair of the Board of Trustees

Date: 13 / 11 /25

The notes on pages 43 to 67 form an integral part of these financial statements.

Consolidated Statement of Cash Flows for the Year Ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net income for the year		815,086	1,195,607
Adjustments to cash flows from non-cash items			
Depreciation	9	516,043	505,833
Amortisation	9	-	11,667
Investment income	7	(310,127)	(165,789)
Profit on sale of fixed assets		(8,271)	(3,068)
Revaluation of investments		(27,735)	(177,781)
		984,996	1,366,469
Working capital adjustments			
Increase in stocks	20	(7,492)	(8,413)
(Increase)/decrease in debtors	21	(487,626)	203,253
Increase in creditors	23	168,972	21,625
Decrease in provisions		(149)	(2,632)
Net cash flows from operating activities		658,701	1,580,302
Cash flows from investing activities			
Interest receivable and similar income	7	231,250	165,789
Purchase of tangible fixed assets	18	(982,663)	(681,435)
Proceeds from sale of tangible fixed assets		10,250	3,068
Purchase of investments		(1,050,066)	(1,253,395)
Sale of investments		485,489	225,797
Income from dividends	7	78,877	-
Net cash flows from investing activities		(1,226,863)	(1,540,176)
Net (decrease)/increase in cash and cash equivalents		(568,162)	40,126
Cash and cash equivalents at 1 April		6,493,133	6,453,007
Cash and cash equivalents at 31 March		5,924,971	6,493,133

Analysis of changes in net funds

	2025 £	2024 £
Liquid investments - bank term deposits	1,300,000	-
Cash at bank	4,499,455	6,314,232
Cash held in investment portfolio	125,516	178,901
	5,924,971	6,493,133

All of the cash flows are derived from continuing operations during the above two periods.

Notes to the Financial Statements for the Year Ended 31 March 2025

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:
Dove House Hospice
Chamberlain Road
Hull
HU8 8DH

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Dove House Hospice Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charity and its subsidiary undertakings drawn up to 31 March 2025.

No statement of financial activities is presented for the charity as permitted by section 408 of the Companies Act 2006. The charity made a surplus after tax for the financial year of £799,185 (2024 - £1,195,387).

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in the statement of financial activities from the effective date of acquisition or up to the effective date of disposal, as appropriate. Where necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies into line with those used by the group.

The purchase method of accounting is used to account for business combinations that result in the acquisition of subsidiaries by the group. The cost of a business combination is measured as the fair value of the assets given, equity instruments issued and liabilities incurred or assumed at the date of exchange, plus costs directly attributable to the business combination. Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are measured initially at their fair values at the acquisition date. Any excess of the cost of the business combination over the acquirer's interest in the net fair value of the identifiable assets, liabilities and contingent liabilities recognised is recorded as goodwill.

Inter-company transactions, balances and unrealised gains on transactions between the charity and its subsidiaries, which are related parties, are eliminated in full.

Intra-group losses are also eliminated but may indicate an impairment that requires recognition in the consolidated financial statements.

Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group. Non-controlling interests in the net assets of consolidated subsidiaries are identified separately from the group's equity therein. Non-controlling interests consist of the amount of those interests at the date of the original business combination and the non-controlling shareholder's share of changes in equity since the date of the combination. Total comprehensive income is attributed to non-controlling interests even if this results in the non-controlling interests having a deficit balance.

Going concern

As part of their assessment of the going concern basis of preparation, the directors have considered the impact of the current and recent events on the group and parent charitable company's activities and workforce, as well as the wider economy and on the forecasted income and expenditure for the year to 31 March 2026. They have also considered the period up to 12 months from the signing of the financial statements.

At the time of approving the financial statements, the directors have a reasonable expectation that the group and parent charitable company have adequate resources to continue in operational existence for the foreseeable future. For this reason, the directors continue to adopt the going concern basis in preparing the financial statements.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the group has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Retail income

Donated goods for resale are recognised at their realised value at the point of resale.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Goodwill
Goodwill is amortised over its useful life, which shall not exceed ten years if a reliable estimate of the useful life cannot be made.

Tangible fixed assets
Individual fixed assets costing £750.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Amortisation
Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Amortisation method and rate
Goodwill	5 Years

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold Property	2%
Leasehold Improvements	over period of lease
Plant and Equipment	20 - 25%
Motor Vehicles	25%
Fixtures and Fittings	10%

Fixed asset investments
Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Current asset investments
Current asset investments are included at the lower of cost and net realisable value / market value.

Stock
Stock is valued at the lower of cost and estimated selling price less costs to complete and sell, after due regard for obsolete and slow moving stocks. Cost is determined using the first-in, first-out (FIFO).

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Provisions
Provisions are recognised when the charity has an obligation at the reporting date as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the group.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Hire purchase and finance leases
Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight line basis over the lease term.

Employee benefits
When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

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

Critical accounting estimates and areas of judgement
Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charitable company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgement:

Support costs allocation across expenditure headings uses a significant element of judgement. Management have made the appropriate assessments to determine a suitable basis which is applied consistently each year and the allocation is reviewed periodically to ensure this approach remains appropriate.

Legacies
Legacy income is recognised when notification has been received from the solicitors, legal entitlement to the funds has been established and sufficient information is available to allow the entitlement to be reliably estimated and measured.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Legacies	1,013,199	-	1,013,199	1,375,122
General donations	265,410	60,008	325,418	250,865
Tax refunds	122,152	-	122,152	111,426
Grants	-	115,191	115,191	-
	1,400,761	175,199	1,575,960	1,737,413

4 Income from charitable activities

	Note	Unrestricted funds General £	Total 2025 £	Total 2024 £
Support for patient care		2,804	2,804	21,323
Grants for providing care	5	1,153,621	1,153,621	1,074,898
Training		14,888	14,888	12,345
Sales of goods/services		162,199	162,199	146,916
		1,333,512	1,333,512	1,255,482

5 Grants for providing care

	2025 £	2024 £
National health service - statutory grants	1,102,277	1,061,438
National health service - other grants	42,428	-
National health service - pension funding	8,916	8,664
Other	-	4,796
	1,153,621	1,074,898

6 Activities for generating funds

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Retail;			
Retail sales	4,466,252	4,466,252	4,410,730
Retail gift aid scheme donations	1,632,359	1,632,359	1,570,808
	6,098,611	6,098,611	5,981,538
Nursery income	1,093,601	1,093,601	875,867
Fundraising	1,198,679	1,198,679	995,224
Lottery income	1,128,089	1,128,089	1,148,135
Property rental income	6,000	6,000	6,350
	9,524,980	9,524,980	9,007,114

7 Investment income

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Dividends	78,877	78,877	-
Interest	231,250	231,250	165,789
	310,127	310,127	165,789

8 Other income

	Unrestricted funds General £	Total funds £
Gains on sale of tangible fixed assets for charity's own use	8,271	8,271
Total for 2025	8,271	8,271
Total for 2024	7,260	7,260

9 Expenditure on raising funds

a) Costs of generating donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Donations and gifts	11,307	17,111	28,418	111,100

b) Costs of trading activities

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Retail	4,415,306	4,415,306	4,152,283
Lottery	753,763	753,763	797,321
Fundraising and publicity	528,336	528,336	426,015
Training	59,599	59,599	53,894
Catering	62,236	62,236	51,881
Nursery	768,958	768,958	761,702
	6,588,198	6,588,198	6,243,096

c) Investment management costs

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Other investment management costs;			
Other portfolio management costs	22,687	22,687	13,785
	22,687	22,687	13,785

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Total costs of raising funds	6,622,192	17,111	6,639,303	6,367,981

10 Expenditure on charitable activities

Patient Care	Note	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Activities undertaken directly		4,422,415	116,393	4,538,808	4,119,874
Allocated support costs	11	787,388	-	787,388	712,438
		5,209,803	116,393	5,326,196	4,832,312

Analysis of charitable expenditure - direct costs

	Direct Costs Patient Care £	Total 2025 £	Total 2024 £
Depreciation and amortisation	488,842	488,842	493,959
Salaries, fees and pensions	3,382,398	3,382,398	3,025,558
Catering provisions	124,275	124,275	105,353
Cleaning and laundry expenses	24,483	24,483	25,483
Medical equipment and supplies	141,135	141,135	94,802
Advertising events and promotion	33,045	33,045	29,905
Sundry expenses	89,689	89,689	61,411
Motor and travel	9,769	9,769	10,027
Rent and rates	25,275	25,275	23,980
Light and heat	95,457	95,457	112,237
Insurance	26,744	26,744	25,602
Repairs and renewals	97,696	97,696	111,557
	4,538,808	4,538,808	4,119,874

Notes to the Financial Statements for the Year Ended 31 March 2025

11 Analysis of support costs

	2025 £	2024 £
Salaries, fees and pensions	602,445	510,946
Back up services	2,482	2,474
Cleaning and laundry	2,625	1,360
Telephone and internet	17,903	18,144
Printing, stationery and postage	29,017	22,223
Advertising, events and promotion	938	1,236
Sundry expenses	7,973	13,115
Motor and travel	2,162	2,340
Rent and rates	6,319	5,995
Light and heat	23,864	28,059
Insurance	6,686	6,401
Repairs and renewals	49,868	58,693
Legal and professional	16,347	23,032
Bank charges	33,457	31,969
Depreciation	27,201	23,538
	829,287	749,525

	2025 £	2024 £
Cost of generating funds		
Fundraising and publicity	8,380	7,417
Retail	25,139	22,253
Lottery	8,380	7,417
	41,899	37,087
Charitable activities		
Patient care	787,388	712,438
Total support costs	829,287	749,525

12 Net incoming/outgoing resources

	2025 £	2024 £
Operating leases - other assets	432,656	431,542
Auditor's remuneration - audit	17,535	17,808
Auditor's remuneration - non-audit services	5,845	5,935
Profit/(loss) on disposal of tangible fixed assets	8,271	3,068
Depreciation of fixed assets	516,043	505,831

13 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the group during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

14 Staff costs

The aggregate payroll costs were as follows:

Staff costs during the year were:	2025 £	2024 £
Wages and salaries	7,071,663	6,406,959
Social security costs	510,592	436,481
Pension costs	446,483	408,663
	8,028,738	7,252,103

The monthly average number of persons employed by the charitable group during the year was as follows:

	2025 No	2024 No
Medical	71	69
Admin and support	54	50
Income generation	188	188
	313	307

The monthly average number of persons employed by the charitable group during the year expressed as full time equivalents was as follows:

	2025 No	2024 No
Medical	50	47
Admin and support	40	33
Income generation	141	132
	231	212

13 Staff costs (continued)

During the year, the charitable group made redundancy and/or termination payments which totalled £41,586 (2024 - £26,399).

The number of employees whose emoluments fell within the following bands was:

	2025 No	2024 No
£60,001 - £70,000	1	-
£70,001 - £80,000	2	2
£90,001 - £100,000	1	1

The total employee benefits of the key management personnel of the charitable group were £327,118 (2024 - £303,727).

Amounts were also paid for services provided externally in relation to a member of key management of £131,016 (2024: £119,018).

15 Material notified legacies

The charity has been notified of legacies with an estimated value totalling £778,610 (2024, £849,550) which are not recognised within the statement of financial activities as at the balance sheet date these legacies fail to meet one or more of the recognition criteria.

16 Prior year comparative for the statement of financial activities

	Note	Unrestricted funds £	Restricted funds £	Endowment funds £	Total 2024 £
Income from:					
Donations and legacies:	3				
Donations and gifts		326,861	35,430	-	362,291
Legacies		1,375,122	-	-	1,375,122
		1,701,983	35,430	-	1,737,413
Charitable activities	4	1,255,482	-	-	1,255,482
Activities for generating funds	6	9,007,114	-	-	9,007,114
Investments	7	165,789	-	-	165,789
Other	8	7,260	-	-	7,260
Total income		12,137,628	35,430	-	12,173,058
Expenditure on:					
Raising funds	9	6,301,219	66,762	-	6,367,981
Charitable activities	10	4,715,920	116,392	-	4,832,312
Total expenditure		11,017,139	183,154	-	11,200,293
Net income before net gains on investments		1,120,489	(147,724)	-	972,765
Net gains/losses on investments		220,313	-	2,529	222,842
Net movement in funds		1,340,802	(147,724)	2,529	1,195,607
Reconciliation of funds					
Total funds brought forward		15,123,753	4,016,680	27,936	19,168,369
Total funds carried forward	27	16,464,555	3,868,956	30,465	20,363,976

17 Intangible fixed assets

Group

	Goodwill £	Total £
Cost		
At 1 April 2024	100,000	100,000
At 31 March 2025	100,000	100,000
Amortisation		
At 1 April 2024	100,000	100,000
At 31 March 2025	100,000	100,000
Net book value		
At 31 March 2025	-	-
At 31 March 2024	-	-

18 Tangible fixed assets

Group

	Freehold property £	Leasehold improvements £	Furniture and fittings £	Motor vehicles £
Cost				
At 1 April 2024	14,970,009	1,955,316	480,943	225,107
Additions	161,511	81,220	44,323	64,245
Disposals	-	-	-	(41,984)
At 31 March 2025	15,131,520	2,036,536	525,266	247,368
Depreciation				
At 1 April 2024	4,721,296	1,653,713	403,304	198,497
Charge for the year	301,089	91,629	13,851	27,201
Eliminated on disposals	-	-	-	(40,005)
At 31 March 2025	5,022,385	1,745,342	417,155	185,693
Net book value				
At 31 March 2025	10,109,135	291,194	108,111	61,675
At 31 March 2024	10,248,713	301,603	77,639	26,610

	Plant and equipment £	Asset under construction £	Total £
Cost			
At 1 April 2024	1,966,209	-	19,597,584
Additions	132,029	499,335	982,663
Disposals	-	-	(41,984)
At 31 March 2025	2,098,238	499,335	20,538,263
Depreciation			
At 1 April 2024	1,798,103	-	8,774,913
Charge for the year	82,273	-	516,043
Eliminated on disposals	-	-	(40,005)
At 31 March 2025	1,880,376	-	9,250,951
Net book value			
At 31 March 2025	217,862	499,335	11,287,312
At 31 March 2024	168,106	-	10,822,671

Charity

	Freehold property £	Leasehold improvements £	Furniture and fittings £	Motor vehicles £
Cost				
At 1 April 2024	14,970,009	1,878,641	385,880	225,107
Additions	161,511	81,220	44,323	64,245
Disposals	-	-	-	(41,984)
At 31 March 2025	15,131,520	1,959,861	430,203	247,368
Depreciation				
At 1 April 2024	4,721,296	1,577,039	311,007	198,497
Charge for the year	301,089	91,629	13,244	27,201
Eliminated on disposals	-	-	-	(40,005)
At 31 March 2025	5,022,385	1,668,668	324,251	185,693
Net book value				
At 31 March 2025	10,109,135	291,193	105,952	61,675
At 31 March 2024	10,248,713	301,602	74,873	26,610

	Plant and equipment £	Asset under construction £	Total £
Cost			
At 1 April 2024	1,938,135	-	19,397,772
Additions	132,029	499,335	982,663
Disposals	-	-	(41,984)
At 31 March 2025	2,070,164	499,335	20,338,451
Depreciation			
At 1 April 2024	1,770,803	-	8,578,642
Charge for the year	82,098	-	515,261
Eliminated on disposals	-	-	(40,005)
At 31 March 2025	1,852,901	-	9,053,898
Net book value			
At 31 March 2025	217,263	499,335	11,284,553
At 31 March 2024	167,332	-	10,819,130

19 Fixed asset investments

Group and Charity

	2025 £	2024 £
Listed investments	3,414,439	2,822,127
Cash or cash equivalents	125,516	178,901
	3,539,955	3,001,028

	Listed investments £	Cash held in investment portfolio £	Total £
Cost or Valuation			
At 1 April 2024	2,822,127	178,901	3,001,028
Net transfers from cash at bank	-	455,000	455,000
Transferred from income account	-	78,979	78,979
Management charges	-	(22,787)	(22,787)
Revaluation	27,735	-	27,735
Additions	1,050,066	(1,050,066)	-
Disposals	(485,489)	485,489	-
At 31 March 2025	3,414,439	125,516	3,539,955
Net book value			
At 31 March 2025	3,414,439	125,516	3,539,955
At 31 March 2024	2,822,127	178,901	3,001,028

Charity

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2024	1	1
At 31 March 2025	1	1
Net book value		
At 31 March 2025	1	1
At 31 March 2024	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held		Principal activity
			2025	2024	
Subsidiary undertakings					
Dove House Trading Limited	England and Wales	Ordinary	100%	100%	Operation of retail stores, cafes and childcare.

The profit for the financial period of Dove House Trading Limited was £389,563 (2024 - £101,026) and the aggregate amount of capital and reserves at the end of the period was £16,119 (2024 - £220).

20 Stock

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Stocks	111,169	103,677	41,802	32,897

21 Debtors

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	48,747	27,792	48,083	19,752
Due from group undertakings	-	-	461,269	195,880
Prepayments and accrued income	991,527	465,718	980,336	431,592
Other debtors	207,452	266,590	207,452	266,590
	1,247,726	760,100	1,697,140	913,814

22 Creditors: amounts falling due within one year

	Group		Charity	
	2025 £	2024 £	2025 £	2024 £
Trade creditors	167,709	185,050	156,174	155,534
Other taxation and social security	118,114	103,293	116,250	102,218
Other creditors	16,931	36,191	16,931	17,246
Accruals and deferred income	503,277	312,525	490,666	306,483
	806,031	637,059	780,021	581,481

Deferred income

	2025 £	2024 £
Deferred income at 1 April 2024	(222,525)	(212,832)
Resources deferred in the period	(243,067)	(222,525)
Amounts released from previous periods	222,525	212,832
Deferred income at year end	(243,067)	(222,525)

Deferred income carried forward relates to pre-paid lottery income for lotteries to be drawn within the 2025/26 year.

23 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Group & Charity	
	2025 £	2024 £
Land and buildings		
Within one year	244,659	260,122
Between one and five years	750,396	818,326
After five years	351,046	448,848
	1,346,101	1,527,296

24 Related party transactions

The Head of Fundraising, Laura Sadler, is the wife of Chris Sadler who is the Chief Executive and a member of the Executive Leadership Team. During the period she received remuneration for her employment of £44,063 (2024: £41,390)

A trustee's spouse is director of Adrenaline Advertising. During the period the Charity paid £2,100 (2024: Nil) to the company for advertising costs. No balance was outstanding as at 31 March 2025 (2024: Nil).

A trustee is director of Hull & Humber Chamber of Commerce. During the period the Charity paid £570 (2024: £570) to the company for subscription costs. No balance was outstanding as at 31 March 2025 (2024: Nil).

A trustee is director of Hull BID. During the period the Charity paid £47 (2024: £47) to the company in regard to rent levy. No balance was outstanding as at 31 March 2025 (2024: Nil).

A trustee is director of Social & Market Strategic Research UK Limited. During the period the Charity paid £4,380 (2024: Nil) to the company for strategic planning costs. No balance was outstanding as at 31 March 2025 (2024: Nil).

25 Pension and other schemes

The company operates various defined contribution pension schemes for its employees. The pension cost charges represent contributions payable by the company and amounted to £446,483 (2024: £408,663). There were no contributions outstanding or prepaid at 31 March 2025 or 31 March 2024.

Notes to the Financial Statements for the Year Ended 31 March 2025

26 Funds

Group	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2025 £
Unrestricted funds						
General						
General fund	11,464,554	11,137,067	(10,781,004)	373,475	29,154	12,223,246
Dove House Trading Limited	1	1,440,584	(1,050,991)	(373,475)	-	16,119
	11,464,555	12,577,651	(11,831,995)	-	29,154	12,239,365
Designated						
Designated funds	5,000,000	-	-	-	-	5,000,000
Total unrestricted funds	16,464,555	12,577,651	(11,831,995)	-	29,154	17,239,365
Restricted funds						
Dove House Property	854,855	-	(42,773)	-	-	812,082
Bedded unit	85,135	45,533	(14,526)	-	-	116,142
Accessible quality and improvement	219,162	-	(5,634)	-	-	213,528
Day therapy (Hospice)	(2,187)	-	(2,455)	-	-	(4,642)
Breast cancer relief	7,888	-	-	-	-	7,888
Sundry small funds	21,249	14,475	(2,585)	-	-	33,139
Storr legacy	63,810	-	(1,992)	-	-	61,818
New building funds	2,585,214	115,191	(63,539)	-	-	2,636,866
Support line	6,142	-	-	-	-	6,142
Physiotherapy	(5,901)	-	-	-	-	(5,901)
Echo project	33,589	-	-	-	-	33,589
Total restricted funds	3,868,956	175,199	(133,504)	-	-	3,910,651
Permanent						
Sutton War Memorial	30,465	-	-	-	(1,419)	29,046
Total funds	20,363,976	12,752,850	(11,965,499)	-	27,735	21,179,062

Notes to the Financial Statements for the Year Ended 31 March 2025

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2024 £
Unrestricted funds						
General						
General fund	11,808,091	10,859,169	(9,839,487)	(1,583,532)	220,313	11,464,554
Dove House Trading Limited	1	1,278,459	(1,177,652)	(100,807)	-	1
Revaluation reserve	115,661	-	-	(115,661)	-	-
	11,923,753	12,137,628	(11,017,139)	(1,800,000)	220,313	11,464,555
Designated						
Designated funds	3,200,000	-	-	1,800,000	-	5,000,000
Total unrestricted funds	15,123,753	12,137,628	(11,017,139)	-	220,313	16,464,555
Restricted funds						
Dove House Property	897,627	-	(42,772)	-	-	854,855
Bedded unit	91,817	27,325	(34,007)	-	-	85,135
Accessible quality and improvement	224,796	-	(5,634)	-	-	219,162
Day therapy (Hospice)	(32)	300	(2,455)	-	-	(2,187)
Breast cancer relief	7,888	-	-	-	-	7,888
Sundry small funds	46,199	7,805	(32,755)	-	-	21,249
Storr legacy	65,802	-	(1,992)	-	-	63,810
New building funds	2,648,753	-	(63,539)	-	-	2,585,214
Support line	6,142	-	-	-	-	6,142
Physiotherapy	(5,901)	-	-	-	-	(5,901)
Echo project	33,589	-	-	-	-	33,589
Total restricted funds	4,016,680	35,430	(183,154)	-	-	3,868,956
Permanent						
Sutton War Memorial	27,936	-	-	-	2,529	30,465
Total funds	19,168,369	12,173,058	(11,200,293)	-	222,842	20,363,976

Notes to the Financial Statements for the Year Ended 31 March 2025

Designated funds
The designated fund represents amounts reserved for the reconfiguration of the existing hospice site.

Endowment funds
Funds donated on the closure of the 'Sutton on Hull War Memorial Fund'. Income to be used for the welfare of the people of Sutton.

Restricted funds

Dove House Property - Development of hospice and land

Bedded unit - Provision of facilities

Accessibility, quality and improvement - Redevelopment of reception and clinical outpatient rooms

Day therapy (Hospice) - Provision of day therapy facilities

Breast cancer relief - Grant funding for the treatment of breast cancer sufferers

Sundry small funds - Library, finance, maintenance and staff development

Storr legacy - Write down over life of conservatories provided

New building fund - Development of new facilities

Support line - Development of a palliative care advice line

Physiotherapy - Ongoing support for Physiotherapy and Rehabilitation services

ECHO Project - Funding to develop communities of practice through video technology

Hospice UL/NHSE fund - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April to July 2020, November 2020 to March 2021 and December 2021 to March 2022, to support people with complex needs in the context of COVID-19.

Restricted funds are funds that can only be used for the particular restricted purpose within the objects of the fund, as stated above. Income may be restricted when specified by the donor or when the funds are raised for a specific restricted purpose. Such income is allocated to a restricted fund.

Resources expended on the above funds represent expenditure incurred in fulfilling the specific objects of the fund. In the case of revenue expenditure this is charged to the fund as incurred. In the case of capital expenditure, the asset is capitalised as a fixed asset. The subsequent depreciation charge is then transferred to the particular restricted fund as to write off the asset over its useful economic life.

Transfers
The transfer to general funds from Dove House Trading Limited relates to the gift aid payment made in relation to profits made by the trading subsidiary.

27 Analysis of net assets between funds

Group

	Unrestricted funds General £	Restricted funds £	Endowment funds Permanent £	Total funds at 31 March 2025 £
Tangible fixed assets	7,832,349	3,454,963	-	11,287,312
Fixed asset investments	3,510,909	-	29,046	3,539,955
Current assets	8,002,663	455,687	-	8,458,350
Current liabilities	(806,031)	-	-	(806,031)
Provisions	(524)	-	-	(524)
Total net assets	18,539,366	3,910,650	29,046	22,479,062

	Unrestricted funds General £	Restricted funds £	Endowment funds Expendable £	Total funds at 31 March 2024 £
Tangible fixed assets	7,366,506	3,456,165	-	10,822,671
Fixed asset investments	2,970,563	-	30,465	3,001,028
Current assets	6,765,218	412,791	-	7,178,009
Current liabilities	(637,059)	-	-	(637,059)
Provisions	(673)	-	-	(673)
Total net assets	16,464,555	3,868,956	30,465	20,363,976

dovehouse hospice



Get in touch

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Dove House Hospice Limited a company limited by guarantee.
Registered office: Dove House Hospice, Chamberlain Road, Hull, HU8 8DH.
Registered in England and Wales Company number: 01498747
Registered Charity Number: 509551

DOVE HOUSE HOSPICE LIMITED

England & Wales - Charity number 509551

Accounts

dovehouse hospice

Trustees' Report and Financial Statements





March 2024

Dove House Hospice Limited Directors' Report
For the year ended 31 March 2024

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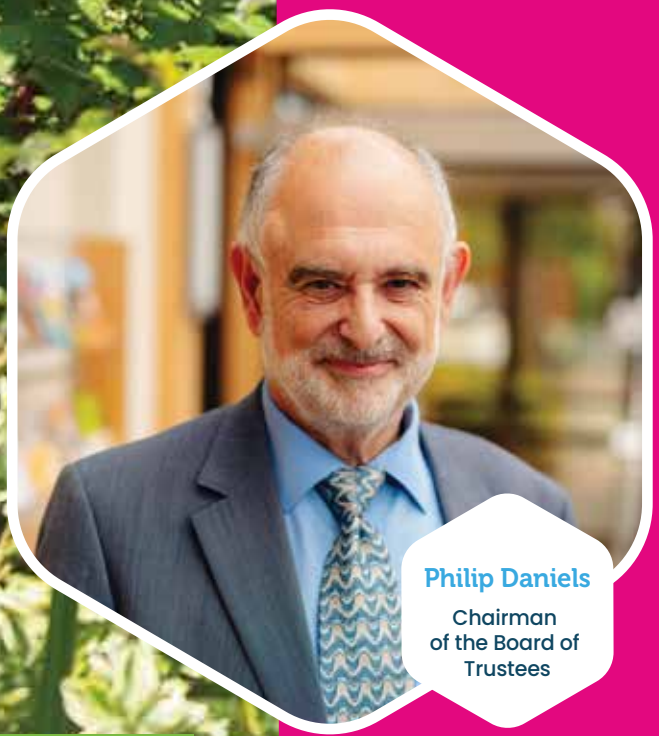
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Chris Sadler
Chief Executive



Philip Daniels
Chairman of the Board of Trustees



> “He was in the best place possible with the best possible care. Thank you so much!”
>
> Patient’s Family

Welcome

As we look back over another year, we celebrate 44 years of providing care and support to patients, families and friends throughout Hull and the East Riding of Yorkshire. Dove House is an essential part of the local healthcare system, and our experienced and passionate healthcare professionals listen, respond, and deliver what matters most to those affected by a life limiting illness. It has also been a record-breaking year for our fundraising teams, without which we couldn’t deliver the extensive range of care services at the hospice and in the community. Our Trustees Report and Financial Statements bring together both elements, our clinical services and funding streams and take you through the past 12 months, looking at the progress we have made and the ambitions which remain, as we focus on the next 5 years.

Over the past year we have strengthened our Board with the appointment of 4 new trustees, broadening the skills and experience needed to take the organisation forward. We will continually review this process and appoint new trustees as and when the need arises. Trustees play a pivotal role in overseeing our hospice’s strategic direction to ensure we deliver on our 5-year vision and plan. They ensure alignment with our mission and purpose, deliver financial stewardship, champion best practice and innovation and provide support to the Executive Leadership Team to keep Dove House relevant in a constantly changing healthcare environment.

It’s been a long time coming but in December 2023 we were subject to an assessment of our care and services from the Care Quality Commission (CQC), the independent regulator for health and social care in England. The inspection team spent a full day at the hospice and the initial feedback was very positive. So, it was pleasing to receive an excellent report following the inspection, with an overall rating of Good and an ‘Outstanding’ marker for the element of ‘Caring’. This independent report acknowledges and recognises the work we have done across the organisation to ensure we provide safe, responsive, effective and compassionate care and services.

Whilst we face many challenges, undoubtedly one of the biggest remains our ability to attract and retain staff in key roles across the organisation. The hospice sector is not exempt from the national shortage of healthcare workers, but we also suffer due to the diversity of roles in areas such as fundraising, given the limited availability of suitable candidates. Within this report you will see the work we are doing to address these issues as we realise the importance of working proactively so we become an employer of choice. Recruiting and retaining the right people cannot be overstated, as only through our people will we achieve success across the organisation.

We hope this report gives you an insight into the amazing work we do at Dove House. We are extremely proud of the progress we have made but remain focused on the plans and ambitions we have for the future. Thank you to all our staff, volunteers and for the unwavering support we receive from the community.

Chris Sadler
Chief Executive

and

Philip Daniels
Chairman of the Board of Trustees



Who we are

Dove House Hospice is based in Hull and serves the whole of the East Riding of Yorkshire region. For over 40 years we have provided specialist, personalised care for those dealing with a life limiting diagnosis and those approaching the very end of their lives, either in our Inpatient Unit or across Outpatient Clinics and groups. We also support the patient and their family with their emotional wellbeing, offer bereavement support, including a specialist service for children, as well as providing community groups to help tackle issues such as loneliness and social isolation.

We were developed **by the community, for the community** and will continue to adapt our services to meet their needs.

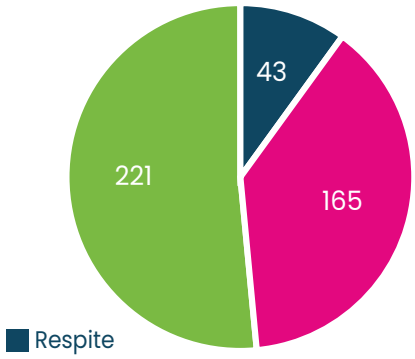
Our Care In Numbers

429 Inpatient Admissions

59% of Inpatients were from Hull

90% average occupancy

Admissions



23 Living Well Group sessions

19% increase in referrals since 22/23

1.65 Days waiting time for admission

221 Admissions for End of Life Care

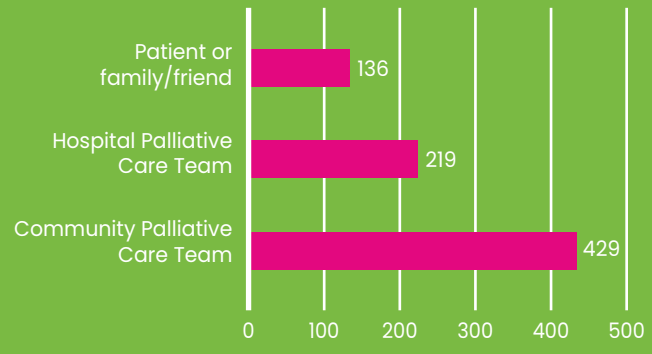
213 Home visits by MND nurse

96% of deaths achieved Preferred Place Of Care

9.3 Average days stay on Inpatient Unit

99% increase in online referrals

External Referral Sources



Dove House Hospice cares for anyone over the age of 18 who is living with a progressive life limiting illness across Hull and the East Riding of Yorkshire. Providing holistic care, the hospice ensures that the patient and their family are the centre of all areas of care.

Services provided by Dove House:

Inpatient Unit for pain and symptom management, respite and end of life care.

Family Support for loved ones and carers, as well as looking after the patient's emotional needs.

Bereavement Care for families using our services and for the wider community, including Children's Bereavement Groups and the Welcome Wednesdays Bereavement Café.

Community Groups such as Friday Friends and Welcome Wednesdays reach out to the community and open the doors of Dove House to those who need social support.

Therapies including Complementary therapy, Occupational therapy and Physiotherapy.

Outpatient Clinics with doctors, specialist nurses and therapists.

41% of Inpatients were from the East Riding

134 People attended Friday Friends

80 People attended Welcome Wednesdays

150 Complementary Therapy Assessments

352 Patients accessed Physiotherapy

3649 Contacts to adults and children from the Family Support Team

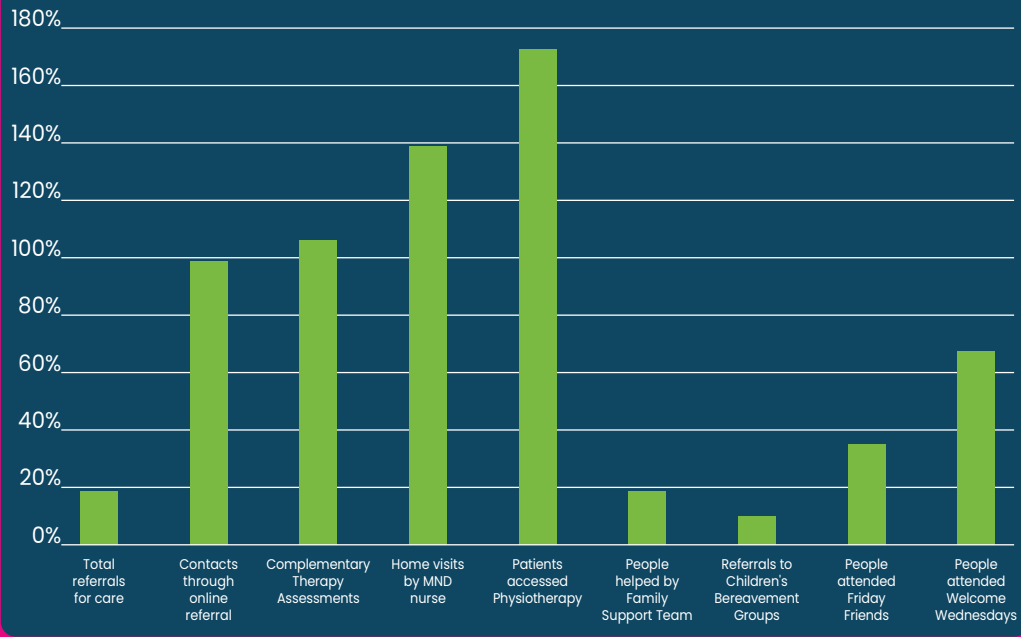
165 Admissions for Pain and Symptom Management

238 Referrals to the Children's Bereavement Groups

51% Non-cancer diagnosis

501 People helped by the Family Support Team

Service Growth



Lawrie's Story



I first became ill in 1985. I was happily married, had a young family and everything was going right for me. I had a great physically active job with the council and I was really happy. All of a sudden I was struck down with excruciating stomach cramps that just kept getting worse. I was doubling over with pain at work. After three months nothing was helping, I went to the doctors. They put it down to stress, told me I had Irritable Bowel Syndrome and to manage it at home with pain relief. But I couldn't live like that; it was destroying my life. I tried herbal remedies but still nothing was working.

I finally found a doctor who was taking my illness seriously. He told me it needed dealing with as an emergency and I was admitted to hospital. Three months later I was discharged from hospital and looked like a skeleton. I nearly died. I discovered I had cancer and they had opened me up to try and take it all out. Four times in the end and then I developed septicemia. Life was terrible for myself and my wife. When you become a cancer patient you lose a lot of family and friends. They are frightened to death of it but so am I. I was a fighter, I didn't know it, but I was.

I hadn't seen my kids for three whole months. I had just disappeared from their life and they had no idea what was happening. The first time my kids were brought to see me was amazing and heartbreaking.
I really did think I had the all clear and started to rebuild my life, I had no idea that the cancer was going to come back. I returned to work but soon enough my life became an endless merry go round of appointments and hospitals. I ended up losing my job due to ill health, I was devastated.

My dad and brother had both died from bowel cancer and they did genetic testing and it was discovered that I have Lynch syndrome which runs in families and means you are more likely to develop certain types of cancers. Keyhole cameras had just been introduced but no new treatments had come about. I had to tell my children that they needed to get tested for Lynch Syndrome which was really difficult. Three of them turned out to also have it and I am devastated. I feel so guilty for giving them it.

Up until that point I didn't know Dove House existed. During Covid a doctor at Castle Hill recommended the hospice to help with back pain and that is how I was introduced to Aromatherapy with Caty at the hospice. It was so relaxing and from there my whole world changed. **There was so much the hospice could offer and I never knew it was available. I thought a hospice was just somewhere you spent your final days and that was it, I had no idea how much support they could give you.**

The best time to come to a hospice is the beginning of your journey, and not the end.

The therapy I was receiving from Caty was helping so much, I am so glad that I gave it a go. Caty also referred me to the Family Support Team as I was having a few problems and needed someone to talk to. I was in a state and didn't know where to turn to. I was doing the best I could do at home but the mental stress of being ill was getting to me, the hospice recommended a respite stay on the Inpatient Unit. **Everything down to the food was amazing and the calming garden was incredible and just what I needed. It gave me time to reflect on everything and helped give me a positive outlook on things.**

The staff at Dove House have helped me so much, especially when my sister died of cancer, she had the same genetic Lynch syndrome that I have. She was living in a different country during Covid 19 and I was too ill to travel. I didn't feel like I could grieve as I couldn't be there, I was really struggling. Dove House arranged for me have a service in her memory at the hospice, it helped me emotionally. It helped me let go of the pain I was carrying. I didn't know they were able to do that for people but they did and it was so important to me, it helped with my mental health. **The hospice gave me peace and the opportunity to say goodbye to my sister.**

The hospice supported me so much and helped me to help myself.

I look back now and I can't believe how far I have come and that is thanks to Dove House. Now I know the hospice is there for me whenever I need them.

Strategic Ambitions

Our 5-year strategy outlines all we aim to achieve over the coming years. It was important for us that our strategy reflect not only our clinical ambitions, but also our financial ones; as well as how we ensure we attract and retain the right people and where we fit in the wider healthcare arena. We recognize that without focus on each of these areas, we could never achieve all we want to clinically as they are reliant on one another.

The strategy was devised in consultation with our key stakeholders and each year we produce operational plans for each of these four areas. In the coming pages you can read about the progress we've already made in achieving these goals and the challenges we face.

From the results of our stakeholder engagement and analysis we have created four Strategic Ambitions:

Excellent care, excellent support, excellent outcomes

Exceed expectations

Be innovative in our approach

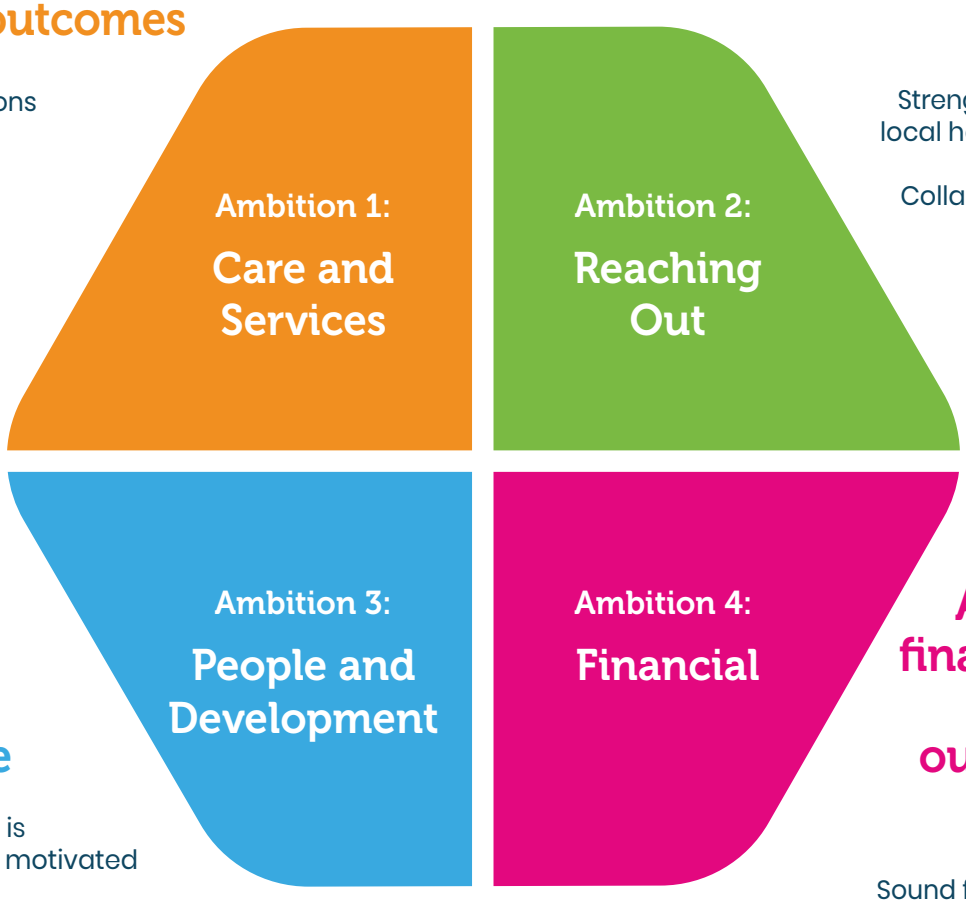
Care for more patients and expand services

Better together: collaborate to succeed

Strengthen our place in local healthcare system

Collaborate to provide seamless care

Raise our profile and dispel myths



Achieving success through our people

Ensure workforce is appreciated and motivated

Become an employer of choice

Leadership will be values led, compassionate and inclusive

A coherent financial plan to achieve our strategic ambitions

Sound financial model to underpin existing services

Develop proactive strategies to raise additional funds

Prudent in our approach to ensure resilience and sustainability

Strategic Ambition 1: Care and Services

Excellent care, excellent support, excellent outcomes

Dove House has continued to grow and develop its services to meet the increasing demand, this year we have seen a 19% increase in referrals to our care, bed occupancy has increase and evidence of an increase in patients with non – cancer diagnosis demonstrating our commitment to providing access to a wide range of patients in the community.



Last year we published a new 5-year strategy identifying four key ambitions. The focus within care and services is on providing high quality care, embracing innovation, and ensuring our services meet the needs of our community. At the beginning of 2024 we appointed a new Director of Clinical Services with extensive experience of working at a strategic level in the NHS. This appointment will play an integral part in helping the organisation align new and existing services to these ambitions. We are committed to achieving high standards of care, delivered by highly skilled staff so we can meet the physical, emotional, spiritual and practical needs of our patients and their loved ones.

Goal:

Updating the hospice site to optimise its layout and create an environment that is homely, peaceful and one which complements the care we deliver.

This year planning permission was successfully sought for a major hospice improvement project and although our future is to redevelop the entire site, we have engaged and listened to our patients and staff and continue to make improvements to our current facilities. A communication tool has been developed for staff to make suggestions regarding improvement in facilities and equipment, we have been fortunate to be able implement a significant number of these initiatives and suggestions.

What we have done in 23/24:

- We refurbished an unused room into a new Family Room which gives patients and their families another private space away from the Inpatient Unit where they can enjoy relaxed time together.
- Visitors Information – redesigned a new display of information for visitors in the Inpatient Unit. This bright space aims to welcome visitors to the hospice and provides useful information about the facilities available.
- A welcoming space has been created at the hospice entrance where people can chat directly to our Fundraising team. This helps services users understand how the charity is funded, providing them or their families the opportunity to get involved if they wish.
- Identified an additional space to safely dispense medication in response to clinical incidents that had occurred regarding distractions.
- Undertaken engagement sessions for all the team as we plan the re development of the hospice.

CQC Inspection:

In December 2023 we were inspected by the CQC all the key domains were tested including safe, effective responsive, caring, and well-led. We maintained our overall rating of Good, however we are very pleased to have been rated Outstanding for the caring domain.

Inspected and rated Good Care Quality Commission

Overall Rating: **Good** Safe: **Good** Effective: **Good**

Caring: **Outstanding** Responsive: **Good** Well-led: **Good**

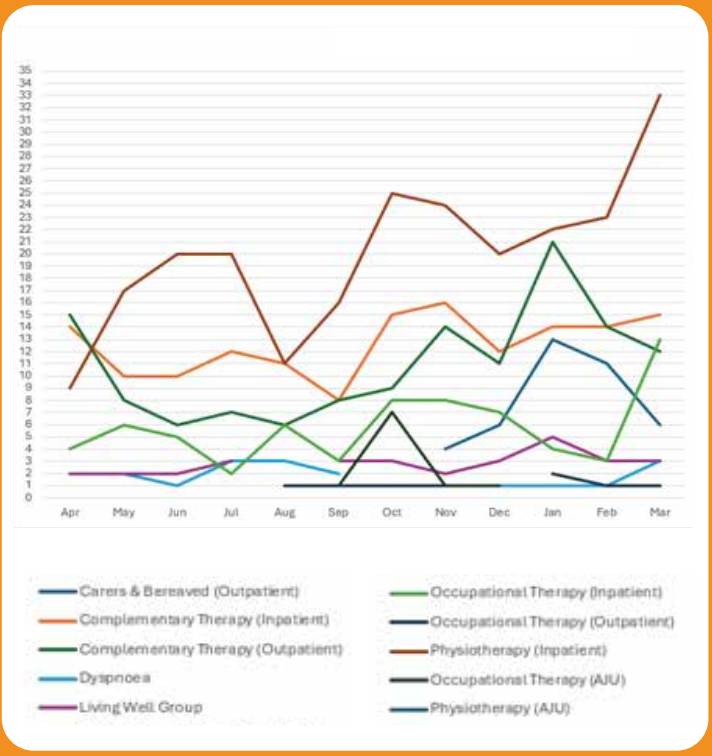
The inspection report can be found at: **dovehouse.org.uk/resources**

Goal:

Increasing the capacity and reach of our non-inpatient services by expanding out into the community, developing new services, and utilising digital technologies to improve wellbeing.

Therapies & Well Being Services

The Therapy Team workforce has been increased resulting in a greater impact to patient care and services. The recruitment of a Therapy Team leader, and an additional physiotherapist has increased our capacity to help more service users.



The Living Well Group continues to be a success and is planned to be reviewed next year to reach further into the community.

What we have introduced in 23/24

- The Carers Wellbeing Service has been developed to provide carers of hospice patients time to recharge. This was initially one day per week but due to the increase in demand we have needed to increase to two days.
- Dyspnoea Group, our Breathlessness Clinic has been re-launched as a new group to support patients who struggle with their breathing because of their illness.
- We have introduced an activities coordinator who whilst supporting our wellbeing groups, also provides patients and families on the Inpatient Unit, the opportunity to create many special moments and memory keepsakes.
- We have started to reintroduce some of our day therapy services with the increase of the workforce.

Family support

There has been a significant increase in the need for bereavement and family support care, the Family Support Team continue to review how the service can be provided for those who turn to the hospice for support.

Children's Bereavement Service

This year there were 238 referrals to this service showing the vital provision it provides locally. This service commenced in 2019 with the support from Children in Need and has since developed from working with groups at the hospice to working closely with schools in the community. The school groups have grown in demand and are a lifeline to schools in both Hull and East Yorkshire. They bring together children to allow them to explore their thoughts and feelings around their bereavement and support each other to develop coping strategies. A positive of facilitating the groups in schools is that friendships are formed that can easily be sustained in the school setting.
Although the funding from Children in Need has now stopped the hospice has recognised the need that exists and so will fund this from voluntary sources.





Goal:

Defining, measuring, and evaluating the effectiveness of our care to ensure it is consistently high quality.

We currently monitor care quality and safety through a range of measures, which include clinical audits, patient outcome measures, clinical incident reviews, patient and family feedback, complaints, and other forms of intelligence. A review is being led by the Director of Clinical Services to determine how we design our data collection to ensure that we can monitor and demonstrate the ongoing improvements to evidence that effective, safe care is being delivered. A detailed review of staffing has taken place to support the increase in bed occupancy.

What we have completed in 23/24:

- Used the national tools developed by Hospice UK along with in house tools created to deliver this year's audit plan, enabling us to assure ourselves that our services are benchmarked against standards of excellence on a range of health, safety, and care delivery standards.
- We have reviewed the purpose and expected outcomes of the audit group and are comitted to making continuous improvements. The results following the audits are shared and discussed with the relevant teams and used to develop action plans.
- Introduced specific bedside assessment tools to gain assurance in the completion of patient assessments.
- Worked in collaboration with the improvement academy to determine the safety culture in the hospice.
- Embarked on Quality improvement programmes to enhance communication huddles.
- Designed ways of working to reduce the number of falls and reduce pressure ulcers attributed to the hospice.
- Workforce skills review and rota management introduced an annual leave allocation tool and rota tool to determine appropriate staffing levels.
- We have worked closely with the ICB and pharmacy providers to determine an effective high-quality model of service delivery for 24/25.

Integrated Palliative Care Outcome Scale (IPOS)

IPOS is a measure of symptoms and concerns that matter to a patient and help us provide the best care. There are ten questions, scored on a scale of 1-4, which assess a patient's symptoms and needs with regards to physical, social, psychological, and spiritual. We aim to record two scores during a patients stay.
This year we have worked closely with the Palliative Care Research Centre at The University of Hull to get a deeper understanding of our IPOS scores. We are proud that this has highlighted the positive impact of our care.

2023/24 Full Year Averages:

First IPOS recording - 100%.

Second IPOS recording - 95%.

Digital transformation

The hospice is embarking on a digital transformation programme which will not only include the design and development of clinical care records and electronic prescribing but will provide the opportunity to view the various methods of gathering and analysing patient feedback. A Digital Nurse has been appointed from the acute trust to support this project work.

Goal:

Developing a hospice without walls to allow access to hospice care for those who wish to remain at home.

As a result in the change in the Director of Clinical Services, the planning around delivering this goal is yet to be determined. The hospice participates in the cancer alliance whereby discussions are taking place in relation to Supportive Oncology and where we can enhance the service. The Clinical team are working alongside community teams in partnership looking at the frailty / palliative care pathway and how this may be developed.

What we have done 23/24

- Community Outreach - piloted a project where one of our consultants supported the community teams to provide care in patient's homes when they were too unwell to attend the hospice for an outpatient appointment. The pilot was a success and saw a positive impact for people needing our care and we are exploring on how we can build on this.





Care and Services: Key Priorities for 2024/25

Defining, measuring, and evaluating the effectiveness of our care to ensure it is consistently high quality.

Drive quality and innovation, provide monthly quality assurance audits ensuring the fundamentals of care are monitored and any shortcomings acted upon.

Develop a culture ensuring quality improvement is at the forefront for all staff and relevant training is provided.

Ensure that clinical audit takes place with the results driving required change and improvement.

Improve the quality of data collected to demonstrate the impact of the care we deliver.

Updating the hospice site to optimise its layout and create an environment that is homely, peaceful and one which complements the care we deliver.

Involve service users in the future planning of the hospice environment by providing opportunities to hear their voice through surveys and groups.

Developing a hospice without walls to allow access to hospice care for those who wish to remain at home.

Begin new conversations with community partners to design how hospice services can be delivered in the community.

Map how and what will be required for community services for a specific group of patients over the next 18 months.

Further develop Community Outreach Consultant service.

Engage with commissioners and partners to ensure all services are aligned.

Increasing the capacity and reach of our non-inpatient services by expanding out into the community, developing new services, and utilising digital technologies to improve wellbeing.

Therapies

Increase the number of patients we can support with therapy services by developing more clinics and growing the team.

Implement better data capturing to measure impact of the services and strengthen outcome measures.

Strategic Ambition 2: Reaching Out

Better together: collaborate to succeed

The main focus of this ambition is to strengthen our place in the local healthcare system, provide seamless care for our community and raise our profile whilst dispelling myths about our care.

Goal:

Improving partnership working across the NHS, social care, and the voluntary sector to provide a seamless care experience for the community and strengthen our place in the local healthcare arena.

Community MDT

These are now hosted at the hospice site every week with an identified person from Dove House attending (Senior Sister or a member of the Family Support Team) which promotes continuity of care across all relevant services.

Respite Referrals

The referral process for respite admissions has been improved to include an electronic calendar which enables all teams to be aware of a patient's upcoming stay and gives advanced opportunities to link with community services. The Senior Sisters now also make an additional phone call prior to admission for patients with complex needs which helps ensure there is continuity of care.

Building Links

We provided room hire, hospice tours and teaching sessions to Yorkshire Ambulance Service and MacMillan Haematology and Oncology which has helped cultivate relationships and awareness of Dove House to the wider health care community.

Goal:

Elevating hospice service promotion in line with the promotion of income generation activity

This year new roles in the Marketing Team have meant social media coverage has included more hospice stories. Across the year the posts which have received the most engagement were those which were about our services rather than fundraising for the charity.

Service user stories that were covered in press releases also had a big impact, including a front-page story in the Hull Daily Mail for Hospice Care Week raising the profile of the care we provide.

Goal:

Forging links and increasing engagement with the local community to improve accessibility, especially for those in hard-to-reach groups

Friday Friends

Our weekly community group continues to go from strength to strength with many regular attendees and new people coming every week. In October we introduced a morning session as the afternoons were nearly always full to capacity, this meant a quieter environment but also that we could welcome more of the community into the hospice.

Talks and stalls

Our Community Engagement lead has attended over 20 events this year to spread the word about hospice care and build links with our community.





Reaching Out
Key Priorities for 2024/25

Improve partnership working across the NHS, social care, and the voluntary sector to provide a seamless care experience for the community and strengthen our place in the local healthcare arena.

Deliver educational sessions to our local GPs, acute trust, local ambulance trust on the work and referral process to the hospice.

Ensure that we have a strong voice within the system, providing support and services.

Embrace new roles and ways of working.

Forge links and improve engagement with the local community to improve accessibility, especially for those in hard-to-reach groups.

Analyse our patient data and compare it with the census to establish who we have cared for and if there are pockets of our community that we currently underserve.

Refine the patient information we collect so we can better establish if our patients identify as being from a 'hard to reach' group; as defined in the 2021 Hospice UK report, Equality in hospice and end of life care.

Roll out a multi-audience awareness campaign to improve understanding of hospice services and increase referrals.

Put systems in place to track attempted referrals that do not result in an admission, including the reasons for this.

Identify GP Practices that do not currently refer to the hospice and engage with them to identify the reasons for this.

Devise key messages based on the outcome of the above.

Introduce regular reporting on web traffic and performance.

Elevate hospice service promotion in line with the promotion of income generation activity.

Continue to encourage families to share their stories to bolster our case study library.

Circulate quarterly reports on social media performance and adapt our messaging accordingly.

Establish key metrics for social media performance including reach and engagement.

Strategic Ambition 3: People and Development

Achieving success through our people.

The main focuses of this ambition is to ensure our workforce feel appreciated and motivated, to become an employer of choice and to always be values-led, compassionate and inclusive.

There has been great progress this year in developing hospice staff and volunteers, a new People and Development strategy has been completed and will be underway in 2024-25, and a major investment in a new HR system, Staffology, has been introduced. The focus this year has been around the two strategic goals outlined below.

In 2023-24 there were 90 new staff and 152 new volunteers who joined team Dove House!

Goal:

Implementing proactive strategies to aid recruitment and retention.

Nurse Establishment Review

We have continued reviewing our nurse establishment to ensure a systematic and structured approach which meets the needs of the patients in a responsive manner.

We have introduced longer shift patterns to align to external organisations, increased support roles, improved our rota tools, increased the number of bank staff and filled all clinical vacancies through proactive recruitment.

Industry Insights

The hospice became an Industry Insights provider in 2023 with 6 days taking place so far. Organisations are provided with the opportunity to observe hospice professionals in the course of their work, undertake tasks, and engage in day-to-day activities and discussions.

Hospice School

During the summer Hospice School was delivered to 10 participants. This two-day course is an unique opportunity for students aged 16-19 to develop essential care and communication skills as well as learn hands on skills which are transferable to any health and care environment. Students also meet experienced health and social care professionals from across the organisation.

Local Education

We have attended events at local colleges to promote hospice services and provide career information relating to the different areas of clinical practice.

Mindful Employer status

We successfully retained our 'Mindful Employer' status after re-signing the charter and supplying evidence of our work around mental health. By signing the 'Charter for Employers Positive about Mental Health', the hospice is making a public declaration of our ambition to meet the aspirations set out in the charter, and to support the mental wellbeing of our staff.

Training for staff around mental health is part of everyone's essential education, line managers have also undertaken 'wellness plans' with staff when appropriate using a template from MIND.

Volunteering

In December 2023 with the support of a local sponsor, we were thrilled to welcome over 200 volunteers to The Guildhall in Hull for our first appreciation event since the pandemic. We were delighted to once again have the opportunity to show our thanks and celebrate their commitment, dedication, and hard work through volunteering.

Goal:

Planning for future workforce challenges and putting long-term plans in place to maintain our ability to staff our services.

Introducing Staffology

Staffology was introduced as a new staff software package with the full migration of over 6500 training events, 3500 absence records and digital document uploaded pre-launch by the People and Development team.

30 clinical and 10 non-clinical dashboards with dynamic dates have been developed which enable easier reporting and allow us to track, analyse, measure, and readily access data when required. The system also automates events, alerting staff of their compliance related responsibilities.

The system gives the Executive Leadership Team access to organisation wide data, information and metrics and managers can see all relevant team data making organising Annual Leave and tracking absences more efficient.

Employees can directly update personal information, have access to their Terms and Conditions of employment, request Annual Leave and access training records. There is also the functionality to give Kudos to colleagues for going the extra mile.

Sickness absence

In April 2023 we experienced an increase in staff absences across the hospice with a lost time rate of 5.2%. Due to these high sickness levels we adopted a balanced approach to managing absence in 2023-24. Through the introduction of supportive welfare calls on Day 1 of absence, timely absence management meetings and robust training for managers, the hospice saw a reduction in absence rates this year, with an average lost time rate of 3.9% The CIPD states the national benchmark is 3.4% Lost Time Rate per year.

Clinical Services

A key priority in our Clinical departments this year have been planning for future workforce challenges. We introduced the Clinical Educator role in October with a focus on Compliance and training new staff. SMART Objectives have been developed for each role and improved rotas which protect study leave time introduced to provide a structured approach to nursing development; staff have also been given the opportunity to train in extended optional competencies.

Gender Pay Gap

The hospice's 'snapshot' date for reporting was the 5th April 2023. Our results show that women earn 98p for every £1 that men earn when comparing average hourly pay. The Office for National Statistics (ONS) reported the average gap among full-time employees in the UK for 2023 was 14.3%.



290 people employed, equivalent of **217** full time staff

763 volunteers



People and Development: Goals 2024-25

Creating a leadership programme to give staff the right people management skills to lead their teams and drive performance.

Define leadership potential and create leader ready programme:

- Establish criteria for how the hospice defines leadership potential for those that could excel in a leadership position.
- Create optional management skills e-learning module.

Line manager training:

- Roll out line manager survey to provide a baseline for feelings around management.
- Launch 'Acas e-learning management skills' training programme.

Develop framework of leadership behaviours:

- Identify roles classed as organisational leaders and define compassionate leadership and associated behaviours.
- Communicate to all staff what they should expect from hospice leaders.

Equality, Diversity and Inclusion (EDI):

- Representation at the national Hospice EDI Leads Group, to share knowledge, best practise and benchmark.
- Develop an EDI policy recognising EDI as a continuous process of improvement.

Embedding the hospice's values throughout the organisation and making all staff accountable to them.

- Create a 'Values and Behaviour' working group to review values and establish linked behaviours.
- Develop a behaviour framework.
- Plan annual programme of staff surveys.

Implementing proactive strategies to aid recruitment and retention.

Recruitment and onboarding:

- Develop recruitment advertising to maximise interest from diverse range of quality candidates.
- Carry out research with new recruits to understand applicant experience.
- Measure impact of any change in advertising and onboarding.

Retention:

- Review induction activities to ensure a positive onboarding experience.
- Develop and enhance our Total Rewards Package.
- Carry out 'Health needs assessment' and action results.
- Launch 'Aspire to Retire' package for employees 50 and over.

Volunteering:

- Develop an actionable volunteer strategy for 2025-28.





Sheila's Story

My husband and I had been together for 55 years and we had two sons, Derek and Michael who then gave us four wonderful grandchildren. Bryan was very active, played table tennis, would walk for miles, and had been part of the Reckitts Ramblers for 44 years. He was also part of Men in Sheds which had him doing all sorts like woodwork, metalwork, photography and gardening. He adored it, he was very handy and would just get stuck in. He was always painting and decorating at home or for one of our children.

In late June 2021 a couple of days after we had come back from a holiday in Hexham, Bryan came in from the garden complaining he had been bitten. His leg was very swollen but we struggled to get a doctor's appointment because of the pandemic. A couple of days later his leg was no better and I managed to get him an appointment but they didn't know what was the matter and sent him away. I had a feeling it wasn't right and he couldn't live with his leg like that. Something told me to take him to A&E and I am so glad I did. I left him at the door due to hospital restrictions and three hours later I got a phone call to say they were keeping him in for more tests. When I called they advised he had been moved to Castle Hill, the Queen's department. I knew why people went there and I was all of a sudden filled with dread. Did that mean that Bryan had cancer? I had so many thoughts rushing through my head.

Bryan was diagnosed with Non-Hodgkins Lymphoma and after two rounds of chemotherapy, he was really unwell. I took him into hospital on the Tuesday and when I went to visit a doctor advised that Bryan was dying. We both had no idea, it was such a shock. There was no compassion, I had just gone in for my hourly visit I was allowed at the time. I refused to leave, how could I leave the man I loved after being together for so many years? There was no way I was leaving him, not now, not ever. Bryan died on the Saturday just four days later and I was heartbroken. Just six weeks after getting ill he was no longer with me, it all happened so quickly.

After Bryan died I contacted my doctor and she recommended me to ring Dove House as she knew I enjoyed walking and they did a 'Together in Grief' walking group. I went along and straight away I felt I could talk and walk with friends. Next I joined the Welcome Wednesday Bereavement Café group which subsequently led to Friday Friends.

I had no idea you could access the groups when the person you lost hadn't died at the hospice but you could. That very first session was daunting, I didn't know what to expect but I have become such good friends with so many other people who have lost their partners. I love taking part in the crafts each time and the great company that I am surrounded with.

Welcome Wednesday and Friday Friends have helped me so much, I have gained so many friends that I now meet up with outside the groups. Three friends and I call ourselves the 'Golden Girls' as we have all lost our husbands. We have even booked a Mediterranean cruise to go on next year together.

I like to organise trips so we have been on all sorts of adventures together, afternoon tea, the seaside, and shows. It's something for us all to look forward to. We have something in common and support each other when we need it. **Thanks to the groups at the hospice I have these incredible people who I get to call my friends and I am very pleased about that.**

I have also been volunteering for over a year on the hospice's reception, I feel very happy and privileged to be part of such an amazing team.

Strategic Ambition 4: Finance

Our financial success underpins all that the charity can achieve and enables our vision to come to life. This area of the Strategy aims to provide a sound model to fund existing services by being prudent in our approach to maintain resilience and sustainability.

Goal:

Achieve a balanced budget without any reliance on legacy income

Fundraising

2023/24 witnessed a remarkable accomplishment for the hospice's Fundraising Team, they secured a record-breaking fundraising total, exceeding the previous year's achievement by a significant £241,000, a result of the team's commitment and strategic expansion efforts.

Team Expansion: To bolster operational capacity, two Fundraising Assistants were recruited across the year and a dedicated Partnerships Fundraiser also joined the team to focus on cultivating corporate relationships and securing sponsorships.

Supporter Hub: In September the launch of the Supporter Hub within the hospice reception marked a significant innovation. This centralised space enhances the donor experience and streamlines fundraising activities, meaning dedicated staff can help anyone interested in raising funds in a prominent environment which showcases how to support Dove House.

Community Fundraising: Schools and nurseries continued to be a cornerstone of fundraising success. A total of 8,111 staff and children from 58 settings took part in Rudolph Run, generating a remarkable £53,457! The Santa Run 2023 witnessed equally enthusiastic participation from five secondary schools, with a total of 2,937 individuals taking part.

Events and Challenges: Throughout the year, supporters went the extra mile to raise funds including a team of 14 intrepid individuals who trekked the Sahara, raising £45,000. Some other examples include, a dedicated group conquering the Yorkshire 3 Peaks challenge, raising over £9,700 and two determined individuals completing a 43-mile ultra marathon, raising over £4,000.

Goal:

Increasing the money we generate from our conventional fundraising and our commercial activities to fund our strategic ambitions.

The hospice's own events were equally successful, attracting 36 teams to It's a Knockout and a record-breaking 448 people taking part in Get Caked.

Legacy Giving: This year we partnered with fundraising agency Pebblebeach for a collaboration which involved a comprehensive legacy giving audit and development of a strategic plan. This ongoing project is expected to yield substantial financial benefits in the years to come, ensuring the hospice's continued ability to provide vital services.

Your Charity Lottery

We are delighted to report a continued decline in our average cancellation rate compared to the previous year. This positive trend reflects our ongoing commitment to providing exceptional support and to recruiting new supporters.

New Beneficiaries: Throughout the year we welcomed 4 new beneficiaries to Your Charity Lottery including Jerry Green Dog Rescue, Hull Women's Aid, Keeping Digital and Radar Dog Rescue, representing a diverse range of community needs. We are proud to partner with them and help them in raising new funds for their causes.

Investing in Digital: July marked the launch of a new website, a vibrant and user-friendly platform offering enhanced navigation with the ability to purchase tickets online providing greater convenience and accessibility for our supporters.

Retail

This year Retail raised more than ever before for the third consecutive year, exceeding the fundraising total from 2022/23 by a significant £250,000! The team continue to show unwavering dedication despite ongoing challenges such as volunteer recruitment and rising operational costs.

A key contributor to this success is the focus on operational efficiency with the 2022 Retail Division Conference theme, "Working Smarter, Not Harder," continuing to have a positive impact and the 2023 Conference theme, "One Direction," emphasising the importance of unified teamwork, building on this foundation.

Leadership Transition: This year we acknowledge the invaluable contributions of Marisa Haines, who retired in January 2024 after serving as Head of Retail for 23 years. During her tenure, the number of retail locations grew from 10 to 32, a testament to her fantastic leadership and commercial acumen. We wish her a very happy retirement.

Gift Aid: Gift Aid conversion reached our highest level of 39% in August. We also made our largest annual Gift Aid claim of £387,990.

Furniture Superstore Launch: The former At Home Furniture Shop successfully transitioned to a larger location on Hessle Road, expanding to 18,000 square feet and re-opening in June as the Furniture Superstore. This move has proven to be strategically sound, generating significant additional nett revenue of £302,124.

Hessle Road Expansion: In July the Hessle Road shop expanded into the former At Home Furniture Shop space resulting in a notable increase in sales, with opening day transactions totalling £7,854 from the sale of 2,677 items. Additionally, the Wedding Loft relocated from Market Weighton to its new home within this shop, re-named Bridal by Dove House.

Clearance Shop Closure: Following a period of declining profitability, the decision was made to close the Marfleet Lane Clearance Shop in December.

Re-Use Shop Expansion: A second Re-Use Shop was opened on Beverley Road in January. This collaborative effort with FCC Environment, Hull City Council, and East Riding Council enables the diversion of waste from household recycling centres, fostering a sustainable approach and generating revenue.

Fundraising Good Practice

We take fundraising compliance seriously and address concerns promptly. We adhere to all relevant laws, including the Charities Act 2011 and the Gambling Act 2005. We are regulated by both the Fundraising Regulator and the Gambling Commission, ensuring our practices meet their Codes of Practice and licensing conditions.

Protecting vulnerable individuals is a priority. Our staff and volunteers are trained to recognise signs of vulnerability, and any suspected cases halt fundraising activities with documented records. We also implement measures like limiting lottery entries to safeguard this group.

Transparency and support are key. Most fundraising involves our supporters, guided by our diverse team of fundraisers, canvassers, and administrative staff. Professional fundraisers assist with lottery canvassing, with contracts reviewed annually. We provide comprehensive support through the Fundraising Team and online resources to ensure everyone raises funds ethically and legally.

In 2023/24 there have been no complaints.





Trading Company

Little Owls Day Nurseries

The nurseries enjoyed another successful year, caring for over 300 children across both locations. Parent satisfaction remained exceptionally high, with 100% of respondents to our Parent Survey confirming their children were happy, felt safe, and received attentive care from approachable staff. An impressive 97% of parents indicated they would recommend Little Owls to others.

Strengthening Communication: We are always striving to improve communication with parents and have implemented enhancements to our Learning Journals app, providing more detailed information and photos about children's activities.

Commitment to a Safe and Healthy Environment: The health and safety of our children is paramount. Following an isolated case of E. coli (not linked to our nursery), we undertook upgrades at our Ainthorpe site to further enhance hygiene protocols including the installation of sensor-activated taps, new flooring, and full redecoration. We are proud to announce that Ainthorpe achieved a 5-star environmental health rating in March and the Dove House nursery maintained its 5-star rating.

Financial Performance: While this year presented some unforeseen financial challenges at Ainthorpe largely due to the environment improvements, we are confident in its future success. With renovations complete and new government funding commencing in April 2024, we anticipate Ainthorpe returning to profitability in the coming year. Little Owls Dove House continues to perform strongly and remains on target for continued financial success.

Humber Wood Recycling Project

Humber Wood Recycling Project concluded its operations in July. This decision came after a period of sustained changes in the volume of wood collected, making it difficult to continue the project in its current form.

Dulcies Café

Dulcies Café celebrated a phenomenal year, achieving a remarkable 78% increase in revenue compared to the previous year! This success can be attributed to a menu revamp and extended operating hours. These changes proved to be a recipe for success, and we're excited to build on this momentum in 2024/25.

Financial: Key Priorities for 2024/25

Our targets for next year aim to further progress all goals within our Financial Strategic Ambition.

Securing Our Future:

We'll continue building our legacy strategy and collaborate with Hospice UK on a national campaign to secure vital future funding.

Our summer Forget Me Not Appeal will raise awareness and vital funds.

We're committed to developing innovative community fundraising initiatives.

A Capital Campaign feasibility study will explore the possibility of a major fundraising campaign to expand the hospice and build a new Inpatient Unit.

Enhancing Our Retail Presence:

We'll launch our new concept store, "The Market," at the Retail Distribution Centre.

Our Hessle shop will relocate to a larger and more prominent location to better serve the community.

We'll further develop the MyCard loyalty scheme to reward our supporters.

By leveraging online platforms we'll expand our reach and grow online sales.

Aim to increase Gift Aid contributions to 40%, maximising the impact of donations.

Lottery Boost:

Invest in canvassing efforts to increase Lottery participation.

Actively seek new beneficiaries to join Your Charity Lottery.

A new scratch card will be introduced to generate additional excitement and revenue.

Trading Co. Expansion:

Explore new commercial catering opportunities building on the success of Dulcies Café.

Expand our House Clearance service to meet the growing demand.

Focus on maximising year-round occupancy at both Little Owls Day Nursery sites.


Strictly

Financial Review

Regulations and Accounting Standards

1. Financial Regulations
The financial statements have been prepared in accordance with all major requirements of the Statement of Recommended Practice (SORP FRS102) "Accounting and Reporting by Charities" issued in October 2019 and applicable accounting standards.

2. Financial Results
A summary of the financial activities for the year ending 31 March 2024 are shown opposite, with fuller details including comparative results on page 37.

3. Taxation
Dove House Hospice Limited is a UK registered charity. All the £12,173,058 income is applied to its charitable objectives and the charitable company is therefore exempt under current legislation from most forms of taxation. A proportion of value added tax is recoverable by the charity and is therefore credited to the statement of financial activities or balance sheet as received. Reclaimable tax credits on legacy income and dividends are accounted for on an accrual basis.

4. Goodwill
Goodwill, being the amount paid in connection with the acquisition of a business in 2019, is being amortised evenly over its estimated useful life of five years.

5. Fixed Assets and Depreciation
Expenditure on tangible items of an enduring nature is capitalised and depreciated in accordance with normal accounting principles. The rates generally applicable are:

Freehold Property	**2%**
Motor Vehicles	**25%**
Plant & Equipment	**20%**
Hi Tech Equipment	**25%**
Fixtures & Fittings	**10%**
Leasehold Improvements	**over lease period**

6. Financial Commitments
The Trustees confirm that the charity's current funds as outlined in the balance sheet and the new budget for 2024-2025 can meet obligations around the financial commitments of that year and meet the direct and indirect costs of providing a specialist palliative care service to the local community.

Financial Results:

	2023/2024	2022/2023
Incoming Resources	£12,173,058	£10,911,359
Resources Expended	£11,200,293	£10,235,718
Gain/ (Loss) on Investments	£222,842	(£20,655)
Net Surplus	£1,195,607	£654,986
Total income of £12,173,058 was generated from the following sources:		
Donations & Gifts	£362,291	£508,847
Legacies	£1,375,122	£931,360
Grants	-	£12,752
Charitable Activties	£1,255,482	£1,215,161
Activity for Generating Funds	£9,007,114	£8,174,743
Investments	£165,789	£68,496
Other Income	£7,260	-
Charitable Expenditure amounted to £11,200,512 comprising the following:		
Charitable Activities	£4,869,399	£4,309,128
Cost of Generating Funds	£6,330,894	£5,926,590

Reserves Policy

It is the charity's stated policy to retain sufficient funds to cover fluctuations in income, current liabilities and unplanned expenditure in line with the forecasted needs of the organisation.

The most significant risk to the financial sustainability of the charity is the over reliance on internal fundraising, given the relatively low levels of statutory funding. The volatility that exists within our conventional fundraising is an ongoing risk that is assessed by the Audit Committee and the Trustees on an annual basis.

Included within the reserves policy section of the TAR entities are required to disclose the level of total funds and restricted funds held at the year end (plus comparatives).

Therefore, Trustees have reviewed the charity's need for reserves in line with the guidance issued by the Charity Commission taking account of the following:

- Volatility and unforeseen reduction in income levels
- Unexpected material levels of expenditure
- Capital commitments
- Long term viability of the charity

Total funds available at the year-end are £20,363,976 (2023: £19,168,369), of which £11,464,555 are unrestricted (2023: £11,923,753), £5,000,000 are designated funds (2023: £3,200,000), £3,868,956 are held for restricted purposes (2023: £4,016,680) and there are endowment funds of £30,465 (2023: £27,936).

Free Reserves

The Trustees have set a level to achieve 6 months operational running costs in reserve, which currently equates to £5.6 million. The charity had free reserves, defined as unrestricted funds excluding any designated funds or tangible fixed assets of £4,098,049 (2023: £5,101,963).

Designated Funds

The charity can designate funds for specific purposes. Trustees review the need for designated funds on an annual basis taking into account current operational and future plans.

The Trustees have one designated fund: Reconfiguration of the existing hospice site as at present there are only 5 single rooms which is a major barrier to referrals to the current Inpatient Unit. Most of the other clinical services are either disconnected or isolated on the first floor making access difficult. Adaptations over the years have created a deep building layout, limiting natural daylight, desirable views or access to outside spaces. There is also limited scope to develop new and existing services.

Investment Policy

The Board of Trustees have approved an investment policy and strategy, which is supervised by the Audit Committee.

The Charity's aim for the invested assets is to protect their purchasing power against inflation as a minimum requirement while offering an opportunity to provide an additional level of return to support its ongoing operational activities. The Trustees have agreed to delegate to Rathbone Investment Management the investment of the long-term funds held on a discretionary basis. The Trustees agreed to invest an initial £2 million in 2022 and have agreed to invest a further £1 million in 2024, with £500,000 of this invested in March 2024 and the balance (£500,000) invested in April 2024. The Charity adopts a total return approach to investment, generating the investment return from income and capital gains or losses. As such, there is no target level of investment income required, and income is currently reinvested.

At 31 March 2024 the total value of the investment portfolio stood at £2,687,560. We also have 2 other small investment portfolios which total £313,468.





Finance Report

Summary

These financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP 2019) and include the consolidated results of Dove House Hospice Ltd and its trading subsidiary Dove House Trading Ltd for the year ending 31 March 2024.

Dove House Hospice is predominantly funded through voluntary sources with only 10% of the funds required to sustain the organisation coming from the government. With such a significant level of funding and reliance placed on the community through fundraising activities, the Trustees are prudent in their approach to managing the long term financial position of the charity to ensure the organisation remains resilient and sustainable. One of the organisations strategic ambitions is to achieve a balanced operational budget without any reliance on legacy income. Whilst the budget projections for the year ending March 2024 were for a relatively small operational deficit budget, the Trustees remain committed and are working towards this balanced position over the next 5 years.

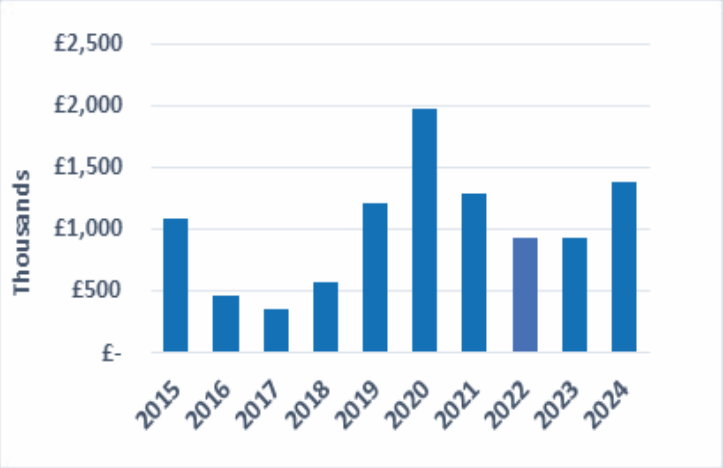
Looking at the headline figures, overall, the consolidated results show a surplus of £1,195,607, which is an increase of 82% on the previous year's surplus of £654,986. This has been achieved against a difficult economic climate, with double digit inflation, stubbornly high energy costs and higher than expected wage inflation. The impact of all the above pushed our overall costs for the year to £11,200,293, an increase from the previous year of £964,575. On the plus side whilst costs have been increasing throughout the organisation, we have offset these with record levels of fundraising through the hard work and support of our income generation teams. Both retail and general fundraising achieved levels well above our expectations, raising more this year than in any previous year. We received some substantial legacies throughout year, which has been another key factor in pushing our total income to £12,173,058, compared to £10,911,359 in the previous year.

Legacy Funding

The volatility within legacy income makes it difficult to include legacy funds in any sustainable long term funding model. Any reliance on large amounts of unrestricted legacy income can lead to hospices becoming blinkered and slow at responding to the obvious warning signs around their financial sustainability. The trustees are clear that legacy funds should support our capital investment program, provide funding over the short term to develop new projects, help maintain our reserves position and address any one off under performance in our fundraising activities. This long term view is part of a coherent financial plan that focuses our attention on how we achieve a balanced financial position through stable levels of recurring funding.

Legacy funds in the year totalled £1.38 million which is an uplift on the previous year of £444,000. The graph below shows legacy income received over the past 10 years, which demonstrates the volatility which exists with this element of funding.

Nevertheless, we are proactive in the way we approach legacy funds as these are an essential part of our overall funding model. This year we have engaged and worked with an external company to look at how we develop and market legacy gifts, especially given the competitive environment we now face. We have also joined forces with Hospice UK in their national legacy campaign, aimed at supporting local hospices through greater exposure in local and national media.

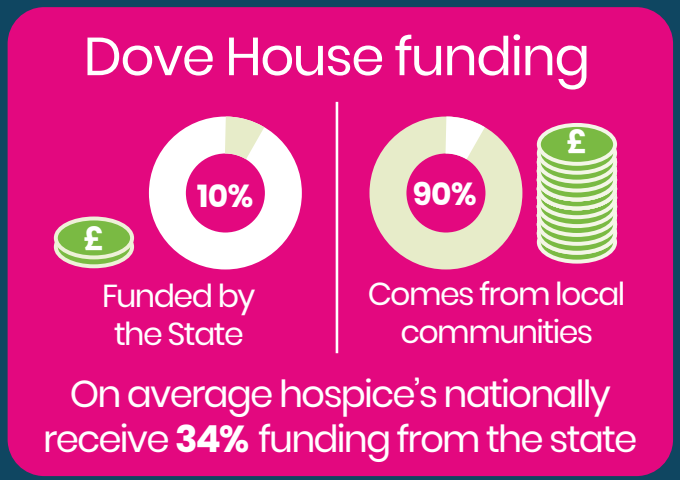


NHS Statutory Grants

We are commissioned to provide specialist palliative care and hospice services through Humber and North Yorkshire Health and Care Partnership, the Integrated Care System (ICS) which includes 6 defined areas (Places). Dove House provides services across 2 Place areas, Hull and the East Riding of Yorkshire, with grants agreed separately for each locality. In the current year we received £876,000 from Hull and £185,000 from the East Riding which in the current year equates to around 10% of the funds required to maintain the services at Dove House.

Despite the excellent care and services provided by Dove House, this is one of the lowest levels of statutory funding that any hospice receives across the country. There are significant national and regional variations which stem from outdated agreements with commissioners, that have no correlation to activity, cost or the services provided. This at a time when there is an ever increasing demand for care and services provided by Dove House as highlighted by the increase in referrals and activity levels in this report.

One of our key strategic ambitions is to increase the level of statutory funding in line with the national average for hospice funding based on the figures published by Hospice UK throughout the country. We are keen to see a fair and equitable long term funding plan agreed with the Integrated Care Board (ICB) which reflects activity levels and the services provided by each hospice. Over the past year we have been working collaboratively with the 5 other hospices in the ICS to achieve a sustainable long term funding plan for hospice care. At present we have no firm commitment from the ICS to address this, but we continue to work as a collaborative group to deliver a fairer system of statutory funding.



Retail

Retail had another record breaking year with a surplus of £1.89 million (£1.64 million, 2023) which is an increase of 15%, despite the challenging trading conditions. Gross income totalled £5.98 million compared to £5.45 million in the previous year, achieved from like for like sales with no change in the number of outlets. Primarily this excellent performance is due to the concerted effort to increase levels of Gift Aid and the annual review of our pricing structures to ensure we remain competitive but maximise the return on donated goods. Expenditure levels also increased significantly due to inflationary pressures across the division, with the costs totalling £4.08 million, an uplift on the previous year of 7%.

Fundraising

Fundraising delivered an outstanding return on their activities throughout the year, with total income up by £241,000 (32%) from 2022/23. The fundraising team have worked hard across all areas, engaging with the community to provide this vital support. Whether this has been working with schools and early years settings on various community appeals, working with individual fundraisers on different challenges or with the business community, all areas have delivered a significant increase on our expectations. On a similar vein to the improvements we have made in retail, gift aid on monetary donations is also at a record level, with the amount claimed this year totalling £111,000 (£83,000, 2023).

Your Charity Lottery

We mentioned in last year's report the importance of recruiting professional canvassing teams to ensure we met our expectations with growth, but also the obligations from our beneficiary partners. Throughout the year we have employed 2 external teams and recruitment has been strong, albeit the dropout rate of members has also been high given the obvious financial pressures people are facing. With the additional costs for recruitment the nett contribution from the lottery scheme dropped this year, although this was still above our budgeted forecast. Gross income increased by £42,000, partly from the membership but also from an increase in scratch cards sales. Costs increased by £175,000, but this was in line with our expectations. In the new financial year we expect the recruitment to continue at the current levels and with the increase to our membership, the nett contribution should start to improve.

Dove House Trading

One of the major elements of our trading and commercial activities is our Little Owls Nursery Project with the 2 early years settings based at the main hospice site on Chamberlain Road and within Ainthorpe Primary School. Although the site at Dove House made a profit in line with our expectations, the one at Ainthorpe made a loss, due to various staffing issues limiting our ability to enrol more children. We have also incurred the final year of the amortisation charge in relation to the goodwill when we acquired this site. With the new funded children's tariffs from the government coming into play from April 2024 we are confident that both sites will produce a surplus in the new financial year.

The other notable issue in the trading company was the closure of Humber Wood, our wood recycling project. Throughout the first quarter of the financial year there was no improvement in the figures and no indication that things would get any better and so we had to close the facility. Unfortunately, this involved some redundancies, and we are still incurring some costs for the site as the lease does not expire until August 2024.

On the positive side the house clearance venture has grown and delivered better than expected returns and our onsite café has continued to grow its nett contribution. General resale goods sold throughout the retail division have delivered good returns and we have started to explore the potential of selling new furniture to supplement the second hand sales in our furniture superstore. Although the overall trading contribution was down on our expectations for the year, we are confident, given the exceptional issues, there will be a marked improvement in the nett contribution from the Trading Company in the new financial year.

Charitable Activities

Whilst we have developed and enhanced some of our existing services, there have been no significant changes to our care offer in 2023/24. The appointment of a new Director of Clinical Services in the latter part of the year will provide the vision and impetus across our charitable activities to take the organisation forward over the coming years. Therefore, in relation to costs these are very much influenced by external issues than by changes made internally. However, we have incurred some relatively small cost uplifts through enhancing our child bereavement service, developing our therapies team, and increasing admissions on the inpatient unit.

One area we have struggled with over the year has been the high levels of sickness across the organisation. This has put pressure on services but also increased staffing costs due to the use of temporary staff. However external factors including the National Living Wage, healthcare inflation and general inflation have been the main factors in pushing charitable costs up by £560,000, which is an increase on the previous year of 13%. We are hopeful that as inflation starts to drop, the pressure on costs will start to ease as we move into the new financial year.



Special Moments

A Christmas party for last family Christmas



Helped plan a funeral for a non-english speaking bereaved wife



Horseriding session for a service user and her daughter





Enabled a patient to go to son's funeral with a hospice doctor

Christmas clothes bundle for bereaved boy



Structure, Governance & Management

Trustees' Responsibilities

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the Trustees' Report and financial statements of the charity. The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland published in October 2019.

The Trustees (who are also directors of Dove House Hospice Limited for the purposes of company law) are responsible for preparing the Trustees' Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Adminstration & Reference Details

Registered Office:
Dove House Hospice Limited,
Chamberlain Road,
Hull, HU8 8DH
Registered Charity Number:
509551
Company Number:
01498747

President:
Vacancy

Vice Presidents:
Dr Sean Dunn
Maureen Lipman, DBE

Governing Board of Trustees:
Philip Daniels - Chairman
Maggie Butt – Vice Chairman
- appointed as Vice Chair 11/05/2023
Jim Doyle – Vice Chairman
- resigned 11/05/2023
Jan Antons
Sally Booker
– appointed 11/05/2023
Annie Bowes
– appointed 11/05/2023
John Dunning
Dan Harman
Jim Harris
Rajarshi Roy
– resigned 04/07/2023
Jae Saleh
– appointed 11/05/2023
Claire Thomas
– appointed 11/05/2023

Executive Leadership Team

Christopher Sadler:
Chief Executive/Director of Finance and Support Services

Sarah Cash:
Deputy Chief Executive/ Director of Business and Income Development

Andrew Walker:
Director of People and Development

Helen Hudson:
Director of Clinical Services

Dr Rachael Dixon:
Consultant in Palliative Medicine

Principal Advisors

Solicitors:

Graham & Rosen
8 Parliament Street
Hull
HU1 2BB

Pepperells Solicitors
100 Alfred Gelder Street
Hull
HU1 2AE

Auditors:

Smailes Goldie
Statutory Auditor
Regents Court
Princess Street
Hull
HU2 8BA

Bankers:

HSBC
3-4 Jameson Street
Hull
HU1 3JX

Investment Managers:

Rathbone Investment Management Limited
Earl Grey House
75-85 Grey Street
Newcastle Upon Tyne
NE1 6EF





Governing Document

Dove House Hospice Limited is a registered charity and company limited by guarantee without share capital. The charity's governing document is its Memorandum and Articles of Association which restricts the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

Appointment, Induction, and Training of Trustees

Appointment, induction, and training of Trustees takes place in accordance with Fit and Proper Person legislation (Health and Social Care Act (2008) Regulated activities (Regulations) 2014). That being that Trustees are appointed rather than elected by a membership.

Any person may apply to become a Trustee and a process is in place whereby the applicant's suitability for the role is tested through an appropriate application and interview process which assesses the applicant's suitability for the role and that they fulfil the requirements of the Fit and Proper persons legislation. Any potential new Trustee would have to complement and enhance the existing skill mix of the Board prior to undergoing a 'fit and proper person check'. Appointment is agreed by resolution at a meeting of the Board of Trustees. The term of office begins on this date. All terms of office will be for 3 years without time limit.

All newly appointed Trustees are provided with an information pack including guidance on being a trustee of a charity and specific guidance related to being a Trustee at Dove House Hospice Limited. Induction includes a detailed site visit and meetings with the Chair and the Executive Leadership Team. Specific time is set aside to meet with the Director of Finance ensuring that new appointments have a full understanding of the finances of the organisation. Training is delivered on a rolling programme and includes essential elements such annual Safeguarding and Information Governance (IG) training.

Every year, the Trustees meet outside of the Board meetings to have two development days. This includes a review of the hospice's 5 year strategy, presentations from the Executive Leadership Team, plans for the future and discussions on governance.

The hospice has also introduced a Trustee appraisal system and all trustees have had an appraisal with the Chairman. Among other things, regular appraisal sits well within the 'fit and proper person' legislation, as it helps to ensure the ongoing suitability of the Trustee for their role and also, it gives Trustees the opportunity to ask any questions and raise any concerns they may have. The process has been welcomed by the Trustees and the feedback has been positive.

Organisation

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustees. To assist the Board in discharging and achieving its responsibilities, it receives regular reports on some aspects of its principal functions from the Chief Executive and the Executive Leadership Team (ELT). These reports ensure Board Members have relevant information to review all the financial and clinical activities of the charity.The Chief Executive, who leads the leadership team, is responsible to the Board of Trustees for the day to day management of the charity and the execution of the policies and strategies defined by the Board.

Audit Committee

The purpose of the Audit Committee is to ensure robust governance in relation to risk and financial processes. This is a non-executive committee of the Board of Trustees and has no executive powers other than those specifically delegated in the agreed terms of reference. The committee will include a minimum of three Trustees and two members of the Executive Leadership Team and will focus on governance, risk management and internal control.





Related Parties

The charity has a wholly owned trading subsidiary, Dove House Trading Limited. The activities of Dove House Trading Limited are restricted to activities that assist in the furtherance of the objects of the charity. As noted within the notes to the financial statements the charity provides services by way of management charges, which are considered to be at an arm's length price, to Dove House Trading Limited. All of the income of Dove House Trading Limited is donated to the charity under the Gift Aid scheme.

Risk Management

The Trustees and the ELT are responsible for managing the risks faced by the organisation. A Risk Register is in place. Key areas of risk have been identified as follows:

- Day to day reputational risk
- Safeguarding (protecting people (non-regulated activity)
- Recruitment of senior nursing/medical/executive/staff
- Threats to current funding especially internal income streams, but also external NHS funding
- Core staffing levels (key personnel)
- IG security

The Trustees and the Executive Leadership Team continually review the risks faced by the charity and have satisfied themselves that systems and procedures are established in order to mitigate these risks as far as possible.

Remuneration

The Chair and Audit Committee are responsible for setting the pay and remuneration levels for the Chief Executive. The pay of other key management personnel is also set by this group, along with the Chief Executive. These are benchmarked against regional hospices and reviewed annually.



Serious Incidents

There have been no serious incidents during 2023-24.

Objectives and Activities

The objectives of the charity are:

a. to maintain and conduct a specialist palliative care service which provides relief for those who are suffering from a life limiting illness, their families, and significant carers.

b. supplementary to providing for the relief of sickness, the hospice will promote and assist in the teaching and training of doctors, nurses, physiotherapists, and other persons engaged in any branch of medicine, surgery, nursing, or allied services.

c. the organisation will promote or conduct research into the care and treatment of persons suffering from a life limiting illness, disability, disease or infirmity, and in particular into the care and treatment of persons from cancer and terminal illnesses and to disseminate the results thereof to the public.

d. the organisation will engage in such activities as to raise sufficient funds which will enable it to achieve the charity's objectives and provide care and treatment of persons suffering from a life limiting illness, disability, disease, or infirmity.

Public Benefit

The Trustees have reviewed the current activities of the charity and confirm they are in line with its objectives. All the activities of the organisation carried out during 2023-24 are in pursuance of the charity's objectives and considered to be for the public benefit. All services provided are free to all beneficiaries irrespective of capacity, ethnicity, faith, religious conviction, sexual orientation, or social economic environment.

The Trustees also confirm that the organisation's aims and objectives fall within the descriptions of purposes in the Charities Act 2011 and are recognised as charitable and are carried out for the public benefit.

The Trustees refer to the Charity Commission's guidance on public benefit to ensure all activities meet the guidance.

Section 172 Statement - The Trustees duty to promote the success of the Charity.

The Trustees are the Directors of Dove House Hospice Limited and have a duty to promote the success of the charity, and in doing so, are required by section 172 (1) of the Companies Act 2006 to have regard to various specific factors including:

- The likely consequences of decisions in the long term
- The interests of employees
- The need to foster the Charity's relationships with third party stakeholders, which in the case of Dove House Hospice, includes patients, their friends and family, the local community, healthcare professionals and those working in the local healthcare system and out supporters.
- The impact of the Charity's operations on the community and the environment.
- The desirability of the Charity maintaining a reputation for high standards of business conduct

The Trustees have recently approved the new strategic plan covering the period 2023-2028. The Charity's strategy sets out the vision and ambitions for the Charity over the next 5 years in a balanced approach and considers the likely consequences of any decisions in the long term.

The Trustees meets bi-monthly throughout the year to discuss the progress made against the ambitions and also reviews the relevance of the strategic direction at a full Board development day on an annual basis. The Trustees obtain assurance that attention is given to the factors set out in section 172 when promoting the success of the Charity, and through monitoring and holding to account the Executive Leadership Team.

The Charity has carried out a major stakeholder engagement and analysis project, through an external company, which was a key factor in developing the new 5 year plan. Ongoing engagement with stakeholders will continue and the Executive Leadership Team will report to the Trustees on key stakeholder relations and engagement activities, current issues and relevant feedback received from interaction with stakeholders.

The Trustees follow a formal process to regularly manage and review risks that are faced by the Charity. At each Board meeting the 10 major risks are presented in the Board papers and the whole risk register, including mitigation is discussed at one of the 2 Board away days each year. Risks are reviewed periodically by department heads, and we also have a dedicated 'risk week' in the calendar to ensure the risk register reflects and prioritises risks across the organisation.

The Charity ensures that it maintains a reputation for high standards of business conduct by having in place a range of policies and procedures that promote corporate responsibility and ethical behaviour. Areas covered include Fundraising and our compliance through the Code of Fundraising Practice, The Gambling Commission, Gifts and Hospitality and Money Laundering policies. Other organisational policies include Conflict of Interests, Safeguarding, Bullying, Harassment and Whistleblowing. All staff have to carry out essential education covering keys aspects of behaviour and we also have dedicated leads in Safeguarding and a Freedom to Speak Up Guardian. The interests of employees is discussed in more detail in the People and Development section of this report.





Environmental Sustainability

We recognise that our operations have an impact on the environment and are committed to minimising our impact, preventing pollution, and complying with relevant legislation.

We take actions to continually improve our environmental performance and set objectives and targets that are monitored and continually reviewed. We actively seek to:

We actively seek to:

- Carry out regular maintenance and improvement programmes to ensure we operate an environmentally responsible estate.
- Minimise our use of raw materials.
- Minimise production of waste and waste sent to landfill by reusing and recycling where possible.
- Minimise our use of fuel through route planning and informing our drivers of best practice in efficient driving techniques.
- Monitor consumption of energy and water, minimise our consumption by following good practice and setting targets for reduction.
- Raise staff awareness of environmental issues and involve staff in the delivery of our aims.
- Consider the environmental impact of goods and services when purchasing and during procurement of goods and services.
- Work with others, e.g., local authorities, organisations, and service providers, to maximise opportunities for improving environmental benefits.

Carbon Dioxide Emissions (CO^2e)

Tonnes of CO^2e generated by Dove House from gas, fuel for transport and electricity for fuel:

Gas = 123.75 tonnes CO^2e

Electricity = 163.17 tonnes CO^2e

Business transport = 81.32 tonnes CO^2e

The total CO^2e generated by Dove House Hospice during 2023-24 was 368.24 tonnes.

Water Use

Water use for the main hospice building was 4,076m^3 for the reporting period.

Energy Consumed

The aggregate of the annual totals of gas, electricity and business transport consumed from activities for which the charity is responsible is 1,576,827 kWh.

Methodology

Energy consumption data was generated from meter readings and billing information. Business travel information was obtained from staff mileage claims for the period and billing information. As retrieving car type, fuel type, etc. was not possible, aggregated conversion factors were used for petrol and diesel cars, based on an 'average' car in the government guidance. For owned vehicles fuel usage from fuel cards was used.

Energy Efficiency

- Continuation of use of web-based video conferencing to help minimise unnecessary travel.
- Inspection of solar panel system (hospice site) to ensure correct operation and efficiency.
- Engagement with staff to reduce energy and water consumption.
- Installation of LED lights during phased refurbishment work and when reactive work is required.
- Improvements in energy metering and monitoring
- Support and review our ongoing initiatives with local authorities/partners that reduce waste going to landfill; Electrical Re-Use (white goods), Re-Use (general) including a change of use of an existing shop to Re-Use
- Continuation of supporting staff to work from home where this is possible.
- Replacement of equipment with energy efficient at the end of their its life.

We will continue with all the above projects and continue to improve monitoring and metering arrangements to help identify further opportunities.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Daniels
Chair of the Board of Trustees

Date:

The notes on pages 41 to 63 form part of these financial statements.

Independent Auditor's Report

to the members of Dove House Hospice Limited

We have audited the financial statements of Dove House Hospice Limited (the 'charitable parent company') and its subsidiaries (the 'group') for the year ended 31 March 2024, which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Charitable Company Balance Sheet, Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Strategic Report and Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Strategic Report and Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic Report and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of trustees' responsibilities (set out on page 28), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Extent to which our procedures are capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Charity Act 2011, the Companies Act 2006, the Gambling Act 2005, Care Quality regulations, Ofsted regulations, data protection laws and employment laws. An understanding of these laws and regulations was obtained through discussion with management and inspecting legal and regulatory correspondence.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

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

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

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

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission, or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

This report is made solely to the charitable parent company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the group's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Stephen Bramall FCA, BSc.
(Senior Statutory Auditor)

For and on behalf of

Smailes Goldie,
Statutory Auditor
Regents Court
Princess Street
Hull
HU2 8BA

Date:

Use of our report

Consolidated Statement of Financial Activities for the Year Ended 31 March 2024

(Including Consolidated Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Endowment funds £	Total 2024 £	Total 2023 £
Income from:						
Donations and legacies:	3					
Donations and gifts		326,861	35,430	-	362,291	508,847
Legacies		1,375,122	-	-	1,375,122	931,360
Grants		-	-	-	-	12,752
Charitable activities	4	1,255,482	-	-	1,255,482	1,215,161
Activities for generating funds	6	9,007,114	-	-	9,007,114	8,174,743
Investments		165,789	-	-	165,789	68,496
Other	7	7,260	-	-	7,260	-
Total income		12,137,628	35,430	-	12,173,058	10,911,359
Expenditure on:						
Raising funds	8	6,264,132	66,762	-	6,330,894	5,926,590
Charitable activities	9	4,753,007	116,392	-	4,869,399	4,309,128
Total expenditure		11,017,139	183,154	-	11,200,293	10,235,718
Net income before net gains on investments		1,120,489	(147,724)	-	972,765	675,641
Net gains/losses on investments		220,313	-	2,529	222,842	(20,655)
Net movement in funds		1,340,802	(147,724)	2,529	1,195,607	654,986
Reconciliation of funds						
Total funds brought forward		15,123,753	4,016,680	27,936	19,168,369	18,513,383
Total funds carried forward	25	16,464,555	3,868,956	30,465	20,363,976	19,168,369

The Consolidated Statement of Financial Activities complies with the requirements for an income and expenditure account under the Company Act 2006 and includes all gains and losses recognised in the year.

All of the group's activities derive from continuing operations during the above two periods.

The notes on pages 41 to 63 form an integral part of these financial statements.

Consolidated Balance Sheet as at 31 March 2024

(Registration number: 01498747)

	Note	2024 £	2023 £
Fixed assets			
Intangible assets	16	-	11,667
Tangible assets	17	10,822,671	10,647,069
Investments	18	3,001,028	2,291,964
		13,823,699	12,950,700
Current assets			
Stocks	19	103,677	95,264
Debtors	20	760,100	963,353
Cash at bank and in hand		6,314,232	5,777,791
		7,178,009	6,836,408
Creditors: Amounts falling due within one year	21	(637,059)	(615,434)
Net current assets		6,540,950	6,220,974
Total assets less current liabilities		20,364,649	19,171,674
Provisions for liabilities		(673)	(3,305)
Net assets		20,363,976	19,168,369
Funds of the group:			
Endowment funds		30,465	27,936
Restricted income funds			
Restricted funds		3,868,956	4,016,680
Unrestricted income funds			
Designated Funds		5,000,000	3,200,000
General Funds		11,464,555	11,923,753
Total unrestricted funds		16,464,555	15,123,753
Total funds	25	20,363,976	19,168,369

The financial statements were approved by the trustees, and authorised for issue on ..... and signed on their behalf by:

Balance sheet signatories

The notes on pages 41 to 63 form an integral part of these financial statements.

Charitable Company Balance Sheet as at 31 March 2024

(Registration number: 01498747)

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	17	10,819,130	10,630,829
Investments	18	3,001,029	2,291,965
		13,820,159	12,922,794
Current assets			
Stocks	19	32,897	32,698
Debtors	20	913,814	1,050,572
Cash at bank and in hand		6,178,367	5,711,613
		7,125,078	6,794,883
Creditors: Amounts falling due within one year	21	(581,481)	(549,308)
Net current assets		6,543,597	6,245,575
Net assets		20,363,756	19,168,369
Funds of the charity:			
Endowment funds		30,465	27,936
Restricted income funds			
Restricted funds		3,868,956	4,016,680
Unrestricted income funds			
Designated Funds		5,000,000	3,200,000
General Funds		11,464,335	11,923,753
Total unrestricted funds		16,464,335	15,123,753
Total funds	25	20,363,756	19,168,369

The financial statements were approved by the trustees, and authorised for issue on ..... and signed on their behalf by:

Balance sheet signatories

The notes on pages 41 to 63 form an integral part of these financial statements.

Consolidated Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net income for the year		1,195,607	654,986
Adjustments to cash flows from non-cash items			
Depreciation	8	505,833	481,133
Amortisation	8	11,667	20,000
Investment income		(165,789)	(68,496)
Profit on sale of fixed assets		(3,068)	(15,314)
Revaluation of investments		(177,781)	20,655
		1,366,469	1,092,964
Working capital adjustments			
Increase in stocks	19	(8,413)	(20,018)
Decrease/(increase) in debtors	20	203,253	(71,518)
Increase/(decrease) in creditors	21	21,625	(282,005)
Decrease in provisions		(2,632)	
Net cash flows from operating activities		1,580,302	719,423
Cash flows from investing activities			
Purchase of tangible fixed assets	17	(681,435)	(397,867)
Proceeds from sale of tangible fixed assets		3,068	15,314
Purchase of investments		(1,253,395)	(1,393,103)
Sale of investments		225,797	18,527
Income from dividends		165,789	68,496
Net cash flows from investing activities		(1,540,176)	(1,688,633)
Net decrease in cash and cash equivalents		40,126	(969,210)
Cash and cash equivalents at 1 April		6,453,007	7,422,217
Cash and cash equivalents at 31 March		6,493,133	6,453,007

Analysis of changes in net funds

	2024 £	2023 £
Cash at bank	6,314,232	5,777,791
Cash held in investment portfolio	178,901	675,216
	6,493,133	6,453,007

The notes on pages 41 to 63 form an integral part of these financial statements.

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation.

The address of its registered office is:
Dove House Hospice
Chamberlain Road
Hull
HU8 8DH

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

Dove House Hospice Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charity and its subsidiary undertakings drawn up to 31 March 2024.

No statement of financial activities is presented for the charity as permitted by section 408 of the Companies Act 2006. The charity made a profit after tax for the financial year of £1,195,387 (2023 - loss of £690,556).

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

The results of subsidiaries acquired or disposed of during the year are included in the statement of financial activities from the effective date of acquisition or up to the effective date of disposal, as appropriate. Where necessary, adjustments are made to the financial statements of subsidiaries to bring their accounting policies into line with those used by the group.

The purchase method of accounting is used to account for business combinations that result in the acquisition of subsidiaries by the group. The cost of a business combination is measured as the fair value of the assets given, equity instruments issued and liabilities incurred or assumed at the date of exchange, plus costs directly attributable to the business combination. Identifiable assets acquired and liabilities and contingent liabilities assumed in a business combination are measured initially at their fair values at the acquisition date. Any excess of the cost of the business combination over the acquirer's interest in the net fair value of the identifiable assets, liabilities and contingent liabilities recognised is recorded as goodwill.

Inter-company transactions, balances and unrealised gains on transactions between the charity and its subsidiaries, which are related parties, are eliminated in full.

Intra-group losses are also eliminated but may indicate an impairment that requires recognition in the consolidated financial statements.

Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group. Non-controlling interests in the net assets of consolidated subsidiaries are identified separately from the group's equity therein. Non-controlling interests consist of the amount of those interests at the date of the original business combination and the non-controlling shareholder's share of changes in equity since the date of the combination. Total comprehensive income is attributed to non-controlling interests even if this results in the non-controlling interests having a deficit balance.

Going concern

As part of their assessment of the going concern basis of preparation, the directors have considered the impact of the current and recent events on the group and parent charitable company's activities and workforce, as well as the wider economy and on the forecasted income and expenditure for the year to 31 March 2025. They have also considered the period up to 12 months from the signing of the financial statements. The directors are confident that they have in place plans to deal with any financial losses that may arise.

At the time of approving the financial statements, the directors have a reasonable expectation that the group and parent charitable company have adequate resources to continue in operational existence for the foreseeable future. For this reason, the directors continue to adopt the going concern basis in preparing the financial statements.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Grants receivable

Grants are recognised when the group has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Retail income

Donated goods for resale are recognised at their realised value at the point of resale.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs
Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Taxation
The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Goodwill
Goodwill is amortised over its useful life, which shall not exceed ten years if a reliable estimate of the useful life cannot be made.

Tangible fixed assets
Individual fixed assets costing £750.00 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Amortisation
Amortisation is provided on intangible fixed assets so as to write off the cost, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Amortisation method and rate
Goodwill	5 Years

Depreciation and amortisation
Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold Property	2%
Leasehold Improvements	over period of lease
Plant and Equipment	20 - 25%
Motor Vehicles	25%
Fixtures and Fittings	10%"

Fixed asset investments
Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Stock
Stock is valued at the lower of cost and estimated selling price less costs to complete and sell, after due regard for obsolete and slow moving stocks. Cost is determined using the first-in, first-out (FIFO).

Trade debtors
Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents
Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors
Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Provisions
Provisions are recognised when the charity has an obligation at the reporting date as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

Fund structure
Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the group.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Hire purchase and finance leases
Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight line basis over the lease term.

Employee benefits
When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

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

Critical accounting estimates and areas of judgement
Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charitable company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Depreciation of tangible assets
Depreciation policies have been set according to management's experience of the useful lives and residual values of the assets in each category, something which is reviewed annually.

Legacies
Legacy income is recognised when notification has been received from the solicitors, legal entitlement to the funds has been established and sufficient information is available to allow the entitlement to be reliably estimated and measured.

3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Legacies	1,375,122	-	1,375,122	931,360
General donations	215,435	35,430	250,865	426,209
Tax refunds	111,426	-	111,426	82,638
Grants	-	-	-	12,752
	1,701,983	35,430	1,737,413	1,452,959

4 Income from charitable activities

		Unrestricted funds General £	Total 2024 £	Total 2023 £
Support for patient care		21,323	21,323	1,246
Grants for providing care	5	1,074,898	1,074,898	1,059,292
Training		12,345	12,345	62,049
Sales of goods/services		146,916	146,916	92,574
		1,255,482	1,255,482	1,215,161

5 Grants for providing care

	2024 £	2023 £
National health service - grants	1,061,438	1,034,247
National health service - pension funding	8,664	8,320
Other	4,796	16,725
	1,074,898	1,059,292

6 Activities for generating funds

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Retail;			
Retail sales	4,410,730	4,410,730	4,091,117
Retail gift aid scheme donations	1,570,808	1,570,808	1,361,480
	5,981,538	5,981,538	5,452,597
Nursery income	875,867	875,867	856,501
Fundraising	995,224	995,224	753,973
Lottery income	1,148,135	1,148,135	1,105,322
Property rental income	6,350	6,350	6,350
	9,007,114	9,007,114	8,174,743

7 Other income

	Unrestricted funds General £	Total funds £
Gains on sale of tangible fixed assets for charity's own use	7,260	7,260
Total for 2024	7,260	7,260

8 Expenditure on raising funds

a) Costs of generating donations and legacies

	Note	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Donations and gifts		44,338	66,762	111,100	79,270

b) Costs of trading activities

	Note	Unrestricted funds General £	Total 2024 £	Total 2023 £
Retail		4,087,260	4,087,260	3,807,784
Lottery		789,904	789,904	614,950
Fundraising and publicity		418,598	418,598	449,821
Training		53,894	53,894	55,656
Catering		51,881	51,881	44,568
Nursery		804,472	804,472	871,701
		6,206,009	6,206,009	5,844,480

c) Investment management costs

	Note	Unrestricted funds General £	Total 2024 £	Total 2023 £
Other investment management costs;				
Other portfolio management costs		13,785	13,785	2,840
		13,785	13,785	2,840

9 Expenditure on charitable activities

Patient Care	Note	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Activities undertaken directly		4,003,482	116,392	4,119,874	3,595,252
Allocated support costs	10	749,525	-	749,525	713,876
		4,753,007	116,392	4,869,399	4,309,128

Analysis of charitable expenditure - direct costs

	Direct costs Patient care £	Total 2024 £	Total 2023 £
Depreciation and amortisation	493,959	493,959	351,790
Salaries, fees and pensions	3,025,558	3,025,558	2,659,508
Catering provisions	105,353	105,353	88,917
Cleaning and laundry expenses	25,483	25,483	14,794
Medical equipment and supplies	94,802	94,802	117,779
Advertising events and promotion	29,905	29,905	32,158
Sundry expenses	61,411	61,411	43,836
Motor and travel	10,027	10,027	8,006
Rent and rates	23,980	23,980	18,745
Light and heat	112,237	112,237	118,063
Insurance	25,602	25,602	44,731
Repairs and renewals	111,557	111,557	96,925
	4,119,874	4,119,874	3,595,252

10 Analysis of support costs

	2024 £	2023 £
Salaries, fees and pensions	510,946	488,126
Back up services	2,474	2,536
Cleaning and laundry	1,360	3,439
Telephone and internet	18,144	25,371
Printing, stationery and postage	22,223	24,257
Advertising, events and promotion	1,236	4,055
Sundry expenses	13,115	2,898
Motor and travel	2,340	2,794
Rent and rates	5,995	4,484
Light and heat	28,059	27,828
Insurance	6,401	5,751
Repairs and renewals	58,693	44,312
Legal and professional	23,032	22,722
Bank charges	31,969	32,784
Depreciation	23,538	22,519
	749,525	713,876

11 Net incoming/outgoing resources

	2024 £	2023 £
Operating leases - other assets	431,542	320,085
Auditor's remuneration - audit	17,808	21,170
Auditor's remuneration - non-audit services	5,935	7,395
Profit/(loss) on disposal of tangible fixed assets	3,068	15,314
Depreciation of fixed assets	505,831	481,133

12 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the group during the year.

No trustees have received any other benefits from the charity during the year.

The amount expenses reimbursed to the trustees during the year totalled £Nil (2023 - £573).

13 Staff costs

The aggregate payroll costs were as follows:

Staff costs during the year were:	2024 £	2023 £
Wages and salaries	6,406,959	5,713,393
Social security costs	436,481	407,172
Pension costs	408,663	387,424
	7,252,103	6,507,989

The monthly average number of persons (including senior management / leadership team) employed by the group during the year was as follows:

	2024 No	2023 No
Medical	77	64
Admin and support	50	43
Income generation	192	192
	319	299

The monthly average number of persons (including senior management / leadership team) employed by the group during the year expressed as full time equivalents was as follows:

	2024 No	2023 No
Medical	54	43
Admin and support	36	33
Income generation	147	145
	237	221

During the year, the group made redundancy and/or termination payments which totalled £54,434 (2023 - £Nil).

The number of employees whose emoluments fell within the following bands was:

	2024 No	2023 No
£60,001 - £70,000	1	1
£70,001 - £80,000	1	1
£80,001 - £90,000	1	1
£100,001 - £110,000	1	-

13 Staff costs (continued)

The total employee benefits of the key management personnel of the group were £344,254 (2023 - £330,596).

Amounts were also paid for services provided externally in relation to a member of key management of £119,018 (2023: £123,073).

14 Material notified legacies

The charity has been notified of legacies with an estimated value totalling £849,550 (2023, £1,087,753) which are not recognised within the statement of financial activities as at the balance sheet date these legacies fail to meet one or more of the recognition criteria.

15 Prior year comparative for the statement of financial activities

	Note	Unrestricted funds £	Restricted funds £	Endowment funds £	Total 2023 £
Income from:					
Donations and legacies:	3				
Donations and gifts		359,480	149,367	-	508,847
Legacies		931,360	-	-	931,360
Grants		12,752	-	-	12,752
Charitable activities	4	1,215,161	-	-	1,215,161
Activities for generating funds	6	8,174,743	-	-	8,174,743
Investments		68,496	-	-	68,496
Total income		10,761,992	149,367	-	10,911,359
Expenditure on:					
Raising funds	8	5,799,012	127,578	-	5,926,590
Charitable activities	9	4,194,784	114,344	-	4,309,128
Total expenditure		9,993,796	241,922	-	10,235,718
Net income before net gains on investments		768,196	(92,555)	-	675,641
Net gains/losses on investments		(19,556)	-	(1,099)	(20,655)
Net movement in funds		748,640	(92,555)	(1,099)	654,986
Reconciliation of funds					
Total funds brought forward		14,375,113	4,109,235	29,035	18,513,383
Total funds carried forward	25	15,123,753	4,016,680	27,936	19,168,369

16 Intangible fixed assets

Group

	Goodwill £	Total £
Cost		
At 1 April 2023	100,000	100,000
At 31 March 2024	100,000	100,000
Amortisation		
At 1 April 2023	88,333	88,333
Charge for the year	11,667	11,667
At 31 March 2024	100,000	100,000
Net book value		
At 31 March 2024	-	-
At 31 March 2023	11,667	11,667

17 Tangible fixed assets

Group	Freehold property £	Leasehold improvements £	Furniture and fittings £	Motor vehicles £	Plant and equipment £	Total £
Cost						
At 1 April 2023	14,522,598	1,804,336	448,016	232,097	1,916,092	18,923,139
Additions	447,411	150,980	32,927	-	50,117	681,435
Disposals	-	-	-	(6,990)	-	(6,990)
At 31 March 2024	14,970,009	1,955,316	480,943	225,107	1,966,209	19,597,584
Depreciation						
At 1 April 2023	4,425,985	1,557,491	387,503	181,949	1,723,142	8,276,070
Charge for the year	295,311	96,222	15,801	23,538	74,961	505,833
Eliminated on disposals	-	-	-	(6,990)	-	(6,990)
At 31 March 2024	4,721,296	1,653,713	403,304	198,497	1,798,103	8,774,913
Net book value						
At 31 March 2024	10,248,713	301,603	77,639	26,610	168,106	10,822,671
At 31 March 2023	10,096,613	246,845	60,513	50,148	192,950	10,647,069

Included within the net book value of land and buildings above is £10,248,713 (2023 - £10,096,613) in respect of freehold land and buildings and £301,603 (2023 - £246,845) in respect of leaseholds.

Charity	Freehold property £	Leasehold improvements £	Furniture and fittings £	Motor vehicles £	Plant and equipment £	Total £
Cost						
At 1 April 2023	14,522,598	1,727,661	355,375	232,097	1,888,894	18,726,625
Additions	447,411	150,980	30,505	-	49,241	678,137
Disposals	-	-	-	(6,990)	-	(6,990)
At 31 March 2024	14,970,009	1,878,641	385,880	225,107	1,938,135	19,397,772
Depreciation						
At 1 April 2023	4,425,985	1,487,245	302,925	181,949	1,697,692	8,095,796
Charge for the year	295,311	89,794	8,082	23,538	73,111	489,836
Eliminated on disposals	-	-	-	(6,990)	-	(6,990)
At 31 March 2024	4,721,296	1,577,039	311,007	198,497	1,770,803	8,578,642
Net book value						
At 31 March 2024	10,248,713	301,602	74,873	26,610	167,332	10,819,130
At 31 March 2023	10,096,613	240,416	52,450	50,148	191,202	10,630,829

Included within the net book value of land and buildings above is £10,248,713 (2023 - £10,096,613) in respect of freehold land and buildings and £301,602 (2023 - £240,416) in respect of leaseholds.

18 Fixed asset investments

Group and Charity

	2024 £	2023 £
Listed investments	2,822,127	1,616,748
Cash or cash equivalents	178,901	675,216
	3,001,028	2,291,964

	Listed investments £	Cash held in investment portfolio £	Total £
Cost or Valuation			
At 1 April 2023	1,616,748	675,216	2,291,964
Revaluation	177,781	-	177,781
Additions	1,253,395	770,863	2,024,258
Disposals	(225,797)	(1,267,178)	(1,492,975)
At 31 March 2024	2,822,127	178,901	3,001,028
Net book value			
At 31 March 2024	2,822,127	178,901	3,001,028
At 31 March 2023	1,616,748	675,216	2,291,964

Charity

Shares in group undertakings and participating interests

	Subsidiary undertakings £	Total £
Cost		
At 1 April 2023	1	1
At 31 March 2024	1	1
Net book value		
At 31 March 2024	1	1
At 31 March 2023	1	1

Details of undertakings

Details of the investments in which the charity holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Country of incorporation	Holding	Proportion of voting rights and shares held		Principal activity
			2024	2023	
Subsidiary undertakings					
Dove House Trading Limited	England and Wales	Ordinary	100%	100%	Operation of retail stores, cafes and childcare.

The profit for the financial period of Dove House Trading Limited was £101,026 (2023 - £33,415) and the aggregate amount of capital and reserves at the end of the period was £1 (2023 - £1).

19 Stock

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Stocks	103,677	95,264	32,897	32,698

20 Debtors

	Group		Charity	
	2024	2023	2024	2023
	£	£	£	£
Trade debtors	27,792	47,542	19,752	18,496
Due from group undertakings	-	-	195,880	170,027
Prepayments and accrued income	465,718	715,711	431,592	661,949
Other debtors	266,590	200,100	266,590	200,100
	760,100	963,353	913,814	1,050,572

21 Creditors: amounts falling due within one year

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade creditors	185,050	188,697	155,534	166,281
Other taxation and social security	103,293	89,405	102,218	89,019
Other creditors	36,191	53,057	17,246	17,115
Accruals and deferred income	312,525	284,275	306,483	276,893
	637,059	615,434	581,481	549,308

Deferred income

	2024 £	2023 £
Deferred income at 1 April 2023	(212,832)	(388,094)
Resources deferred in the period	(222,525)	(212,832)
Amounts released from previous periods	212,832	388,094
Deferred income at year end	(222,525)	(212,832)

Deferred income carried forward relates to pre-paid lottery income for lotteries to be drawn within the 2024/25 year.

22 Obligations under leases and hire purchase contracts

Operating lease commitments

Total future minimum lease payments under non-cancellable operating leases are as follows:

	Group & Charity	
	2024 £	2023 £
Land and buildings		
Within one year	260,122	246,971
Between one and five years	818,326	278,596
After five years	448,848	151,667
	1,527,296	677,234

23 Related party transactions

The head of Fundraising, Laura Sadler, is the wife of Chris Sadler who is the Chief Executive and a member of the Executive Leadership Team. During the period she received remuneration for her employment of £41,390 (2023: £39,772)

24 Pension and other schemes

The company operates various defined contribution pension schemes for its employees. The pension cost charges represent contributions payable by the company and amounted to £408,663 (2023: £387,425). There were no contributions outstanding or prepaid at 31 March 2024 or 31 March 2023.

25 Funds

Group	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2024 £
Unrestricted funds						
General						
General fund	11,808,091	10,859,169	(9,839,487)	(1,583,532)	220,313	11,464,554
Dove House Trading Limited	1	1,278,459	(1,177,652)	(100,807)	-	1
Revaluation reserve	115,661	-	-	(115,661)	-	-
	11,923,753	12,137,628	(11,017,139)	(1,800,000)	220,313	11,464,555
Designated						
Designated funds	3,200,000	-	-	1,800,000	-	5,000,000
Total unrestricted funds	15,123,753	12,137,628	(11,017,139)	-	220,313	16,464,555
Restricted funds						
Dove House Property	897,627	-	(42,772)	-	-	854,855
Bedded unit	91,817	27,325	(34,007)	-	-	85,135
Accessible quality and improvement	224,796	-	(5,634)	-	-	219,162
Day therapy (Hospice)	(32)	300	(2,455)	-	-	(2,187)
Breast cancer relief	7,888	-	-	-	-	7,888
Sundry small funds	46,199	7,805	(32,755)	-	-	21,249
Storr legacy	65,802	-	(1,992)	-	-	63,810
New building funds	2,648,753	-	(63,539)	-	-	2,585,214
Support line	6,142	-	-	-	-	6,142
Physiotherapy	(5,901)	-	-	-	-	(5,901)
Echo project	33,589	-	-	-	-	33,589
Total restricted funds	4,016,680	35,430	(183,154)	-	-	3,868,956
Permanent						
Sutton War Memorial	27,936	-	-	-	2,529	30,465
Total funds	19,168,369	12,173,058	(11,200,293)	-	222,842	20,363,976

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2023 £
Unrestricted funds						
General						
General fund	11,009,821	9,549,169	(8,814,388)	83,045	(19,556)	11,808,091
Dove House Trading Limited	35,571	1,212,823	(1,179,408)	(68,985)	-	1
Revaluation reserve	129,721	-	-	(14,060)	-	115,661
	11,175,113	10,761,992	(9,993,796)	-	(19,556)	11,923,753
Designated						
Designated funds	3,200,000	-	-	-	-	3,200,000
Total unrestricted funds	14,375,113	10,761,992	(9,993,796)	-	(19,556)	15,123,753
Restricted funds						
Dove House Property	940,400	-	(42,773)	-	-	897,627
Bedded unit	58,437	51,586	(18,206)	-	-	91,817
Accessible quality and improvement	227,542	-	(2,746)	-	-	224,796
Day therapy (Hospice)	2,040	383	(2,455)	-	-	(32)
Breast cancer relief	7,888	-	-	-	-	7,888
Sundry small funds	41,714	37,794	(33,309)	-	-	46,199
Storr legacy	67,794	-	(1,992)	-	-	65,802
New building funds	2,713,131	-	(64,378)	-	-	2,648,753
Support line	6,142	-	-	-	-	6,142
Physiotherapy	(5,901)	-	-	-	-	(5,901)
Echo project	50,048	59,604	(76,063)	-	-	33,589
Total restricted funds	4,109,235	149,367	(241,922)	-	-	4,016,680
Permanent						
Sutton War Memorial	29,035	-	-	-	(1,099)	27,936
Total funds	18,513,383	10,911,359	(10,235,718)	-	(20,655)	19,168,369

Designated funds
The designated fund represents amounts reserved for the reconfiguration of the existing hospice site.

Endowment funds
Funds donated on the closure of the 'Sutton on Hull War Memorial Fund'. Income to be used for the welfare of the people of Sutton.

Restricted funds

Dove House Property - Development of hospice and land

Bedded unit - Provision of facilities

Accessibility, quality and improvement - Redevelopment of reception and clinical outpatient rooms

Day therapy (Hospice) - Provision of day therapy facilities

Breast cancer relief - Grant funding for the treatment of breast cancer sufferers

Sundry small funds - Library, finance, maintenance and staff development

Storr legacy - Write down over life of conservatories provided

New building fund - Development of new facilities

Support line - Development of a palliative care advice line

Physiotherapy - Ongoing support for Physiotherapy and Rehabilitation services

ECHO Project - Funding to develop communities of practice through video technology

Hospice UL/NHSE fund - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April to July 2020, November 2020 to March 2021 and December 2021 to March 2022, to support people with complex needs in the context of COVID-19.

Restricted funds are funds that can only be used for the particular restricted purpose within the objects of the fund, as stated above. Income may be restricted when specified by the donor or when the funds are raised for a specific restricted purpose. Such income is allocated to a restricted fund.

Resources expended on the above funds represent expenditure incurred in fulfilling the specific objects of the fund. In the case of revenue expenditure this is charged to the fund as incurred. In the case of capital expenditure, the asset is capitalised as a fixed asset. The subsequent depreciation charge is then transferred to the particular restricted fund as to write off the asset over its useful economic life.

Transfers
The transfer to general funds from Dove House Trading Limited relates to the gift aid payment made in relation to profits made by the trading subsidiary.

26 Analysis of net assets between funds

Group

	Unrestricted funds General £	Restricted funds £	Endowment funds Permanent £	Total funds at 31 March 2024 £
Tangible fixed assets	7,366,506	3,456,165	-	10,822,671
Fixed asset investments	2,970,563	-	30,465	3,001,028
Current assets	6,765,218	412,791	-	7,178,009
Current liabilities	(637,059)	-	-	(637,059)
Provisions	(673)	-	-	(673)
Total net assets	16,464,555	3,868,956	30,465	20,363,976

	Unrestricted funds General £	Restricted funds £	Endowment funds Expendable £	Total funds at 31 March 2023 £
Intangible fixed assets	11,667	-	-	11,667
Tangible fixed assets	6,810,123	3,836,946	-	10,647,069
Fixed asset investments	2,264,028	-	27,936	2,291,964
Current assets	6,656,674	179,734	-	6,836,408
Current liabilities	(615,434)	-	-	(615,434)
Provisions	(3,305)	-	-	(3,305)
Total net assets	15,123,753	4,016,680	27,936	19,168,369







Get in touch

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Dove House Hospice Limited,
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dovehouse hospice

Dove House Hospice Limited a company limited by guarantee.
Registered office: Dove House Hospice, Chamberlain Road, Hull, HU8 8DH.
Registered in England and Wales Company number: 01498747
Registered Charity Number: 509551

Dove House Hospice Limited Directors' Report For the year ended 31 March 2024

DOVE HOUSE HOSPICE LIMITED

England & Wales - Charity number 509551

Accounts

dovehouse hospice

caring for people with a life limiting illness











Trustees' Report and Financial Statements

March 2023

Dove House Hospice Limited Directors' Report
For the year ended 31 March 2023

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Dove House Hospice is based in Hull and serves the whole of the East Riding of Yorkshire region.

For over 40 years we have provided specialist, personalised care for those dealing with a life limiting diagnosis and those approaching the very end of their lives, either in our Inpatient Unit or across Outpatient Clinics and groups. We also support the patient and family with their emotional wellbeing, offer bereavement support, including a specialist service for children, as well as providing community groups to help tackle issues such as loneliness and social isolation.

We were developed by the community, for the community and will continue to adapt our services to meet its needs.

Our Services:

Inpatient Unit for pain and symptom management, respite and end of life care.

Outpatient Clinics with doctors, specialist nurses and therapists.

Therapies including Complementary therapy, Occupational therapy and Physiotherapy.

Family Support for loved ones and carers, as well as looking after the patient's emotional needs.

Bereavement Care for families using our services and for the wider community, including Children's Bereavement Groups and the Welcome Wednesdays Bereavement Café.

Community Groups such as Friday Friends and Welcome Wednesdays reach out to the community and open the doors of Dove House to those who need social support.

Our Vision: Every adult within our community with a progressive life limiting illness has access to high quality palliative care in the setting of their choosing.



Chris Sadler

Chief Executive



Philip Daniels

Chair of the Board of Trustees

Welcome & Introduction

It's pleasing to report on a year of significant progress at Dove House, with new and revived services brought online following the pandemic and our new strategic plan in place helping to shape and define our ambitions for the next 5 years. The Trustees' Report showcases the impact and performance in the current year, delivering high quality palliative care, supporting family and friends and allowing more people to access the services they need.

The work we have done through our stakeholder engagement project, talking to all our stakeholders about the services at Dove House, has been the key determinant in our vision and planning for the future. The past is not a simple mandate for what happens in the future and our plans reflect the views of the community we serve, plans that will adapt to meet the ever changing external environment.

Part of our vision over the next 5 years is to provide a model of care that meets the demands of those requiring our services through innovation and collaboration. The needs of the population have changed significantly over recent years. Patients who come to Dove House have more complex needs and it is therefore essential that we are equipped to meet these challenges in the future. We are taking steps to redevelop the current hospice site, which is now over 30 years old, to create a modern day hospice facility for future generations.

But we need to do more. Despite the fact admissions on our inpatient unit increased by 47% this year, there are still many patients and families who need our support in the community. Hospice without walls is about delivering the same palliative and end of life care to those who would prefer to stay at home. So, the model of care will change in the future but what will not change is the quality and high standards of care provided by Dove House.

We remain predominantly funded through voluntary sources and despite the difficult economic conditions we have produced another strong financial performance. In the current year we faced new challenges which tested our financial resilience, with double digit inflation and unprecedented hikes in energy costs delivering a significant uplift in expenditure. However, our internal income generation teams have stepped up to the plate once again, and through their hard work and the amazing generosity of all our supporters we have ended the year in a surplus position.

Nevertheless, our long term sustainability will depend on our ability to address the low levels of statutory funding (currently 10% of total funds) and the indifference we have faced from commissioners in the past to change this archaic system of funding. Over the last 12 months we have met a number of times with commissioners, and whilst these talks have been positive, we will continue to push this agenda for a funding system which is fair and equitable and reflects the services and activity at Dove House.

We hope this report gives you a good insight into the difference we make to those people who access our services. Our challenge in the future is to continue this work, to deliver excellent, responsive care, whilst at the same time raising most of the funds to pay for it. Through the dedication of our staff, the passion of our volunteers and the generosity of our supporters we are in a good place to achieve these ambitions.

Jenny's Story - My daughter Tasha



"Tasha suffered from agoraphobia and spent many years trapped away in her home, her safe place. She found a lump in her arm but couldn't bring herself to get it checked until one day it had become so big that it ruptured, she had no choice but to leave her house as she was rushed to hospital. About three or four weeks later we received the heart-wrenching news that she had cancer. You hear the word and you think the worst, especially as a mum, I just wanted it to not be real.

Tasha was diagnosed with Triple-Negative Breast Cancer. It is something normally only older women get, she was only 29. Because of the type of cancer it was and because she had probably had it for so long, meant it had also spread to her lungs. I felt so angry and confused. How could this be happening to my baby? She still had so much life to live. I was terrified.

Dove House was amazing from the second they became involved. Tasha went for respite care for a week as she was really struggling with her pain. I am not going to lie, she was terrified. But she did it. It was such a huge step for her but she overcame it. The hospice made her comfortable and she learnt to trust that it could be her safe place.

Once back home things started to decline for Tasha and she lost the use of her legs, and with that she lost a lot of her independence which she hated. She went back to the hospice as they could help her focus on what she could do and help her and her partner Ryan manage.

The hospice was incredible. In so many different ways Dove House took care of Tasha's needs, from baths with lovely music, massages, and physio to strengthening the parts of her body she could use and so much more. It's hard to express how much they helped us in the last three weeks of Tasha's life but they made such a difference.

Tasha said to me one day, "I need to get my head around that I am here now and I'm not leaving". The words broke me. No parent ever wants to hear that, but she was right. I stayed strong for her but inside it was destroying me. She was so brave, and I knew that was what she needed from me too. **I was involved in so much of her care and I am so thankful to Dove House for helping me still be Tasha's mum.**

I just wanted to do everything I could. Yet I couldn't do the one thing I wanted to do for her. Take it all away and make her better.

Throughout Tasha's stay at the hospice, everything was explained to me so that I actually understood it. It was done with such grace and they took the time to spend with me so that I could take it all in. When we came to end-of-life care Sister Rosie and Nurse Kathy were incredible, they took me into a quiet room and talked through with me what it would be like and what to expect so that I wouldn't be scared.

I stayed upstairs in the hospice's Family Suites, and it felt like such a relief that I could take some time to recharge my batteries, but I was so close by if she needed me. I don't live in Hull so it wasn't like I could just nip home and pop back. Tasha could come up in her wheelchair and we could spend time together. It felt so normal, like we were at home.

One day I had a gut feeling that I just needed to spend as much time with her as I could. Call it a mother's intuition, but I think I knew it was the end. I laid with her, listening to her breathing. All of a sudden everything was really quiet and she had gone. I told her how much I loved her, it was a blur after that.

I was there at the beginning of her life and I was there at the end.

I still don't think I can believe she is gone. I still wake up every morning and think of her and go to bed thinking of her. Coming to terms with not hearing her voice again is hard, she had a special ringtone, and knowing that I won't hear it again breaks my heart. She was my best friend and I miss her like mad.

The hospice is nothing like what you think it will be. It's not gloomy and dark, it's actually the complete opposite. I felt safe and secure there and if I needed anything I knew I could ask.

Tasha was really looked after at Dove House which I think helped her be so brave throughout it all, I cannot thank the hospice enough."

Our Care In Numbers

405 Inpatient admissions

302 people died at Dove House

1472 total referrals received for our care

116 Physiotherapy assessments

129 Patients accessed Physiotherapy

44% of patients didn't have cancer

406 people helped by the Family Support Team

28 admissions for Respite Care

105 patients accessed Occupational Therapy

178 referrals to Children's Bereavement Groups

15 days average stay on the Inpatient Unit

89 visits made from the Motor Neurone Disease nurse

35% referrals from the hospital or community Palliative Care Teams

160 admissions for Pain & Symptom management

23 Friday Friends Groups

72 Complementary Therapy assessments

84 People attended Welcome Wednesdays

13% referrals were from patients themselves or by a family member or friend

Our Services

2022/23 will definitely be remembered as the year we were able to bring the hospice back to life after the Covid pandemic! As restrictions were eased further we were able to rebuild our services and welcome the community back through our doors.

During the Covid years our teams struggled knowing there were many people in the community who we could not help due to the restrictions upon us, and so we are pleased to report that admissions on our Inpatient Unit increased by 47% and across all services a 15% increase in referrals.

We were also particularly proud to be able to launch four services which brought groups together once again. These groups also reached beyond those already using our services with both Welcome Wednesday's and Friday Friends open to people who have never accessed Dove House care before – read more about the groups on page 11.

Here's some more things that we are pleased to have developed this year:

60% of Inpatients were from Hull

40% of Inpatients were from East Riding

Children's Bereavement Groups:

17 groups were run (6 younger groups and 11 older groups) and we also started a successful bespoke programme with Withernsea High School. The school requested support as they had a significant amount of children who had experienced loss, 31 children have been helped through this programme.

Updated Nurse Call System

New nurse call system was successfully implemented. The new system can be wireless which we have found to be a useful safety mechanism, especially to more at-risk patients. We are now looking to extend the options available, and access other supporting equipment which could provide additional benefits such as being able to be moved to the garden or outside space and be adaptable for patient's with poor hand mobility.

Community Engagement and Service User Involvement

This year we recruited a Community Engagement and Service User Lead who was integral in starting to widen our reach and therefore increase awareness. The main focus of this was setting up new groups but this role also started to reinstigate conversations with groups of people not traditionally using hospice care.

Reviews of how we are recording patient feedback were made and plans started on developing this area further next year.

Measuring Impact

Benchmarking

Over this year we have prepared and submitted data to Hospice UK for benchmarking, this includes information on bed numbers, falls, medication errors and pressure ulcers.

We were pleased to discover that in comparison to similar sized hospices across the country we were below average in the following areas (per 1000 Occupied Bed Days):

- Medication incidents
- Pressure Ulcers Acquired at hospice
- Pressure Ulcers on admission
- Falls

Scale (IPOS)

IPOS is a national tool for measuring patient outcomes and impact, and demonstrates the difference we are making. In order for the tool to work effectively two scores are needed, first scores are usually completed upon admission and the second scores normally take place if the patient has a change in condition or is discharged.

94% of patients with moderate, severe or overwhelming scores in: Pain, Breathlessness, Nausea, Vomiting or At peace categories changed to absent or mild at the end of 1st phase.











Workforce Development

This year we have made improvements and introduced new initiatives to support staff engagement. We have developed a new induction process, introduced time to reflect sessions and started regular staff surveys to help support staff and improve morale. The feedback we have received has driven improvements with shift patterns, established new roles and provided the impetus to review our current nursing establishment. You can read more about these on page 12.

New building design

Last year we appointed architects to begin working on plans for our new site developments. During 2022/23 we consulted with patients, staff, volunteers and the local community to finalise the designs ready to submit to planning.
The plans take into consideration comments from the consultation and also feedback from the Stakeholder Engagement project in terms of how people would like care delivered.

Audits and Research

Audits: We continue to participate in clinical audits at with the Audit Group meeting regularly to discuss outcomes which lead to changes and improvement in practice. This year 23 out of 33 (69%) of planned audits were either completed or in progress.

Research: We continue to be committed to improving patient care through our involvement in research projects. This year both the DAMPen-D (Delirium research) and the RAMBO (Malignant bowel obstruction research) have been completed and are in the process of being written up, whilst we are still actively involved in other ongoing projects.

Support Services

Audits and reviews have taken place covering water hygiene, electrical safety, medical gases, fire safety and maintenance this year and action plans implemented to ensure the hospice is up to date and compliant from a health and safety perspective:

5 Star Food Hygiene Rating ★★★★★
We were pleased to receive the top rating of 5 – Very Good after our Food Safety and Hygiene Inspection for the fourth year running. The Food Hygiene Rating scheme is a joint initiative by the Food Standards Agency and Local Authority providing consumers with information about the standard of food hygiene in catering premises.

Vantage Software

We have invested in Vantage Software which will work across departments to improve processes. Initially it will record clinical incidents, maintenance reporting and a maintenance helpdesk, before being further developed in more areas.

Stakeholder Engagement Project

We completed our Stakeholder Engagement and Analysis, in addition to the public perceptions survey which took place last year. The final elements of the project included surveying hospice supporters, volunteers and also interviewing local healthcare professionals and patient's families.

The interviews included speaking to 28 health stakeholders, 12 GPs/ practices, 7 care homes and 26 family and friends. The key findings were:

- The Dove House clinical experience is exemplary
- The quality of care that patients receive in other settings does not always match the quality of care they receive at the hospice
- The experience (and perception) of referrals into the hospice is too varied across clinicians
- There is an emerging evidence base to support additional clinical responses
- The focus, except for outreach, should be on communicating "what else the hospice does beyond EoLC"
- The palliative and end of life care marketplace is a confusing one
- Dove House is considered on the periphery of the whole system conversation
- There is an appetite for the hospice to consider "new" models of care

From the survey of volunteers and supporters:

54% said they would prefer inpatient care to be delivered in a private room

51% would like care delivered at home

95% knew the hospice is an independent local charity

67% describe the word hospice as meaning "end of life care"

100% of those who had experienced Dove House care rated it as Very Good or Good

Dove House Bereavement Cafe Welcome Wednesdays

Fortnightly group which is open to all bereaved people with or without a previous connection to Dove House.

13 groups held

84 people attended the group

"I will never get over losing my husband and not being able to be with him but with the help of the hospice I am starting to build my life back up."

Living Well Group

Small and friendly group run by the Complementary Therapists which helps patients with emotional wellbeing.

"The Living Well Group really helped, we did mindfulness and tai chi which was wonderful, and I really liked doing the crafts. I think what I found most useful was being able to talk openly, especially to the other lady who attended."



New Groups

Dove House Carers Group

A monthly group for anyone who is caring for someone accessing Dove House's services to get support, time out and meet others in a similar situation.

"The Carer's group has helped me more than they know. I have met people in the same boat as me, some worse off and I have been able to share my thoughts no matter what they are. The group is a safe space, caring for my husband was hard and I needed to be able to say how I was feeling to other people who knew how hard it was. I look forward to going and feel refreshed after having been."

FRIDAY Friends

A weekly community group for all adults in the community who want to meet new people, take part in various activities and relax

"I can't recommend Friday Friends enough, they are friendly, sympathetic and you come away feeling uplifted. We play games, make things and catch up with everyone. I have made lovely relationships with some of the others that also attend which is really nice."

Our People

2022/23 was a year when we knew a big focus had to be on our people; the staff and volunteers who keep the hospice operating day in day out. Covid had taken its toll on the workforce but it also gave us time to review how things could be developed to improve wellbeing and processes.

This year we **employed 299 people**, the equivalent of **221 full-time staff**. This compares to 314 (238 full-time equivalents) the year before. We had 54 leavers including many long serving staff who retired, giving us the **annual staff turnover of 18%**

Developing our workforce

Clinical

New roles on the Inpatient Unit:

To align our workforce to the external healthcare arena we have started to introduce new roles which give opportunities for development, are attractive for external candidates and promote better person centred care:

Developmental Staff Nurse – appealing to newly qualified nurses or those wanting to specialise in palliative care.

Clinical Nurse Educator - to support staff on an individual and group basis, ensuring our workforce feel confident and competent in their role.

Patient Discharge Assistant, Clinical Rota Coordinator and **increased admin support** - ensures nurses have more time to spend with patients.

Nursing Establishment Review:

We have started the process of reviewing the Nursing Establishment to enable a structed and planned approach, ensuring time is included to support staff training, and planned staff absence (such as annual leave). The Shelford Safer Nursing Care Tool is being reviewed and adapted to meet the specific needs of our organization, to ensure the dependency and acuity of our patients is measured accurately.

Time to reflect sessions:

These sessions have been introduced to promote opportunities for reflection and focus on what's gone well, what we could strengthen and any concerns before the staff leave their shift and go home. Staff have reported these have benefited their wellbeing and they appreciate this support, as it promotes a better work/life balance.

Inductions:

We have introduced a structured approach to inductions which includes setting out SMART objectives for several clinical roles to increase support for staff, promote consistency and identify opportunities for learning. We hope to expand this approach to other roles in the coming year.

Ward Climate survey:

The Clinical Workforce Development Group created a survey which was completed by 81% of clinical staff and identified strengths and areas for improvement within nursing. Some key feedback which will be addressed in 2023/24 was that a 12-hour shift/permanent nights should be offered and that additional support was needed across admin and discharge planning.

The survey especially highlighted the importance of teamwork to deliver excellent person centred care.

Shift pattern survey:

100% of the nursing staff participated in a survey around shift patterns which identified individual preferences which we believe is key to staff retention. We are now looking at introducing longer shifts in order to ensure our team are as happy with their work/life balance as possible.

The whole organisation

New roles in Support Services:

A Head Caretaker/Facilities Manager was recruited in May and a Head Housekeeper in March. These roles are crucial to ensure the support service behind our care runs smoothly and underpins the quality of our care.

Executive Leadership Team (ELT) on Tour:

Annual "ELT on Tours" took place in June and July 2022 which gave staff the opportunity to ask questions about the hospice as well as being updated on what is happening at Dove House.

Wellbeing:

We reviewed our agreement for our Employee Assistance Programme and decided to continue offering this support to staff. This is in addition to the counselling and support the EAP provides to all staff. We also referred 17 staff to occupational health for support, and we paid for 7 staff to receive private counselling.

Staff Survey:

As part of our Stakeholder Analysis project we undertook a survey off all hospice staff. This gave staff the opportunity to comment on the care we provide and what it's like to work at Dove House. 54% of the workforce took part.

86% feel that they are valued and appreciated

89% Clinical staff feel they can deliver outstanding care

99% are proud to work at Dove House Hospice

92% would recommend working at Dove House Hospice to a friend



Volunteering

We are proud to have around **900 registered volunteers**, 80% of which work in our shops. Without the dedication of this group who give their time for free Dove House wouldn't be able to operate as it does and raise the vital funds needed to continue to care for local families.

However, volunteer numbers, in shops particularly, have dropped with some shops struggling to keep their doors open. This year a multi-departmental plan was created to help recruit volunteer roles.

As we go in to 2023/24 there is more work to do in this area and we also plan to reintroduce volunteer engagement activities to help with retention.



Diversity

At Dove House we are committed to advancing equality and opportunity in every area of our work, including care, recruitment, volunteering and governance.

In September 2022, the Director of People and Development and Director of Clinical Services did a presentation to the Board about Equality, Diversity and Inclusion. This presentation included the legal position around equality and best practice for promoting a diverse and inclusive workforce. The Board and Executive Leadership Team committed to increasing our inclusivity by:

- Continuing to comply with legislation to demonstrate commitment to equality.
- Planning:
  - Equality Impact Assessments
  - Further line manager training in Equality and Diversity
  - Analysis on recruitment data for trends
  - Unconscious bias training
  - Benchmarking 2021 census with internal diversity data
  - Promoting mindful employer status

Immediately we added a module to our e-recruitment software to record and report on applicants' data (e.g. age, gender, marital status, ethnicity, sexual orientation, religion or belief, disability).

Since October our applicants are:

74% Female

82% White – British

95% Heterosexual /straight

55% have no religion

34% are Christian

92% have no disabilities

The next stage will be to explore ways of how we can ensure there are no barriers for anyone when applying for our roles.

Gender Pay Gap

The hospice's 'snapshot' date for reporting was the 5th April 2022. When comparing mean (average) hourly pay at Dove House, women's mean hourly pay is 5.2% lower than men's. In October 2022 the Office for National Statistics stated when comparing the average hourly pay, women's average hourly pay is 14.9% lower than men's.



Learning & Development

This year we continued to provide learning opportunities to those interested in a career in Health and Social Care.

Hospice School

We delivered this in person during the summer of 2022 to 6 participants and allowed the opportunity to develop essential care and communication skills that are transferable to any health and care environment.

Virtual Work Experience

This consisted of four tiers which ranged from introducing values and soft care skills, applying knowledge to real life care examples, developing care plans and meeting the professional they are aspiring to become (e.g. students applying to be medics met one of the Dove House Doctors).
St Mary's College students gained 1,500 work experience hours from undertaking the virtual work experience programme and 250 students completed Tier 1. The pilot was very successful and we were given the opportunity to showcase this at a national webinar for NHS England.

Feedback included:

"I enjoyed it very much."

"Made me think about my future career."

"Gave me insight into the job role."

Financial Review

Regulations and Accounting Standards

1. Financial Regulations
The financial statements have been prepared in accordance with all major requirements of the Statement of Recommended Practice (SORP FRS102) "Accounting and Reporting by Charities" issued in October 2019 and applicable accounting standards.

2. Financial Results
A summary of the financial activities for the year ending 31 March 2023, provided in fuller detail with comparative results on page 37, is as follows:

3. Taxation
Dove House Hospice Limited is a UK registered charity. All the £10,911,359 income is applied to its charitable objectives and the charitable company is therefore exempt under current legislation from most forms of taxation. A proportion of value added tax is recoverable by the charity and is therefore credited to the statement of financial activities or balance sheet as received. Reclaimable tax credits on legacy income and dividends are accounted for on an accrual basis.

4. Goodwill
Goodwill, being the amount paid in connection with the acquisition of a business in 2019, is being amortised evenly over its estimated useful life of five years.

5. Fixed Assets and Depreciation
Expenditure on tangible items of an enduring nature is capitalised and depreciated in accordance with normal accounting principles. The rates generally applicable are:

Freehold Property	**2%**
Motor Vehicles	**25%**
Plant & Equipment	**20%**
Hi Tech Equipment	**25%**
Fixtures & Fittings	**10%**
Leasehold Improvements	**over lease period**

6. Financial Commitments
The Trustees confirm that the charity's current funds as outlined in the balance sheet and the new budget for 2023-2024 can meet obligations around the financial commitments of that year and meet the direct and indirect costs of providing a specialist palliative care service to the local community.

Financial Results:

	2022/2023	2021/2022
Incoming Resources	£10,911,359	£10,891,595
Resources Expended	£10,235,718	£9,703,048
Gain/ (Loss) on Investments	(£20,655)	£14,937
Net Surplus	£654,986	£1,203,484
Total income of £10,911,359 was generated from the following sources:		
Donations & Gifts	£508,847	£478,630
Legacies	£931,360	£926,426
Donations Retail	£1,361,480	£811,476
Grants	£12,752	£154,710
Charitable Activties	£1,215,161	£1,556,545
Activity for Generating Funds	£6,813,263	£6,931,391
Investments	£68,496	£22,417
Other Income	-	£10,000
Charitable Expenditure amounted to £10,235,718 comprising the following:		
Charitable Activities	£4,258,234	£3,953,970
Cost of Generating Funds	£5,974,644	£5,749,078
Investment Management Fees	£2,840	-

Reserves Policy

It is the charity's stated policy to retain sufficient funds to cover fluctuations in income, current liabilities and unplanned expenditure in line with the forecasted needs of the organisation.

The most significant risk to the financial sustainability of the charity is the over reliance on internal fundraising, given the relatively low levels of statutory funding. The volatility that exists within our conventional fundraising is an ongoing risk that is assessed by the Audit Committee and the Trustees on an annual basis.

Included within the reserves policy section of the TAR entities are required to disclose the level of total funds and restricted funds held at the year end (plus comparatives).
Therefore, Trustees have reviewed the charity's need for reserves in line with the guidance issued by the Charity Commission taking account of the following:

- Volatility and unforeseen reduction in income levels
- Unexpected material levels of expenditure
- Capital commitments
- Long term viability of the charity

Total funds available at the year-end are £19,168,369 (2022: £18,513,383), of which £11,923,753 are unrestricted (2022: £11,175,113), £3,200,000 are designated funds (2022: £3,200,000), £4,016,680 are held for restricted purposes (2022: £4,109,235) and there are endowment funds of £27,936 (2022: £29,035).

Free Reserves

The Trustees have set a level to achieve 6 months operational running costs in reserve, which currently equates to £5.1 million. The Charity had free reserves, defined as unrestricted funds excluding any designated funds or tangible fixed assets of £5,101,963 (2022: £4,366,382).

Designated Funds

The charity can designate funds for specific purposes. Trustees review the need for designated funds on an annual basis taking into account current operational and future plans.

The Trustees have one designated fund:
Reconfiguration of the existing hospice site as at present there are only 5 single rooms which is a major barrier to referrals to the current Inpatient Unit. Most of the other clinical services are either disconnected or isolated on the first floor making access difficult. Adaptations over the years have created a deep building layout, limiting natural daylight, desirable views or access to outside spaces. There is also limited scope to develop new and existing services.

Investment Policy

The Board of Trustees have approved an investment policy and strategy, which is supervised by the Audit Committee.

The Charity's aim for the invested assets is to protect their purchasing power against inflation as a minimum requirement while offering an opportunity to provide an additional level of return to support its ongoing operational activities. The Trustees have agreed to delegate to Rathbone Investment Management the investment of the long-term funds held on a discretionary basis. The Trustees agreed to invest an initial sum of £2 million and this was transferred to Rathbones in August 2022. The Charity adopts a total return approach to investment, generating the investment return from income and capital gains or losses. As such, there is no target level of investment income required, and income is currently reinvested.

At 31 March 2023 the total value of the investment portfolio stood at £2,026,323. We also have 2 other small investment portfolios which total £265,641.





Raising Funds

Although 2022/23 has presented substantial challenges for our Income Generation teams, overall this year has been a very successful one despite the rise in costs, the cost of living crisis and reduced numbers of volunteers.

Retail

General

The Retail division had another successful year, raising more than ever before for the second consecutive year. The year started with the shops and the Retail Distribution Centre being inundated with donations and the shops have remained well stocked throughout the year. In October the Retail division's annual Conference focused on "working smarter, not harder" and this ethos definitely seems to be paying dividends when it comes to performance.

This year has not however been without it's challenges. The Reworked shop, which sold stock repurposed by the hospice workshop at HMP Hull, closed after just three months of trading as the project was not financially viable. Some of our shops also struggled with low volunteer numbers, in some cases this meant that on occasion some shops had to close as there was not enough staff to safely open.

New Shops and Refurbishments

- **North Point Shopping Centre** - relocated shop opened in August, over £2,000 was raised on its first day of trading alone.
- **Beverley** -opened in a new premises on Toll Gavel in October which is a bigger shop for the town on the main shopping street.
- **Anlaby Road** - refurbished and relaunched as a clearance shop.
- **Spring Bank West** and **No87 Vintage and Retro** - both shops were refurbished.
- **Re-Use Electricals** - moved to **At Home Furniture** shop after a successful pilot on Marfleet Lane, Hull.
- **Retail Distribution Centre** - planning granted allowing us to trade from here which will generate income from this property.

Gift Aid

Gift Aid conversion reached our highest level of 35% with the Onsite shop reaching an 81% conversation rate. We also made our largest annual Gift Aid claim of just over £340,000.





Fundraising and Events

Events

It was a difficult year for main hospice events in 2022/23. Although numbers of participants were good and most events seemed popular, the fundraising model surrounding them meant the income, and more importantly the net, were low. The events team put on some fantastic events which gave the hospice great exposure and brought hundreds of people together, including the Wine Dash, a Colour Run and two Strictly Learn to Dances in this year. Trips on the Northern Belle train remain a steady income stream and the Car Boot Sales bounced back to near pre-Covid income levels. The Starlight Stride had to be cancelled due to low registrations.

Community

Fundraising in schools and nurseries did exceptionally well this year with the 40 settings doing the Bunny Run raising £27,500 and 8,600 children from 55 nurseries/schools taking part in the Elf Run and raising £33,705!
Open Garden events in Hessle, Cottingham and Hull's Avenues collectively raised £20,000.

Challenges

Brave fundraisers taking on personal challenges continued to be a popular way of fundraising and our Paris Cycle Tour and Canada Trek also had a group representing Dove House on these bespoke overseas challenges. Over £7,000 was also raised at our Fire and Ice walk in October.

Individual Giving and In Memory

Working with Much Loved we launched online memory and tribute fund pages and since June, **11 pages** have been set up and have generated **£5,000**. We noticed an increase in the average funeral collection using this functionality with the average offline funeral collection raising £176 versus £993 on the average online page.

We launched a digital wills platform with Guardian Angel in November, so far 17 wills have been completed and with them **10 have pledged a legacy gift to Dove House** (7 residuary gifts and 3 pecuniary).

Both In Memory appeals, Summer Memories and Light up a Life were well attended, with Light up a Life returning to Hull Minster for the first time post-Covid however income on the latter was slightly down on last year.

The direct marketing appeals in the Spring, at Christmas and through the Newsletter continued to be well supported, together bringing in over **£42,500**.

Corporate

Corporate fundraising started to grow again as business moved back to office environments after the pandemic and some great charity of the year partnerships were forged. The It's a Knockout event was fully subscribed with 27 teams raising over £25,000. In October we also launched White Dove Gin where 15% of the sale of each bottle is donated to Dove House.

Your Charity Lottery

Lottery cancellations were high following Covid and the impact of the increased cost of living, however new sign ups, partly due to the success of new canvassers, helped to balance out the cancellations with new enteries in the draw.

Our Raffles were down this year but this trend seems to be the same across the hospice sector. The Autumn Raffle raised £13,930 (10,725 additional tickets, £3,205 donations) and the Spring Raffle raised £15,180 (12,278 additional tickets, £4,309 donations). Two new beneficiaries joined - The Hinge (July 22) and ASCEND (Oct 22)

Trading Company

In 2022/23 trading good sales were very successful, House Clearances have started to increase and thus income grew, and Dulcie's Café remains popular and profitable.

Little Owls Day Nurseries

We cared for over **300 children** through the two nursery sites. We had an Ofsted inspection at the Dove House nursery in February 2023 and received another Good rating, and achieved 5 star environmental health inspections at both sites.

Humber Wood Recycling Project

Humber Wood has made a loss this year with wood collections, on which a big percentage of our income relies, being especially low. Staffing changes have seen increased focus on the local collections and there was significant growth in this area by the end of the year. The team also reviewed and realigned the pricing structure. Although improvements have been made these have not been sufficient to bring the project back into the black. It has therefore been decided at a Dove House Trading Limited Directors meeting in June to close Humber Wood with the last trading day being in July 2023.





Fundraising Good Practice

To ensure our fundraising is safe and legal we strictly adhere to the law; namely the Charities Act 2011 and The Gambling Act 2005 and are regulated by the Fundraising Regulator and abide to the regulator's Code of Fundraising Practice. We are licensed and regulated by the Gambling Commission and abide to the license conditions and code of practice. We also have procedures in place to protect those in vulnerable circumstances such as children and the elderly. Staff and volunteers are trained in recognising the signs that someone is vulnerable and if a vulnerability is suspected, all fundraising is ceased and a record of this is kept. Other measures include limits to certain fundraising activity such as only allowing five entries to the hospice lottery.

The majority of our fundraising is done by supporters with guidance from staff which we employ in a range of roles including Fundraisers, Canvassers (who recruit lottery supporters door to door, at events and over the telephone) and Administration Support. We also engage professional fundraisers to assist with our lottery canvassing and these contracts are reviewed on an annual basis. Those raising funds on our behalf are supported by the Fundraising Team who ensure their fundraising meets the relevant standards; guides on how to fundraise in line with the law and codes of practice are also available on the hospice website.

During 2022-23 we received one complaint about our fundraising practice. The complainant relayed concerns about the attitude of one of our lottery collectors. Although we do not believe this incident broke any Fundraising Standards, this was immediately addressed with the member of staff in question as they did not meet the high level of customer service we expect of our staff and did not follow the hospice values.

Special Moments

An 18th birthday celebration was brought forward so the patient could be part of it





A patient's family cat visited and spent time snuggled on the bed



A patient who hadn't been outside for 5 months could enjoy the gardens

Worry Monsters were knitted by a volunteer to children's designs to help with their anxieties



Sleepover for a whole family



The whole hospice team worked together to create the dream wedding for a patient and her partner





A beer lolly pop was made for a patient who was nil-by-mouth but fancied a pint!

Helped a Ukranian refugee make plans for after her loved one's death when traditions are so different



Finance Report

Summary

These financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP 2019) and include the consolidated results of Dove House Hospice Limited and its trading subsidiary Dove House Trading Limited for the year ending 31 March 2023.

Dove House Hospice Limited is predominantly funded through voluntary sources and so the Trustees are prudent in their approach to managing the long term financial position of the charity to ensure the organisation remains resilient and sustainable. One of the organisations strategic ambitions is to achieve a balanced operational budget without any reliance on legacy income. Whilst the budget projections for the year ending March 2023 were for a relatively small deficit budget, the Trustees remain committed and are working towards this balanced position over the next 5 years.

Overall the consolidated results show a surplus of £655,000, which is down on the previous year's surplus of £1,203,000. However, there are some significant 'one off' elements within last year's funding which have not reoccurred in the current year. In the previous year we received an additional £200,000 from East Riding Clinical Commissioning Group for the maintenance of services at a time of continued increased pressure resulting from the coronavirus pandemic. We also received in the previous year a further £151,000 in covid related grants through the Government's commitment and support of the hospice sector. Combined these grants account for a substantial drop in grant funding when looking at comparable figures for the current year.

Legacy Funding

Legacy income this year totals £931,000 which is on a par with the previous year's total of £926,000. However, the volatility within legacies is reflected in the graph below which shows legacy funding received by Dove House over the last 10 years. This just emphasises the challenge we face and the decisions we have to make when looking at our funding model given this level of uncertainty. The Trustees are clear that we will continue to look at reliable recurring funds to meet our recurring operational expenditure and use legacy income to address our ambitions in areas requiring capital investment, short term contingencies and to maintain our reserves position.



NHS Statutory Grants

The establishment of the new Integrated Care Systems (ICS's) resulted in clinical commissioning groups (CCGs) being closed down. So, in the current year we were commissioned through the Humber and North Yorkshire Health and Care Partnership ICS. Nevertheless, despite the changes in commissioning we still received our statutory grants from similar sources representing Hull and the East Riding of Yorkshire. The grants received were broadly as forecast with only small uplifts on the previous year's amounts, despite the challenging economic climate with double digit inflation and the energy crisis pushing costs up across the organisation. The statutory grants combined totalled £1.04 million this year, which amounts to 10% of our total funding.



Retail

A big part of our ability to offset higher costs in the organisation over the past 2 years has been the performance from Retail and the mechanisms we now use to increase the retail contribution from like for like sales and of course the momentum we have through the gift aid scheme. Gross income from retail sales stands at £5.45 million up from £4.77 million last year, with gift aid claims totalling £338,000 compared to £203,000 last year. This puts the overall retail nett surplus for the year at £1.64 million up by 42% from the previous year. This is a fantastic achievement especially when you factor in that the profit as a percentage of income has also increased across the year from 24% in 2022 to 30% in 2023.

Fundraising

Since we have moved through the transition and restrictions placed on us through the covid pandemic we have seen an upward trend within fundraising, something which has continued in the current year. The fundraisers have worked hard across all areas of the fundraising landscape with significant growth and developments building on the success from the previous year. Working with schools and early years settings on various community appeals has proved to be hugely successful, although the biggest contribution and growth area has come from individual gifts and challenges raising over £265,000. However, the team have also been proactive and achieved their annual targets for corporate support, grants and gift aid.



Your Charity Lottery

Your Charity Lottery ended the year with a significant surplus well ahead of expectations. Although the membership has dropped throughout 2022/23 by around 1,000 members to 19,300, with the obvious knock on effect on income, this was offset by a significant reduction in our forecast costs, mainly due to canvassing fees. The appointment of suitable canvassers has proved difficult throughout the year, although in the last quarter of the year we did appoint 2 external agencies and recruitment and membership levels started to increase. We expect this trend to continue albeit with the additional expense in the new financial year.



Dove House Trading Limited

One of the major elements of our trading and commercial activities is our Little Owls Nursery Project with the 2 early years settings based at the main hospice site and Ainthorpe Primary School. It has been a challenging year, not least due to the recruitment and retention of staff and our ability to maintain appropriate staffing levels to meet the demand for places at both settings. As a result, the contribution from both settings was substantially down on the previous year. Humber Wood our wood recycling project made a significant loss on the year as opposed to a small surplus from the previous year, as income from national and local collections reduced and costs increased mainly through various staffing issues. If there is not a marked improvement and a clear indication that this enterprise will return to the black in the first quarter of the new financial year, the Directors of the Dove House Trading Limited will consider closing the facility.



Charitable Activities

Whilst costs have gone up throughout the organisation these are broadly in line with our expectations across both clinical and support areas. The ongoing challenges with recruitment, in particular with clinical staff, continued throughout 2022/23 and so we did incur some additional costs through the use of agency and bank, especially on the inpatient unit with admissions up nearly 50%. Some new and revived community and drop in services came online as planned although there were some cost reductions in areas where we still have ongoing vacancies.



Across non staffing areas costs have increased significantly through energy and general inflationary pressures. These have been more noticeable across gas and electricity costs at the main hospice site and the unrelenting uplift in food costs. We also incurred one off costs for the work carried out on our stakeholder analysis and engagement work through external consultants which will not reoccur next year. On the plus side we agreed a contract with the University of Hull to deliver training and effective learning worth £43,000 and we have also received £21,000 from Hull York Medical School for clinical placements.



Yvonne's Story - My Auntie Beryl



My auntie Beryl who was 85 years old spent many weeks in hospital and after being discharged home she was in an incredible amount of pain. She had breast cancer but it had spread rapidly. We tried to manage at home but we couldn't make her comfortable and address her pain. It was really distressing seeing her like that. She couldn't be left on her own as she couldn't get to the toilet without help and we couldn't be there 24 hours a day. We were struggling and didn't know where to turn to for help.

Her Macmillan nurse suggested hospice care to us and arranged it all. I knew hospices cared for people in their dying days, but I didn't really know what to expect. **When we got the call from Dr Linda at Dove House saying there was a bed for Beryl it was such a huge relief. She was admitted that lunchtime and we couldn't have been more grateful.** Dr Linda met us along with the nurses which really helped. I had never stepped foot in a hospice until that day when I was waiting for Beryl to arrive in the ambulance. Knowing it would be her final journey was hard.

There were lots of difficult questions and decisions ahead of us but Dr Linda and everyone explained everything to us so well. Beryl wasn't just my auntie, she was more like my big sister and I wanted nothing more than for her to be happy right up until her final moments with us. The hospice was honest about what was going to happen and helped us every step of the way. They made Beryl comfortable which is what she needed and supported me and our whole family.

Beryl would call everyone at the hospice angels. When she arrived at Dove House she said she was where she wanted to be.

My husband would visit the hospice with me but would stay for hours in the reception waiting. He knew I needed time and space to be with my auntie but also wanted to be there for me while I was there for her. We even managed to get my mum to come and visit her little sister. She wasn't sure she could be emotionally strong enough or physically able to but was pleased once she had. They had the most incredible relationship and were really close, I can't imagine the pain it would have caused her if she hadn't said goodbye.

Beryl loved her garden back home so being able to see the lovely hospice plants through her window brought her joy. Even though we knew she was happy at Dove House it was hard knowing whether to take a break and go home for a rest and get something to eat as we knew she didn't have long left. Dr Linda really helped us and took the guilt we were feeling away. She reassured us that they would ring me if anything changed.

Even with family who lived miles away, visiting the hospice was fantastic and they accommodated our needs as they knew that Beryl needed to be around her family.

Her daughter Louise was able to visit from all the way in Wales, it didn't matter what time she got there, Dove House welcomed her with open arms. We think Beryl was waiting to say goodbye to her daughter as after she left it seemed as though she was ready to go. She felt at peace. I will never forget that day. When I walked into her room the sunset was beaming in through the window and it hit me in the face, it was just beautiful. Just two weeks after coming to the hospice she took her final breath.

The experience we had at Dove House was lovely. It of course was filled with sadness but I couldn't have imagined a better place for her. Myself and my daughter were able to be by her side in her last moments and that meant everything to us.

My dad died in hospital and I wish he could have had the same love, care, and peace at the end as Beryl did. When my time comes I would like to be at Dove House too. I couldn't have wished for a better place for my auntie.

I cannot thank Dove House enough for everything they did for Beryl. The hospice helped us far more than I can ever express, it was everything we could ever have hoped for.

Our Future

During 2022/23 we developed a new five year Strategy. We reviewed the previous Dove House strategy and analysed where the hospice is currently placed to create the new Strategy.

This Strategy will be implemented in 2023/24 and will guide decision making developments for the next five years.

Strategy process: how did we get to this point?

Our strategic plan has been developed, not just through our own endeavours and insights, but from all those affected by the decisions we make. Through a robust programme of stakeholder engagement and the support of professional analysts, we have provided a platform to help people shape what Dove House should look like in the future.

This involved talking to all our stakeholders; from patients and families to those that commission our services, staff and volunteers and the community that sustains us, health care professionals and the wider healthcare sector.

Our 5-year strategic plan has been produced by the Trustees and Executive Leadership Team but guided and directed by the narrative in our stakeholder feedback.

Themes that came out of this research:

- patients and families consider our care as excellent
- we don't reach everyone in our community
- the layout of our building and site constricts us and can deter referrals
- we don't offer services in a patient's home if that is their preference
- we are well known but not for all of the services we provide
- the need for hospice care is greater than ever
- we must remain financially resilient and stable

> "Whilst this strategy sets out a direction of travel, we will remain a listening organisation and through our governance framework and annual reviews, adapt our plans to reflect the ever changing external environment. Whatever the future may hold, we are determined and ambitious in our plans."
>
> Chris Sadler, **Chief Executive**

Strategic Ambitions

Excellent care, excellent support, excellent outcomes

Exceed expectations

Be innovative in our approach

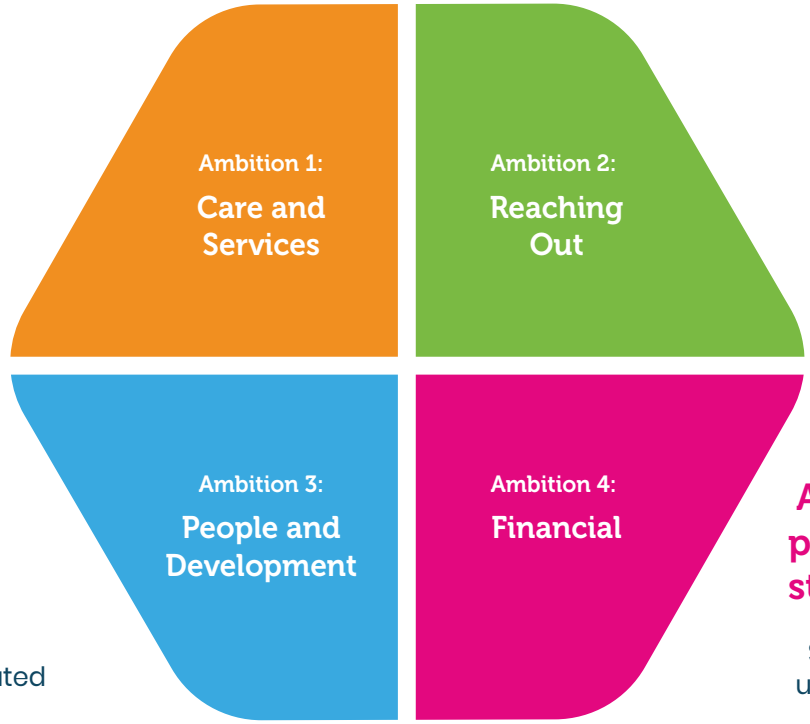
Care for more patients and expand services

Better together: collaborate to succeed

Strengthen our place in local healthcare system

Collaborate to provide seamless care

Raise our profile and dispel myths



Achieving success through our people

Ensure workforce is appreciated and motivated

Become an employer of choice

Leadership will be values led, compassionate and inclusive

A coherent financial plan to achieve our strategic ambitions

Sound financial model to underpin existing services

Develop proactive strategies to raise additional funds

Prudent in our approach to ensure resilience and sustainability

Plans for 2023/2024

The plans in place for next year are aligned with our Strategic Ambitions below. From this year onwards our accomplishments will be measured against these Ambitions to ensure we are making developments towards achieving our Strategic Vision

Care and Services:

Measuring our impact

We will review what data we are collecting, what methods we are using and where responsibility lies. We will identify gaps in data collection and implement systems to capture this.

Feedback

Implement a structured approach to gathering feedback from all service users, particularly families and friends, which includes a multi-method approach.

Continuous learning and reflection

Review what we do, and how we do it using the Plan, Do, Study, Act, Approach.

Increase our community presence

Develop wellbeing services and therapy out patients particularly in the East Riding of Yorkshire

Reaching Out:

Improve partnerships

Working closely with community colleagues particularly with regards to specific conditions such as frailty, develop action plans to strengthen our place for caring for these patients.

Promote our care and services

Develop a marketing plan which sees increased content disseminated about our services and ensures we have relevant resources for everyone in the health care community explaining what we do.

People & Development:

Recruitment

Build a recruitment and retention plan which:

- Interests students, and supports new disciplines, such as paramedics
- Strengthens links with education providers to encourage interest in health and social care.
- Continues to look at new roles, ensuring we are a competitive, flexible employer
- Reviews volunteer roles and investigates how these can support our services

Workforce planning:

We will continue to review our nursing establishment with a view to ensuring a systematic and structured approach which meets the needs of the patients in a responsive manner. The review will also consider the needs of the Inpatient Unit and how these can be best met.

Increase training and development:

We plan to have more Team Days, introduce new competencies with the new Clinical Nurse Educator role and provide more opportunities for observed practice.

The implementation of a new HR system, Staffology, will ensure recording training and identifying needs will be quicker and more responsive.

Promote staff wellbeing:

This year we are keen to put in procedures which will further support our staff with the emotional impact of their role. We will maintain the Employee Assistance Programme and review our Mindful Employer charter in November ready for re-accreditation.

Financial:

Fundraising

- Review and consolidate our events
- Plan a Legacy campaign
- Develop corporate fundraising including a Partnerships Role
- Build on success of community appeals
- Planning work for capital campaign

Retail

- Open a new furniture superstore
- Move Hessle Road clothing shop into current At Home shop
- Redevelop Retail Distribution Centre into a shop
- Open a Hull Re-Use Shop
- Push Gift Aid over 36%

Lottery

- Invest in canvassing to increase numbers in draw
- Launch new Your Charity Lottery website

Trading Co

- Develop new commercial projects that will increase the contribution from the Dove House Trading Limited
- Prepare for Government changes to early years funding coming in from April 2024 at Little Owls

Structure, Governance & Management

Trustees' Responsibilities

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2023. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the Trustees' Report and financial statements of the charity. The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in the UK and Republic of Ireland published in October 2019.

The Trustees (who are also directors of Dove House Hospice Limited for the purposes of company law) are responsible for preparing the Trustees' Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102)
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Adminstration & Reference Details

Registered Office:
Dove House Hospice Limited,
Chamberlain Road,
Hull, HU8 8DH
Registered Charity Number:
509551
Company Number:
01498747

President:
Vacancy

Vice Presidents:
Dr Sean Dunn
Maureen Lipman, DBE

Governing Board of Trustees:
Philip Daniels (Chairman)

Trustees:
Philip Daniels - Chairman
Maggie Butt – Vice Chairman
- appointed as Vice Chair 11/05/2023
Jim Doyle – Vice Chairman
- resigned 11/05/2023
Jan Antons
Sally Booker
– appointed 11/05/2023
Annie Bowes
– appointed 11/05/2023
John Dunning
Dan Harman
Jim Harris
Rajarshi Roy
– resigned 04/07/2023
Jae Saleh
– appointed 11/05/2023
Claire Thomas
– appointed 11/05/2023

Leadership Team:

Christopher Sadler:
Chief Executive/Director of Finance and Support Services

Sarah Cash:
Deputy Chief Executive/ Director of Business and Income Development

Andrew Walker:
Director of People and Development

Linda Johnson:
Director of Clinical Services

Dr Rachael Dixon:
Consultant in Palliative Medicine

Principal Advisors

Solicitors:

Graham & Rosen
8 Parliament Street
Hull
HU1 2BB

Pepperells Solicitors
100 Alfred Gelder Street
Hull
HU1 2AE

Auditors:

BHP LLP
Rievaulx House
1 St Mary's Court
York
YO24 1AH

Bankers:

HSBC
3-4 Jameson Street
Hull
HU1 3JX

Investment Managers:

Rathbone Investment Management Limited
Earl Grey House
75-85 Grey Street
Newcastle Upon Tyne
NE1 6EF











Governing Document

Dove House Hospice Limited is a registered charity and company limited by guarantee without share capital. The charity's governing document is its Memorandum and Articles of Association which restricts the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

Appointment, Induction, and Training of Trustees

Appointment, induction, and training of Trustees takes place in accordance with Fit and Proper Person legislation (Health and Social Care Act (2008) Regulated activities (Regulations) 2014). That being that Trustees are appointed rather than elected by a membership.

Any person may apply to become a Trustee and a process is in place whereby the applicant's suitability for the role is tested through an appropriate application and interview process which assesses the applicant's suitability for the role and that they fulfil the requirements of the Fit and Proper persons legislation. Any potential new Trustee would have to complement and enhance the existing skill mix of the Board prior to undergoing a 'fit and proper person check'. Appointment is agreed by resolution at a meeting of the Board of Trustees. The term of office begins on this date. All terms of office will be for 3 years without time limit.

All newly appointed Trustees are provided with an information pack including guidance on being a trustee of a charity and specific guidance related to being a Trustee at Dove House Hospice Limited. Induction includes a detailed site visit and meetings with the Chair and the Executive Leadership Team. Specific time is set aside to meet with the Director of Finance ensuring that new appointments have a full understanding of the finances of the organisation. Training is delivered on a rolling programme and includes essential elements such annual Safeguarding and Information Governance (IG) training.

Every year, the Trustees meet outside of the Board meetings to have two development days. This includes a review of the hospice's 5 year strategy, presentations from the Executive Leadership Team, plans for the future and discussions on governance.

The hospice has also introduced a Trustee appraisal system and all trustees have had an appraisal with the Chairman. Among other things, regular appraisal sits well within the 'fit and proper person' legislation, as it helps to ensure the ongoing suitability of the Trustee for their role and also, it gives Trustees the opportunity to ask any questions and raise any concerns they may have. The process has been welcomed by the Trustees and the feedback has been positive.

Organisation

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustee's. To assist the Board in discharging and achieving its responsibilities, it receives regular reports on some aspects of its principal functions from the Chief Executive and the Executive Leadership Team (ELT). These reports ensure Board Members have relevant information to review all the financial and clinical activities of the charity.The Chief Executive, who leads the leadership team, is responsible to the Board of Trustees for the day to day management of the charity and the execution of the policies and strategies defined by the Board.

Audit Committee

The purpose of the Audit Committee is to ensure robust governance in relation to risk and financial processes. This is a on-executive committee of the Board of Trustees and will have no executive powers other than those specifically delegated in the agreed terms of reference. The committee will include a minimum of three Trustees and two members of the Executive Leadership Team and will focus on governance, risk management and internal control.

Related Parties

The charity has a wholly owned trading subsidiary, Dove House Trading Limited. The activities of Dove House Trading Limited are restricted to activities that assist in the furtherance of the objects of the charity. As noted within the notes to the financial statements the charity provides services by way of management charges, which are considered to be at an arm's length price, to Dove House Trading Limited. All of the income of Dove House Trading Limited is donated to the charity under the Gift Aid scheme.

Risk Management

The Trustees and the ELT are responsible for managing the risks faced by the organisation. A Risk Register is in place. Key areas of risk have been identified as follows:

- Day to day reputational risk
- Safeguarding (protecting people (non-regulated activity)
- Recruitment of senior nursing/medical/executive/staff
- Threats to current funding especially internal income streams, but also external NHS funding
- Core staffing levels (key personnel)
- IG security

The Trustees and the Executive Leadership Team continually review the risks faced by the charity and have satisfied themselves that systems and procedures are established in order to mitigate these risks as far as possible.

Remuneration

The Chair and Audit Committee are responsible for setting the pay and remuneration levels for the Chief Executive. The pay of other key management personnel is also set by this group, along with the Chief Executive. These are benchmarked against regional hospices and reviewed annually.

Serious Incidents

There have been no serious incidents during 2022-23.

Objectives and Activities

The objectives of the charity are:

a. to maintain and conduct a specialist palliative care service which provides relief for those who are suffering from a life limiting illness, their families, and significant carers.

b. supplementary to providing for the relief of sickness, the hospice will promote and assist in the teaching and training of doctors, nurses, physiotherapists, and other persons engaged in any branch of medicine, surgery, nursing, or allied services.

c. the organisation will promote or conduct research into the care and treatment of persons suffering from a life limiting illness, disability, disease or infirmity, and in particular into the care and treatment of persons from cancer and terminal illnesses and to disseminate the results thereof to the public.

d. the organisation will engage in such activities as to raise sufficient funds which will enable it to achieve the charity's objectives and provide care and treatment of persons suffering from a life limiting illness, disability, disease, or infirmity.

Public Benefit

The Trustees have reviewed the current activities of the charity and confirm they are in line with its objectives. All the activities of the organisation carried out during 2022-23 are in pursuance of the charity's objectives and considered to be for the public benefit. All services provided are free to all beneficiaries irrespective of capacity, ethnicity, faith, religious conviction, sexual orientation, or social economic environment.

The Trustees also confirm that the organisation's aims and objectives fall within the descriptions of purposes in the Charities Act 2011 and are recognised as charitable and are carried out for the public benefit.

The Trustees refer to the Charity Commission's guidance on public benefit to ensure all activities meet the guidance.

Section 172 Statement - The Trustees duty to promote the success of the Charity.

The Trustees are the Directors of Dove House Hospice Limited and have a duty to promote the success of the charity, and in doing so, are required by section 172 (1) of the Companies Act 2006 to have regard to various specific factors including:

- The likely consequences of decisions in the long term
- The interests of employees
- The need to foster the Charity's relationships with third party stakeholders, which in the case of Dove House Hospice, includes patients, their friends and family, the local community, healthcare professionals and those working in the local healthcare system and out supporters.
- The impact of the Charity's operations on the community and the environment.
- The desirability of the Charity maintaining a reputation for high standards of business conduct

The Trustees have recently approved the new strategic plan covering the period 2023-2028. The Charity's strategy sets out the vision and ambitions for the Charity over the next 5 years in a balanced approach and considers the likely consequences of any decisions in the long term.

The Trustees meets bi-monthly throughout the year to discuss the progress made against the ambitions and also reviews the relevance of the strategic direction at a full Board development day on an annual basis. The Trustees obtain assurance that attention is given to the factors set out in section 172 when promoting the success of the Charity, and through monitoring and holding to account the Executive Leadership Team.

The Charity has carried out a major stakeholder engagement and analysis project, through an external company, which was a key factor in developing the new 5 year plan. Ongoing engagement with stakeholders will continue and the Executive Leadership Team will report to the Trustees on key stakeholder relations and engagement activities, current issues and relevant feedback received from interaction with stakeholders.

The Trustees follow a formal process to regularly manage and review risks that are faced by the Charity. At each Board meeting the 10 major risks are presented in the Board papers and the whole risk register, including mitigation is discussed at one of the 2 Board away days each year. Risks are reviewed periodically by department heads, and we also have a dedicated 'risk week' in the calendar to ensure the risk register reflects and prioritises risks across the organisation.

The Charity ensures that it maintains a reputation for high standards of business conduct by having in place a range of policies and procedures that promote corporate responsibility and ethical behaviour. Areas covered include Fundraising and our compliance through the Code of Fundraising Practice, The Gambling Commission, Gifts and Hospitality and Money Laundering policies. Other organisational policies include Conflict of Interests, Safeguarding, Bullying, Harassment and Whistleblowing. All staff have to carry out essential education covering keys aspects of behaviour and we also have dedicated leads in Safeguarding and a Freedom to Speak Up Guardian. The interests of employees is discussed in more detail in the People and Development section of this report.

Environmental Sustainability

We recognise that our operations have an impact on the environment and are committed to minimising our impact, preventing pollution, and complying with relevant legislation.

We take actions to continually improve our environmental performance and set objectives and targets that are monitored and continually reviewed.

We actively seek to:

- Carry out regular maintenance and improvement programmes to ensure we operate an environmentally responsible estate.
- Minimise our use of raw materials.
- Minimise production of waste and waste sent to landfill by reusing and recycling where possible.
- Minimise our use of fuel through route planning and informing our drivers of best practice in efficient driving techniques.
- Monitor consumption of energy and water, minimise our consumption by following good practice and setting targets for reduction.
- Raise staff awareness of environmental issues and involve staff in the delivery of our aims.
- Consider the environmental impact of goods and services when purchasing and during procurement of goods and services.
- Work with others, e.g., local authorities, organisations, and service providers, to maximise opportunities for improving environmental benefits.

Carbon Dioxide Emissions (CO^2e)

Tonnes of CO^2e generated by Dove House from gas, fuel for transport and electricity for fuel:

Gas = 116,052 tonnes CO^2e

Electricity = 176,015 tonnes CO^2e

Business transport = 39,429 tonnes CO^2e

The total CO^2e generated by Dove House Hospice during 2022-23 was 331,497 tonnes.

Water use for the main hospice building was 3,630m^3 for the reporting period.

Energy Consumed

The aggregate of the annual quantity of gas and electricity consumed from activities for which the charity is responsible is **1,703,195 kWh.**

Methodology

Energy consumption data was generated from meter readings and billing information. Business travel information was obtained from staff mileage claims for the period and billing information. As retrieving car type, fuel type, etc. was not possible, aggregated conversion factors were used for petrol and diesel cars, based on an 'average' car in the government guidance. For vans, the 'Managed Vans; Average; Diesel' was applied.

Energy Efficiency

The following measures were taken to increase energy efficiency in the reporting period:

- Investigation and introduction of computer-based systems to help reduce paper usage.
- Continuation of use of web-based video conferencing to help minimise unnecessary travel.
- Inspection of solar panel system (hospice site) to ensure correct operation and efficiency.
- Engagement with staff to reduce energy and water consumption.
- Installation of LED lights during phase refurbishment work and when reactive work is required.
- Investigation into feasibility of rainwater harvesting system (hospice).
- Support and review our ongoing initiatives with local authorities/partners that reduce waste going to landfill; Humber Wood (waste wood), Electrical Reuse (white goods), Reuse (general).
- Continuation of supporting staff to work from home where this is possible.
- Replacement of inefficient water heating plant (hospice).

We will continue with all the above projects and improve monitoring and metering arrangements to help identifed further opportunities.

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:



Philip Daniels
Chair of the Board of Trustees

Date: 29/09/2023

The notes on pages 44 to 75 form part of these financial statements.

Independent Auditor's Report

to the members of Dove House Hospice Limited

We have audited the financial statements of Dove House Hospice Limited (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2023, which comprise the consolidated statement of financial activities, the consolidated balance sheet, the company balance sheet, the consolidated statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2023, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the group and parent charitable company through discussions with management and trustees, and from our knowledge and experience of this organisation;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the group and parent charitable company, including the Charities Act 2011, the Companies Act 2006, data protection, health and safety legislation, the Gambling Act 2005, CQC regulations, Ofsted and employment law;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and trustees;
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit of the group and parent charitable company.

We assessed the susceptibility of the group and parent charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by;

- making enquiries of management and trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

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

- performed analytical procedures to identify any unusual or unexpected variances;
- tested journal entries to identify unusual transactions;
- assessed whether judgments and assumptions made in determining the accounting estimates set out in note 2 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

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

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Jane Marshall (Senior statutory auditor)

BHP LLP

for and on behalf of

BHP LLP
Statutory Auditor
Rievaulx House
1 St Mary's Court
York
YO24 1AH

Date: 18th October 2023

Consolidated Statement of Financial Activities (Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Endowment funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
Income from:						
Donations and legacies:	3					
Donations & gifts		**359,480**	**149,367**	-	**508,847**	478,630
Legacies		**931,360**	-	-	**931,360**	926,426
Donations - Retail		**1,361,480**	-	-	**1,361,480**	811,476
Grants		**12,752**	-	-	**12,752**	154,710
Charitable activities	4	**1,215,161**	-	-	**1,215,161**	1,556,545
Activities for generating funds	6	**6,813,263**	-	-	**6,813,263**	6,931,391
Investments		**68,496**	-	-	**68,496**	22,417
Other income	8	-	-	-	-	10,000
Total income		**10,761,992**	**149,367**	-	**10,911,359**	10,891,595
Expenditure on:						
Raising funds:	9,10					
Donations and gifts		**2,586**	**127,578**	-	**130,164**	77,929
Trading costs		**5,844,480**	-	-	**5,844,480**	5,671,149
Investment management fees		**2,840**	-	-	**2,840**	-
Charitable activities	11	**4,143,890**	**114,344**	-	**4,258,234**	3,953,970
Total expenditure		**9,993,796**	**241,922**	-	**10,235,718**	9,703,048
Net income before net gains on investments		**768,196**	**(92,555)**	-	**675,641**	1,188,547
Net (losses)/gains on investments	19	**(19,556)**	-	**(1,099)**	**(20,655)**	14,937
Net movement in funds		**748,640**	**(92,555)**	**(1,099)**	**654,986**	1,203,484

Consolidated Statement of Financial Activities (Incorporating Income and Expenditure Account) (continued)

FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Endowment funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
Reconciliation of funds:						
Total funds brought forward as previously stated		**14,339,543**	**4,109,235**	**29,035**	**18,477,813**	17,278,990
Prior year adjustment	23	**35,570**	**-**	**-**	**35,570**	30,909
Total funds brought forward as restated		**14,375,113**	**4,109,235**	**29,035**	**18,513,383**	17,309,899
Net movement in funds		**748,640**	**(92,555)**	**(1,099)**	**654,986**	1,203,484
Total funds carried forward		**15,123,753**	**4,016,680**	**27,936**	**19,168,369**	18,513,383

The Consolidated Statement of Financial Activities complies with the requirements for an income and expenditure account under the Companies Act 2006 and includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.





Consolidated Balance Sheet

AS AT 31 MARCH 2023

	Note		2023 £		As restated 2022 £
Fixed assets					
Intangible assets	17		**11,667**		31,667
Tangible assets	18		**10,647,069**		10,730,335
Investments	19		**2,291,964**		277,249
			12,950,700		11,039,251
Current assets					
Stocks	20	**95,264**		75,246	
Debtors	21	**963,353**		891,835	
Cash at bank and in hand		**5,777,791**		7,407,795	
		6,836,408		8,374,876	
Creditors: amounts falling due within one year	22	**(615,434)**		(897,439)	
Net current assets			**6,220,974**		7,477,437
Total assets less current liabilities			**19,171,674**		18,516,688
Provisions for liabilities			**(3,305)**		(3,305)
Total net assets			**19,168,369**		18,513,383
Charity funds					
Endowment funds	24		**27,936**		29,035
Restricted funds	24		**4,016,680**		4,109,235
Unrestricted funds					
Designated funds	24	**3,200,000**		3,200,000	
General funds	24	**11,808,092**		11,045,392	
Revaluation reserve	24	**115,661**		129,721	
Total unrestricted funds	24		**15,123,753**		14,375,113
Total funds			**19,168,369**		18,513,383

Consolidated Balance Sheet (continued)

AS AT 31 MARCH 2023

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Daniels
Chair of the Board of Trustees

Date: 29/09/2023

The notes on pages 44 to 75 form part of these financial statements.







Charitable Company Balance Sheet

AS AT 31 MARCH 2023

	Note		2023 £		2022 £
Fixed assets					
Tangible assets	18		**10,630,829**		10,675,353
Investments			**2,291,965**		277,250
			12,922,794		10,952,603
Current assets					
Stocks	20	**32,698**		28,044	
Debtors	21	**1,050,572**		973,586	
Cash at bank and in hand		**5,711,613**		7,326,955	
		6,794,883		8,328,585	
Creditors: amounts falling due within one year	22	**(549,308)**		(803,375)	
Net current assets			**6,245,575**		7,525,210
Total net assets			**19,168,369**		18,477,813
Charity funds					
Endowment funds	24		**27,936**		29,035
Restricted funds	24		**4,016,680**		4,109,235
Unrestricted funds					
Designated funds	24	**3,200,000**		3,200,000	
General funds	24	**11,923,753**		11,139,543	
Total unrestricted funds	24		**15,123,753**		14,339,543
Total funds			**19,168,369**		18,477,813

Charitable Company Balance Sheet (continued)

AS AT 31 MARCH 2023

The charitable company has taken advantage of the exemption allowed under s408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements. The net movement in funds for the year for the charitable company was £690,556 (2022 - £1,237,049).

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Daniels
Chair of the Board of Trustees

Date: 29/09/2023

The notes on pages 44 to 75 form part of these financial statements.





Consolidated Statement of Cash Flows

FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	As restated 2022 £
Cash flows from operating activities			
Net cash provided by operating activities	28	**719,423**	1,812,156
Cash flows from investing activities			
Interest received		**68,496**	22,417
Proceeds from the sale of tangible fixed assets		**15,314**	3,292
Purchase of tangible fixed assets		**(397,867)**	(212,448)
Proceeds from sale of investments		**18,527**	-
Purchase of investments		**(1,393,103)**	(58,070)
Net cash used in investing activities		**(1,688,633)**	(244,809)
Change in cash and cash equivalents in the year		**(969,210)**	1,567,347
Cash and cash equivalents at the beginning of the year		**7,422,217**	5,854,870
Cash and cash equivalents at the end of the year	29	**6,453,007**	7,422,217





Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

1.1 Basis of preparation of financial statements

Dove House Hospice Limited is a company limited by guarantee, established in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is given in the administration and reference details section of the Directors' Report on page 3 of these financial statements. The nature of the charity's operations and principal activities are fully detailed in the directors' report.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The group financial statements consolidate the financial statements of the charity and its subsidiary undertaking, Dove House Trading Limited, at 31 March 2023 using acquisition accounting.

The charitable company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements.

1.2 Going concern

As part of their assessment of the going concern basis of preparation, the trustees have considered the impact of current and recent events on the group and parent charitable company's activities and workforce, as well as the wider economy and on the forecasted income for the year to 31 March 2024. They have also considered the period up to 12 months from the signing of the accounts. The trustees are confident that they have in place plans to deal with any financial losses that may arise.

At the time of approving the financial statements, the trustees have a reasonable expectation that the group and parent charitable company have adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees continue to adopt the going concern basis in preparing the financial statements.

1. Accounting policies (continued)

1.3 Income

a) Income from donors and supporters

Cash donations and gifts are included in full in the statement of financial activities as they are received. Legacies are accounted for on an accruals basis. Cash collected at special fundraising events is included in the statement of financial activities gross. Significant non cash donations are included in the statement of financial activities at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Legacy income is generally recognised when received. However, legacies are also recognised as a debtor before receipt if there is sufficient evidence regarding:

i) the charity's entitlement to such income,
ii) the certainty of receipt, and
iii) measurement at a reliable monetary value.

Legacies which the charity has been notified of but which do not yet meet the above criteria are monitored and will be recognised at such time when the criteria are met. The total of all such unrecognised items at the year end is included in the notes to the accounts.

b) Other operating income

All other income is accounted for on an accruals basis.

c) Investment income

Bank interest is included in the statement of financial activities on an accruals basis.

Dividends are included in the statement of financial activities when they are received, at an amount which includes the tax credit recoverable from the HM Revenue & Customs.

Grants are included in the consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

1.4 Expenditure

Expenditure is accounted for on an accruals basis and includes attributable VAT which cannot be recovered. When expenditure is incurred relating to more than one cost category, the expenditure is apportioned over all relevant headings. The basis of apportionment used reflects the time and resources exerted under specific headings.

1. Accounting policies (continued)

1.4 Expenditure (continued)

a) Cost of generating funds
Cost of generating funds includes all costs relating to the raising of the charity's income.

b) Fundraising and publicity
Fundraising and publicity includes the cost of raising the charity's voluntary contributions together with raising public awareness to the charity's objectives.

c) Direct charitable activities
Direct charitable activities include the direct costs of the charitable activities and depreciation on related assets.

d) Support costs
Support costs include the cost of supporting the expenditure on the objects of the charity. Support costs have been apportioned on the basis of staff time working on each activity.

e) Governance
Governance includes the cost of essential central administration principally concerning the overall management of the charity's affairs, including compliance with constitutional and statutory requirements.

1.5 Intangible assets and amortisation

Intangible assets consist of goodwill, being the amount paid in connection with the acquisition of a business in 2019.

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation is provided on intangible assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life.

The estimated useful lives are as follows:

Goodwill	-	5 years

1. Accounting policies (continued)

1.6 Tangible fixed assets and depreciation

Tangible fixed assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 2%
Leasehold improvements	- over period of lease
Plant and equipment	- 20-25%
Motor vehicles	- 25%
Fixtures and fittings	- 10%

1.7 Investments

Stocks and shares quoted on a recognised stock exchange are included in the balance sheet at their mid-market value at the year end. The variances between market value and the original cost or annual revaluation of the investments are shown as unrealised investment gains or losses.

The differences between the original cost or annual valuation and the proceeds of investments disposed of are shown as a gain/(loss) in the statement of financial activities.

Investments in subsidiaries are valued at cost.

Investments held as fixed assets are shown at cost less provision for impairment.

1.8 Stocks

Stocks are stated at the lower of cost and net realisable value, being the estimated selling price less costs to complete and sell. Cost represents that expenditure which has been incurred in the normal course of business in bringing the product or service to its present location and condition.

At each balance sheet date, stocks are assessed for impairment. If stock is impaired, the carrying amount is reduced to its selling price less costs to complete and sell. The impairment loss is recognised immediately in profit or loss.

Donated items of stock for resale are not included in the financial statements until they are sold as the Directors consider it impractical to assess the amount of donated stock held as there is no system in place to record these items or value them until they are sold. The value of these goods to the charity is instead recognised when they are sold in the shops.

1. Accounting policies (continued)

1.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.10 Cash at bank and in hand

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

1.11 Liabilities

Liabilities and provisions are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charitable company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

1.12 Deferred taxation

Deferred tax liabilities are generally recognised for all timing differences and deferred tax assets are recognised to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits. Such assets and liabilities are not recognised if the timing difference arises from goodwill or from the initial recognition of other assets and liabilities in a transaction that affects neither the tax profit nor the accounting profit.

The carrying amount of deferred tax assets is reviewed at each reporting end date and reduced to the extent that it is no longer probable that sufficient taxable profits will be available to allow all or part of the asset to be recovered. Deferred tax is calculated at the tax rates that are expected to apply in the period when the liability is settled or the asset is realised. Deferred tax is charged or credited in the profit and loss account, except when it relates to items charged or credited directly to equity, in which case the deferred tax is also dealt with in equity. Deferred tax assets and liabilities are offset when the company has a legally enforceable right to offset current tax assets and liabilities and the deferred tax assets and liabilities relate to taxes levied by the same tax authority.

1.13 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight line basis over the lease term.

1. Accounting policies (continued)

1.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charitable company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Endowment funds are held on trust to be retained for the benefit of the charity as a capital fund. The funds represent the net book value of the investments held and donated on the closure of the Sutton War Memorial fund. Income from these funds is used for the welfare of people from Sutton.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

1.15 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Trust is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.16 Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

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

2. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charitable company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Depreciation of tangible assets

Depreciation policies have been set according to management's experience of the useful lives and residual values of the assets in each category, something which is reviewed annually.

Legacies

Legacy income is recognised when notification has been received from the solicitors, legal entitlement to the funds has been established and sufficient information is available to allow the entitlement to be reliably estimated and measured.





Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

3. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
General donations	276,842	149,367	**426,209**	388,561
Tax refunds	82,638	-	**82,638**	87,120
Retail gift aid scheme donations	1,361,480	-	**1,361,480**	811,476
Donations and gifts	-	-	**-**	2,949
Legacies	931,360	-	**931,360**	926,426
Grants	12,752	-	**12,752**	154,710
	2,665,072	149,367	**2,814,439**	2,371,242
Total 2022	2,213,420	157,822	2,371,242	

4. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Support for patient care	1,246	-	**1,246**	21,369
Grants for providing care (note 5)	1,059,292	-	**1,059,292**	1,228,902
COVID-19 support (note 7)	-	-	**-**	151,565
Training	62,049	-	**62,049**	93,446
Sales of goods/services	92,574	-	**92,574**	61,263
	1,215,161	-	**1,215,161**	1,556,545
Total 2022	1,421,332	135,213	1,556,545	

5. Grants for providing care

	2023 £	2022 £
National Health service - grants	**1,034,247**	1,205,712
National Health service - pension funding	**8,320**	8,071
Social Services	**16,725**	15,119
	1,059,292	1,228,902

6. Income from other trading activities

Activities for generating funds

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Retail sales	4,091,117	**4,091,117**	3,962,388
Lottery income	1,105,322	**1,105,322**	1,111,607
Fundraising	753,973	**753,973**	800,795
Nursery income	856,501	**856,501**	807,170
Rental income	6,350	**6,350**	88,790
COVID-19 support (note 7)	-	**-**	160,641
	6,813,263	**6,813,263**	6,931,391
Total 2022	6,931,391	6,931,391	

7. COVID-19 support

During the year the group received £nil (2022: £271,511) of COVID-19 support. Of this, £nil (2022: £151,565) is within charitable activities income made up of staff furlough grants of £nil (2022: £16,352) and NHSE funding of £nil (2022: £135,213). There is £nil (2022: £160,641) within fund generating activities made up of retail grants of £nil (2022: £108,673) and staff furlough grants of £nil (2022: £51,968).

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

8. Other income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Insurance claim	-	-	10,000
Total 2022	10,000	10,000	

9. Expenditure on raising funds

Costs of generating voluntary income

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations and gifts	2,586	127,578	**130,164**	77,929
Total 2022	17	77,912	77,929	





9. Expenditure on raising funds (continued)

Trading: costs of goods sold and other costs

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Retail	3,807,784	**3,807,784**	3,622,593
Lottery	614,950	**614,950**	609,045
Fundraising	449,821	**449,821**	524,224
Training	55,656	**55,656**	57,398
Catering	44,568	**44,568**	41,172
Nursery	871,701	**871,701**	816,717
	5,844,480	**5,844,480**	5,671,149
Total 2022	5,671,149	5,671,149	

10. Investment management costs

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Investment management fees	2,840	**2,840**	-

11. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Patient care	3,925,786	111,889	**4,037,675**	3,747,912
Day therapy	3,936	2,455	**6,391**	6,269
Catering	214,168	-	**214,168**	199,789
	4,143,890	114,344	**4,258,234**	3,953,970
Total 2022	3,643,037	310,933	3,953,970	

	Direct costs 2023 £	Support costs (note 12) 2023 £	Total funds 2023 £	Total funds 2022 £
Patient care	3,323,799	713,876	**4,037,675**	3,747,912
Day therapy	6,391	-	**6,391**	6,269
Catering	214,168	-	**214,168**	199,789
	3,544,358	713,876	**4,258,234**	3,953,970
Total 2022	3,266,080	687,890	3,953,970	

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

. **Analysis of expenditure by activities (continued)**

Analysis of direct costs

	Patient care 2023 £	Day therapy 2023 £	Catering 2023 £	**Total funds 2023 £**	Total funds 2022 £
Depreciation	345,827	5,963	-	**351,790**	338,527
Salaries, fees and pensions	2,501,894	-	124,926	**2,626,820**	2,426,420
Catering provisions	-	-	88,917	**88,917**	74,695
Cleaning and laundry expenses	14,794	-	-	**14,794**	15,492
Medical equipment and supplies	99,573	-	-	**99,573**	95,584
Advertising events and promotion	32,158	-	-	**32,158**	29,205
Sundry expenses	43,093	418	325	**43,836**	12,014
Motor and travel	7,996	10	-	**8,006**	8,610
Rent and rates	18,745	-	-	**18,745**	21,215
Light and heat	118,063	-	-	**118,063**	104,328
Insurance	44,731	-	-	**44,731**	41,024
Repairs and renewals	96,925	-	-	**96,925**	98,966
	3,323,799	6,391	214,168	**3,544,358**	3,266,080
Total 2022	3,060,022	6,269	199,789	3,266,080	





12. Support costs

	2023 £	2022 £
Salaries, fees and pensions	**488,126**	473,110
Back up services	**2,536**	2,537
Cleaning and laundry expenses	**3,439**	3,588
Telephone and internet	**25,371**	25,239
Printing, stationery and postage	**24,257**	14,830
Advertising, events and promotion	**24,860**	59,372
Sundry expenses	**32,382**	4,952
Motor and travel	**2,794**	1,985
Rent and rates	**4,484**	5,065
Light and heat	**27,828**	24,565
Insurance	**5,751**	6,131
Repairs and renewals	**44,312**	47,466
Legal and professional	**1,917**	1,495
Bank charges	**32,784**	29,923
Depreciation	**22,519**	16,957
	743,360	717,215

The above costs have been allocated between expenses headings as follows:

	2023 £	2022 £
Costs of generating funds		
Fundraising and publicity	**5,897**	5,865
Retail costs	**17,690**	17,595
Lottery	**5,897**	5,865
Charitable activities		
Patient care	**713,876**	687,890
	743,360	717,215

The above allocation is based on staff time spent undertaking activities in each area.

13. Staff costs

The costs incurred by the group were as follows:

	2023 £	2022 £
Salaries and fees	**5,680,704**	5,570,968
National insurance costs	**407,172**	366,462
Pension contributions	**387,425**	386,273
	6,475,301	6,323,703

The average number of persons employed by the charitable group during the year was as follows:

	Group 2023 No.	Group 2022 No.
Medical	**64**	64
Admin and support	**43**	43
Income generation	**192**	207
	299	314

The average headcount expressed as full-time equivalents was:

	Group 2023 No.	Group 2022 No.
Medical	**43**	41
Admin and support	**33**	34
Income generation	**145**	163
	221	238

. **Staff costs (continued)**

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2023 No.	Group 2022 No.
In the band £60,001 - £70,000	**1**	1
In the band £70,001 - £80,000	**1**	-
In the band £80,001 - £90,000	**1**	1

Total remuneration for key management personnel, including employer's national insurance and employers pension contributions, is £330,596 (2022: £321,208). Amounts were also paid for services provided externally in relation to a member of key management of £123,073 (2022: £117,120).

Staff redundancy and termination payments in the year amounted to £nil (2022: £62,519).

14. Trustees' remuneration

The directors (trustees) were not entitled to and did not receive any remuneration from the charity during the current or previous year. Expenses totalling £573 (2022: £nil) were incurred on behalf of 1 trustee relating to attendance at the Hospice UK National 3 day conference.

15. Net income/(expenditure)

This is stated after charging:

	2023 £	2022 £
Depreciation of tangible fixed assets: - owned by the charity	481,133	452,427
Operating lease payments - land and buildings	320,085	338,527
Auditor's remuneration - audit	21,170	17,470
Auditor's remuneration - non-audit services	7,395	4,670

16. Material notified legacies

The charity has been notified of legacies with an estimated value totalling £1,087,753 (2022: £499,919) which are not recognised within the statement of financial activities, as at the balance sheet date these legacies fail to meet one or more of the recognition criteria.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

17. Intangible assets

Group

	Goodwill £
Cost	
At 1 April 2022	**100,000**
At 31 March 2023	**100,000**
Amortisation	
At 1 April 2022	**68,333**
Charge for the year	**20,000**
At 31 March 2023	**88,333**
Net book value	
At 31 March 2023	**11,667**
At 31 March 2022	31,667





18. Tangible fixed assets

Company

	Freehold property £	Leasehold improvements £	Plant and equipment £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation						
At 1 April 2022	**14,434,187**	**1,630,073**	**1,837,227**	**221,797**	**422,688**	**18,545,972**
Additions	**88,411**	**174,263**	**78,865**	**31,000**	**25,328**	**397,867**
Disposals	**-**	**-**	**-**	**(20,700)**	**-**	**(20,700)**
At 31 March 2023	**14,522,598**	**1,804,336**	**1,916,092**	**232,097**	**448,016**	**18,923,139**
Depreciation						
At 1 April 2022	**4,142,996**	**1,487,536**	**1,643,014**	**180,130**	**361,961**	**7,815,637**
Charge for the year	**282,989**	**69,955**	**80,128**	**22,519**	**25,542**	**481,133**
On disposals	**-**	**-**	**-**	**(20,700)**	**-**	**(20,700)**
At 31 March 2023	**4,425,985**	**1,557,491**	**1,723,142**	**181,949**	**387,503**	**8,276,070**
Net book value						
At 31 March 2023	**10,096,613**	**246,845**	**192,950**	**50,148**	**60,513**	**10,647,069**
At 31 March 2022	10,291,191	142,537	194,213	41,667	60,727	10,730,335

18. Tangible fixed assets (continued)

Company

	Freehold property £	Leasehold improvements £	Plant and equipment £	Motor vehicles £	Fixtures and fittings £	Total £
Cost or valuation						
At 1 April 2022	**14,434,187**	**1,553,398**	**1,810,029**	**221,797**	**330,047**	**18,349,458**
Additions	**88,411**	**174,263**	**78,865**	**31,000**	**25,328**	**397,867**
Disposals	**-**	**-**	**-**	**(20,700)**	**-**	**(20,700)**
At 31 March 2023	**14,522,598**	**1,727,661**	**1,888,894**	**232,097**	**355,375**	**18,726,625**
Depreciation						
At 1 April 2022	**4,142,996**	**1,432,625**	**1,621,734**	**180,130**	**296,620**	**7,674,105**
Charge for the year	**282,989**	**54,620**	**75,958**	**22,519**	**6,305**	**442,391**
On disposals	**-**	**-**	**-**	**(20,700)**	**-**	**(20,700)**
At 31 March 2023	**4,425,985**	**1,487,245**	**1,697,692**	**181,949**	**302,925**	**8,095,796**
Net book value						
At 31 March 2023	**10,096,613**	**240,416**	**191,202**	**50,148**	**52,450**	**10,630,829**
At 31 March 2022	10,291,191	120,773	188,295	41,667	33,427	10,675,353

19. Investments

	2023 £	2022 £
Group		
Listed investments	**1,616,748**	262,827
Cash or cash equivalents	**675,216**	14,422
	2,291,964	277,249

Group	Listed investments £	Cash held in investment portfolio £	Total £
Cost or valuation			
At 1 April 2022	**262,827**	**14,422**	**277,249**
Additions	**1,393,103**	**-**	**1,393,103**
Disposals	**(18,527)**	**-**	**(18,527)**
Revaluations	**(20,655)**	**-**	**(20,655)**
Cash movements	**-**	**660,794**	**660,794**
At 31 March 2023	**1,616,748**	**675,216**	**2,291,964**

Historical cost of listed investments as 31 March 2023 was £1,501,087 (2022: £133,106).

Company	Investments in subsidiary companies £	Listed investments £	Cash held in investment portfolio £	Total £
Cost or valuation				
At 1 April 2022	**1**	**262,827**	**14,422**	**277,250**
Additions	**-**	**1,393,103**	**-**	**1,393,103**
Disposals	**-**	**(18,527)**	**-**	**(18,527)**
Revaluations	**-**	**(20,655)**	**-**	**(20,655)**
Cash movements	**-**	**-**	**660,794**	**660,794**
At 31 March 2023	**1**	**1,616,748**	**675,216**	**2,291,965**

. **Fixed asset investments (continued)**

Principal subsidiaries

The following was a subsidiary undertaking of the charitable company:

Name	Company number	Class of shares	Holding	Included in consolidation
Dove House Trading Limited	03036808	Ordinary	100%	Yes

The financial results of the subsidiary for the year were:

Name	Income £	Expenditure £	Profit for the year £	Net assets £
Dove House Trading Limited	**1,212,823**	**(1,179,408)**	**33,415**	**1**

20. Stocks

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Purchased consumables	**95,264**	75,246	**32,698**	28,044

21. Debtors

	Group 2023 £	Group As restated 2022 £	Company 2023 £	Company 2022 £
Trade debtors	**47,542**	105,931	**18,496**	63,929
Amounts owed by group undertakings	**-**	-	**170,027**	169,355
Other debtors	**200,100**	208,427	**200,100**	208,427
Prepayments and accrued income	**715,711**	577,477	**661,949**	531,875
	963,353	891,835	**1,050,572**	973,586

22. Creditors: Amounts falling due within one year

	Group 2023 £	Group As restated 2022 £	Company 2023 £	Company 2022 £
Trade creditors	**188,697**	157,618	**166,281**	141,668
Corporation tax	**35,942**	35,942	**-**	-
Other taxation and social security	**89,405**	90,420	**89,019**	85,308
Other creditors	**17,115**	43,695	**17,115**	43,695
Accruals and deferred income	**284,275**	569,764	**276,893**	532,704
	615,434	897,439	**549,308**	803,375

	Group 2023 £	Group 2022 £
Deferred income at 1 April 2022	**388,094**	172,743
Resources deferred during the year	**212,832**	388,094
Amounts released from previous periods	**(388,094)**	(172,743)
	212,832	388,094

Deferred income carried forward relates to pre-paid lottery income and funding received from the CCG relating to services to be carried out in the 2023/24 year.

23. Prior year adjustments

A prior year adjustment has been made to the opening profit and loss reserves in relation to Dove House Trading Limited in relation to understatement of debtors and creditors relating to the nurseries and the tax impact of this. The impact of this in the year to 31 March 2021 is an increase in the reserves at this date by £30,909. The impact to the profit and loss account in the prior year to 31 March 2022 is an increase in nursery income by £4,661. The impact to the balance sheet in the year to 31 March 2022 is an increase in debtors by £63,309, trade creditors by £11,207 and corporation tax creditor by £16,532, therefore overall increasing the reserves as at 31 March 2022 by £35,570.

24. Statement of funds

Statement of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted funds						
Designated funds						
Designated funds	**3,200,000**	-	-	-	-	**3,200,000**
General funds						
General fund	**11,009,821**	**9,549,169**	**(8,814,388)**	**83,045**	**(19,556)**	**11,808,091**
Dove House Trading Limited	**35,571**	**1,212,823**	**(1,179,408)**	**(68,985)**	-	**1**
Revaluation reserve	**129,721**	-	-	**(14,060)**	-	**115,661**
	11,175,113	**10,761,992**	**(9,993,796)**	-	**(19,556)**	**11,923,753**
Total Unrestricted funds	**14,375,113**	**10,761,992**	**(9,993,796)**	-	**(19,556)**	**15,123,753**

24. Statement of funds (continued)

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Endowment funds						
Sutton War Memorial	**29,035**	**-**	**-**	**-**	**(1,099)**	**27,936**
Restricted funds						
Dove House Property	**940,400**	**-**	**(42,773)**	**-**	**-**	**897,627**
Bedded unit	**58,437**	**51,586**	**(18,206)**	**-**	**-**	**91,817**
Accessibility quality and improvement	**227,542**	**-**	**(2,746)**	**-**	**-**	**224,796**
Day therapy (Hospice)	**2,040**	**383**	**(2,455)**	**-**	**-**	**(32)**
Breast cancer relief	**7,888**	**-**	**-**	**-**	**-**	**7,888**
Sundry small funds	**41,714**	**37,794**	**(33,309)**	**-**	**-**	**46,199**
Storr legacy	**67,794**	**-**	**(1,992)**	**-**	**-**	**65,802**
New building fund	**2,713,131**	**-**	**(64,378)**	**-**	**-**	**2,648,753**
Support line	**6,142**	**-**	**-**	**-**	**-**	**6,142**
Physiotherapy	**(5,901)**	**-**	**-**	**-**	**-**	**(5,901)**
Echo Project	**50,048**	**59,604**	**(76,063)**	**-**	**-**	**33,589**
	4,109,235	**149,367**	**(241,922)**	**-**	**-**	**4,016,680**
Total of funds	**18,513,383**	**10,911,359**	**(10,235,718)**	**-**	**(20,655)**	**19,168,369**

24. Statement of funds (continued)

Designated funds
The designated fund represents amount reserved for the reconfiguration of the existing hospice site.

Endowment funds
Funds donated on the closure of the 'Sutton on Hull War Memorial Fund'. Income to be used for the welfare of people from Sutton.

Restricted funds
Dove House Property - Development of hospice and land
Bedded unit - Provision of facilities
Accessibility, quality and improvement - Redevelopment of reception and clinical outpatient rooms
Day therapy (Hospice) - Provision of day therapy facilities
Breast cancer relief - Grant funding for the treatment of breast cancer sufferers
Sundry small funds - Library, finance, maintenance and staff development
Storr legacy - Write down over life of conservatories provided
New building fund - Development of new facilities
Support line - Development of a palliative care advice line
Physiotherapy - Ongoing support for Physiotherapy and Rehabilition services.
ECHO Project - Funding to develop communities of practice through video technology
Hospice UK/ NHSE fund - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April to July 2020, November 2020 to March 2021 and December 2021 to March 2022, to support people with complex needs in the context of the COVID-19 situation.

Restricted funds are funds that can only be used for the particular restricted purpose within the objects of the fund, as stated above. Income may be restricted when specified by the donor or when funds are raised for a specific restricted purpose. Such income is allocated to a restricted fund.

Resources expended on the above funds represent expenditure incurred in fulfilling the specific objects of the fund. In the case of revenue expenditure this is charged to the fund as incurred. In the case of capital expenditure, the asset is capitalised as a fixed asset. The subsequent depreciation charge is then transferred to the particular restricted fund as to write off the asset over its useful economic life.

Transfers:
The transfer to general funds from Dove House Trading Limited fund relates to the gift aid payment made in relation to profits made by the trading subsidiary.

The transfer to endowment funds in 2022 relates to prior year gains on investments that had been allocated to unrestricted funds such that the year end value of the fund agrees to that of the CCLA investment, being Sutton War Memorial.

The transfer to the revaluation reserve represents the difference between the market value of the investments at 31 March 2023 and their cost.

The transfer in the prior year to designated funds represents amounts reserved for the reconfiguration of the existing hospice site.

24. Statement of funds (continued)

Statement of funds - prior year

	As restated Balance at 1 April 2021 £	As restated Income £	As restated Expenditure £	As restated Transfers in/out £	Gains/ (Losses) £	As restated Balance at 31 March 2022 £
Unrestricted funds						
Designated funds						
Designated funds	2,000,000	-	-	1,200,000	-	3,200,000
General funds						
General fund	11,021,483	9,438,671	(8,262,963)	(1,200,000)	12,630	11,009,821
Dove House Trading Limited	69,136	1,159,889	(1,051,240)	(142,214)	-	35,571
Revaluation reserve	-	-	-	129,721	-	129,721
	11,090,619	10,598,560	(9,314,203)	(1,212,493)	12,630	11,175,113
Total Unrestricted funds	13,090,619	10,598,560	(9,314,203)	(12,493)	12,630	14,375,113
Endowment funds						
Sutton War Memorial	14,235	-	-	12,493	2,307	29,035

24. Statement of funds (continued)

	As restated Balance at 1 April 2021 £	As restated Income £	As restated Expenditure £	As restated Transfers in/out £	Gains/ (Losses) £	As restated Balance at 31 March 2022 £
Restricted funds						
Dove House Property	983,173	-	(42,773)	-	-	940,400
Bedded unit	65,050	27,629	(34,242)	-	-	58,437
Accessibility quality and improvement	230,288	-	(2,746)	-	-	227,542
Day therapy (Hospice)	4,195	300	(2,455)	-	-	2,040
Breast cancer relief	7,888	-	-	-	-	7,888
Sundry small funds	38,932	35,792	(33,010)	-	-	41,714
Storr legacy	67,794	-	-	-	-	67,794
New building fund	2,777,509	-	(64,378)	-	-	2,713,131
Support line	6,142	-	-	-	-	6,142
Physiotherapy	(5,901)	-	-	-	-	(5,901)
Hospice UK/ NHSE fund	-	135,213	(135,213)	-	-	-
Echo Project	29,975	94,101	(74,028)	-	-	50,048
	4,205,045	293,035	(388,845)	-	-	4,109,235
Total of funds	17,309,899	10,891,595	(9,703,048)	-	14,937	18,513,383

25. Summary of funds

Summary of funds - current year

	As restated Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	**3,200,000**	**-**	**-**	**-**	**-**	**3,200,000**
General funds	**11,175,113**	**10,761,992**	**(9,993,796)**	**-**	**(19,556)**	**11,923,753**
Endowment funds	**29,035**	**-**	**-**	**-**	**(1,099)**	**27,936**
Restricted funds	**4,109,235**	**149,367**	**(241,922)**	**-**	**-**	**4,016,680**
	18,513,383	**10,911,359**	**(10,235,718)**	**-**	**(20,655)**	**19,168,369**

Summary of funds - prior year

	As restated Balance at 1 April 2021 £	As restated Income £	As restated Expenditure £	As restated Transfers in/out £	Gains/ (Losses) £	As restated Balance at 31 March 2022 £
Designated funds	2,000,000	-	-	1,200,000	-	3,200,000
General funds	11,090,619	10,598,560	(9,314,203)	(1,212,493)	12,630	11,175,113
Endowment funds	14,235	-	-	12,493	2,307	29,035
Restricted funds	4,205,045	293,035	(388,845)	-	-	4,109,235
	17,309,899	10,891,595	(9,703,048)	-	14,937	18,513,383

26. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Endowment funds 2023 £	Total funds 2023 £
Tangible fixed assets	6,810,123	3,836,946	-	**10,647,069**
Intangible fixed assets	11,667	-	-	**11,667**
Fixed asset investments	2,264,028	-	27,936	**2,291,964**
Current assets	6,656,674	179,734	-	**6,836,408**
Creditors due within one year	(615,434)	-	-	**(615,434)**
Provisions for liabilities and charges	(3,305)	-	-	**(3,305)**
Total	15,123,753	4,016,680	27,936	**19,168,369**

Analysis of net assets between funds - prior year

	As restated Unrestricted funds 2022 £	Restricted funds 2022 £	Endowment funds 2022 £	As restated Total funds 2022 £
Tangible fixed assets	6,777,064	3,953,271	-	10,730,335
Intangible fixed assets	31,667	-	-	31,667
Fixed asset investments	248,214	-	29,035	277,249
Current assets	8,218,912	155,964	-	8,374,876
Creditors due within one year	(897,439)	-	-	(897,439)
Provisions for liabilities and charges	(3,305)	-	-	(3,305)
Total As restated	14,375,113	4,109,235	29,035	18,513,383

27. Related party transactions

Dove House Trading Limited is the wholly owned subsidiary of Dove House Hospice Limited. During the year the charity recharged wage costs of £742,881 (2022: £724,948), charged commission of £13,666 (2022: £8,214) and charged a management fee of £21,500 (2022: £18,500) to the subsidiary company. At the year end, amounts owed to Dove House Hospice Limited were £170,027 (2022: £169,355).

The Head of Fundraising, Laura Sadler, is the wife of Chris Sadler who is the Chief Executive and a member of the Executive Leadership Team. As such she is considered to be a related party. During the period she received remuneration for her employment of £39,772 (2022: £36,442).

28. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	Group As restated 2022 £
Net income for the year (as per Statement of Financial Activities)	**654,986**	1,203,484
Adjustments for:		
Depreciation charges	**481,133**	452,427
Amortisation charges	**20,000**	20,000
Gains/(losses) on investments	**20,655**	(14,937)
Interest received	**(68,496)**	(22,417)
Profit on the sale of fixed assets	**(15,314)**	(3,292)
(Increase)/decrease in stocks	**(20,018)**	22,159
Increase in debtors	**(71,518)**	(49,888)
(Decrease)/increase in creditors	**(282,005)**	204,620
Net cash provided by operating activities	**719,423**	1,812,156

29. Analysis of cash and cash equivalents

	Group 2023 £	Group As restated 2022 £
Cash in hand	**5,777,791**	7,407,795
Investment cash	**675,216**	14,422
Total cash and cash equivalents	**6,453,007**	7,422,217

30. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	**7,407,795**	**(1,630,004)**	**5,777,791**
	7,407,795	**(1,630,004)**	**5,777,791**

31. Pension commitments

The company operates various defined contribution pension schemes for its employees. The pension cost charges represent contributions payable by the company and amounted to £387,425 (2022: £386,273). There were no contributions outstanding or prepaid at 31 March 2023 or 31 March 2022.

32. Operating lease commitments

At 31 March 2023 the Group and the charitable company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Not later than 1 year	**246,971**	219,867	**246,971**	219,867
Later than 1 year and not later than 5 years	**278,596**	246,879	**278,596**	246,879
Later than 5 years	**151,667**	2,750	**151,667**	2,750
	677,234	469,496	**677,234**	469,496

33. Post balance sheet events

The Humber Wood Recycling Project has made a significant loss in the current year. Although improvements have been made these have not been sufficient to bring Humber Wood back into profit and therefore at the Dove House Hospice Trading Limited meeting in June 2023 a decision was made to close down this project. At this moment in time we cannot provide an accurate estimate of the financial effect this will have on the trading company.









Get in touch

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dovehouse hospice
caring for people with a life limiting illness

Dove House Hospice Limited a company limited by guarantee.
Registered office: Dove House Hospice, Chamberlain Road, Hull, HU8 8DH.
Registered in England and Wales Company number: 01498747
Registered Charity Number: 509551

DOVE HOUSE HOSPICE LIMITED

England & Wales - Charity number 509551

Accounts

Trustees' Report and Financial Statements

March 2022

dovehouse hospice

caring for people with a life limiting illness







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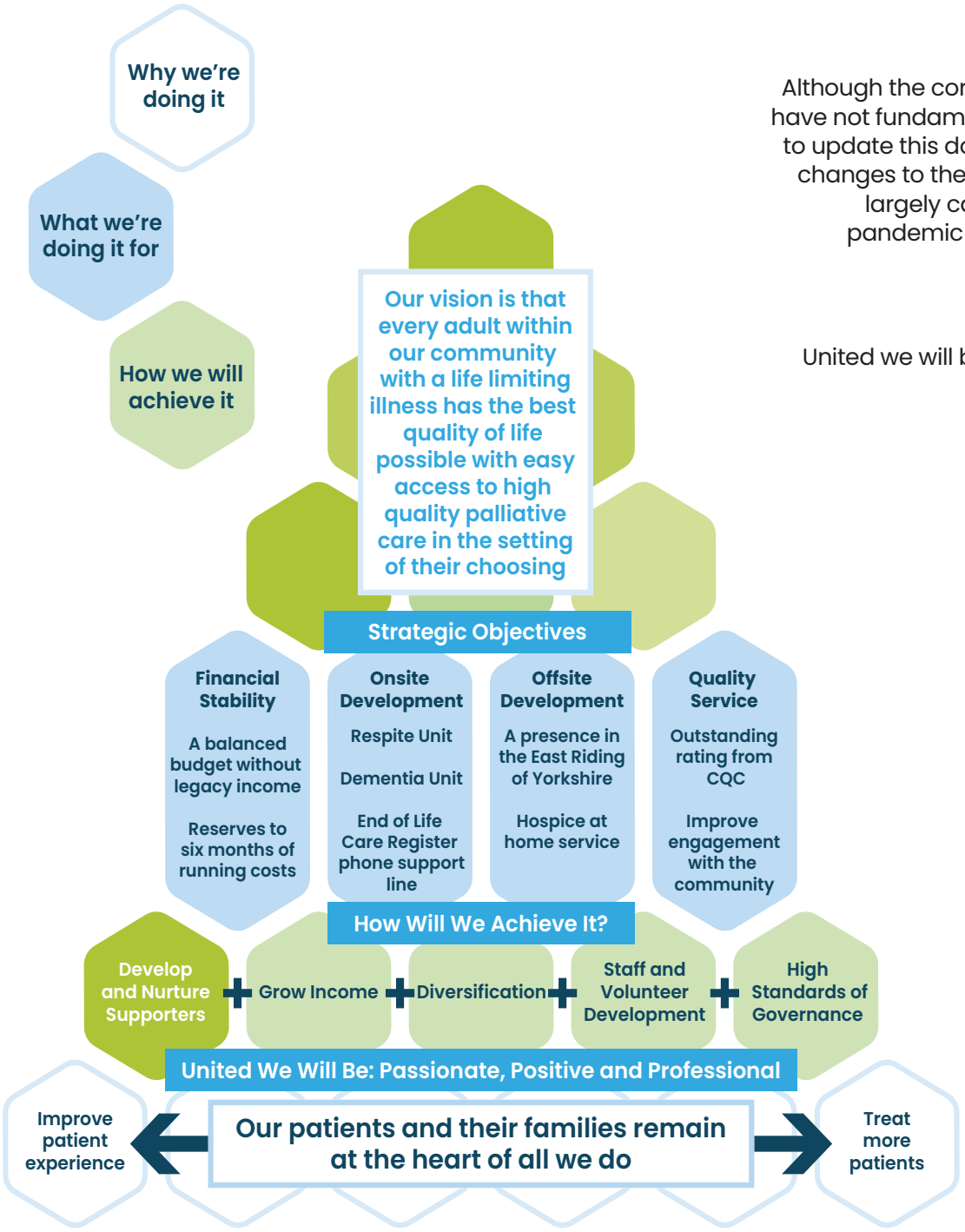
Vision, Strategy and Values

Our Vision and Strategy

Although the core aims of the strategy have not fundamentally changed, work to update this document in light of the changes to the external environment largely caused by the Covid-19 pandemic is now well underway.

Our Values

United we will be Passionate, Positive and Professiona.l



Welcome from the Chief Executive and Chair





Chris Sadler
Chief Executive



Philip Daniels
Chair of the Board of Trustees

Thank you

Everyone involved at Dove House should be proud of the important part we play in the local healthcare system and the difference we make to patients and their families in Hull and the East Riding of Yorkshire. The Trustees Report and Financial Statements provide detailed information on our financial position, celebrate our work over the past year but also look forward to some of our future plans in the years ahead. Sincere thanks to all our dedicated, passionate and professional staff, volunteers and trustees for their unwavering support over the past year and to all our supporters for their amazing generosity.

A year of transition

It is a privilege to once again report and reflect on another challenging but rewarding year at Dove House, a year where we focus on our post Covid-19 financial recovery, but also look at the progress we have made to reopen some of our drop in and community services which have been severely affected by the pandemic. The transition in our funding model from a reliance on Covid support schemes back to our conventional fundraising activities has been a great success and testimony to all our supporters and those employed in raising the vital funds to sustain Dove House. This has allowed our core services to continue delivering outstanding care across the community and to provide reassurance around our commitment to running our full range of services as we move into the new financial year.

Statutory Funds

However, our ability to raise funds should not mask the chronic underfunding of the services from a statutory perspective, with the burden to meet these costs predominantly falling at the door of the community. We are hopeful that the new statutory healthcare framework and the advent of the Integrated Care Boards will address some of the unfairness in how hospice services are commissioned. The Clinical Commissioning Groups have now been replaced by the recently formed Humber and North Yorkshire Health and Care Partnership, which should deliver, not just a coordinated approach to health and care, but also an equitable and sustainable level of funding for hospice care that is reflective of the activity and services provided. Only with a fair system of funding can we as an organisation look to develop our strategic 5-year plan with some certainty around our services and ambitions.

Services

We talked in last year's trustee's report about the important work we have been doing with all our stakeholders to help shape our care and services in the future. Although covid has delayed some of this work, we are close to completing this project which will help shape our thinking as we look to develop our long-term strategic plan. What is clear is the inequalities of access to specialist palliative care across the region with an increased need and demand for these specialist services in the community. As an organisation we have to acknowledge the burden of care that exists for families living at home and in care home settings. So, our approach will try and address the imbalance in our care model as we look to provide a more comprehensive and responsive level of support to patients in community settings something that will only be achievable with additional statutory funding.

Redevelopment Plans

Throughout the past year the demand on our inpatient unit and the services provided at the hospice site has been at unprecedented levels, a demand we have been unable to meet due to a number of factors. The original hospice was built and completed in 1991 and although there have been additions and modifications, structurally the main inpatient unit remains the same. At present we only have 5 single rooms in a unit with 21 beds, which has become a major barrier with referrals. There is little or no natural light in the majority of our bedrooms, access to outside space is limited and we have little capacity to develop and expand services in the future. So, over the past year we have engaged with Architects to address all the issues with our current site. Our building plans are ambitious but exciting (see page 29) as we look to provide a modern-day hospice facility that meets the ever-increasing demands with flexibility to develop services in the future.

Nick's story

"When going to Dove House was first mentioned to us we had no idea what they had to offer. Dad was in pain so we knew we needed help but, like so many people, **we thought that a hospice was a place you just go to die.** We were nervous to go into Dove House.

During the pandemic was a worrying time to need support for Dad but every single aspect of Dove House was fantastic. **We could never have imagined the support we would instantly be surrounded with.**

Dad has Chronic Obstructive Pulmonary Disease (COPD) but we had no idea what stage his illness was at and we really didn't know what was going to happen. As soon as Dad went to Dove House the doctors could see he was struggling more than he should have been and within such a short time of first coming through the doors Dad was on oxygen and his pain was easing.

Dad spent eight lovely weeks at the hospice and we only have amazing words to say about the care he received. I can't change what is happening to Dad, I just want the best possible care for my loved one like anyone would, and at Dove House he was given just that.

From not knowing what a hospice had to offer to coming away saying it's all brilliant is such a relief. People do of course die at Dove House, I think we all know that but that wasn't our family's story. **Like Dad, lots of patients are able to come out of the hospice once their symptoms are being managed.**

I think the true beauty about receiving respite care is that we got to see first hand how fantastic the hospice really is because you really don't appreciate that until you are there surrounded by those caring conversations and that feeling that, no matter what your need is, you and your loved ones are looked after.

We wouldn't question going back to the hospice, they know everything about Dad's condition and how to help him. As his son, this gives me such peace of mind. Dad has told me that he wants to die at Dove House, words that I thought would hurt to hear but actually, now that we have experienced the beauty that is hospice care, we are both at peace with that decision."



Our Care In Numbers

2021/22 was another year where Covid restrictions meant we couldn't help as many people as we are used to because many of our usual services were still not operating. We are however so proud of the amount of local people who we could care for in this second difficult year.

275 Inpatient admissions

201 people died at Dove House

1280 total referrals received for our care

112 Physiotherapy assessments

124 Outpatient Complementary Therapy sessions

39% non-cancer diagnosis

339 people helped by the Family Support Team

10 admissions for Respite Care

30 patients accessed Occupational Therapy

53% of inpatients were from Hull

8 days average stay on the Inpatient Unit

Family Support Team made **3458** contacts to adults and children who needed support

98 contacts made by the Motor Neurone Disease nurse

79 sessions of Music Therapy delivered by staff

112 admissions for Pain & Symptom management

Some words from patients' families:

"She made a decision in hospital that she could only be safe at Dove House Hospice, rather than at home or in hospital. We knew she felt, once in your care, that decision was vindicated and she got the end of life experience she wanted"

"Thank you so much for all the support, care and compassion you gave during her short stay with you... the time we spent with her at the hospice gave us comfort and the kindness and support you gave us was fantastic. We will always be grateful for looking after us too."

"To all the nurses. I would just like to say a HUGE thank you to all of you who looked after my mum. We don't know what we would have done without you. To say we are amazed she has come home, is an understatement! You truly are all angels!"

"Terminal illness is very difficult to cope with for both patient and family, but it makes it easier to bear knowing they can feel safe and cared for... I felt very relieved when I knew she was being cared for so well. Thank you so much once again for your valuable work."

"You helped us all through a very difficult time in our lives with such care and compassion. We all felt supported, listened to and felt cossetted by you, enabling us to support our sister on her journey in comfort."

"Your care and compassion for our mum turned what had been a living nightmare into many months of cherished memories for all of us. You were the only place where our mum felt safe and comfortable, where she was able to enjoy time with friends and family and where she could, if only for fleeting moments, feel like the woman she was before her diagnosis."

Our Services

In 2021-22 we were thankful to see the relaxation of the restrictions that had curtailed much of our activity during the previous year. This meant we were able to resume some of the services we had paused and open more beds towards the end of the year. We are very thankful to our clinical staff for their response to the ever-changing guidance and are proud that our patients and their wishes were prioritised in all that we did.



Our Care in Numbers

During 2021-2022 we admitted 275 patients on to the unit; 201 died here at the hospice and 191 patients achieved their preferred place of care. Only 10 patients were unable to return home due to lack of services available to care for them or families being unable to have them at home. Of the 275 admissions, 112 were for pain and symptom control, 153 for end-of-life care and 10 for respite care.

An audit of referrals from the acute trust to the Wilberforce Inpatient Unit carried out by the Specialist Palliative Care Team at Hull University Teaching Hospitals (HUTH) for the period January 2021 – December 2021 showed that Dove House Hospice admitted 101 patients directly from hospital. 80% of patients referred to a hospice were admitted to Dove House Hospice and 72 % were transferred on the same or the next day. Transfer to the hospice enables patients and their families to access our multidisciplinary team and receive excellent person-centred care and support. It has also enabled the NHS to use their beds and services appropriately in response to the pressures they have faced.

Remaining Open and Accessible

Although restricted on bed numbers, our Inpatient Unit remained open and operational throughout the year. We prioritised visiting as we recognised early on how hugely important seeing loved ones is for families facing bereavement. Patients and families welcomed this approach as many had been unable to see their loved ones for days, weeks and even months whilst being in hospital and we have heard so many touching stories of visits making such a positive difference to families.

98% of those who had experienced our care rated it as very good (Stakeholder Analysis 2022)

Community Engagement

Feedback gathered via the Family and Friends Test stated that **100% of those who responded would recommend our services to others** should they be in a position to need them. Information sessions were also delivered via Zoom to local groups to raise awareness of our services.

Stage one of our Stakeholder Analysis work, a Public Perceptions Survey, took place in the summer of 2021. 800 households across Hull and East Yorkshire were surveyed to gauge levels of awareness and ask their opinions about the care we provide. Some of the findings included:

92% had heard of Dove House

88% would want care delivered in person

77% knew Dove House is an independent local charity

46% would prefer a private room if they were an inpatient

91% of people would considering accessing hospice care should they need it

98% of those who had experienced Dove House care would describe it as very good

95% consider care being delivered in the home environment very important or important

84% of those who were aware of the hospice knew someone who had used the services

As we move into 2022, interviews will also begin to take place with health and social care professionals from across the region to assess their knowledge of our services and to find out how we can support them to help more patients and establish if there are any barriers to them referring to the hospice.

144 contacts through the online referral



Digital Developments

144 contacts were made to the hospice through our new online referral system. The system was added to the hospice website in early 2021 to improve access to our services, guide people to the most appropriate service for them and enable a referral to be done at any time or place.

In early 2021 we went live with an Electronic Palliative Care Co-ordinating System (EPaCCS) which enables the recording and sharing of a patient's care preferences and key details about their care at the end-of-life. In September 2021 we also upgraded our patient database which allows us to improve bed management, prescribing, remote working, patient communication and reporting.









Quality, Compliance and Improvement

A Quality, Compliance and Improvement Group was established to continually improve and make advancements in our care. Many of the improvements we have made over the past year have stemmed from this group and have been embedded in policies, procedures and working patterns.

97 Children were referred to the Children's Bereavement Groups

Day Services & Groups

Our Day Hospice remained on pause during 2021-22, but the Amy Johnson Community Hub was used to hold outpatient clinics and Child Bereavement Groups. We also worked in partnership with local group Fitmums and Friends to provide a program of walks and yoga for bereaved people. We are actively looking at bringing back more day services in 2022. The nature of the services will be driven by the needs of our patients and their relatives and work is currently underway to establish how we can best meet these needs.

Our Child Bereavement Groups blossomed over the last 12 months. The groups are funded by Children in Need and are open to children and young people who have experienced bereavement so they can discuss how they are feeling with others in the same situation, develop coping mechanisms and improve confidence. In 2021 97 children were referred to the groups.

Equality Act 2010: Disability



The hospice is a mindful employer. As an employer we recognise that in the UK, people experiencing mental ill health continue to report stigma and discrimination at work. Having signed the 'Charter for Employers Positive about Mental Health', we are committed to creating a supportive and open culture, where colleagues feel able to talk about mental health confidently, and aspire to appropriately support the mental wellbeing of all staff.

We first signed the charter on 26/11/2019. This was reviewed on 21/02/22. Our next review will be 26/11/2023.

The hospice carries out a fair recruitment procedure in line with our 'Equal Opportunity' policy. We treat all applicants fairly and base our shortlisting and selection decisions on how closely a person matches our person specification.

During employment, if an employee discloses or develops a medical condition that meets the definition of a disability under the Equality Act 2010, we explore this with the employee, seeking occupational health guidance where appropriate. We make all reasonable adjustments for employees with a disability.

Access to training, career development and promotion is not affected by a persons disability as we would make all reasonable adjustments.

When assessing if we are able to make adjustments, the hospice considers a) how effective the adjustment is in removing or reducing the disadvantages, b) how practical the adjustment is to make, c) hospice financial resources and d) assessing whether the adjustment could negatively impact on the health and safety of others.

Glen's Story

"After spending five weeks in hospital I very much welcomed the calmness and quietness of Dove House. I am living with cancer, have had brain aneurisms, a lung removed, and multiple tumours and within the space of two weeks I lost all feeling and function in my legs. I had gone from a handyman who could do anything to not even being able to walk.

Coming to Dove House was like a breath of fresh air, I could relax and I could finally see my grandkids. They are the light of my life and not being able to see them for five weeks was far too long. In hospital I had to have one designated person who would visit and having two daughters that felt like an impossible choice. It was a lot of pressure and responsibility to put on just one person as she would have to relay all of the information to the rest of my family. At Dove House I didn't have to choose, everything was much easier.

The atmosphere at Dove House is so welcoming and everyone that visited was made to feel welcome, especially the little ones. They were free to be themselves just like they would be if they were visiting me at home, it was that little bit of normal for them and for me. One of my grandkids even made me a card and I was able to have it on my sunny windowsill.

One thing that really strikes me about Dove House is how the care is personal, the nurses build a real relationship with you, they even knew I had a sweet tooth and that jam sponge and custard was my favourite! There is a lot to be said about homemade hospice food, I loved the meals.

After a couple of weeks at Dove House, a care plan was in place for me to go home but I know Dove House is there when I need them. **I will never be afraid of coming back into the hospice.**"





Structure, Governance and Management

Trustees' Responsibilities

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2022. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

The trustees (who are also directors of Dove House Hospice for the purposes of company law) are responsible for preparing the Trustees' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102)
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation. The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



Administration and Reference Details

Officers and executives of the charity:

President:

Vacancy

Vice Presidents:

Dr Sean Dunn

Maureen Lipman, DBE

Governing Board of Trustees:

Philip Daniels (Chairman)

Trustees:

Jim Doyle (Vice Chairman)
Jan Antons
Margaret Butt
John Dunning
Jim Harris (Appointed 20th January 2022)
Dr Daniel Harman
Anthony Rowland
Dr Rajarshi Roy
Penny Stephenson (Resigned 7th March 2022)
Emma Wolverson

Leadership Team:

Christopher Sadler:
Chief Executive/Director of Finance and Support Services

Sarah Cash:
Deputy Chief Executive/ Director of Business and Income Development

Andrew Walker:
Director of People and Development

Linda Johnson:
Director of Clinical Services

Dr Rachael Dixon:
Consultant in Palliative Medicine

Registered Office:

Dove House Hospice,
Chamberlain Road,
Hull, HU8 8DH

Registered Charity Number:

509551

Company Number:

01498747

Principal Advisors:

Solicitors:
Graham & Rosen
8 Parliament Street
Hull
HU1 2BB

Pepperells Solicitors
100 Alfred Gelder Street
Hull
HU1 2AE

Auditors:
BHP LLP
Rievaulx House
1 St Mary's Court
York
YO24 1AH

Bankers:
HSBC
3-4 Jameson Street
Hull
HU1 3JX

Investment Managers:
Rathbone Investment Management Limited
Earl Grey House
75-85 Grey Street
Newcastle Upon Tyne
NE1 6EF

Governing Document

Dove House Hospice Limited is a registered charity and company limited by guarantee without share capital. The charity's governing document is its Memorandum and Articles of Association which restricts the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

Appointment, Induction, and Training of Trustees

Appointment, induction, and training of Trustees takes place in accordance with Fit and Proper Person legislation (Health and Social Care Act (2008) Regulated activities (Regulations) 2014). That being that Trustees are appointed rather than elected by a membership.

Any person may apply to become a Trustee and a process is in place whereby the applicant's suitability for the role is tested through an appropriate application and interview process which assesses the applicant's suitability for the role and that they fulfil the requirements of the Fit and Proper persons legislation. Any potential new Trustee would have to complement and enhance the existing skill mix of the Board prior to undergoing a 'fit and proper person check'. Appointment is agreed by resolution at a meeting of the Board of Trustees. The term of office begins on this date. All terms of office will be for 3 years without time limit.

All newly appointed Trustees are provided with an information pack including guidance on being a trustee of a charity and specific guidance related to being a Trustee at Dove House Hospice. Induction includes a detailed site visit and meetings with the Chair and the Executive Leadership Team. Specific time is set aside to meet with the Director of Finance ensuring that new appointments have a full understanding of the finances of the organisation.

Training is delivered on a rolling programme and includes essential elements such annual Safeguarding and Information Governance (IG) training. Every year, the Trustees meet outside of the Board meetings to have a Development Day. This includes a review of the hospice's 5 year strategy, presentations from the Executive Leadership Team, plans for the future and discussions on governance.

The hospice has also introduced a Trustee appraisal system and all trustees have had an appraisal with the Chairman. Among other things, regular appraisal sits well within the 'fit and proper person' legislation, as it helps to ensure the ongoing suitability of the Trustee for their role and also, it gives Trustees the opportunity to ask any questions and raise any concerns they may have. The process has been welcomed by the Trustees and the feedback has been positive.

Organisation

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustee's. To assist the Board in discharging and achieving its responsibilities, it receives regular reports on some aspects of its principal functions from the Chief Executive and the Executive Leadership Team (ELT). These reports ensure Board Members have relevant information to review all the financial and clinical activities of the charity.

The Chief Executive, who leads the management team, is responsible to the Board of Trustees for the day to day management of the charity and the execution of the policies and strategies defined by the Board.

Audit Committee

The purpose of the Audit Committee is to ensure robust governance in relation to risk and financial processes. This is a non-executive committee of the Board of Trustees and will have no executive powers other than those specifically delegated in the agreed terms of reference. The committee will include a minimum of three Trustees and two members of the Executive Leadership Team and will focus on governance, risk management and internal control.



Related Parties

The charity has a wholly owned trading subsidiary, Dove House Trading Limited. The activities of Dove House Trading Limited are restricted to activities that assist in the furtherance of the objects of the charity. As noted within the notes to the financial statements the charity provides services by way of management charges, which are considered to be at an arm's length price, to Dove House Trading Limited. All of the income of Dove House Trading Limited is donated to the charity under the Gift Aid scheme.

Risk Management

The Trustees and the ELT are responsible for managing the risks faced by the organisation. A Risk Register is in place. Key areas of risk have been identified as follows:

- Day to day reputational risk
- Safeguarding (protecting people (non-regulated activity)
- Recruitment of senior nursing/medical/executive/staff
- Threats to current funding especially internal income streams, but also external NHS funding
- Core staffing levels (key personnel)
- IG security

The Trustees and the Executive Leadership Team continually review the risks faced by the charity and have satisfied themselves that systems and procedures are established in order to mitigate these risks as far as possible.

Remuneration

The Chair and Audit Committee are responsible for setting the pay and remuneration levels for the Chief Executive. The pay of other key management personnel is also set by this group, along with the Chief Executive. These are benchmarked against regional hospices and reviewed annually.

Objectives and Activities

The objectives of the charity are:

a) to maintain and conduct a specialist palliative care service which provides relief for those who are suffering from a life limiting illness, their families, and significant carers.

b) supplementary to providing for the relief of sickness, the hospice will promote and assist in the teaching and training of doctors, nurses, physiotherapists, and other persons engaged in any branch of medicine, surgery, nursing, or allied services.

c) the organisation will promote or conduct research into the care and treatment of persons suffering from a life limiting illness, disability, disease or infirmity, and in particular into the care and treatment of persons from cancer and terminal illnesses and to disseminate the results thereof to the public.

d) the organisation will engage in such activities as to raise sufficient funds which will enable it to achieve the charity's objectives and provide care and treatment of persons suffering from a life limiting illness, disability, disease, or infirmity.

Public Benefit

The Trustees have reviewed the current activities of the charity and confirm they are in line with its objectives. All the activities of the organisation carried out during 2021-22 are in pursuance of the charity's objectives and considered to be for the public benefit. All services provided are free to all beneficiaries irrespective of capacity, ethnicity, faith, religious conviction, sexual orientation, or social economic environment. The Trustees also confirm that the organisation's aims and objectives fall within the descriptions of purposes in the Charities Act 2011 and are recognised as charitable and are carried out for the public benefit.

Serious Incidents

There have been no serious incidents during 2021-22.

Workforce

Staff Engagement

Keeping all staff and volunteers up to date with organisational developments remained key. An update was delivered to staff via Microsoft Teams and we hope to bring back in person updates in 2022. 'Executive Leadership Team on Tour' sessions were also held in smaller groups to allow staff to ask questions.

A survey of our clinical staff in February was undertaken to explore skill mix/shift preferences and to assess current engagement levels. Overall staff scored their employee happiness as 83% with many staff stating they, '...love their job, the hospice, feel privileged to work for the organisation and provide the care we do.' 88% of staff felt they had someone at work they could trust, confide in and share thoughts with, and many employees said they felt supported in this way by several colleagues.

Covid-19

Compliance with Covid-19 regulations published by the Government and Public Health England remained essential for much of the year and documents were created for staff to make it clear what was expected of them and how to be as safe as possible.

Staff and Volunteers

The continual support and development of our workforce both paid and voluntary is vitally important to us as without their dedication and hard work, in all roles, we would not be able to care for our patients. To them we remain incredibly grateful especially as it has been a very difficult few years. In 2021-22 Dove House employed more than **297 people, the equivalent of 225 full-time staff, across more than 40 sites.** This compares with 298 employed staff and 230 equivalent full-time staff in the previous year.

We are also very lucky to be supported by over 1000 volunteers who generously give their time at the hospice, in our shops and by fundraising in their local communities. Around 80% of our volunteers help in our shops and provide enormous added benefit to the hospice and the people we help. Ensuring our volunteers feel appreciated and are thanked for their hard work is very important to us however, due to Covid, we were unable to hold our annual 'Volunteer Celebration Evening'.

Kick Start

The Kickstart scheme gave us access to a £2 billion fund designed to help employers create hundreds of thousands of high-quality 6-month work placements for young people. We recruited a total of 32 placements who were aged between 16 – 25 and claimants of Universal Credit. Grants of £1500 per placement enabled us to develop employability training including a CV building workshop.



Learning and Development

Learning and development at the hospice is split into two areas, essential education which is required to keep us compliant with the CQC and non-essential education which is done to help staff develop and improve. As of 31st March 2022, 81% of clinical employees had completed their 'Essential Education'. In total 62 clinical training days were completed virtually and 6 days of in person practical training. This relates to 62 clinical staff.

In October 2021, key staff were identified to complete Level 3 Safeguarding Adults and Children training. In addition, the hospice Designated Safeguarding Lead has attended a Level 4 Advanced Safeguarding learning event.

The focus for the last two years has been on ensuring the essential education is kept up to date despite the pandemic. It is hoped that more non-essential training will resume in 2022.

Delivering Training



As well as delivering training internally for staff, our People and Development Team also deliver training externally. In September 2021, funding was secured to develop and deliver a bespoke dementia network to Hull University Teaching Hospitals staff.

Virtual Learning Events were also delivered on topics such as Supporting Adults and Children through Loss and Bereavement and Palliative and End of Life Care. Participants comprised of primary schools, the local authority, and other health care settings. Evaluations from the learning were extremely positive with many delegates returning as customers.

A Virtual Hospice School in the summer allowed participants the opportunity to develop essential care and communication skills that are transferable to any healthcare setting and also delivered a programme of education to St Mary's Health and Social Care Academy.

We provided free training and support via our ECHO Project by developing communities of practice between the hospice and a number of care homes on a range of topics including the use of PPE. This work has been so successful that our ECHO team were invited to present our ECHO hub at a national Hospice UK event promoting the impact of ECHO covering the Humber Coast and Vale area.

Reviews

A review of the hospice employee pension scheme took place in June to ensure the scheme was still the best fit and performed well for staff. Following the review, and in discussions with the Board of Trustees, it was decided to remain with Scottish Widows as this provided a solid return on investment.

The hospice must report annually on the gender pay gap. On 5th April 2021, results showed that women were earning 97p for every £1 that men were earning when comparing median hourly pay. The median hourly pay for women was found to be 3.1% lower than men. The Office for National Statistics reported the average gap among full-time employees in the UK for 2021 was 7.9% so we are pleased to see we are performing much better than this average.

We also reviewed the terms and conditions of some of our nursing roles to make us align closer with other statutory organisations. This work was undertaken to ensure we remain competitive with recruitment and that we are offering our workforce a good deal.

dove house hospice

Project ECHO®

"Everyone a teacher, everyone a learner"

Financial Review

Regulations and Accounting Standards

1. Financial Regulations

The financial statements have been prepared in accordance with all major requirements of the Statement of Recommended Practice (SORP FRS102) "Accounting and Reporting by Charities" issued in October 2019 and applicable accounting standards.

2. Financial Results

A summary of the financial activities for the year ending 31 March 2022, provided in fuller detail with comparative results on page 32, is as follows:

3. Taxation

Dove House Hospice Limited is a UK registered charity. All the £10,886,934 income is applied to its charitable objectives and the charitable company is therefore exempt under current legislation from most forms of taxation. A proportion of value added tax is recoverable by the charity and is therefore credited to the statement of financial activities or balance sheet as received. Reclaimable tax credits on legacy income and dividends are accounted for on an accrual basis.

4. Goodwill

Goodwill, being the amount paid in connection with the acquisition of a business in 2019, is being amortised evenly over its estimated useful life of five years.

5. Fixed Assets and Depreciation

Expenditure on tangible items of an enduring nature is capitalised and depreciated in accordance withnormal accounting principles.

The rates generally applicable are:

Freehold property	2%
Motor vehicles	25%
Plant and equipment	20%
Hi-tech equipment (medical)	25%
Fixtures and fittings	10%
Leasehold improvements	over period of lease

6. Financial Commitments

The Trustees confirm that the charity's current funds as outlined in the balance sheet and the new budget for 2022-2023 can meet obligations around the financial commitments of that year and meet the direct and indirect costs of providing a specialist palliative care service to the local community.

Financial Results Table (see No. 2)

	2021/22	2020/21
Incoming Resources	£10,886,934	£11,300,549
Resources Expended	£9,703,048	£9,237,450
Gain on Investments	£14,937	£63,706
Net Surplus	£1,198,823	£2,126,805
Total income of £10,886,934 was generated from the following sources:		
Donations/Gifts	£478,630	£476,934
Legacies	£926,426	£1,289,309
Donations Retail	£811,476	£390,046
Other Donations /Legacies	£154,710	£0
Charitable Activities	£1,556,545	£2,861,135
Activity for Generating Funds	£6,926,730	£6,268,504
Investments	£22,417	£14,621
Other Income	£10,000	£0
Charitable Expenditure amounted to £9,703,048 comprising the following:		
Charitable Activities	£3,953,970	£3,955,467
Cost of Generating Funds	£5,749,078	£5,281,983







Reserves Policy

It is the charity's stated policy to retain sufficient funds to cover fluctuations in income, current liabilities and unplanned expenditure in line with the forecasted needs of the organisation.

The most significant risk to the financial sustainability of the charity is the over reliance on internal fundraising, given the relatively low levels of statutory funding. The volatility that exists within our conventional fundraising is an ongoing risk that is assessed by the Audit Committee and the Trustees on an annual basis.

Included within the reserves policy section of the TAR entities are required to disclose the level of total funds and restricted funds held at the year end (plus comparatives)

Therefore, Trustees have reviewed the charity's need for reserves in line with the guidance issued by the Charity Commission taking account of the following:

- Volatility and unforeseen reduction in income levels
- Unexpected material levels of expenditure
- Capital commitments
- Long term viability of the charity

Total funds available at the year end are £18,477,813 (2021: £17,278,990), of which £11,139,543 are unrestricted (2021: £11,059,710), £3,200,000 are designated (2021: £2,000,000), £4,109,235 are held for restricted purposes (2021: £4,205,045) and there are endowment funds of £29,035 (2021: £14,235).

Free Reserves

The Trustees have set a level to achieve 6 months operational running costs in reserve, which currently equates to £4.3 million. The Charity had free reserves, defined as unrestricted funds excluding any designated funds or tangible fixed assets of £4,330,812 (2021: £4,105,044).

Designated Funds

The charity can designate funds for specific purposes. Trustees review the need for designated funds on an annual basis taking into account current operational and future plans. The Trustees have one designated fund:

- **Reconfiguration of the existing hospice site**

At present there are only 5 single rooms which is a major barrier to referrals to the current 21-bed inpatient unit. Most of the other clinical services are either disconnected or isolated on the first floor making access difficult. Adaptations over the years have created a deep building layout, limiting natural daylight, desirable views or access to outside spaces. There is also limited scope to develop new and existing services.

Financial Report

This was always going to be an uncertain year for the organisation as we moved away from a reliance on covid support grants back to the traditional levels of fundraising and commercial activities. In some respects, the earlier lockdown periods in the previous year had prepared us well, so as the latest lockdown period ended on the 12 April 2021, we had shops open and trading at 9am the same day. This epitomised our fundraising response across all areas and the staff should be congratulated for their efforts and performance which improved markedly throughout the year. In terms of our overall funding, we have seen figures either consistent with or well above pre covid levels with the exception of some of our mass participation events where numbers and support was understandably down.

Our core services remained open and accessible although because of the restrictions still in place for healthcare settings, some of our group and drop-in services were closed. This meant we underspent in some areas but some of this was offset with the spike in energy costs and the general inflationary pressures. However, our prudent approach to budgeting which includes no allowance for legacy income in our projections, has again allowed us to use legacy income for any under performance, capital projects and to build reserves. So, at the end of the year we managed to achieve a total surplus of £1,198,823.

Legacy Support

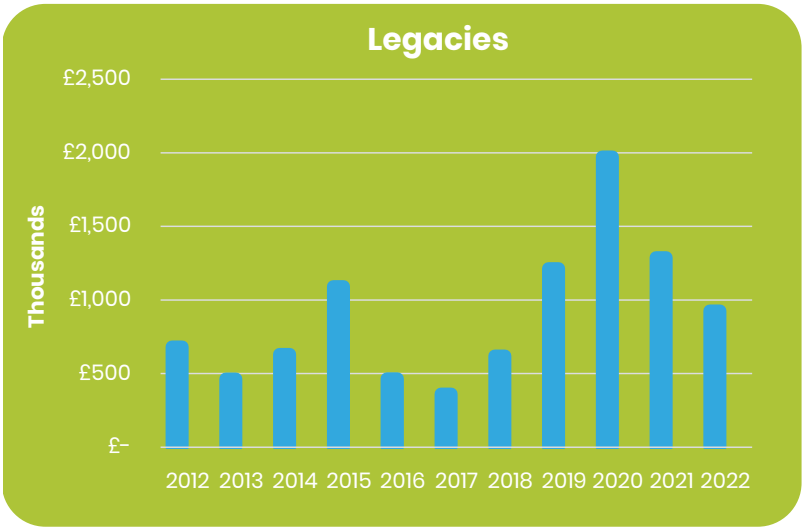
Legacy income for the year totalled £926,426 which is significantly less than in the previous year (£1,289,309) but nevertheless material funds that will help support our future capital investment of funding going forward and so we will continue to look at reliable recurring funds to meet our recurring operational expenditure.

Covid-19 Government Support Schemes

The furlough scheme set up by the government to support employers through the covid crisis tapered off and came to an end in September 2021, although we still received over £68,000 in this financial year. As we came out of the lockdown period in April we also received just over £108,000, which was part of the mainstream retail grants scheme. During the winter months there was a further spike in covid infection rates and given the additional pressures on services the government introduced another phase of ring-fenced funding for the hospice sector. This was linked to activity levels from December 2021 through to March 2022 for inpatients and community contacts. We received in excess of £135,000 from this new phase of funding which came to an end in March 2022. The commitment from the Board of Trustees remains in place as a strategic objective to balance the books without any reliance on legacy income. It is clear that the volatility in legacy income shown in the graph below would not provide a consistent and sustainable source.

Your Charity Lottery

The Lottery has finished the year 20% above our target projections and has recovered membership back to pre-covid levels, which now stands at 20,300. We have also managed to reduce costs, as the level of recruitment was not as high as in previous years despite the inflow of members mentioned above. Nevertheless, the climate for canvassing and recruitment of new members remains challenging, with costs for using outside agencies significantly higher than in previous years. Throughout this year we have increased our beneficiary schemes as we continue to provide lottery services to a number of charities up and down the country.



Retail

All our shops reopened on the 12 April 2021 following the lockdown period which started in January 2021. Throughout the year we continued to suffer from the effects of the covid crisis with staffing a major concern, many shops having to close for short periods as we managed a challenging environment. This was compounded by a shortage of volunteers as we struggled to regain the levels we had pre pandemic. However, despite all the uncertainty and the ongoing issues with staffing and shop closures this has been our most successful trading year.

Over the year we have made rapid improvements across a number of areas, with an approach the head of retail termed 'working smarter not harder'. We looked at efficiency as a key driver, so any changes had to have a positive impact on both finances and performance. There was also a major focus on gift aid as this was hovering at around 16% and had been consistently low for a number of years. Throughout the second half of the year this concerted effort saw average levels of gift aid in excess of 30% with target levels set for the new financial year at 35%. Given the ongoing energy and inflationary pressures, we also undertook a price comparison survey with other charity shops throughout the area, to see if we could increase prices but remain competitive on the high street. Our prices have never been adjusted and have always remained within a set level for key product lines which managers had to adhere to. Our pilot project included the 3 clearance shops and it soon became obvious that despite the uplift, this had no detrimental impact on transactions levels across the shops involved. New pricing structures were rolled out in February across the division and the uplift on levels of gross income across all shops has been very positive. The full effects of these changes will hopefully be reflected in income levels in the new financial year.

Fundraising and Voluntary Income

Fundraising has had a remarkable year, raising nett funds well in excess of our target projections, with an over performance of 63%. Levels from Community, Corporate and Individual support remained consistently high throughout, and it was reassuring to see that Gift Aid on monetary donations was more than double what it was a couple of years ago. Community support through our planned direct 'mailing appeals' and 'asks' produced excellent returns, as did the support from people raising funds through sponsored individual challenges. A major factor within this success was the work we have done with schools through sponsored events across the year. The mix of creating fun and exciting challenges for the children through themed events and outdoor exercise, whilst raising money for the hospice has developed and grown well above our expectations. In particular the Easter Bunny Run and the Christmas Rudolph Run both proved really popular with early years settings and primary schools. In terms of our voluntary income which includes unsolicited donations and gifts, this was on par with the previous year, which is pleasing given the impact the covid pandemic has had on the patients and families accessing our services.

The one area of fundraising that has suffered the most over the past year is our programme of events. Clearly it has been a tough couple of years for the team with a number of events cancelled or deferred, with legislation or spikes in infection rates often making it impossible to deliver these mass participation events. So, whilst there have been a number of excellent events, the ongoing uncertainty and disruption throughout the pandemic has had a major impact on those attending and the obvious consequences to the financial performance. However, in the latter part of the year things had started to improve and so we are hopeful that things may get back to some sort of normality in the new financial year.

Statutory Funding

Funding through our statutory grants is broadly as forecast with our allocation from City Health Care Partnership (CHCP) on behalf of Hull Clinical Commissioning Group at £816,000 and East Riding Clinical Commissioning Group at £179,000. This included small uplifts from the previous year of around 1%, which given the prevailing levels of inflation, further eroded the value of the grant and the overall levels of statutory funding in comparison to our operational expenditure. We also received an additional one off £200,000 payment from East Riding CCG in February 2022 to help us with covid pressures. Our levels of recurring statutory funding as a percentage of total expenditure is now just above 10%, in contrast to the national picture which stands at approximately 35%.







Dove House Trading

The pandemic had a major influence on the performance of the trading subsidiary with income from the nursery project down due to restrictions and spikes in infection rates, compounded by additional costs on staffing to cover sickness and periods of isolation. However, enrollment figures across both sites were very strong and as people started to return to work the demand picked up in the latter part of the year. We also appointed a new manager and deputy manager at the Ainthorpe site, releasing the current head of the Nursery Operations Manager to concentrate on driving the business forward. We expect to return to something like pre-covid levels of profit in the new financial year.

Humber Wood is now consistently in the black and although we only made a small profit in the year this is a significant improvement from the loss we recorded in the last full trading year ending March 2020. So, we have made considerable progress although there is still work to do on the income and expenditure side to justify the commitment and work involved.

As the 2021-2022 financial year progressed we felt we were increasingly able to leave the repercussions of Covid 19 behind us and get back to 'normality' across our income generation departments.

Charitable Activities

Although most of our fundraising areas started to get back to some sort of normality, this could not be said for some of our charitable activities and services. The restrictions imposed on healthcare settings remained in place throughout most of the year and so some of our drop-in services and group sessions remained closed. This reduced slightly our overall costs on charitable activities although we expect at some point in the new financial these will come back online as we transition back to our full-service provision. Our critical core services which include the inpatient unit and our bereavement support service remained open and accessible throughout the year and in the last 3 months we started to increase the capacity as infection rates dropped and restrictions lifted.

However, in the last quarter of the year costs within our support areas increased rapidly, as the global issues with energy and spiralling inflationary pressures started to feed through with higher prices. In particular our electricity costs for the hospice site increased by around £10,000 per month but in terms of gas we have some stability as our current contract does not expire until November 2023. Insurance costs also increased during the year although we are confident of reducing this in the next financial year as we look to put this out to tender. Given all the uncertainty we expect significant cost pressures over the next 12 months, although we will do all we can to mitigate these going forward.

Dove House funding



Funded by the State

Comes from local communities

On average hospice's nationally receive **34%** funding from the state







Director's Report
Income Generation

Retail Division

In our retail division the shops were able to reopen their doors after the last closure on 12th April and although it took the division a few months to get up to full speed, the staff and volunteers did a wonderful job and the net contribution from retail was **more than we have raised in any previous year since we opened our first shop in the late 1980's.** This was despite workforce challenges as many volunteers chose not to return to their roles and we saw the end of the Kickstart placements towards the end of the year. On top of that we had an increased level of staff sickness and periods of isolation so we are incredibly proud of what we were able to achieve.

During the beginning part of the year we were also still having to take extra precautions to keep our staff and volunteers safe from Covid. Screens were used at the tills, hand gel offered on entering the shops and capacity was limited. We also took the changing rooms out of action with many shops using this extra space to store donations which were plentiful.

Towards the end of 2021 we made a joint bid to fund our Re-Use Electrical Shop having previously been awarded a grant to get the shop up and running before the lockdowns began. The shop opened in July 2020 and in partnership with Hull City Council, East Riding Council and FCC Environment who are contracted to run the local recycling centres. We were lucky to once again receive funding cover the running costs from the Distributor Takeback Scheme (DTS) Fund.

This sister shop to our Re-Use Shop at Humberfield Household Waste Recycling Centre collects large domestic appliances from the recycling centres which have life left in them, runs PAT and function tests, and cleans them up for resale. This has enormous environmental benefits as well as benefits for the hospice. The new grant has allowed us to continue to develop the shop, raise additional money and has allowed us to train staff to repair electrical items too thus increasing what we are able to sell.

At the start of 2022, a review of our pricing structure took place and following a pilot programme this was rolled out across all shops to bring us in line with other similar charity retailers. This had an immediate positive influence on our earnings, and we saw an uplift within the first month with little effect on the number of items sold. Another piece of work we are particularly proud of which took place in 2021-22 was a drive to increase the amount of Gift Aid we raise from the retail division. A new till system meant we were able to claim Gift Aid on rags for the first time and extra training, support and reporting changes for our shop staff and volunteers meant they were confident to ask donors about signing up for Gift Aid in a consistent manner which has seen our conversion rates rise from around **16% to over 30%!**

In February 2022 we relocated our Goole Shop into a much larger unit in the town centre. With 87% more sales space the shop took an amazing £2600 on its first day and continues to perform well. This is a shared shop which is operated between Dove House and Lindsey Lodge Hospice so both hospices are greatly benefitting from this move. Relocating this shop to a bigger unit was part of our corporate objectives to take advantage of the current rental marketplace which has allowed us to move to larger units in busy areas on favourable terms. This strategy will continue to be pursued as we move into 2022-23.





SUMMER MEMORIES

Fundraising and Events

Although the pandemic continued to impact on our fundraising efforts throughout 2021-22, our fundraising and events teams worked hard to deliver activities which met with guidelines and the needs of donors. This meant we were able to bring back some face-to-face events / ceremonies when permitted. Sadly some events such as the traditional Open Gardens did not take place but supporters did come up with new ways to fundraise in their local areas from activities such as scarecrow and Christmas light trails.

Thankfully as the year progressed we were able to hold some mass-participation events which were very well attended. Many of these events were rolled over from the previous year when they were cancelled due to the restrictions. In May we held 'Get Caked' our outdoor muddy challenge which saw over 400 participants run 5k and tackle muddy obstacles in aid of the hospice. We held our 'Wine Dash' in June which attracted record numbers. And in September we also held our annual 'It's a Knockout' event at the hospice which raised a fantastic £21,400 and the 'Starlight Stride' returned with hundreds walking through the streets of Hull for this popular night-time event. Car Boot Sales returned to the hospice site and despite Covid restrictions were still popular. Alongside these bigger events we had two excursions on the Northern Belle luxury train, a Skydive challenge and a Fire Walk – all showing that the community were ready to take part in fundraising events again after all of the restrictions of the year before. We also benefitted from externally organised events such as a ball organised by local legal firm Pepperells.

As reported last year we had seen a tremendous amount of support for our emergency appeal and we were pleased to see strong responses to the appeals we ran this year too which we were extremely grateful for. It is touching to see how many people hold the hospice close to their hearts and support us in this way and through their own individual challenges.

We also had a phenomenal amount of support from schools who took part in our Rudolph and Bunny Runs. These events are not only good for us to raise funds and awareness of our work but also benefit the children taking part in these physical fun activities as well as helping the schools teach the importance of community and supporting one another.

Finally the Fundraising Team's proactive approach to Gift Aid continued to pay dividends with over **£87k reclaimed**.

Lottery

Following a very successful year in 2020-21 we had been concerned that the lack of canvassing throughout this period would in turn impact the funds raised in this year, but we are pleased to report that income remained fairly stable. At the end of the financial year we had 20300 members in draw compared with 18763 at the end of 2021. Our beneficiary scheme, Your Charity Lottery, also continued to recruit new charities with Fitmums and Friends and the Mama Academy amongst those who joined the scheme in 2021.



Trading Company

The businesses within our Trading Company suffered like most mainstream businesses did during 2021-22 as the Government grants dried up and businesses were expected to be back to normal despite still operating is very unnormal times. This was especially the case for our two nursery schools, Little Owls, who had to transition from operating in bubbles and in full PPE to pre-Covid ways of working. This inevitably had a negative impact on the profit Little Owls was able to generate during the year although profit was far closer to pre-pandemic levels towards the end of the financial year.

Our Ainthorpe nursery site received an OFSTED visit in July and was rated Good in all areas. The report praised the staff commenting how well they support the children to feel safe and secure and how they prioritise their wellbeing. Although it was hoped to open a third nursery site in 2021-22 this proved impossible as the Nursery Operations Manager was often needed to work within numbers on both sites due to high levels of sickness caused by the pandemic. It is hoped a new site can be identified in 2022-23.

Our approach to the buying and selling of new goods which falls under the Trading Company also changed during 2021-22. With the shipping industry seeing long delays and import charges rising, importing goods to sell became increasingly difficult. Instead we focused on buying end of line stock or pallets of mixed stock from a range of traders and popped up areas featuring this stock in the most suitable shops. This was a big change to how we worked before when a calendar was drawn up for all shops and the same stock was featured across the whole division.

Dulcies café reopened on 27th May at a reduced capacity in line with regulations. Income from the café remains steady and there are plans to promote the café more in 2022-23 when we can welcome more people back onto the site.

Finally our wood shop, Humber Wood Recycling Project, moved into profit this year following a couple of hard years for the enterprise. The shop is now selling online on Etsy to widen its customer base and we predict will see this side of the business grow into 2022-23.

Fundraising Good Practice

To ensure our fundraising is safe and legal we strictly adhere to the law; namely the Charities Act 2011 and The Gambling Act 2005 and are regulated by the Fundraising Regulator and abide to the regulator's Code of Fundraising Practice. We are licensed and regulated by the Gambling Commission and abide to the license conditions and code of practice. We also have procedures in place to protect those in vulnerable circumstances such as children and the elderly. Staff and volunteers are trained in recognising the signs that someone is vulnerable and if a vulnerability is suspected, all fundraising is ceased and a record of this is kept. Other measures include limits to certain fundraising activity such as only allowing five entries to the hospice lottery.

The majority of our fundraising is done by supporters with guidance from staff which we employ in a range of roles including Fundraisers, Canvassers (who recruit lottery supporters door to door, at events and over the telephone) and Administration Support. We also engage professional fundraisers to assist with our lottery canvassing and these contracts are reviewed on an annual basis. Those raising funds on our behalf are supported by the Fundraising Team who ensure their fundraising meets the relevant standards; guides on how to fundraise in line with the law and codes of practice are also available on the hospice website.

During 2021-22 we received four complaints about our fundraising practice. Upon investigation, one of the complaints was found to have breached the standards we expect regarding pressurised selling. This was addressed with the individual concerned to ensure it would not be repeated. The other three complaints were also investigated and although we found no fundraising standards to have been broken, the high level of customer service we expect of our staff was lacking and we have also addressed this with the individuals concerned.

Plans for the Future

As we move into 2022-23 our focus has shifted from one of recovery following the pandemic to one of development. We have many priorities for improvement in our sights including those listed below:

Widen our Reach

Caring for More Patients

Our main goal in 2022-23 is to increase our capacity to care for patients. Having had our beds reduced during the pandemic, we are aiming to have all beds back open once the restrictions lift so we can see more patients and their families. It is also our intention to use our Amy Johnson Community Hub (AJCH) to offer Specialist Palliative Care Days, Information Sessions for patients and families, Therapy Sessions, and Social Sessions during 2022-23. We will be introducing Bereavement Cafes, Carers groups and a Wellbeing Group for patients in early autumn 2022 too.

We are committed to improving our visible presence in the region so that people are aware of our services and can refer and access them at the right time. We are particularly focusing on forming links with hard-to-reach groups and are developing networks between the hospice and local groups.

Much of this work is being shaped by the results of the Stakeholder Analysis work that began in 2021 and will be completed during 2022. We are also planning on using these results to develop an awareness campaign about our services for the general public and more targeted campaigns for medical professionals on how they can refer to us.

Equality and Diversity

At Dove House we are committed to advancing equality and opportunity in every area of our work, including care, recruitment, volunteering and governance. In 2022/23 members of the Executive Leadership Team will be working on a project to further ensure the hospice is open and fair to anyone with a recognised and legally protected characteristic.

Patient and Carer Feedback

We are planning an overhaul of how we gather and reflect on patient and carer feedback. Although we have mechanisms already in place to capture feedback we feel many improvements can be made in this area to capture what users of our service have to say in a range of ways, and at any time. We recognise it is only by hearing when things haven't gone as well as they could that we are able to learn and develop, so this piece of work it is vitally important to us and is one of our priorities for 2022-23.

Improving our facilities

Updating the Nurse Call System

In the summer of 2022 we will install a new modern aid call system which is flexible, mobile and can meet the ever-changing priorities and demands on our Inpatient Unit. This will help us to adapt to meet increasing complexities and dependencies from our patients. The functionality will also provide additional benefits so we can set reminders and incorporate more detailed information to support the clinical teams. Ultimately we expect the new system to maximise staff efficiency and improve the overall quality of the care we provide.

Workforce Development

Virtual Hospice School

We plan to deliver this in person during the summer of 2022, allowing participants the opportunity to develop essential care and communication skills that are transferable to any health and care environment.

Digital work experience and clinical placements

Building on a programme delivered to St Mary's Health and Social Care Academy in early 2021, we are piloting digital work experience and clinical placement opportunities, for both college and pre-registration non-medical learners next year.

Staff Intranet Development

During 2022-23 we will develop the pages and use of the hospice intranet site to increase effectiveness and encourage collaboration, whilst reducing the need to print. The site will provide access for staff to online forms and dedicated pensions and wellbeing pages. To support them in role, a separate section will host useful online resources for managers.

Volunteering

We will also create a 2 year plan for the hospice's volunteering programme and the staffing requirements to achieve this. The plan will focus equally on recruitment and retention of volunteers across the hospice. Develop and deliver a training programme for volunteer managers/supervisors via our VLE platform. This will focus on all aspects of the volunteer journey, including exploring the impact motivation has on volunteer experience and retention.

Income Generation

Following on from two years of upheaval and uncertainty it is wonderful to once again be making plans to develop and expand our income generation activity rather than focus on recovery. We are in the process of relocating two of our shops to larger, more prominent units. Our shop within the North Point Shopping Centre is moving to a larger unit just outside of the main centre in between Wilko and Home Bargains and our two shops on Dyer Lane in Beverley will be combining into one larger shop on Toll Gavel opposite Carluccio's. These two moves follow on from the relocation of our Goole Shop into the Town Centre which proved very successful. We will also be doubling the size of our shop on Orchard Park as we have taken on the unit next door and will knock through to make one larger shop.

Our retail division will also expand its online retail presence having invested in more staff to increase the number of items for sale online as we are seeing much growth in this area.

Along with this retail expansion, it is our intention to continue to develop and expand our fundraising, lottery and event portfolios to help meet the rising costs that are predicted through 2022-23 due to the cost of living increasing. However, we will also begin to put plans in place for a capital appeal to fund the site redevelopment. As our hospice will continue to run whilst the redevelopment is underway, we must be careful that any capital appeal fundraising does not detract from the funds needed to cover yearly running costs and so this must be carefully planned.

Hospice Site Redevelopment

We are working with architects to draw up plans to redevelop the hospice site. Our current hospice facility was built over 30 years ago and although we have extended and made a number of adaptions over the years, the building is no longer able to meet the needs of our patients and their families.

In the coming years, more people are set to need hospice care than are currently accessing our services and so we must put plans in place now to meet that demand as best we can. We have a desperate need for single occupancy rooms as at present all but 5 of our beds are in multiple occupancy rooms. This presents a barrier to admissions and so the plans include 18 light and airy single rooms, each with ensuite facilities and access onto beautiful, landscaped gardens. All the rooms will be dementia friendly and patient visitors will have a place to stay near their loved ones as well as access to quiet areas to spend time and feel at home.

The planned reconfiguration will also mean that all the care services, which are currently dotted around the large site, are brought together for ease of access. A large open reception will welcome visitors and will feature a public café which has direct access to some of the beautiful grounds.

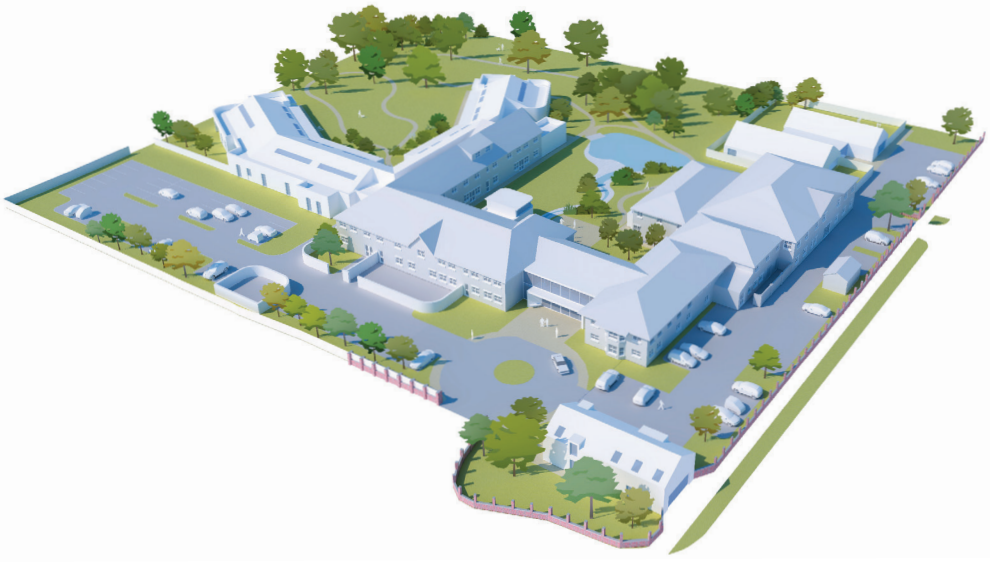
The building and landscape will be sustainable in the widest sense – incorporating flexibility and room for expansion, environmental sustainability and low future maintenance.

These plans are currently at an early stage with a consultation period with patients, staff, volunteers, neighbours, funders and local healthcare professionals planned for summer/autumn 2022. Although we have already started to designate funds towards this capital work, much more work is needed to raise the funds necessary to undertake sure a large project and building work would not begin until this money has been secured.









Independent Auditor's Report

To the Members of Dove House Hospice Limited

Opinion

We have audited the financial statements of Dove House Hospice Limited (the 'parent charitable company') and its subsidiary (the 'group') for the year ended 31 March 2022 which comprise the consolidated statement of financial activities, the consolidated balance sheet, the charitable company balance sheet, the consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2022 and of the groups income resources and application of resources, including its income and expenditure for the year ended.
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustee's report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and director's report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Strategic and the Directors' report. We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement as set out on page 14, the trustees (who are also the trustees of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of

accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the group and parent charitable company through discussions with management and trustees, and from our knowledge and experience of this organisation;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the group and parent charitable company, including the Charities Act 2011, the Companies Act 2006, data protection, health and safety legislation, the Gambling Act 2005, CQC regulations, Ofsted and employment law;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and trustees;
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit of the group and parent charitable company.

We assessed the susceptibility of the group and parent charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by;

- making enquiries of management and trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

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

- performed analytical procedures to identify any unusual or unexpected variances;
- tested journal entries to identify unusual transactions;
- assessed whether judgments and assumptions made in determining the accounting estimates set out in note 2 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

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

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation. A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at:

https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx

This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Jane Marshall (Senior statutory auditor) for and on behalf of BHP LLP
Statutory Auditor, Rievaulx House
1 St Mary's Court, York, YO24 1AH

Financial Accounts

Consolidated Statement of Financial Activities

(incorporating an Income and Expenditure Account) *for the year ended 31 March 2022*

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Endowment funds 2022 £	Total funds 2022 £	As restated Total funds 2021 £
Income from:						
Donations and legacies:	3					
Donations & gifts		**320,808**	**157,822**	**-**	**478,630**	476,934
Legacies		**926,426**	**-**	**-**	**926,426**	1,289,309
Donations - Retail		**811,476**	**-**	**-**	**811,476**	390,046
Other donations and legacies		**154,710**	**-**	**-**	**154,710**	-
Charitable activities	4	**1,421,332**	**135,213**	**-**	**1,556,545**	2,861,135
Activities for generating funds	6	**6,926,730**	**-**	**-**	**6,926,730**	6,268,504
Investments		**22,417**	**-**	**-**	**22,417**	14,621
Other income	8	**10,000**	**-**	**-**	**10,000**	-
Total incoming resources		**10,593,899**	**293,035**	**-**	**10,886,934**	11,300,549
Expenditure on:						
Raising funds:	9					
Donations and gifts		**17**	**77,912**	**-**	**77,929**	210,960
Trading costs Charitable activities	10	**5,671,149**	**-**	**-**	**5,671,149**	5,071,023
		3,643,037	**310,933**	**-**	**3,953,970**	3,955,467
Total expenditure		**9,314,203**	**388,845**	**-**	**9,703,048**	9,237,450
Net income before net gains on investments		**1,279,696**	**(95,810)**	**-**	**1,183,886**	2,063,099
Net gains on investments		**12,630**	**-**	**2,307**	**14,937**	63,706
Net income/ (expenditure)		**1,292,326**	**(95,810)**	**2,307**	**1,198,823**	2,126,805

Consolidated Statement of Financial Activities
(incorporating an Income and Expenditure Account) *for the year ended 31 March 2022*

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Endowment funds 2022 £	Total funds 2022 £	As restated Total funds 2021 £
Transfers between funds	23	(12,493)	-	12,493	-	-
Net movement in funds		1,279,833	(95,810)	14,800	1,198,823	2,126,805
Reconciliation of funds:						
Total funds brought forward as previously stated		13,137,147	4,205,045	14,235	17,356,427	15,205,455
Prior year adjustment		(77,437)	-	-	(77,437)	(53,270)
Total funds brought forward as restated		13,059,710	4,205,045	14,235	17,278,990	15,152,185
Net movement in funds		1,279,833	(95,810)	14,800	1,198,823	2,126,805
Total funds carried forward		14,339,543	4,109,235	29,035	18,477,813	17,278,990

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



Consolidated Balance Sheet

at 31 March 2022

	Note		2022 £		As restated 2021 £
Fixed assets					
Intangible assets	16		**31,667**		51,667
Tangible assets	17		**10,730,335**		10,970,314
Investments			**277,249**		223,315
			11,039,251		11,245,296
Current assets					
Stocks	19	**75,246**		97,405	
Debtors	20	**828,526**		784,979	
Cash at bank and in hand		**7,407,795**		5,821,375	
		8,311,567		6,703,759	
Creditors: amounts falling due within one year	21	**(869,700)**		(656,941)	
Net current assets			**7,441,867**		6,046,818
Total assets less current liabilities			**18,481,118**		17,292,114
Provisions for liabilities			**(3,305)**		(13,124)
Total net assets			**18,477,813**		17,278,990

	Note		2022 £		As restated 2021 £
Charity funds					
Endowment funds	23		**29,035**		14,235
Restricted funds	23		**4,109,235**		4,205,045
Unrestricted funds					
Designated funds	23	**3,200,000**		2,000,000	
General funds	23	**11,009,822**		11,059,710	
Revaluation reserve	23	**129,721**		-	
Total unrestricted funds	23		**14,339,543**		13,059,710
Total funds			**18,477,813**		17,278,990

Consolidated Balance Sheet

at 31 March 2022

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Daniels
Date:

The notes on pages 39 to 71 form part of these financial statements.



Charitable Company Balance Sheet

at 31 March 2022

	Note		2022		As restated 2021
			£		£
Fixed assets					
Tangible assets	17		**10,675,353**		10,877,106
Investments	18		**277,250**		223,316
			10,952,603		11,100,422
Current assets					
Stocks	19	**28,044**		27,404	
Debtors	20	**973,586**		904,446	
Cash at bank and in hand		**7,326,955**		5,685,351	
		8,328,585		6,617,201	
Creditors: amounts falling due within one year	21	**(803,375)**		(476,859)	
Net current assets			**7,525,210**		6,140,342
Total net assets			**18,477,813**		17,240,764
Charity funds					
Endowment funds	23		**29,035**		14,235
Restricted funds	23		**4,184,536**		4,205,045
Unrestricted funds					
Designated funds	23	**3,200,000**		2,000,000	
General funds	23	**11,064,242**		11,021,484	
Total unrestricted funds	23		**14,264,242**		13,021,484
Total funds			**18,477,813**		17,240,764

Charitable Company Balance Sheet

at 31 March 2022

As permitted by s408 Companies Act 2006, the charitable company has not presented its own profit and loss accounts and related notes. The charitable company's net movement in funds for the year was £1,237,049 (2021 - £2,178,259).

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

Philip Daniels
Date:

The notes on pages 39 to 71 form part of these financial statements.



Consolidated Cash Flow Statement

for the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash provided by operating activities	27	**1,812,156**	3,296,198
Cash flows from investing activities			
Interest received		**41,490**	14,621
Proceeds from the sale of tangible fixed assets		**3,292**	-
Purchase of tangible fixed assets		**(212,448)**	(145,073)
Purchase of investments		**(58,070)**	-
Net cash used in investing activities		**(225,736)**	(130,452)
Cash flows from financing activities			
Repayments of borrowing		**-**	(93,819)
Net cash provided by/(used in) financing activities		**-**	(93,819)
Change in cash and cash equivalents in the year		**1,586,420**	3,071,927
Cash and cash equivalents at the beginning of the year		**5,821,375**	2,749,448
Cash and cash equivalents at the end of the year	28	**7,407,795**	5,821,375

The notes on pages 16 to 51 form part of these financial statements

The notes on pages 39 to 71 form part of these financial statements.

1. Accounting policies

1.1 Basis of preparation of financial statements

Dove House Hospice Limited is a company limited by guarantee, established in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is given in the administration and reference details section of the Directors' Report on page 3 of these financial statements. The nature of the charity's operations and principal activities are fully detailed in the directors' report.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The group financial statements consolidate the financial statements of the Charity and its subsidiary undertaking, Dove House Trading Limited, at 31 March 2022 using acquisition accounting.

The charitable company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements.

1.2 Prior year adjustment

In preparing the financial statements for the year ended 31 March 2022, errors were identified that were sufficient to warrant restatement. The effect and nature of the restatement are disclosed in note 22.



1. Accounting policies (continued)

1.3 Going concern

As part of their assessment of the going concern basis of preparation, the trustees have considered the impact of current and recent events on the group and parent charitable company's activities and workforce, as well as the wider economy and on the forecasted income for the year to 31 March 2023. They have also considered the period up to 12 months from the signing of the accounts. The trustees are confident that they have in place plans to deal with any financial losses that may arise.

At the time of approving the financial statements, the trustees have a reasonable expectation that the group and parent charitable company have adequate resources to continue in operational existence for the foreseeable future. For this reason, the trustees continue to adopt the going concern basis in preparing the financial statements.

1.4 Income

a) Income from donors and supporters

Cash donations and gifts are included in full in the statement of financial activities as they are received. Legacies are accounted for on an accruals basis. Cash collected at special fundraising events is included in the statement of financial activities gross. Significant non cash donations are included in the statement of financial activities at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Legacy income is generally recognised when received. However, legacies are also recognised as a debtor before receipt if there is sufficient evidence regarding:

i) the charity's entitlement to such income,
ii) the certainty of receipt, and
iii) measurement at a reliable monetary value.

Legacies which the charity has been notified of but which do not yet meet the above criteria are monitored and will be recognised at such time when the criteria are met. The total of all such unrecognised items at the year end is included in the notes to the accounts.

b) Other operating income

All other income is accounted for on an accruals basis.

c) Investment income

Bank interest is included in the statement of financial activities on an accruals basis.

1. Accounting policies (continued)

1.4 Income (continued)

Dividends are included in the statement of financial activities when they are received, at an amount which includes the tax credit recoverable from the HM Revenue & Customs.

Grants are included in the consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

1.5 Expenditure

Expenditure is accounted for on an accruals basis and includes attributable VAT which cannot be recovered. When expenditure is incurred relating to more than one cost category, the expenditure is apportioned over all relevant headings. The basis of apportionment used reflects the time and resources exerted under specific headings.

a) Cost of generating funds
Cost of generating funds includes all costs relating to the raising of the charity's income.

b) Fundraising and publicity
Fundraising and publicity includes the cost of raising the charity's voluntary contributions together with raising public awareness to the charity's objectives.

c) Direct charitable activities
Direct charitable activities include the direct costs of the charitable activities and depreciation on related assets.

d) Support costs
Support costs include the direct cost of supporting the expenditure on the objects of the charity. Support costs have been apportioned on the basis of staff time working on each activity.

e) Governance
Governance includes the cost of essential central administration principally concerning the overall management of the charity's affairs, including compliance with constitutional and statutory requirements.

1. Accounting policies (continued)

1.6 Intangible assets and amortisation

Intangible assets consist of goodwill, being the amount paid in connection with the acquisition of a business in 2019.

Intangible assets are initially recognised at cost. After recognition, under the cost model, intangible assets are measured at cost less any accumulated amortisation and any accumulated impairment losses.

Amortisation is provided on intangible assets at rates calculated to write off the cost of each asset on a straight-line basis over its expected useful life.

The estimated useful lives are as follows:

Goodwill	-	5 years

1.7 Tangible fixed assets and depreciation

Tangible fixed assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 2%
Leasehold improvements	- over period of lease
Plant and equipment	- 20-25%
Motor vehicles	- 25%
Fixtures and fittings	- 10%



1. Accounting policies (continued)

1.8 Investments

Stocks and shares quoted on a recognised stock exchange are included in the balance sheet at their mid-market value at the year end. The variances between market value and the original cost or annual revaluation of the investments are shown as unrealised investment gains or losses.

The differences between the original cost or annual valuation and the proceeds of investments disposed of are shown as a gain/(loss) in the statement of financial activities.

Investments in subsidiaries are valued at cost.

Investments held as fixed assets are shown at cost less provision for impairment.

1.9 Stocks

Stocks are stated at the lower of cost and net realisable value, being the estimated selling price less costs to complete and sell. Cost represents that expenditure which has been incurred in the normal course of business in bringing the product or service to its present location and condition.

At each balance sheet date, stocks are assessed for impairment. If stock is impaired, the carrying amount is reduced to its selling price less costs to complete and sell. The impairment loss is recognised immediately in profit or loss.

Donated items of stock for resale are not included in the financial statements until they are sold as the Directors consider it impractical to assess the amount of donated stock held as there is no system in place to record these items or value them until they are sold. The value of these goods to the charity is instead recognised when they are sold in the shops.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

1. Accounting policies (continued)

1.12 Liabilities

Liabilities and provisions are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the charitable company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

1.13 Deferred taxation

Deferred tax liabilities are generally recognised for all timing differences and deferred tax assets are recognised to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits. Such assets and liabilities are not recognised if the timing difference arises from goodwill or from the initial recognition of other assets and liabilities in a transaction that affects neither the tax profit nor the accounting profit.
The carrying amount of deferred tax assets is reviewed at each reporting end date and reduced to the extent that it is no longer probable that sufficient taxable profits will be available to allow all or part of the asset to be recovered. Deferred tax is calculated at the tax rates that are expected to apply in the period when the liability is settled or the asset is realised. Deferred tax is charged or credited in the profit and loss account, except when it relates to items charged or credited directly to equity, in which case the deferred tax is also dealt with in equity. Deferred tax assets and liabilities are offset when the company has a legally enforceable right to offset current tax assets and liabilities and the deferred tax assets and liabilities relate to taxes levied by the same tax authority.

1.14 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight line basis over the lease term.



1. Accounting policies (continued)

1.15 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charitable company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Endowment funds are held on trust to be retained for the benefit of the charity as a capital fund. The funds represent the net book value of the investments held and donated on the closure of the Sutton War Memorial fund. Income from these funds is used for the welfare of people from Sutton.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

1.16 Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Trust is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.17 Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution plan for the benefit of its employees. Contributions are expensed as they become payable.

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

2. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charitable company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Depreciation of tangible assets

Depreciation policies have been set according to management's experience of the useful lives and residual values of the assets in each category, something which is reviewed annually.

Legacies

Legacy income is recognised when notification has been received from the solicitors, legal entitlement to the funds has been established and sufficient information is available to allow the entitlement to be reliably estimated and measured.

3. Income from donations and legacies

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
General donations	233,688	154,873	**388,561**	387,864
Tax refunds	87,120	-	**87,120**	89,070
Retail gift aid scheme donations	811,476	-	**811,476**	390,046
Donations and gifts	-	2,949	**2,949**	-
Legacies	926,426	-	**926,426**	1,289,309
Grants	154,710	-	**154,710**	-
	2,213,420	157,822	**2,371,242**	2,156,289
Total 2021	1,947,990	208,299	2,156,289	

4. Income from charitable activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Support for patient care	21,369	-	**21,369**	21,805
Grants for providing care (note 5)	1,228,902	-	**1,228,902**	1,020,222
COVID-19 support (note 7)	16,352	135,213	**151,565**	1,759,192
Training	93,446	-	**93,446**	21,655
Sales of goods/services	61,263	-	**61,263**	38,261
	1,421,332	135,213	**1,556,545**	2,861,135
Total 2021	1,343,806	1,517,329	2,861,135	

5. Grants for providing care

	2022 £	2021 £
National Health service - grants	**1,205,712**	994,664
National Health service - pension funding	**8,071**	7,936
Social Services	**15,119**	17,622
	1,228,902	1,020,222



6. Income from other trading activities

Activities for generating funds

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Retail sales	3,962,388	**3,962,388**	1,537,195
Lottery income	1,111,607	**1,111,607**	1,067,182
Fundraising	800,795	**800,795**	1,352,736
Nursery income	802,509	**802,509**	684,347
Rental income	88,790	**88,790**	317,725
COVID-19 support (note 7)	160,641	**160,641**	1,309,319
	6,926,730	**6,926,730**	6,268,504
Total 2021	6,268,504	6,268,504	

7. COVID-19 support

During the year the group received £271,511 (2021: £3,068,511) of COVID-19 support. Of this, £151,565 (2021: £1,759,192) is within charitable activities income made up of staff furlough grants of £16,352 (2021: £241,863) and NHSE funding of £135,213 (2021: £1,517,329). There is £160,641 (2021: £1,309,319) within fund generating activities made up of retail grants of £108,673 (2021: £450,440) and staff furlough grants of £51,968 (2021: £858,879).

The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April to July 2020, November 2020 to March 2021 and December 2021 to March 2022, to support people with complex needs in the context of the COVID-19 situation.

8. Other incoming resources

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Insurance claim	10,000	**10,000**	-
Total 2021	-	-	

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Donations and gifts	17	77,912	**77,929**	210,960
Total 2021	32,581	178,379	210,960	

9. Expenditure on raising funds (continued)

Trading: costs of goods sold and other costs

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Retail	3,622,593	**3,622,593**	3,268,061
Lottery	609,045	**609,045**	584,786
Fundraising	524,224	**524,224**	365,138
Training	57,398	**57,398**	79,440
Catering	41,172	**41,172**	39,380
Nursery	816,717	**816,717**	734,218
	5,671,149	**5,671,149**	5,071,023
Total 2021	5,071,023	5,071,023	

10. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2022 £	Restricted funds 2022 £	**Total funds 2022 £**	Total funds 2021 £
Patient care	3,439,434	308,478	**3,747,912**	3,694,309
Day therapy	3,814	2,455	**6,269**	100,563
Catering	199,789	-	**199,789**	160,595
	3,643,037	310,933	**3,953,970**	3,955,467
Total 2021	2,313,006	1,642,461	3,955,467	

	Direct costs 2022 £	Support costs (note 11) 2022 £	**Total funds 2022 £**	Total funds 2021 £
Patient care	3,060,022	687,890	**3,747,912**	3,694,309
Day therapy	6,269	-	**6,269**	100,563
Catering	199,789	-	**199,789**	160,595
	3,266,080	687,890	**3,953,970**	3,955,467
Total 2021	3,263,367	692,100	3,955,467	

Analysis of expenditure by activities (continued)

Analysis of direct costs

	Patient care 2022 £	Day therapy 2022 £	Catering 2022 £	**Total funds 2022 £**	Total funds 2021 £
Depreciation	335,019	3,508	-	**338,527**	322,728
Salaries, fees and pensions	2,301,623	-	124,797	**2,426,420**	2,479,347
Catering provisions	-	-	74,695	**74,695**	37,137
Cleaning and laundry expenses	15,492	-	-	**15,492**	16,541
Medical equipment and supplies	95,584	-	-	**95,584**	174,141
Advertising events and promotion	29,205	-	-	**29,205**	22,332
Sundry expenses	11,701	16	297	**12,014**	20,585
Motor and travel	5,865	2,745	-	**8,610**	8,417
Rent and rates	21,215	-	-	**21,215**	19,913
Light and heat	104,328	-	-	**104,328**	49,998
Insurance	41,024	-	-	**41,024**	29,608
Repairs and renewals	98,966	-	-	**98,966**	82,620
	3,060,022	6,269	199,789	**3,266,080**	3,263,367
Total 2021	3,002,209	100,563	160,595	3,263,367	



11. Support costs

	2022	2021
	£	£
Salaries, fees and pensions	**473,110**	491,483
Back up services	**2,537**	-
Cleaning and laundry expenses	**3,588**	4,135
Telephone and internet	**25,239**	29,876
Printing, stationery and postage	**14,830**	4,811
Advertising, events and promotion	**59,372**	24,160
Sundry expenses	**4,952**	26,813
Motor and travel	**1,985**	1,666
Rent and rates	**5,065**	4,978
Light and heat	**24,565**	12,500
Insurance	**6,131**	21,950
Repairs and renewals	**47,466**	44,880
Legal and professional	**1,495**	2,245
Bank charges	**29,923**	26,871
Depreciation	**16,957**	32,158
	717,215	728,526



The above costs have been allocated between expenses headings as follows:

	2022	2021
	£	£
Costs of generating funds		
Fundraising and publicity	**5,865**	7,285
Retail costs	**17,595**	21,856
Lottery	**5,865**	7,285
Charitable activities		
Patient care	**687,890**	692,100
	717,215	728,526

The above allocation is based on staff time spent undertaking activities in each area.

12. Staff costs

The costs incurred by the group were as follows:

	2022	2021
	£	£
Salaries and fees	**5,570,968**	5,549,350
National insurance costs	**366,462**	355,874
Pension contributions	**386,273**	399,993
	6,323,703	6,305,217



Staff costs (continued)

The average number of persons employed by the charitable company during the year was as follows:

	Group 2022 No.	Group 2021 No.
Medical	**64**	74
Admin and support	**43**	43
Income generation	**207**	192
	314	309

The average headcount expressed as full-time equivalents was:

	Group 2022 No.	Group 2021 No.
Medical	**41**	49
Admin and support	**34**	31
Income generation	**163**	158
	238	238

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2022 No.	Group 2021 No.
In the band £60,001 - £70,000	**1**	1
In the band £70,001 - £80,000	**-**	1
In the band £80,001 - £90,000	**1**	1

Total remuneration for key management personnel, including employer's national insurance and employers pension contributions, is £321,208 (2021: £317,488). Amounts were also paid for services provided externally in relation to a member of key management of £117,120 (2021: £106,985).

Staff redundancy and termination payments in the year amounted to £62,519 (2021: £nil).

13. Trustees' remuneration

The directors (trustees) were not entitled to and did not receive any remuneration from the charity during the current or previous year. No expenses were reclaimed by directors during the current or previous year.

14. Net income/(expenditure)

This is stated after charging:

	2022	2021
	£	£
Depreciation of tangible fixed assets:		
- owned by the charity	452,427	450,086
Operating lease payments - land and buildings	338,527	317,700
Auditor's remuneration - audit	17,470	14,980
Auditor's remuneration - non-audit services	4,670	1,000

15. Material notified legacies

The charity has been notified of legacies with an estimated value totalling £499,919 (2021: £554,127) which are not recognised within the statement of financial activities, as at the balance sheet date these legacies fail to meet one or more of the recognition criteria.



16. Intangible assets

Group

	Goodwill £
Cost	
At 1 April 2021	**100,000**
At 31 March 2022	**100,000**
Amortisation	
At 1 April 2021	**48,333**
Charge for the year	**20,000**
At 31 March 2022	**68,333**
Net book value	
At 31 March 2022	**31,667**
At 31 March 2021	51,667



17. Tangible fixed assets

Group

	Freehold property £	Leasehold improvements £	Plant and equipment £	Motor vehicles £	Fixtures and fittings £	Total £
Cost						
At 1 April 2021	**14,370,839**	**1,573,517**	**1,769,082**	**284,684**	**416,268**	**18,414,390**
Additions	**63,348**	**56,556**	**68,145**	**17,979**	**6,420**	**212,448**
Disposals	**-**	**-**	**-**	**(80,866)**	**-**	**(80,866)**
At 31 March 2022	**14,434,187**	**1,630,073**	**1,837,227**	**221,797**	**422,688**	**18,545,972**
Depreciation						
At 1 April 2021 as restated	**3,861,882**	**1,428,035**	**1,573,902**	**244,039**	**336,218**	**7,444,076**
Charge for the year	**281,114**	**59,501**	**69,112**	**16,957**	**25,743**	**452,427**
On disposals	**-**	**-**	**-**	**(80,866)**	**-**	**(80,866)**
At 31 March 2022	**4,142,996**	**1,487,536**	**1,643,014**	**180,130**	**361,961**	**7,815,637**
Net book value						
At 31 March 2022	**10,291,191**	**142,537**	**194,213**	**41,667**	**60,727**	**10,730,335**
At 31 March 2021	10,508,957	145,482	195,180	40,645	80,050	10,970,314



17. Tangible fixed assets (continued)

Company

	Freehold property	Leasehold improvements	Plant and equipment	Motor vehicles	Fixtures and fittings	Total
	£	£	£	£	£	£
Cost						
At 1 April 2021	**14,370,839**	**1,496,842**	**1,742,972**	**284,684**	**323,627**	**18,218,964**
Additions	**63,348**	**56,556**	**67,057**	**17,979**	**6,420**	**211,360**
Disposals	**-**	**-**	**-**	**(80,866)**	**-**	**(80,866)**
At 31 March 2022	**14,434,187**	**1,553,398**	**1,810,029**	**221,797**	**330,047**	**18,349,458**
Depreciation						
At 1 April 2021	**3,861,882**	**1,388,458**	**1,557,365**	**244,039**	**290,114**	**7,341,858**
Charge for the year	**281,114**	**44,167**	**64,369**	**16,957**	**6,506**	**413,113**
On disposals	**-**	**-**	**-**	**(80,866)**	**-**	**(80,866)**
At 31 March 2022	**4,142,996**	**1,432,625**	**1,621,734**	**180,130**	**296,620**	**7,674,105**
Net book value						
At 31 March 2022	**10,291,191**	**120,773**	**188,295**	**41,667**	**33,427**	**10,675,353**
At 31 March 2021	10,508,957	108,384	185,607	40,645	33,513	10,877,106



18. Investments

	2022	2021
	£	£
Group		
Listed investments	**262,827**	189,820
Cash or cash equivalents	**14,422**	33,495
	277,249	223,315

	2022	2021
	£	£
Sterling preference shares	**95**	95
AIM equities	**2**	41
European equities	**195**	213
North American equities	**29**	-
UK equities	**73,962**	62,280
Emerging market equities	**188,544**	127,191
	262,827	189,820

Group	Listed investments £	Other fixed asset investments £	Total £
Cost or valuation			
At 1 April 2021	**189,820**	**33,495**	**223,315**
Additions	**58,070**	**-**	**58,070**
Revaluations	**14,937**	**-**	**14,937**
Other movements	**-**	**(19,073)**	**(19,073)**
At 31 March 2022	**262,827**	**14,422**	**277,249**

. **Fixed asset investments (continued)**

Historical cost of listed investments as 31 March 2022 was £133,106 (2021: £133,106).

Company	Investments in subsidiary companies £	Listed investments £	Cash held in investment portfolio £	Total £
Cost or valuation				
At 1 April 2021	1	189,820	33,495	223,316
Additions	-	58,070	-	58,070
Revaluations	-	14,937	-	14,937
Other movements	-	-	(19,073)	(19,073)
At 31 March 2022	1	262,827	14,422	277,250

Principal subsidiaries

The following was a subsidiary undertaking of the charitable company:

Name	Company number	Class of shares	Holding	Included in consolidation
Dove House Trading Limited	03036808	Ordinary	100%	Yes

The financial results of the subsidiary for the year were:

Name	Income £	Expenditure £	Profit for the year £	Net assets £
Dove House Trading Limited	1,155,228	(1,051,240)	103,988	1

19. Stocks

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Purchased consumables	**75,246**	97,405	**28,044**	27,404

20. Debtors

	Group 2022 £	Group As restated 2021 £	Company 2022 £	Company As restated 2021 £
Trade debtors	**86,314**	118,171	**63,929**	91,740
Amounts owed by group undertakings	**-**	-	**169,355**	146,188
Other debtors	**208,427**	519,320	**208,427**	519,320
Prepayments and accrued income	**533,785**	147,488	**531,875**	147,198
	828,526	784,979	**973,586**	904,446

21. Creditors: Amounts falling due within one year

	Group 2022 £	Group As restated 2021 £	Company 2022 £	Company As restated 2021 £
Trade creditors	**146,411**	99,679	**141,668**	95,605
Amounts owed to group undertakings	**-**	-	**-**	28
Corporation tax	**19,410**	19,410	**-**	-
Other taxation and social security	**90,420**	91,210	**85,308**	78,086
Other creditors	**43,695**	14,005	**43,695**	14,005
Accruals and deferred income	**569,764**	432,637	**532,704**	289,135
	869,700	656,941	**803,375**	476,859

	Group 2022 £	Group 2021 £
Deferred income at 1 April 2021	**172,743**	138,874
Resources deferred during the year	**388,094**	172,743
Amounts released from previous periods	**(172,743)**	(138,874)
	388,094	172,743

Deferred income carried forward relates to pre-paid lottery income and funding received from the CCG relating to services to be carried out in the 2022/23 year.

22. Prior year adjustments

During the preparation of the Dove House Trading Limited (DHTL) accounts for the year ended 31 March 2022 it was identified that the depreciation policies applied in DHTL's prior year accounts were incorrect for the nature of assets of the company. A prior year adjustment has been made to reflect a depreciation policy running over the term of the lease of the Ainthorpe Nursery, as opposed to 50 years straight line for Leasehold Improvements and 10 years straight line for Plant and Equipment.

The effect of this adjustment is that opening reserves and fixed assets of the subsidiary as at 1 April 2020 have been reduced by £33,860 in relation to additional depreciation that should have been charged prior to 1 April 2020 and the net book value of the subsidiary's fixed assets as at 31 March 2021 has been reduced by a further £24,167. Depreciation carried forward to the 2022 year has been restated to £102,218 compared to £44,191 and the net book value of DHTL's fixed assets as at 31 March 2021 has reduced from £151,235 to £93,208. As a result the subsidiary's financial statements for 2021 show a loss for the year of £2,708 compared with the previously reported profit of £21,459. There is no impact on the Charitable Company Balance Sheet or reserves as a result of this adjustment.

A prior year adjustment has also been made to the opening profit and loss reserves of Dove House Trading Limited in relation to underpayment of the gift aid covenant. The covenant relating to the 2020 year end has been reduced by £102,158 from £205,163 to £103,005. Amounts owed to the parent charitable company have been reduced by an equivalent amount. Corporation tax payable of £19,410 has been recognised using a rate of 19% in relation to this underpayment.

The gift aid covenant has been similarly reduced by £102,158 in the Charitable Company opening reserves, such that funds brought forward have been reduced from £15,164,663 to £15,062,505.

It was also identified that donations relating to the Retail Gift Aid Scheme had previously been included under Retail Sales. These have been reanalysed on the face of the Statement of Financial Activities, and related notes. The comparative figures have also been reanalysed for comparability.

22. Prior year adjustments (continued)

The net impact on group opening reserves as a result of the adjustments above is a reduction in group funds as at 31 March 2020 of £53,270 and as at 31 March 2021 of £77,437.

23. Statement of funds

Statement of funds - current year

	As restated Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted funds						
Designated funds						
Designated funds	2,000,000	-	-	1,200,000	-	3,200,000
General funds						
General fund	11,021,484	9,438,671	(8,120,749)	(1,342,214)	12,630	11,009,822
Dove House Trading Limited	38,226	1,155,228	(1,193,454)	-	-	-
Revaluation Reserve	-	-	-	129,721	-	129,721
	11,059,710	10,593,899	(9,314,203)	(1,212,493)	12,630	11,139,543
Total Unrestricted funds	13,059,710	10,593,899	(9,314,203)	(12,493)	12,630	14,339,543



23. Statement of funds (continued)

	As restated Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Endowment funds						
Sutton War Memorial	14,235	-	-	12,493	2,307	29,035
Restricted funds						
Dove House Property	983,173	-	(42,773)	-	-	940,400
Bedded unit	65,050	27,629	(34,242)	-	-	58,437
Accessibility quality and improvement	230,288	-	(2,746)	-	-	227,542
Day therapy (Hospice)	4,195	300	(2,455)	-	-	2,040
Breast cancer relief	7,888	-	-	-	-	7,888
Sundry small funds	38,932	35,792	(33,010)	-	-	41,714
Storr legacy	67,794	-	-	-	-	67,794
New building fund	2,777,509	-	(64,378)	-	-	2,713,131
Support line	6,142	-	-	-	-	6,142
Physiotherapy	(5,901)	-	-	-	-	(5,901)
Hospice UK/ NHSE fund	-	135,213	(135,213)	-	-	-
Echo Project	29,975	94,101	(74,028)	-	-	50,048
	4,205,045	293,035	(388,845)	-	-	4,109,235
Total of funds	17,278,990	10,886,934	(9,703,048)	-	14,937	18,477,813

23. Statement of funds (continued)

Designated funds

The designated fund represents amount reserved for the reconfiguration of the existing hospice site.

Endowment funds

Funds donated on the closure of the 'Sutton on Hull War Memorial Fund'. Income to be used for the welfare of people from Sutton.

Restricted funds

Dove House Property - Development of hospice and land
Bedded unit - Provision of facilities
Accessibility, quality and improvement - Redevelopment of reception and clinical outpatient rooms
Day therapy (Hospice) - Provision of day therapy facilities
Breast cancer relief - Grant funding for the treatment of breast cancer sufferers
Sundry small funds - Library, finance, maintenance and staff development
Storr legacy - Write down over life of conservatories provided
New building fund - Development of new facilities
Support line - Development of a palliative care advice line
Physiotherapy - Ongoing support for Physiotherapy and Rehabilition services.
ECHO Project - Funding to develop communities of practice through video technology
Hospice UK/ NHSE fund - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April to July 2020, November 2020 to March 2021 and December 2021 to March 2022, to support people with complex needs in the context of the COVID-19 situation.

Restricted funds are funds that can only be used for the particular restricted purpose within the objects of the fund, as stated above. Income may be restricted when specified by the donor or when funds are raised for a specific restricted purpose. Such income is allocated to a restricted fund.

Resources expended on the above funds represent expenditure incurred in fulfilling the specific objects of the fund. In the case of revenue expenditure this is charged to the fund as incurred. In the case of capital expenditure, the asset is capitalised as a fixed asset. The subsequent depreciation charge is then transferred to the particular restricted fund as to write off the asset over its useful economic life.

Transfers:

The transfer to endowment funds of £12,493 relates to prior year gains on investments that had been allocated to unrestricted funds such that the year end value of the fund agrees to that of the CCLA investment, being Sutton War Memorial.

The transfer to the revaluation reserve represents the difference between the market value of the investments at 31 March 2022 and their cost.

The transfer to designated funds represents amounts reserved for the reconfiguration of the existing hospice site.

23. Statement of funds (continued)

Statement of funds - prior year

	As restated Balance at 1 April 2020 £	Income £	As restated Expenditure £	Transfers in/out £	Gains/ (Losses) £	As restated Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Designated funds	-	-	-	2,000,000	-	2,000,000
General funds						
General fund	10,748,013	8,628,198	(6,467,179)	(1,951,254)	63,706	11,021,484
Dove House Trading Limited	89,680	946,723	(949,431)	(48,746)	-	38,226
	10,837,693	9,574,921	(7,416,610)	(2,000,000)	63,706	11,059,710
Total Unrestricted **Funds**	10,837,693	9,574,921	(7,416,610)	-	63,706	13,059,710
Endowment funds						
Sutton War Memorial	12,551	-	-	-	-	12,551
Unrealised gain on investments	1,684	-	-	-	-	1,684
	14,235	-	-	-	-	14,235

23. Statement of funds (continued)

	As restated Balance at 1 April 2020 £	Income £	As restated Expenditure £	Transfers in/out £	Gains/ (Losses) £	As restated Balance at 31 March 2021 £
Restricted funds						
Dove House Property	1,025,946	-	(42,773)	-	-	983,173
Bedded unit	68,707	5,094	(8,751)	-	-	65,050
Accessibility quality and improvement	233,034	-	(2,746)	-	-	230,288
Day therapy (Hospice)	8,557	200	(4,562)	-	-	4,195
Breast cancer relief	7,888	-	-	-	-	7,888
Sundry small funds	44,281	203,005	(178,379)	-	-	68,907
Storr legacy	69,716	-	(1,922)	-	-	67,794
New building fund	2,841,887	-	(64,378)	-	-	2,777,509
Support line	6,142	-	-	-	-	6,142
Physiotherapy	(5,901)	-	-	-	-	(5,901)
Hospice UK/ NHSE fund	-	1,517,329	(1,517,329)	-	-	-
	4,300,257	1,725,628	(1,820,840)	-	-	4,205,045
Total of funds	15,152,185	11,300,549	(9,237,450)	-	63,706	17,278,990

24. Summary of funds

Summary of funds - current year

	As restated Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	**2,000,000**	**-**	**-**	**1,200,000**	**-**	**3,200,000**
General funds	**11,059,710**	**10,593,899**	**(9,314,203)**	**(1,212,493)**	**12,630**	**11,139,543**
Endowment funds	**14,235**	**-**	**-**	**12,493**	**2,307**	**29,035**
Restricted funds	**4,205,045**	**293,035**	**(388,845)**	**-**	**-**	**4,109,235**
	17,278,990	**10,886,934**	**(9,703,048)**	**-**	**14,937**	**18,477,813**

Summary of funds - prior year

	As restated Balance at 1 April 2020 £	Income £	As restated Expenditure £	Transfers in/out £	Gains/ (Losses) £	As restated Balance at 31 March 2021 £
Designated funds	-	-	-	2,000,000	-	2,000,000
General funds	10,837,693	9,574,921	(7,416,610)	(2,000,000)	63,706	11,059,710
Endowment funds	14,235	-	-	-	-	14,235
Restricted funds	4,300,257	1,725,628	(1,820,840)	-	-	4,205,045
	15,152,185	11,300,549	(9,237,450)	-	63,706	17,278,990



25. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Endowment funds 2022 £	Total funds 2022 £
Tangible fixed assets	6,777,064	3,953,271	-	**10,730,335**
Intangible fixed assets	31,667	-	-	**31,667**
Fixed asset investments	248,214	-	29,035	**277,249**
Current assets	8,155,603	155,964	-	**8,311,567**
Creditors due within one year	(869,700)	-	-	**(869,700)**
Provisions for liabilities and charges	(3,305)	-	-	**(3,305)**
Total	14,339,543	4,109,235	29,035	**18,477,813**

Analysis of net assets between funds - prior year

	As restated Unrestricted funds 2021 £	As restated Restricted funds 2021 £	Endowment funds 2021 £	As restated Total funds 2021 £
Tangible fixed assets	6,902,999	4,067,315	-	10,970,314
Intangible fixed assets	51,667	-	-	51,667
Fixed asset investments	209,080	-	14,235	223,315
Current assets	6,566,029	137,730	-	6,703,759
Creditors due within one year	(656,941)	-	-	(656,941)
Provisions for liabilities and charges	(13,124)	-	-	(13,124)
Total As restated	13,059,710	4,205,045	14,235	17,278,990

26. Related party transactions

Dove House Trading Limited is the wholly owned subsidiary of Dove House Hospice Limited. During the year the charity recharged wage costs of £724,948 (2021: £646,861), charged commission of £8,214 (2021: £1,879) and charged a management fee of £18,500 (2021: £17,500) to the subsidiary company. At the year end, amounts owed to Dove House Hospice Limited were £129,299 (2021: £248,346).

The Head of Fundraising, Laura Sadler, is the wife of Chris Sadler who is the Chief Executive and a member of the Executive Leadership Team. As such she is considered to be a related party. During the period she received remuneration for her employment of £36,442 (2021: £35,581).

27. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	Group 2021 £
Net income for the year (as per Statement of Financial Activities)	**1,198,823**	2,126,805
Adjustments for:		
Depreciation charges	**452,427**	450,086
Amortisation charges	**20,000**	20,000
Gains/(losses) on investments	**4,136**	(63,708)
Interest received	**(41,490)**	(14,621)
(Profit)/loss on the sale of fixed assets	**(3,292)**	640
Decrease in stocks	**22,159**	40,604
(Increase)/decrease in debtors	**(43,547)**	686,930
Increase in creditors	**202,940**	49,462
Net cash provided by operating activities	**1,812,156**	3,296,198



28. Analysis of cash and cash equivalents

	Group 2022 £	Group 2021 £
Cash in hand	**7,407,795**	5,821,375
Total cash and cash equivalents	**7,407,795**	5,821,375

29. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	**5,821,375**	**1,586,420**	**7,407,795**
	5,821,375	**1,586,420**	**7,407,795**

30. Pension commitments

The company operates various defined contribution pension schemes for its employees. The pension cost charges represent contributions payable by the company and amounted to £386,273 (2021: £399,993). There were no contributions outstanding or prepaid at 31 March 2022 or 31 March 2021.

31. Operating lease commitments

At 31 March 2022 the group and the charitable company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Not later than 1 year	**219,867**	277,888	**219,867**	276,388
Later than 1 year and not later than 5 years	**246,879**	299,008	**246,879**	296,633
Later than 5 years	**2,750**	750	**2,750**	750
	469,496	577,646	**469,496**	573,771

“The transition in our funding model from a reliance on Covid support schemes back to our conventional fundraising activities has been a great success and testimony to all our supporters and those employed in raising the vital funds to sustain Dove House.”

Chris Sadler
Chief Executive

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Dove House Hospice Limited a company limited by guarantee.
Registered office: Dove House Hospice, Chamberlain Road, Hull, HU8 8DH.
Registered in England and Wales Company number: 01498747
Registered Charity Number: 509551

Registered with FR Fundraising Regulator

dovehouse hospice
caring for people with a life limiting illness

DOVE HOUSE HOSPICE LIMITED

England & Wales - Charity number 509551

Accounts

Trustees' Report and Financial Statements

March 2021

dovehouse hospice

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Trustees' Report

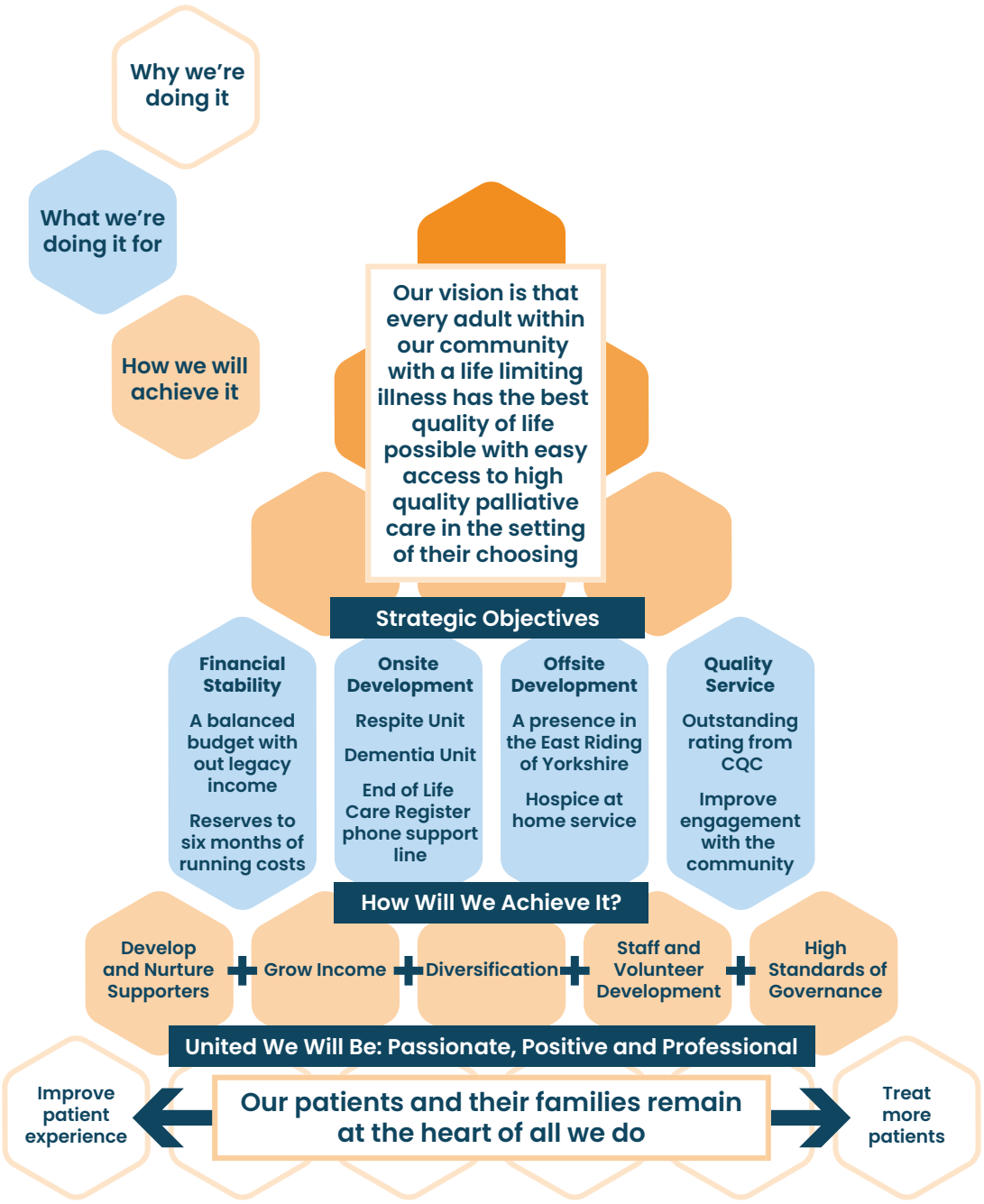
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Vision, Strategy and Values

Our Vision and Strategy

Below is a summary of the hospice's 10-year strategy, as set in 2016.



With so much having changed during the last year, the Trustees have decided to review and renew the strategy early and this work will be completed during 2021-22.

Our Values

United we will be Passionate, Positive and Professional

Welcome from the Chief Executive and Chair



Chris Sadler
Chief Executive



Philip Daniels
Chairman of the Board of Trustees

A Challenging Year

Over the past year we have all faced many unprecedented challenges as we come to terms with living through a pandemic and the influence this has had on all our lives. The realities of Covid-19 started to hit home for the charity back in March 2020, with the impact both immediate and severe. Some of our services had to stop whereas others had to adapt, with almost draconian measures put in place, far removed from the open welcoming environment we had built our care around. But this was only part of the problem as our charitable funding tap had been turned off: all three lockdowns closed our retail outlets, decimated fundraising and lottery operations, and severely hampered our trading activities.

So, across the board it has been a difficult year for Dove House but also a year where we have had to juggle the uncertainty with our funding and services alongside a hinterland of anxieties across the organisation. At the forefront of this has been our amazing staff, worried about their own health and wellbeing, but at the same time committed to keeping our services open and accessible with the excellent care and support to some of the most vulnerable in our society. Throughout, this has been a time to bring our culture to life, the values and behaviours, the one big team approach that provides the essential thread in the fabric of the organisation.

In the first few months our focus was on trying to address the conflict between the needs of the beneficiaries and the sustainability of the organisation, demand versus resource, at a time when we had so much uncertainty around our funding. However, even during the most difficult times **we continued to put the patient and their family at the heart of all our decision making.** So, our focus centred around adaptation, closing services but opening others, redeploy rather than furlough, restricted but accessible, as we had to rewrite our care offer in a hastily developed emergency response plan. Keeping our inpatient unit open was essential but Dove House also stepped up and provided an additional 12 beds (on a separate unit) to the NHS to support capacity and relieve pressure on the acute hospitals. So, we never wavered on our purpose and our doors always remained open to patients, but just as important to families and friends wishing to visit loved ones.

Funding

As the year started to unfold it became clear the important role the hospice sector would play in supporting the NHS throughout the pandemic. This was evident through the Government's targeted financial support for the sector, which provided a lifeline for Dove House and gave us some certainty on our funding. This allied to other more universal support schemes (retail grants and the job retention scheme) gave Dove House the necessary funding to mitigate the losses from conventional areas of income generation.

However it is also important to acknowledge the tremendous support we have received, and continue to receive from the community. We are indebted to all those that have picked up the fundraising baton over the past year, with individual challenges, scarecrow festivals and Santa runs, just some of the innovative ways in which people have continued to help the charity through this difficult period. The uncertainty on our fundraising activities will continue into the new financial year as we start to open up our retail outlets, lottery recruitment and fundraising events. The drop off in national support will mean our ability to meet our running costs will be tested as we look to recover our internal funding to the levels we achieved prior to the pandemic.

Communication

We are also conscious that during the last year we have gone from a hospice that prioritised and highly valued face to face staff and trustee interaction to one that communicates primarily online. Trustee Meetings, Meet and Mingles, Ideas Days, ELT on tour and regular staff updates have all been casualties of the pandemic. It is clear that the adoption of digital technologies over this period has often been driven by necessity but in a positive way this is something we will embrace as we start to get back to some sort of normality. However, it is our intention to re-establish these face-to-face initiatives once again, so we can navigate our way back to being a hospice that is united as we work together as one big team.

Stakeholder Analysis

However, it is important that the organisation starts to look forward as we move towards a reimagined post pandemic future with passion and purpose. This will be underpinned by robust stakeholder analysis, a chance for all our stakeholders to help the organisation meet their needs and expectations, and shape our care and services in the future. Our goal is to break down barriers, widen our access and extend our reach so that everyone that needs our support can access our services. So, as we move into the new financial year there will be opportunities to be involved and influence what Dove House will look like in the future.

Goodbye

It would not be possible to reflect on 2020/21 without mentioning the retirement of our previous Chief Executive, Dr Anna Wolkowski. During her time as Chief Executive Anna built and cultivated a culture of compassion and innovation at Dove House which paved the way for a number of accolades including being voted 5th in the Sunday Times Top 100 Best Not For Profit Organisations to work for in the UK, and under her leadership the hospice has become a 24/7 fully accessible service.

Anna led our hospice with compassion and strength, building solid foundations on which we hope to develop. Anna even moved into the hospice for the first three months of lockdown to ensure she was able to be hands on when the hospice needed it most. This in itself speaks volumes about Anna's incredible commitment to Dove House over the years.

Everyone here misses her greatly and we cannot thank her enough for everything she did for the organisation.

Thank You

This trustees report and financial statements reflect on an extraordinary year for Dove House. It provides detailed information on our financial position, highlights the challenges we faced, but also celebrates our work and the vital services we provide to the local community.

Sincere thanks to all our staff, volunteers and trustees for their unwavering support over the past year and to all our supporters for their amazing generosity.

Carl and Beth's Story

My wife Beth, who was diagnosed with breast cancer seven years ago, spent just over two wonderful months at Dove House before she died at just 40 years old in September 2020. Our boys, Ethan and Jared, are only 15 and 12 - they are too young to lose their mum, but with the help of Dove House we are navigating this journey with the best support we could hope for.

We had no idea what to expect when the word 'hospice' was first mentioned to us, we really didn't think it was the right place for us. But the second you walk in the door you are greeted with such warmth and so many smiles that any worries you have just disappear. I knew then that Beth would be happy and if Beth was happy the boys would be too.

Dove House helped shoulder the burden of having to know what is best, they helped me with what felt like the hardest questions I had to answer. But they also showed me that its ok to not always have the answers. Nothing can prepare you for losing your partner, and certainly not at the age Beth was. She will not get to see our amazing boys grow up and that will never be ok, but by being at Dove House and not at home we were able to focus on making memories while they were caring for her every need. They made it possible for us to actually have fun at the most heartbreaking times of our lives.

The time Beth spent at Dove House has given us such wonderful memories. Beth was in the hospice during the Coronavirus pandemic and even so, Ethan and Jared were able to visit every day, we had birthday parties, made crafts together and the hospice even arranged a movie night for us. We just wanted to feel like a normal family doing everyday things, and I will be forever grateful to Dove House for making this happen. The hospice staff arranged for us to have a sleep over all together at the hospice, surprising us with breakfast in bed the next day! These are the things you normally take for granted; losing Beth has taught me to cherish every little moment.



These memories will live on even though Beth is sadly no longer with us and it is these, and all of the amazing things we did as a family, that keep us going; they keep us strong when really, we are beside ourselves with grief. Now, after Beth has died, Dove House are still helping us to cope, showing us how to be a family even though our biggest part is no longer here.

I honestly couldn't tell you where we would be if they hadn't scooped us up and put their Dove House wings around us.

We can never repay the hospice enough for helping us be a proper family right until the end - we honestly would have been lost without them.

Our Numbers Make a Difference

Our facts and figures represent a snapshot of the work carried out throughout the year. Clearly the Coronavirus pandemic has had a significant impact on these figures in comparison to previous years. Nevertheless they highlight the vital care we have continued to provide despite the restrictions and the amazing support we continue to receive from the local community.

282 Music Therapy sessions delivered

£3.86 average price of an item sold in our shops

296 patients treated on the Inpatient Unit

81,000 hours worked by volunteers

238 Children in the nurseries

82% of local hospital referrals to hospices came to Dove House

£625,741 was raised from the Emergency Covid Appeal

73% of patients referred from local hospitals were transferred the same day

19 people received respite care

203 people died at Dove House

140 patients received Pain and Symptom management

218 Therapy sessions delivered on the Inpatient Unit

19,000 average weekly Lottery members

1112 support telephone calls made by the Family Support Team

225,739 items of PPE used

256 face-to-face meetings with the Family Support Team

14,736 financial donations given to Dove House

64 Hospice outpatient Therapy sessions

835,177 Transactions through our hospice shop tills

100% of Friends and Family surveyed would recommend our services to other people

46 Legacy donations

627 tonnes of goods donated to our shops

138 hospice staff were placed on furlough or flexi furlough

5907 people donated

£46,860 average annual takings per shop

Our Services

A year like no other



Covid-19 has had a huge impact on our Clinical Services and in response to the ever-changing government guidance we have had to pause, adapt and reimagine some of our services during an unprecedented year. Nevertheless, despite the challenges, we have received 1,710 referrals from which a total of 961 patients and relatives were supported, some being referred to more than one of our services.

Our whole team strives to provide excellent person-centered care seeing each patient as an individual with their own needs and preferences. A key element in our approach is to listen to patients so they are involved throughout all stages of the planning and delivery of their care. We also use our multidisciplinary team with different skills and expertise to develop care plans for patients but also to extend our care and support to family and friends. This will often involve every day moments, where staff and volunteers are there for patients and families, making a cup of tea, listening to someone's hopes and fears, supporting families and simply just being there when needed. We will always be here to provide specialist palliative care; pain and symptom control, respite, and end of life care, but often it's the small things that make a difference, showing kindness and compassion, living our values of being passionate, professional and positive about all we do.



> **We watched as he was treated with care and compassion which allowed him to leave us calmly, quietly and with dignity after so much pain, listening to his favourite songs... Despite the added challenge of the current pandemic, the excellent facilities allowed the family to gather in his final hours and support each other, for that we will always be grateful.**

Wilberforce Inpatient Unit

The Wilberforce Unit has 21 beds and offers 24-hour pain and symptom control, respite care, and end of life care. The unit comprises of four bedded rooms and single rooms. The rooms lead onto the beautiful gardens. Care and support is provided by our Multi-Disciplinary Team of Nurses, Doctors, Physiotherapists, Occupational Therapists, Complementary Therapists, and Family Support Team.

Throughout the pandemic we remained open. We have adapted our services in accordance with Government and Public Health England advice. All patients were admitted into single rooms and given the layout of our rooms this meant we had to reduce our beds from 21 to 11. Throughout the whole of this year staff and visitors have had to wear PPE including surgical masks, aprons and gloves.

Despite the restrictions and difficult circumstances, we have always put the patient and the family at the heart of our decision-making allowing families and friends to visit loved ones on the unit. In order to do this, we introduced a Ward Helper role to meet and greet visitors, ensure handwashing and the wearing of PPE. We have had many positive comments regarding visiting – some families had not seen their loved ones for weeks prior to coming to the hospice. We also facilitated virtual contact between patients and relatives via Zoom and Face Time.

At the start of the pandemic, we were not asked to take Covid patients, but as time went on and NHS services were put under pressure we stepped up to the challenge and took patients from the community and hospital who had palliative care needs and were Covid positive. Some of these patients required aerosol generating procedures and all staff were fit tested and provided with their own reusable FFP3 mask to ensure safe practice. We continued to care for patients with very complex needs who could not be cared for elsewhere.

During the period of April 2020 – March 2021 we admitted **296 patients** on the unit, 203 of which died here at the hospice. 190 patients achieved their preferred place of care, 13 were unable to return home due to the lack of services available to care for them, or families being unable to have them at home. **Of the 296 admissions, 140 were for pain and symptom control, 137 for end-of-life care, 19 for respite care.** An audit of referrals from the acute trust to hospice inpatient services carried out by the Specialist Palliative Care Team at Hull University Teaching Hospitals (HUTH) for the period Jan 2020 – Dec 2020 showed that Dove House Hospice admitted 116 patients direct from hospital. This also highlighted that **82% of all referrals to local hospices came to Dove House Hospice, 73% were transferred on the same or next day.** The transfer of patients from hospital to hospice has not only enabled patients and families to receive excellent person-centered care and support from our Multi-Disciplinary Team, but it has also supported the NHS to use their beds and services appropriately in response to the pressures they were facing due to the pandemic.

Our Services – continued

Amy Johnson Community Hub (AJCH)

Normally our Day Therapy Service opens three days a week to patients providing social, respite, and specialist palliative care and support. The AJCH also hosts our community group Friday Friends. Unfortunately, we had to pause all of these sessions due to the pandemic although we have kept in touch with patients and carers over a number of different platforms. We have however also used the AJCH to provide socially distanced Covid safe one-to-one sessions for pain and symptom control, breathlessness, acupuncture, physiotherapy clinics and occupational therapy assessments.



Therapy Team

Our **Physiotherapists** and **Occupational Therapists** aim to enhance the persons quality of life, independence, and confidence by reducing the impact the illness has on daily life and improving physical abilities. The team also run groups and outpatient services for breathlessness, fatigue, anxiety, and mindfulness. Our **Complementary Therapists** use therapies to ease patients' symptoms and provide an increased sense of wellbeing and relaxation. Therapies offered are aromatherapy, reiki, massage and reflexology.

Our therapies team continued to support patients on the Wilberforce Unit and on a one-to-one basis. Despite the difficult environment and the obvious challenges, the team have provided clinics for breathlessness, acupuncture, anxiety management, and assessment of needs. There were **218 treatments provided on the Wilberforce Unit and 64 treatments in the outpatient clinic.** However, we also realised the importance of supporting staff and so the team provided daily relaxation and mindfulness sessions.

In April 2020 we were about to launch our **Sing to Breathe Project** just as we felt the full impact on our services of the pandemic. However, despite the restrictions on our group work we managed to launch the service via online video conferencing. These sessions were facilitated by the therapies team and our Music Therapist. Singing regularly as part of a group is good for general health and wellbeing and this has shown to have benefits for people living with long-term lung conditions that include: control of breathing, improvement of posture, and reduction of anxiety.

Our **Music Therapist** continued to support patients and families by carrying out sessions over Zoom on a one-to-one basis. There were a total of **282 music therapy sessions**, many of them with bereaved children. This service also provided additional support through music on the Wilberforce Unit, creating a wonderful calming, relaxing atmosphere. Music therapy was also a fundamental part of the team which developed and delivered our Sing to Breathe project.

> **"I enjoyed the breathing exercises, singing, and speaking to other members of the group, very useful, I feel better for doing it."**



Motor Neurone Disease (MND) Community Specialist Nurse

Our MND Nurse provides support for patients with MND and their families who are living with this complex and progressive life limiting condition. Support begins at diagnosis and patients and carers are visited in their homes.

Although it was not possible to carry out home visits during this year, our MND nurse and clinical staff maintained frequent contact with patients and families, liaising with other health professionals, and referring patients to the Wilberforce Unit where appropriate.

Family Support Team

We support the patient, their family and the bereaved, giving practical, emotional, and spiritual support from our team of Social Workers and Chaplaincy Volunteers. The team help people address the non-medical issues affecting patients' lives, giving support, advice, and guidance on a variety of issues as well as being a listening ear. The Family Support Team (FST) also run groups such as the Carers Group, and the Stepping Stones Bereavement Group.

Prior to the pandemic the FST carried out much of their work in the community supporting patients and families carrying out home visits. Due to Covid we could not carry out visits, run our Stepping Stones Bereavement Group, or Carers Group. The team continued to support patients and families who were on our Wilberforce Unit but also quickly adapted their service. They supported people via telephone and saw people for one-to-one support in our Community Hub ensuring social distancing and wearing PPE. There were **256 one-to-one meetings, and 1,112 telephone calls made.**

Child Bereavement Groups

Our Child Bereavement Groups are funded by Children in Need and are open to any child or young person from Hull or East Yorkshire who has experienced bereavement. The aim of the service is to encourage children and young people to attend sessions where they can discuss how they are feeling with others in the same situation, develop coping mechanisms and confidence.

This service is now entering its third year. Due to lockdown and the restrictions in place we were only able to run a limited number of groups this year. Our Child Bereavement Coordinator continued to work throughout carrying out assessments and supporting children, via telephone, Zoom, and in one-to-one sessions at the hospice, also adapting sessions and materials to ensure social distancing and safety. This service also links with schools and other children's services. The children were experiencing all of the uncertainties of the pandemic as well as coping with their own losses.

> **"I have noticed a huge change; she has left each session feeling better and has opened up to me a lot more. It has definitely helped her to feel less alone. She realised other kids go through it too. Before she would never talk about her Dad. Since starting the sessions, I have noticed her mention him."**

Our Services – continued

Community Engagement

Due to Covid we had to limit our engagement with external groups however our Community Engagement Lead has continued to maintain links virtually with other providers. They are also responsible for service user feedback and collate the responses and comments from the Family and Friends group. Throughout the past year **100% of those who responded to our family and friends survey said they would recommend our services to others should they be in a position to need our care.** This service also provided and delivered on line sessions to community groups such as The University of the Third Age to promote awareness of hospice services.

ECHO

Our ECHO project supports care home staff across Hull and East Yorkshire using video technology. As the sessions are run online, care home staff can access from their setting without having to attend external sessions in person which would have been impossible during the pandemic.

ECHO continued to support care home staff and develop communities of practice with the philosophy, "Everyone a teacher, everyone a learner". So far sessions have been held on palliative and end of life care, dementia, learning disabilities, and PPE. The sessions enable sharing of experience, and best practice. Feedback from those attending sessions has included improved confidence in providing end of life care within a care home setting, also increased skills to support families at end of life. Having these skills within care homes help prevent hospital admissions, giving staff confidence to care for people at the end of life.

MSc in Dementia

We were asked to collaborate with Hull University with their MSc in Dementia by writing the module Dying Well with Dementia. This covered 12 weeks and was an online module, members of our clinical team wrote 9 sessions covering advance care planning, non-pharmacological interventions, comfort care, and loss and grief. We received very good feedback from the university and the students.





Marilyn and Brian's Story

"

My name is Marilyn and my husband Brian died at the hospice early in 2021. He was diagnosed with prostate cancer about 6 years ago and when we found out it was terminal we made sure we enjoyed the time we had left. Almost every weekend we were at the beach, Brian loved a drive out, he'd laugh and say that the car could drive itself to the beach we used to go that often! We didn't know how many more trips we would get to go on together.

When we got back from a trip to Bournemouth, where we had enjoyed the seaside even though Brian needed a wheelchair by then, Brian didn't feel well and he went into hospital. Due to the Coronavirus pandemic and visiting restrictions we didn't see him for the whole three weeks he was there. Not being able to see me, our children or grandchildren had such a negative impact on him and he went downhill very quickly, he had given up. We had been married for 48 years and all of a sudden, at a time we needed to be together the most, we were separated.

It was such a relief when he came to the hospice after so long in hospital, Brian needed his family around him and at Dove House we could be together, it was desperately what we all wanted. He was transferred on Christmas Eve and within a few hours myself and our daughter were sat by his bedside. **Words cannot express how grateful I am to the hospice for reuniting us.** The change in him over the next month was remarkable, he was much happier, started to eat again and when he was able to he would talk to us.

My husband had always said he would like to come home to die but in the end, he confided in one of the doctors, a doctor we had built a great friendship with since arriving at Dove House, that he would prefer to stay in the hospice. He was happy there and I think he was worried for me to have him at home as he needed 24/7 care, something the hospice could offer him with ease.



When Brian died I was incredibly thankful that Dove House was there to support me. Without the amazing doctors and fantastic nurses, I don't know where I would have turned. Losing your husband, no matter what age is hugely traumatic and no matter how much you know it's coming, nothing can prepare you for the grief you feel. He is still the love of my life, the person I spent 48 years making a life with, my absolute everything.

The days since Brian died have been hard but knowing that Dove House did everything they could for him and that when he died he was finally in a place he felt happy brings us true comfort. Everyone at the hospice was such a support to us as a family and we can still turn to them to help with our grief, knowing that helps us get through these difficult days.

"

Structure, Governance and Management



Trustees Responsibilities

The Trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31st March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

The Trustees (who are also Directors of Dove House Hospice Limited for the purposes of company law) are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.



Administration and Reference Details

Officers and executives of the charity:

President:

Vacancy

Vice Presidents:

Dr Sean Dunn

Maureen Lipman, CBE

Governing Board of Trustees:

Philip Daniels (Chairman)

Directors:
Jim Doyle (Vice Chairman)
John Dunning
Penny Stephenson
Margaret Butt
Anthony Rowland
Daniel Harman
Rajarshi Roy
Emma Wolverson
Jan Antons

Leadership Team:

Dr Anna Wolkowski:
Chief Executive July - November 2020 (retired) Chief Executive/Director of Clinical Services April 2020- July 2020

Christopher Sadler:
Chief Executive/Director of Finance and Support Services (Chief Executive from December 2020)

Sarah Cash:
Deputy Chief Executive/ Director of Business and Income Development (Deputy Chief Executive from December 2020)

Andrew Walker:
Director of People and Development

Linda Johnson:
Director of Clinical Services (appointed July 2020)

Dr Rachael Dixon:
Consultant in Palliative Medicine

Registered Office:

Dove House Hospice,
Chamberlain Road,
Hull, HU8 8DH

Registered Charity Number:

509551

Company Number:

01498747

Principal Advisors:

Solicitors:
Graham & Rosen
8 Parliament Street
Hull HU1 2BB

Pepperells Solicitors
100 Alfred Gelder Street
Hull HU1 2AE

Auditors:
Smailes Goldie
Chartered Accountants
Regent's Court
Princess Street
Hull HU2 8BA

Bankers:
HSBC Bank
Merit House Priory Park
West Saxon Way
Hessle HU13 9PB

Governing Document

Dove House Hospice Limited is a registered charity and company limited by guarantee without share capital. The charity's governing document is its Memorandum and Articles of Association which restricts the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

Appointment, Induction, and Training of Trustees

Appointment, induction, and training of Trustees takes place in accordance with Fit and Proper Person legislation (Health and Social Care Act (2008) Regulated activities (Regulations) 2014). That being that Directors are appointed by the Directors rather than by election by the membership.

Any person may now apply to become a Director and a process is in place whereby the applicant's suitability for the role is tested through an appropriate application and interview process which assesses the applicant's suitability for the role and that they fulfil the requirements of the Fit and Proper persons legislation. Any potential new Director would have to complement and enhance the existing skill mix of the Board prior to undergoing a 'fit and proper person check'. Appointment is agreed by resolution at a meeting of the Board of Directors. The term of office begins on this date. All terms of office will be for 3 years without time limit.

All newly appointed Directors are provided with an information pack including guidance on being a director of a charity and specific guidance related to being a Director at Dove House Hospice. Induction includes a detailed site visit and meetings with the Chair and the Executive Leadership Team. Specific time is set aside to meet with the Director of Finance ensuring that new appointments have a full understanding of the finances of the organisation.

Training is delivered on a rolling programme and includes essential elements such annual Safeguarding and Information Governance (IG) training. Every year, the Directors meet outside of the Board meetings to have a Development Day. This includes a review of the hospice's 10-year strategy, presentations from the Executive Leadership Team, plans for the future and discussions on governance.

The hospice has also introduced a Trustee appraisal system and all trustees have had an appraisal with the Chairman. Among other things, regular appraisal sits well within the 'fit and proper person' legislation, as it helps to ensure the ongoing suitability of the Trustee for their role and also, it gives Trustees the opportunity to ask any questions and raise any concerns they may have. The process has been welcomed by the Trustees and the feedback has been positive.

Organisation

The responsibility to ensure appropriate management of the charity is vested in the Board of Directors. To assist the Board in discharging and achieving its responsibilities, it receives regular reports on some aspects of its principal functions from the Chief Executive and the Executive Leadership Team (ELT).These reports ensure Board Members have relevant information to review all the financial and clinical activities of the charity.

The Chief Executive, who leads the management team, is responsible to the Board of Directors for the day to day management of the charity and the execution of the policies and strategies defined by the Board.

Audit Committee

The purpose of the Audit Committee is to ensure robust governance in relation to risk and financial processes. This is a non-executive committee of the Board of Trustees and will have no executive powers other than those specifically delegated in the agreed terms of reference. The committee will include a minimum of three Trustees and two members of the Executive Leadership Team and will focus on governance, risk management and internal control.

Related Parties

The charity has a wholly owned trading subsidiary, Dove House Trading Limited. The activities of Dove House Trading Limited are restricted to activities that assist in the furtherance of the objects of the charity. As noted within the notes to the financial statements the charity provides services by way of management charges, which are considered to be at an arm's length price, to Dove House Trading Limited. All of the income of Dove House Trading Limited is donated to the charity under the Gift Aid scheme.

Risk Management

The Directors and the ELT are responsible for managing the risks faced by the organisation. A Risk Register is in place. Key areas of risk have been identified as follows:

- Day to day reputational risk
- Safeguarding (protecting people (non-regulated activity))
- Recruitment of senior nursing/medical/executive/staff
- Threats to current funding especially internal income streams, but also external NHS funding
- Core staffing levels (key personnel)
- IG security

The Directors and the Executive Leadership Team continually review the risks faced by the charity and have satisfied themselves that systems and procedures are established in order to mitigate these risks as far as possible.

Objectives and Activities

The objectives of the charity are:

a) to maintain and conduct a specialist palliative care service which provides relief for those who are suffering from a life limiting illness, their families, and significant carers.

b) supplementary to providing for the relief of sickness, the hospice will promote and assist in the teaching and training of doctors, nurses, physiotherapists, and other persons engaged in any branch of medicine, surgery, nursing, or allied services.

c) the organisation will promote or conduct research into the care and treatment of persons suffering from a life limiting illness, disability, disease or infirmity, and in particular into the care and treatment of persons from cancer and terminal illnesses and to disseminate the results thereof to the public.

d) the organisation will engage in such activities as to raise sufficient funds which will enable it to achieve the charity's objectives and provide care and treatment of persons suffering from a life limiting illness, disability, disease, or infirmity.

Public Benefit

The Directors have reviewed the current activities of the charity and confirm they are in line with its objectives. All the activities of the organisation carried out during 2020-21 are in pursuance of the charity's objectives and considered to be for the public benefit. All services provided are free to all beneficiaries irrespective of capacity, ethnicity, faith, religious conviction, sexual orientation, or social economic environment. The directors also confirm that the organisation's aims and objectives fall within the descriptions of purposes in the Charities Act 2011 and are recognised as charitable and are carried out for the public benefit.

Serious Incidents

There have been no serious incidents during 2020-21.

Workforce

Staff and Volunteers

Our work is only possible because of the dedicated and highly skilled service that our staff provide, and we would like to thank them for their hard work and commitment. At the end of the financial year (2020/21) the hospice employed 298 people, the equivalent of 230 full-time staff. This compares with 324 employed staff and 248 equivalent full-time staff in the previous year.

A special mention and thank you to our previous Chief Executive, Dr Anna Wolkowski, who retired in November 2020. Anna worked for the hospice for 17 years. First as Head of Nursing, then Director of Clinical Services before becoming the hospice's Chief Executive in 2014. Anna's successor is Chris Sadler (previously Director of Finance and Support Services/Deputy Chief Executive) who was appointed in post in December 2020.

We could not offer the services that we provide without the support of the 1200 or so volunteers who generously give their time at the hospice, in our shops and by fundraising in their local communities. These volunteers provide enormous added benefit to the hospice and the people we help. Of these 1200 volunteers, around 80% are based in our retail shops. Due to Covid-19, we were unable to hold our annual Volunteer Celebration Evening 2020.

COVID-19

During 2020/21 out of our 298 staff, 138 at some point were placed on furlough or flexible furlough.

All staff employed by Dove House Hospice Ltd, while on furlough or flexible furlough, continued to receive their full basic wage during that time. While the hospice could access the Coronavirus Job Retention Scheme (CJRS) to claim back 80% of wages through the Government (reducing at certain points of 2020 to 60% claim back) we wanted to ensure staff did not have to worry about a reduction in wages while furloughed.

The hospice also maintained full basic pay for any absences related to Covid-19 from illness, isolating or childcare problems due to Covid-19. Total Covid-19 related absences in 2020/21 = 56

We asked all our volunteers to stay at home in the early days of the pandemic to keep them safe and in order to have a minimum staffing levels based at the hospice. We have ensured that we have maintained contact with our volunteers throughout this period and we were able to gradually welcome back volunteers through the summer of 2020.

The Covid-19 crisis also meant that some staff had to shield and those that could work from home, did. In the early days of the pandemic, many staff took on new or adapted roles that they were able to deliver in a socially distanced way, for which we are extraordinarily grateful. This was in areas in our support services (Domestic, Catering and Caretaking), Ward Helpers and Reception cover.

Following the first national lockdown, prior to staff's return from furlough, we held socially distanced welcome back meetings to go through the relevant risk assessments and support guidance for staff. These were placed in one of six booklets which we have updated throughout the pandemic.

Over 95% of hospice based staff and volunteers had opted to receive the covid vaccination. This began in January 2021 The data collection exercise was carried out by the People and Development Department before passing this information on to the booking team at The Hull University Teaching Hospitals NHS (HUTH).

Staff Engagement

In May 2020, before retail staff returned, the People and Development Department carried out an online survey. We asked about how they were feeling, what were they anxious about and whether they had been personally affected by Covid-19. These results were fed back to retail management and questions and anxieties addressed through the Covid-19 risk assessments and booklets produced.

In August 2020, we held Covid-19 reflection sessions for staff to feedback their thoughts on how the hospice had managed the early parts of the pandemic and how we communicate any changes made. These were very insightful, and the Executive Leadership Team (ELT) took on board all comments.

Our annual organisational update was carried out via Microsoft Teams in November 2020. It was an opportunity to update staff on the hospice, what we were doing with regards to Covid-19 and to thank them for their continued work and support.

Redundancies

Covid-19 had an inevitable impact on the hospices ability to fundraise in our usual ways. It also created barriers to work in our usual way. As a result, the Board and the ELT recognised the need to make recurrent savings in order to ensure we are here not just for those who need us now, but also for patients and families in the future, and so took the difficult decision to implement a two-stage redundancy programme – voluntary, followed by compulsory.

This resulted in a loss of 15 posts. This was a mix of 14 applications for voluntary redundancy (which all were accepted) and 1 resulting in compulsory redundancy following a consultation period and a selection process. The process was completed in March 2021.

Learning and Development

We undertook a restructure of our former Education and HR Department to form the new People and Development Department. Louise Lowthorpe, Head of People and Development led this review which also incorporated the creation of our Virtual Learning Environment (VLE) to house the majority of our essential education programme. We used this new digital way of learning, initially with our clinical staff, to ensure training was able to continue. The main focus was to ensure our clinical team had completed their essential education part 1 & 2 and to attend a practical training day. As of 31st March 2021, 95% of clinical employees had completed their 'Essential Education Part 1' and 78% had completed the 'Practical Training Day, 84% had completed their 'Essential Education Part 2'.

In total, over 2020/21, 176 clinical training days had been completed virtually and 88 days of practical training. This relates to 88 clinical staff.

We also developed a similar essential training programme for our 210 non-clinical staff. This formed a virtual training day and as of 31st March 2021, across the Retail Division 98% had completed this and 90% of all other non-clinical staff had completed their training. Our hospice training also delivered a blended retail training day focusing around practical customer service training and some VLE training on Retail Maths/Analytics, Gift Aid and by showing the Charity Retail Conference video. Retail staff reported their confidence levels in relation to reference signing people up for gift aid prior to the training of 37% and at 90% after undertaking the training.

Well-led Leadership

In September 2020, the hospice brought together a reformed Senior Leadership Team (SLT) which had taken the place of the previous much larger Senior Management team Group (SMT). We felt it was the right time to bring together a smaller group which would be able to focus on assisting with the review of the hospice's current strategy and to work as one united team to conceive and implement innovative and effective ways of sustaining the hospice and continually improving the service it offers its service users, customers, and donors. The group represents every aspect of the hospice and had been brought together to pool the skills and experience of its members for the good of the organisation.

Both the ELT and SLT worked with a company called 'Fathom Learning' to continuously develop and have completed psychometric profiling using a tool called the 'Team Management Profile'. This enabled both teams to understand more fully how each other worked, their preferences and importantly, how best to work together.



> "I was so nervous, but kindness shone through as soon as I came. Wonderful, wonderful place. Everything has been first class from everyone. I wouldn't be afraid to come back again if I needed to."

Financial Review

Regulations and Accounting Standards

1. Financial Regulations

The financial statements have been prepared in accordance with all major requirements of the Statement of Recommended Practice (SORP FRS102) "Accounting and Reporting by Charities" issued in October 2019 and applicable accounting standards.

2. Financial Results

A summary of the financial activities for the year ending 31 March 2021, provided in fuller detail with comparative results on page 32, is as follows:

Incoming resources	£11,300,549
Resources expended	£9,213,283
Gain on investments	£63,706
Net surplus	£2,150,972

The total income of £11,300,549 was generated from the following sources:

Grants	£1,020,222
COVID-19 support	£3,068,511
Legacies	£1,289,309
Nursery income	£684,347
Rental income	£317,725
Donations and gifts	£476,934
Lottery	£1,067,182
Retail	£1,927,241
Fundraising	£1,352,736
Sales of goods and services	£38,261
Training	£21,655
Investment income	£14,621
Support for patient care	£21,805

Charitable expenditure amounted to £9,213,283 comprising the following:

Charitable activities (care services)	£3,955,467
Cost of generating funds	£5,257,816

The net surplus of £2,150,972 is transferred to operating reserves.

3. Taxation

Dove House Hospice Limited is a UK registered charity. All the £11,300,549 income is applied to its charitable objectives and the charitable company is therefore exempt under current legislation from most forms of taxation. A proportion of value added tax is recoverable by the charity and is therefore credited to the statement of financial activities or balance sheet as received. Reclaimable tax credits on legacy income and dividends are accounted for on an accrual basis.

4. Goodwill

Goodwill, being the amount paid in connection with the acquisition of a business in 2019, is being amortised evenly over its estimated useful life of five years.

5. Fixed Assets and Depreciation

Expenditure on tangible items of an enduring nature is capitalised and depreciated in accordance withnormal accounting principles.

The rates generally applicable are:

Freehold property	2%
Motor vehicles	25%
Plant and equipment	20%
Hi-tech equipment (medical)	25%
Fixtures and fittings	10%
Leasehold improvements	over period of lease

6. Financial Commitments

The Directors confirm that the charity's current funds as outlined in the balance sheet and the new budget for 2021-2022 can meet obligations around the financial commitments of that year and meet the direct and indirect costs of providing a specialist palliative care service to the local community.





Reserves Policy

It is the charity's stated policy to retain sufficient funds to cover fluctuations in income, current liabilities and unplanned expenditure in line with the forecasted needs of the organisation.

The most significant risk to the financial sustainability of the charity is the over reliance on internal fundraising, given the relatively low levels of statutory funding. The volatility that exists within our conventional fundraising is an ongoing risk that is assessed by the Audit Committee and the Trustees on an annual basis.

Therefore, Trustees have reviewed the charity's need for reserves in line with the guidance issued by the Charity Commission taking account of the following:

- Volatility and unforeseen reduction in income levels
- Unexpected material levels of expenditure
- Capital commitments
- Long term viability of the charity

Designated Funds

The charity can designate funds for specific purposes. Trustees review the need for designated funds on an annual basis taking into account current operational and future plans. The Trustees have one designated fund:

- Reconfiguration of the existing hospice site

At present there are only 5 single rooms which is a major barrier to referrals to the current 21-bed inpatient unit. Most of the other clinical services are either disconnected or isolated on the first floor making access difficult. Adaptations over the years have created a deep building layout, limiting natural daylight, desirable views or access to outside spaces. There is also limited scope to develop new and existing services.

Free Reserves

The Trustees have set a level to achieve 6 months operational running costs in reserve, which currently equates to £4.2 million. The Charity had free reserves, defined as unrestricted funds excluding any designated funds or tangible fixed assets of £4,313,851.

Financial Report

Working in the charity sector you are always mindful of the relative uncertainty that stems from a reliance on donations, fundraising and community support. This is something that comes more into focus when this reliance accounts for around 90% of your total funding and a global pandemic severely hampers your ability to raise the funds required. So, at the beginning of this financial year, we had to contend with the closure of our retails outlets, fundraising events cancelled and restrictions on our community fundraising, leaving a significant shortfall in the £8 million required to meet our operational running costs.

Covid-19 Government Support Schemes

Throughout the first quarter of the financial year the Government started to unveil various national financial support schemes which would ultimately make a material difference to our funding. However, the hospice sector also benefitted from some non-recurring Government support given the importance placed on the hospice sector to maintain bed capacity and community support throughout the Covid-19 crisis. So, at the end of June 2020, we had some confidence that this additional statutory support would go some way in mitigating the losses from our conventional fundraising activities.

Community Support

It was also pleasing to note how much the community continued to support the hospice, despite the obvious implications on our face-to-face fundraising activities. Our emergency appeal provided a major boost in our finances and areas such as our lottery scheme continued to benefit from having the vast majority of the membership on direct debit or other online payment methods. Many people also supported the hospice through individual challenges and there was also only a small reduction in the levels of income we would normally receive from donations, gifts and trusts.

Retail and Trading

The significant shortfall on the year was from our Retail Division as the shops where only open for around 4 months of the year. So overall our gross income was down by over £2.5 million on the previous year. The division also had to contend with all the additional restrictions placed on retail outlets, a deluge in donations after the first period of lockdown and a significant reduction in voluntary staff. Shops remained closed at the end of the financial year although indications were that these would reopen sometime in April 2021. The covid pandemic also had a dramatic effect on our trading activities with a significant drop in profits, most of which came from the disruption to our nursery settings and also our wood recycling project.

Legacy Income

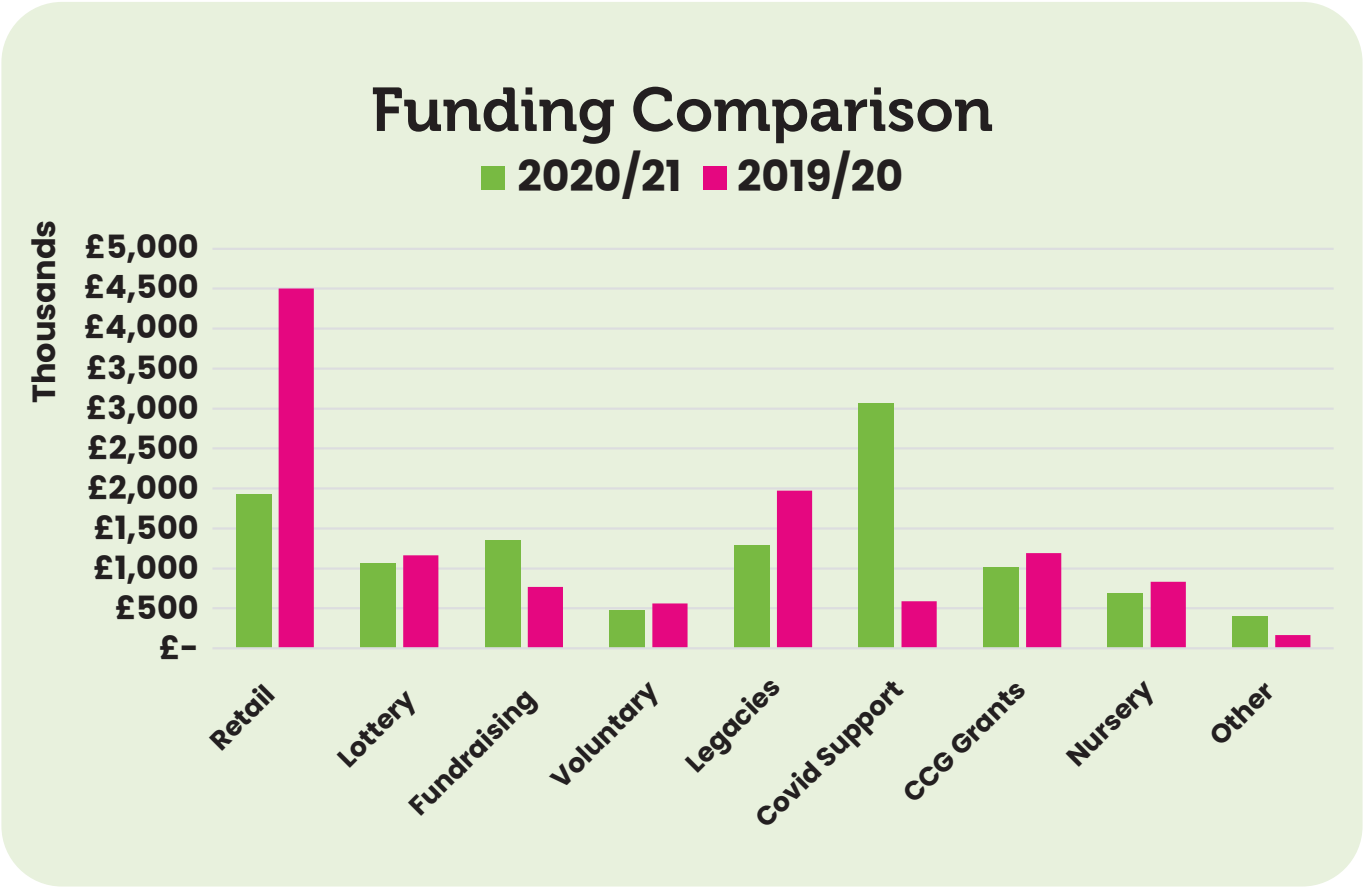
One of our strategic objectives is to achieve a balanced budget without any reliance on legacy income. Although we have met this target in the past, our budget for 2020/21 projected a deficit on the year of just over £200,000. While this position had drifted back into the red it was still a strong base from which to deliver a surplus in any normal year. So, although we had all the uncertainty we also had some reassurance that legacy would contribute to any shortfall in our projected income. Legacy income in the year, although considerably down on the exceptional figure from 2019/20, was still substantial at just under £1.3 million.

Financial Accounts

A full breakdown of our consolidated statement of financial activities, showing our income and expenditure for the year ending March 2021 and comparable figures for 2020, is shown on page 32.



The graph below gives a clear indication of the impact that Covid-19 had on our gross income across all areas but also highlights the importance and significance of the Government's Covid Support Schemes.

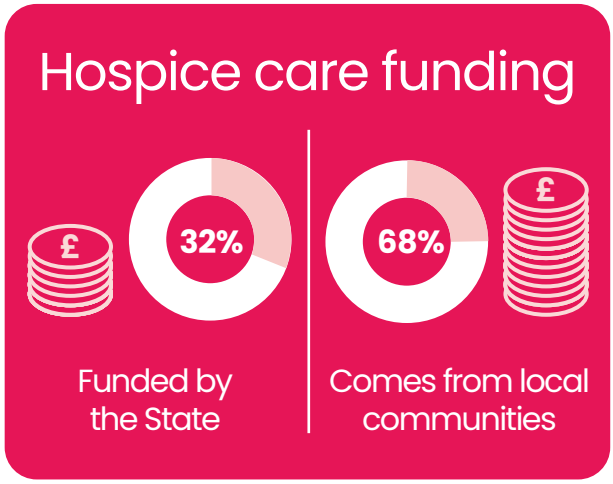




"No words. Just amazing... respect, care, dignity - you have everything."

Statutory Funding

There was no significant uplifts in our statutory funding for 2020/21 and so this remained at around 12% of our overall running costs. We are funded through 2 Clinical Commissioning Groups (CCG's) with Hull contributing £802,319 and East Riding £177,967. Clearly this is still well short of the national average for hospice funding which according to Hospice UK currently equates to 32%. This has been well documented in our previous reports as the level of statutory funding we receive is totally inadequate and not reflective in any way of the services and activity the hospice provides. Given our patient activity is broadly similar across both CCG's we have made numerous submissions to East Riding CCG that their contribution should be more aligned to the level of funding received from Hull CCG. The message has been clear that with increasing costs year on year and geographical constraints on our ability to raise additional funds Dove House will not be sustainable in the future without a more realistic and consistent approach to funding from the NHS.





Income Generation

When the pandemic hit and the first lockdown commenced on 23rd March 2020, the hospice faced a very uncertain future financially as almost all of its income generation channels were cut off. Emergency plans were quickly drawn up to maximise the reserves we had in place and collect as much outstanding income as possible, this included making calls to all outstanding debtors and legators. Thankfully being proactive and taking this approach generated a surge of outstanding income of around £650,000 which helped us navigate those uncertain few weeks before the Government announced their support schemes.



Retail Division

During the first of the three lockdowns, all the hospices' retail shops were closed, and all online sales were halted. All retail staff were placed on furlough to maximise cost savings. During this time plans were drawn up in preparation for reopening safely and in line with Government guidance which was changing by the day. When the shops were finally allowed to reopen on 15th June, working practices were restricted due to the new safety measures such as a limit on customers, social distancing and the use of screens at the tills. The division was also struck by a severe reduction in volunteers, many of whom were classed as vulnerable and were shielding, and an absolute deluge of donations.

This created a perfect storm for the retail team as they had unprecedented levels of donations which had to be quarantined for 72 hours thus taking up precious space in the shops and warehouse. They also had far fewer volunteers to help sort the stock once the quarantine was lifted and less people in the shops to sell the stock to. We are incredibly proud and appreciative of our retail staff and volunteers and to the staff and volunteers from other areas of the hospice who rallied round and helped us though this difficult time. We were conscious we did not want to turn down donations where possible so also invested in extra storage space, including a second warehouse. Although this has increased our costs in the short term, we believe the strategy will pay off in the long run as we feel donations will inevitable slow down during 2021.

Trading over the summer months across the division was down on the previous year but better than we had expected given the circumstances. In July we opened a new Re-Use Electricals' Shop in partnership with Hull City Council, East Riding Council and FCC Environment who are contracted to run the local recycling centres. This sister shop to our Re-Use Shop at Humberfield was financed by £100k grant which covered all set up costs and most of the running costs for the year. This shop collects large domestic appliances from the recycling centres which have life left in them, runs PAT and function tests, and cleans them up for resale. This has enormous environmental benefits as well as benefits the hospice.

Sadly, on 31st October, a second national lockdown was announced and all the shops, bar Humber Wood Recycling Centre, which was classed as essential retail, were closed. Once again, most retail staff were furloughed although a skeleton staff was retained to continue to sort through donations and to run the eBay site.

When retail was once again allowed to reopen on 2nd December, again sales were strong but short lived as a final 3-month lockdown was imposed on 4th January.

Although the Government furlough and retail support schemes helped significantly, the shop closures meant the division had a nett loss of £57k across the year. We had budgeted to have a nett inflow from the retail division of £1.42m so this was a major loss for the hospice.





Fundraising and Events

Despite the turmoil that was caused by the pandemic, the fundraising and events teams worked incredibly hard to maximise the income they were able to raise. Many of the events had to be cancelled but some events were done virtually such as the Summer Memories appeal ceremony and Light up a Life, to great success.

Although very little community and corporate support was achieved through 'normal' channels, we were very fortunate that our local community rallied around and supported the hospice during these dark days. An emergency appeal was launched in the summer months that was phenomenally successful and raised more than £620k. We were also able to apply for several grants and trusts that were established to help charities weather the covid storm.

Thankfully as we head into the 2021-22 financial year, we already have record numbers of people signed up for our events and have many community activities planned. We are therefore hopeful that income will get back on track quickly, assuming no further lockdowns are imposed.

Lottery

2020-21 demonstrated just how lucky we are to have almost 20,000 members in our lottery as this was the income stream that was least affected by the pandemic. Although we did lose some members during this time and were unable to recruit as many new members as we normally would, the lottery team managed to exceed their nett targets for the year by £82,000.

As we move into the 2021-22 financial year, a focus on canvassing will begin as we expect the lack of recruitment over the last 12 months will be felt within the next few months. Despite this, the team have done exceptionally well and have continued to recruit new beneficiary charities too with seven coming on board with Your Charity Lottery during the last year.

Trading Company

The profit made by the Little Owls nursery sites during 2020-21 was down on target which is not surprising given the settings were closed completely during the first lockdown and have had periods of full and partial closures through the year due to positive Covid cases. To support parents during this difficult time, maintain our excellent reputation and ease staffing shortages, parents who wished to temporarily remove their children from our care were allowed to do so without charge throughout 2020 although all children have since returned. This had an obvious impact on the income raised.

As we approach 2021-22, the number of children registered at each site is strong although extra has had to be invested in staffing to abide by the Government's covid regulations for nurseries which must now operate in 'bubbles' where

set staff look after set children. We hope these measures will ease over the coming months.

As for the other main areas of trading, income from within the shops has been very limited due to the lockdown periods. Trade at Humber Wood Recycling Project has also been down, largely due to the fact that construction sites were closed for much of the year and so we were unable to generate money from collections and access the wood we need to supply the other areas of the business. Towards the end of the financial year, some sites began to operate once more so trade is improving. The shop also now runs an Etsy shop online to broaden its customer base.

Fundraising Good Practice

To ensure our fundraising is safe and legal we strictly adhere to the law; namely the Charities Act 2011 and The Gambling Act 2005, and are regulated by the Fundraising Regulator and abide to the regulator's Code of Fundraising Practice. We are licensed and regulated by the Gambling Commission and abide to the license conditions and code of practice. We also have procedures in place to protect those in vulnerable circumstances such as children and the elderly. Staff and volunteers are trained in recognising the signs that someone is vulnerable and if a vulnerability is suspected, all fundraising is ceased and a record of this is kept. Other measures include limits to certain fundraising activity such as only allowing five entries to the hospice lottery.

The majority of our fundraising is done by supporters with guidance from staff which we employ in a range of roles including Fundraisers, Canvassers (who recruit lottery supporters door to door, at events and over the telephone) and Administration Support. We also engage professional fundraisers to assist with our lottery canvassing and these contracts are reviewed on an annual basis. Those raising funds on our behalf are supported by the Fundraising Team who ensure their fundraising meets the relevant standards; guides on how to fundraise in line with the law and codes of practice are also available on the hospice website.

We are pleased to report all of our fundraising throughout 2020-21, including that done by professional fundraisers and those who have fundraised on behalf of the hospice, complied with the standards set by the Code of Fundraising Practice and we received no official complaints about our fundraising practices.



Plans for the Future

Income Generation

The focus of all the income generation teams during 2021-22 is on recovery and plans have been drawn up for all areas and are already being implemented.

One benefit of the pandemic is that it has forced us to take a great leap forward in our digital development. Staff IT skills, in the retail team in particular, are now far in advance of what they were a year ago which has many advantages which we intend on building on moving forward. Whereas historically we would have to close shops to facilitate training sessions or split the division, we can now hold manager's meeting and training sessions over Microsoft Teams.

Our People and Development Team have also worked incredibly hard to move all essential training online which has been well received by staff and are now working on enhancing this will non-essential training. Future digital development in income generation is focused on reducing costs and improving efficiencies such as aiming to go paper-free in the coming months. We have also recently expanded our online selling across new platforms including Facebook Marketplace, Depop and Vinted which we intend on expanding further in 2021-22.

Finally we are looking at adding new events and fundraising activities into the calendar, re-locating one of our shops to a busier area, extending another of our shops, looking at adding a third nursery to our portfolio and recruiting more beneficiaries to Your Charity Lottery.



People and Development

Our staff and volunteers are our greatest asset, and it is our intention over the coming year to focus on their wellbeing, learning and development. This work will focus on several key areas:

The Kickstart Scheme

The Government has recently launched a 'Kickstart Scheme' and is providing funding to create new jobs for 16- to 24-year-olds who are on Universal Credit and who are at risk of long-term unemployment. The funding will cover their employment (National Living Wage) for 25 hours a week for a total of 6 months. It is our intention to utilise this scheme across our retail division to provide employment opportunities alongside training and support to both upskill the employees and help them gain valuable experience, so they increase their chances of gaining work in the future and assist the hospice at a time when volunteer numbers are low.

Digital Developments

Throughout 2021-22 we will build upon the digital developments we made in 2020-21, with the development of a digital strategy. One important area of this work will be to develop the hospice's intranet to ensure information can be delivered to staff in easy and accessible way and to reduce our environmental impact by encouraging less printing. New areas will include staff wellbeing pages and online HR forms.

Staff Wellbeing

We are incredibly mindful that the upheaval and stresses of the last year will likely continue to take their toll on the wellbeing, physical and mental health of our workforce for many months to come. We pride ourselves on being a Top 100 Company and one who values and supports staff however we recognise there is always more we can do to develop and help staff, especially in current times. We intend on investing further in our Employee Assistance Programme (EAP) which offers confidential, external support for employees and members of their household in areas such as counselling and financial advice. We will also continue to hold regular update and feedback sessions with staff to ensure they can unite once more and feel connected to the hospice cause, regardless of their location or role, and to enable staff to have a say on the direction the hospice takes as we go through this 'recovery' phase.

Volunteering

Understandably some of our volunteers have decided to not return to their roles this year as many are classed as vulnerable. We are very grateful for their support over the years and are hoping we will be able to once again hold our annual Volunteer Celebration Evening in 2022 to thank them and our current volunteers for their support. It is also our intention to develop a new 2-year plan to look at how we can encourage new volunteers to join us and also work with our existing volunteers to make sure we are supporting their training and development to ensure we retain as many of our volunteers as possible.

Clinical

Unfortunately, much is still unknown with regards to how we will be able to operate throughout 2021-22. At present we can see no end to the restrictions we are currently placed under to limit patients to single rooms so any development in this area to re-open beds will depend on these restrictions being lifted by the Government. We of course hope to be back up to our full 21 beds by the end of the next financial year.

We are also currently unable to offer any Day Services for groups within the building so are taking this time to reflect on the kind of Day Services we offer and the needs and wants of our patients. These service may include Specialist Palliative Care Days, Clinics, Information Sessions, Therapy Sessions, and Social Sessions. Once this research has been done, and the restrictions are lifted, we begin to roll out these services. In the meantime, we are developing new services which take place outside. One such initiative in the pipeline is a walking group for the bereaved in conjunction with the organisation Fitmums and Friends.

We also hope to re-establish our Friday Friends group during the next 12 months, especially as the problem of social isolation has increased dramatically over the last year, and are looking at other initiatives of this kind, including ways to connect people virtually.

The next 12 months will also see a detailed analysis of our stakeholders. We will begin work on engaging with key stakeholder groups in the coming months and are working with a local research company, SMSR ltd, to complete this work. We want to ensure that the hospice will be able to meet the needs of the local community for years to come and this work will involve talking to the local community, patients and their families, supporters, staff, volunteers, and medical professionals to get their views.

Finally, we also hope to be in a position where we can resume the development of plans to redevelop the hospice site. Our lack of single rooms was a problem before the pandemic and has heightened since so we hope to recommence this work as soon as possible.

The Trustees' Report was approved by the Board of Trustees on 9 September 2021 and signed on its behalf by:



P Daniels
Chairman





Independent Auditor's Report

Opinion

We have audited the financial statements of Dove House Hospice Limited (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise Balance Sheet, Statement of financial Activities and Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2021, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report (incorporating the strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us;
- the parent charitable company's financial statements are not in agreement with the accounting records and returns;
- certain disclosures of directors' remuneration specified by law are not made;
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the group's and parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was focused on specific laws and regulations which we considered may have a direct material effect on the charity only and consolidated financial statements or the operations of the charitable company and the group, including the Companies Act 2006, the Charities Act 2011, data protection, anti-bribery, employment, fundraising regulations, health and safety legislation, health and social care regulations and childcare regulations. An understanding of these laws and regulations and the extent of compliance was obtained through discussion with management and inspecting legal and regulatory correspondence.

We assessed the susceptibility of the charitable company's and consolidated financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by making enquiries of management and considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we performed analytical procedures to identify any unusual or unexpected relationships; tested journal entries to identify unusual transactions; assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to agreeing charity only and consolidated financial statement disclosures to underlying supporting documentation; reading the minutes of meetings of those charged with governance; enquiring of management as to actual and potential litigation and claims; and reviewing correspondence with HMRC, relevant regulators and the charitable company's legal advisors.

Due to the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission, or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the [charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company members, for our audit work, for this report, or for the opinions we have formed.



Steve Bramall BSc., FCA (Senior Statutory Auditor) for and on behalf of Smailes Goldie Chartered Accountants Statutory Auditor, Regent's Court Princess Street, Hull, East Yorkshire, HU2 8BA on 9 September 2021.

Financial Accounts

Consolidated Statement of Financial Activities

(incorporating an Income and Expenditure Account) *for the year ended 31 March 2021*

	Note	Unrestricted funds	Restricted funds	Endowment funds	Total funds 2021	Total funds 2020
		£	£	£	£	£
Incoming resources						Note 20
Incoming resources from generated funds:						
Voluntary income:						
Donations and gifts	3	268,635	208,299	-	476,934	560,699
Legacies	17	1,289,309	-	-	1,289,309	1,972,522
Activities for generating funds:						
Retail sales		1,927,241	-	-	1,927,241	4,503,037
Lottery income		1,067,182	-	-	1,067,182	1,164,122
Fundraising		1,352,736	-	-	1,352,736	766,618
Nursery income		684,347	-	-	684,347	835,146
Rental income		317,725	-	-	317,725	16,690
COVID-19 support	5	1,309,319	-	-	1,309,319	591,115
Investment income		14,621	-	-	14,621	13,522
		8,231,115	208,299	-	8,439,414	10,423,471
Incoming resources from charitable activities:						
Support for patient care		21,805	-	-	21,805	34,115
Grants for providing care	4	1,020,222	-	-	1,020,222	1,190,094
COVID-19 support	5	241,863	1,517,329	-	1,759,192	-
Training		21,655	-	-	21,655	42,155
Sales of goods/services	6	38,261	-	-	38,261	58,016
Total incoming resources		9,574,921	1,725,628	-	11,300,549	11,747,851
Resources expended						
Costs of generating funds:						
Costs of generating voluntary income:						
Donations and gifts		31,581	178,379	-	210,960	186,376
Trading: costs of goods sold and other costs:						
Retail	7	3,268,061	-	-	3,268,061	3,544,658
Lottery	8	584,786	-	-	584,786	653,601
Fundraising	9	365,138	-	-	365,138	435,667
Training	10	79,440	-	-	79,440	117,852
Catering	11	39,380	-	-	39,380	48,378
Nursery		710,051	-	-	710,051	697,492
		5,079,437	178,379	-	5,257,816	5,684,024
Charitable activities:	12					
Patient care		2,056,348	1,637,959	-	3,694,307	3,856,572
Day therapy		96,063	4,502	-	100,565	114,719
Catering		160,595	-	-	160,595	193,510
		2,313,006	1,642,461	-	3,955,467	4,164,801
Governance costs	13	-	-	-	-	64,770
Total resources expended		7,392,443	1,820,840	-	9,213,283	9,913,595
Net gains/(losses) on investments	24	63,706	-	-	63,706	(61,279)
Net movement in funds	16	2,246,184	(95,212)	-	2,150,972	1,772,977
Fund balances brought forward		10,890,963	4,300,257	14,235	15,205,455	13,432,478
Fund balances carried forward		13,137,147	4,205,045	14,235	17,356,427	15,205,455

Charity Balance Sheet

at 31 March 2021

	Note	2021		2020	
		£	£	£	£
Fixed assets					
Tangible fixed assets	**22**		10,877,106		11,149,880
Investments	**24**		223,316		159,610
			11,100,422		11,309,490
Current assets					
Stocks	**25**	27,402		27,134	
Debtors	**26**	1,006,604		1,759,343	
Cash at bank and in hand		5,685,351		2,725,586	
		6,719,357		4,512,063	
Creditors					
Amounts due within one year	**27**	476,859		587,454	
Net current assets		6,242,498			3,924,609
Total assets less current liabilities			17,342,920		15,234,099
Creditors					
Amounts due after more than one year	**28**		-		(69,434)
Net assets			17,342,920		15,164,665
The funds of the charity					
Endowment funds	**31**		14,235		14,235
Restricted income funds	**32**		4,205,045		4,300,257
Unrestricted income funds			13,123,640		10,850,173
Total charity funds			17,342,920		15,164,665

Signed on behalf of the Board of Directors:



P Daniels
Director

Approved by the Board on 9 September 2021

The annexed notes form part of these financial statements.

Consolidated Balance Sheet

at 31 March 2021

	Note	2021		2020	
		£	£	£	£
Fixed assets					
Tangible fixed assets	**22**		11,028,341		11,309,827
Intangible fixed assets	**23**		51,667		71,667
Investments	**24**		223,315		159,609
			11,303,323		11,541,103
Current assets					
Stocks	**25**	97,405		138,009	
Debtors	**26**	784,979		1,471,909	
Cash at bank and in hand		5,821,375		2,749,448	
		6,703,759		4,359,366	
Creditors					
Amounts due within one year	**27**	650,655		625,580	
Net current assets			6,053,104		3,733,786
Total assets less current liabilities			17,356,427		15,274,889
Creditors					
Amounts due after more than one year	**28**		-		(69,434)
Net assets			17,356,427		15,205,455
The funds of the charity					
Endowment funds	**31**		14,235		14,235
Restricted income funds	**32**		4,205,045		4,300,257
Unrestricted income funds	**33**		13,137,147		10,890,963
Total charity funds			17,356,427		15,205,455

Signed on behalf of the Board of Directors:



P Daniels
Director

Approved by the Board on 9 September 2021

Consolidated Cash Flow Statement

for the year ended 31 March 2021

	Note	2021	2020
		£	£
Cash flow statement			
Net cash inflow from operating activities	A	3,296,198	1,076,173
Returns on investments and servicing of finance	B	14,621	13,522
Capital expenditure	C	(145,073)	(161,807)
Financing activities	D	(93,819)	(23,507)
Increase in cash in the year		3,071,927	904,381
Cash and cash equivalents at 1 April 2020		2,749,448	1,845,067
Cash and cash equivalents at 31 March 2021		5,821,375	2,749,448





Notes to the Cash Flow Statement

for the year ended 31 March 2021

a) Reconciliation of incoming resources to net cash inflow from operating activities	**2021**	**2020**
	£	£
Net incoming resources	2,150,972	1,772,977
Interest and dividends received	(14,621)	(13,522)
Unrealised (gains)/losses on investments	(63,708)	61,279
Depreciation charges	425,919	412,359
Goodwill amortisation	20,000	20,000
Profit on sale of tangible fixed assets	640	-
(Increase)/decrease in stocks	40,604	(9,020)
(Increase)/decrease in debtors	686,930	(1,119,065)
Increase/(decrease) in creditors	49,462	(48,835)
Net cash flow from operating activities	3,296,198	1,076,173

b) Gross cash flows	**2021**	**2020**
	£	£
Returns on investments and servicing of finance		
Interest received	14,621	13,522

c) Capital expenditure	**2021**	**2020**
	£	£
Payments to acquire fixed assets	(145,073)	(161,807)

d) Financing activities	**2021**	**2020**
	£	£
Loan repayments in the year	(93,819)	(23,507)

e) Analysis of changes in net funds	**31 March 2020**	**Cash flow**	**31 March 2021**
	£	£	£
Bank loans	(93,819)	93,819	-
Cash at bank and in hand	2,749,448	3,071,927	5,821,375
Net funds	2,655,629	3,165,746	5,821,375

Notes to the Financial Statements

for the year ended 31 March 2021

1. Accounting policies

Dove House Hospice Limited is a company limited by guarantee and established in England / Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is given in the administration and reference details section of the Directors' Report on page 3 of these financial statements. The nature of the charity's operations and principal activities are fully detailed in the directors report.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

The group financial statements consolidate the financial statements of the Charity and its subsidiary undertaking, Dove House Trading Limited, at 31 March 2021 using acquisition accounting.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

a) Income from donors and supporters

Cash donations and gifts are included in full in the statement of financial activities as they are received. Legacies are accounted for on an accruals basis. Cash collected at special fundraising events is included in the statement of financial activities gross. Significant non cash donations are included in the statement of financial activities at the trustees' estimate of their market value when received. The value of voluntary help is not included in the accounts.

Legacy income is generally recognised when received. However, legacies are also recognised as a debtor before receipt if there is sufficient evidence regarding:

i) the charity's entitlement to such income,
ii) the certainty of receipt, and
iii) measurement at a reliable monetary value.

Legacies which the charity has been notified of but which do not yet meet the above criteria are monitored and will be recognised at such time when the criteria are met. The total of all such unrecognised items at the year end is included in the notes to the accounts.

b) Other operating income

All other income is accounted for on an accruals basis.

c) Investment income

Bank interest is included in the statement of financial activities on an accruals basis.

Dividends are included in the statement of financial activities when they are received, at an amount which includes the tax credit recoverable from the HM Revenue & Customs.

1. Accounting policies (continued)

d) Expenditure

This is accounted for on an accruals basis and includes attributable VAT which cannot be recovered. When expenditure is incurred relating to more than one cost category, the expenditure is apportioned over all relevant headings. The basis of apportionment used reflects the time and resources exerted under specific headings.

i) **Cost of generating funds**
Cost of generating funds includes all costs relating to the raising of the charity's income.

ii) **Fundraising and publicity**
Fundraising and publicity includes the cost of raising the charity's voluntary contributions together with raising public awareness to the charity's objectives.

iii) **Direct charitable activities**
Direct charitable activities include the direct costs of the charitable activities and depreciation on related assets.

iv) **Support costs**
Support costs include the direct cost of supporting the expenditure on the objects of the charity. Support costs have been apportioned on the basis of staff time working on each activity.

v) **Governance**
Governance includes the cost of essential central administration principally concerning the overall management of the charity's affairs, including compliance with constitutional and statutory requirements.

e) Tangible fixed assets and depreciation

Tangible fixed assets are capitalised and included at cost including any incidental expenses of acquisition.

Depreciation is calculated on the straight line basis to write down the cost of all fixed assets excluding land over their expected useful lives.

The rates generally applicable are:

Freehold property	2%
Motor vehicles	25%
Plant and equipment	20%
Hi-tech equipment (medical)	25%
Fixtures and fittings	10%
Leasehold improvements	over period of lease

f) Operating leases

Rentals payable under operating leases are charged to the profit and loss account over the period of the lease on a straight line basis.

g) Stock

Stock is stated at the lower of cost and net realisable value. Unsold donated items are not included.

1. Accounting policies (continued)

h) Grants and specific donations

Grants of a revenue nature which are made to give immediate financial support or to reimburse costs previously incurred are credited to the statement of financial activities in the period in which they become receivable.

Grants of a revenue nature which are made to finance general activities over a specified period or to compensate for a loss of current or future income are credited to the statement of financial activities in the period in which they are paid.

i) Investments

Stocks and shares quoted on a recognised stock exchange are included in the balance sheet at their mid-market value at the year end. The variances between market value and the original cost or annual revaluation of the investments are shown as unrealised investment gains or losses.

The differences between the original cost or annual valuation and the proceeds of investments disposed of are shown as a gain/(loss) in the statement of financial activities.

The 100% shareholding in the trading subsidiary is stated at cost.

j) Pension costs

Contributions to provide pensions and related benefits are charged to the income and expenditure account as incurred.

k) Fund accounting

Funds held by the charity are either:

Unrestricted funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Restricted funds - these are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

l) Goodwill

Goodwill, being the amount paid in connection with the acquisition of a business in 2019, is being amortised evenly over its estimated useful life of five years.

2. Taxation

Dove House Hospice Limited is a U.K. registered charity, number 509551. All the Charity's income isapplied to its charitable objectives and the charity is, therefore, exempt under current legislation frommost forms of taxation.

3. Donations and gifts

	2021	2020
	£	£
General donations	387,864	508,268
Tax refunds	89,070	52,431
	476,934	560,699

4. Grants for providing care

		2021	2020
		£	£
National Health Service	- grants	994,664	1,166,448
	- pension funding	7,936	7,626
Social Services		17,622	16,020
		1,020,222	1,190,094

5. COVID-19 support

	2021	2020
	£	£
Fund generating activities		
Covid-19 Retail Grants	450,440	555,000
Staff Furlough Grants	858,879	36,115
	1,309,319	591,115
Charitable activities		
Staff Furlough Grants	241,863	-
NHSE funding	1,517,329	-
	1,759,192	-
Total COVID-19 Support	3,068,511	591,115

The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

6. Sales of goods/services

	2021	2020
	£	£
Catering	20,745	46,433
Student placements	2,000	2,000
Profit on sale of assets	1,628	-
External funding	13,888	9,583
	38,261	58,016

7. Retail costs

	2021	2020
	£	£
Salaries, fees and pensions	2,049,621	2,152,688
Back up services	379	-
Cleaning and laundry expenses	3,364	15,816
Telephone and internet	32,883	35,107
Printing, stationery and postage	51,848	47,670
Advertising	3,976	10,182
Shop consumables	25,878	50,694
Sundry expenses	71,312	47,794
Training	624	-
Motor and travel	53,207	92,708
Rent and rates	482,786	492,075
Light and heat	75,359	107,515
Insurance	65,943	67,923
Repairs and renewals	131,323	140,581
Depreciation	57,888	61,332
EBay expenses	26,891	42,143
Waste disposal	32,281	31,731
Allocated support costs (see note 14)	21,856	48,859
Resale goods	80,642	99,840
	3,268,061	3,544,658
Number of units	40	39

8. Lottery costs

	2021	2020
	£	£
Salaries, fees and pensions	260,299	270,675
Advertising, events and promotion	38,753	40,313
Motor and travel	9,185	20,815
Prizes	107,108	107,070
Commissions	1,365	41,616
Processing and promotion	160,791	161,947
Allocated support costs (see note 14)	7,285	11,165
	584,786	653,601

9. Fundraising costs

	2021	2020
	£	£
Salaries, fees and pensions	252,097	238,528
Printing, stationery, telephone and postage	24,962	44,671
Advertising, events and promotion	68,463	129,058
Sundry expenses	12,183	40
Motor and travel	148	3,826
Allocated support costs (see note 14)	7,285	19,544
	365,138	435,667

10. Training costs

	2021	2020
	£	£
Salaries, fees and pensions	71,647	86,258
Printing, stationery and postage	477	3,584
Training costs	7,284	21,495
Sundry expenses	32	6,515
	79,440	117,852

11. Catering

	2021	2020
	£	£
Salaries, fees and pensions	30,051	29,606
Catering provisions and sundries	9,329	18,772
	39,380	48,378





Notes to the Financial Statements

for the year ended 31 March 2021

12. Charitable activities

	Patient care	Day therapy	Catering	2021	2020
	£	£	£	£	£
Salaries, fees and pensions	2,263,140	93,046	123,161	2,479,347	2,449,414
Catering provisions	-	-	37,137	37,137	74,287
Cleaning and laundry expenses	16,541	-	-	16,541	10,015
Medical equipment and supplies	174,141	-	-	174,141	170,301
Advertising events and promotion	22,332	-	-	22,332	48,601
Sundry expenses	20,247	41	297	20,585	17,066
Motor and travel	4,447	3,970	-	8,417	16,454
Rent and rates	19,913	-	-	19,913	14,803
Light and heat	49,998	-	-	49,998	51,728
Insurance	29,608	-	-	29,608	26,849
Repairs and renewals	82,620	-	-	82,620	93,233
Depreciation	319,220	3,508	-	322,728	302,815
Allocated support costs (see note 14)	692,100	-	-	692,100	889,235
	1,694,307	100,565	160,595	3,955,467	4,164,801

13. Governance

	2021	2020
	£	£
Salaries, fees and pensions	-	16,801
Printing, stationery and postage	-	23,243
Audit and accountancy	-	8,086
Legal and professional	-	6,336
Allocated support costs (see note 14)	-	10,304
	-	64,770

Costs previously analysed as Governance costs have now been analysed either directly to cost centres or to support costs.

> “What would we do without you? When this is all over we will never stop supporting you.”

14. Support costs

	2021	2020
	£	£
Salaries, fees and pensions	491,483	741,326
Cleaning and laundry expenses	4,135	3,079
Telephone and interest	29,876	14,433
Printing, stationery and postage	4,811	6,860
Advertising, events and promotion	24,160	2,501
Training	-	923
Sundry expenses	26,813	20,697
Motor and travel	1,666	9,366
Rent and rates	4,978	3,701
Light and heat	12,500	12,932
Insurance	21,950	21,241
Repairs and renewals	44,880	45,440
Legal and professional	2,245	8,086
Audit and accountancy	-	3,585
Bank charges	26,871	36,243
Waste disposal	-	11,710
Depreciation	32,158	36,984
	728,526	979,107

The above costs have been allocated between expenses headings as follows:

	2021	2020
	£	£
Costs of generating funds:		
Costs of generating voluntary income:		
Fundraising and publicity	7,285	19,544
Trading: costs of goods sold and other costs:		
Retail costs	21,856	48,859
Lottery	7,285	11,165
Charitable activities:		
Patient care	692,100	889,235
Governance	-	10,304
	728,526	979,107

The above allocation is based on staff time spent undertaking activities in each area.

15. Income/(expenditure) from commercial trade operations

	2021	2020
	£	£
Turnover	878,389	1,241,538
Cost of sales	77,217	123,787
GROSS PROFIT	801,172	1,117,751
Administrative expenses	844,256	919,859
Other operating income	68,334	-
OPERATING PROFIT	25,250	197,892
Interest payable and similar expenses	5,132	7,704
PROFIT BEFORE TAXATION	20,118	190,188
Tax on profit	(1,341)	2,439
PROFIT FOR THE FINANCIAL YEAR	21,459	187,749

The principal activity of the subsidiary undertaking in the year under review was that of pre-primary education and the operation of retail shops and cafes.

16. Net incoming resources

Net incoming resources are stated after charging:	2021	2020
	£	£
Auditors remuneration		
- audit services	14,980	14,480
- non-audit services	1,000	1,000
Operating lease payments - land and buildings	317,700	322,700

17. Material notified legacies

The charity has been notified of legacies with an estimated value totalling £554,127 (2020: £1,125,262) which are not recognised within the statement of financial activities, as at the balance sheet date these legacies fail to meet one or more of the recognition criteria.

18. Staff costs

The costs incurred were as follows:	2021	2020
	£	£
Salaries and fees	5,549,350	5,753,153
National insurance costs	355,874	361,761
Pension contributions	399,993	410,691
	6,305,217	6,525,605

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2021	2020
	No.	No.
£60,001 - £70,000	1	1
£70,001 - £80,000	1	2
£80,001 - £90,000	1	1

Total remuneration for key management personnel is £317,488 (2020: £308,316).

Staff restructuring costs in the year amounted to £nil (2020: £16,285).

The average number of employees during the year was as follows:	2021	2020
	No.	No.
Medical	74	77
Administration/Secretarial	23	21
Ancillary/Support	20	22
Income generation	192	193
	309	313

The full time equivalent of the above:	2021	2020
	No.	No.
Medical	49	51
Administration/Secretarial	18	19
Ancillary/Support	13	16
Income Generation	158	148
	238	234

19. Net incoming resources of parent charity

As permitted by Section 408 of the Companies Act 2006, the Statement of Financial Activities of the parent charity is not presented as part of these financial statements. The parent charity's net incoming resources for the year ended 31 March 2021 totalled £2,178,255 (2020: £1,772,977).

20. Comparatives for the consolidated Statement of Financial Activities

	Unrestricted funds	Restricted funds	Endowment funds	Total funds
	£	£	£	£
Incoming resources				
Incoming resources from generated funds:				
Voluntary income:				
Donations and gifts	433,467	127,232	-	560,699
Legacies	1,972,522	-	-	1,972,522
Activities for generating funds:				
Retail sales	4,503,037	-	-	4,503,037
Lottery income	1,164,122	-	-	1,164,122
Fundraising	766,618	-	-	766,618
Nursery income	835,146	-	-	835,146
Rental income	16,690	-	-	16,690
COVID-19 support	591,115	-	-	591,115
Investment income	13,522	-	-	13,522
	10,296,239	127,232	-	10,423,471
Incoming resources from charitable activities:				
Support for patient care	34,115	-	-	34,115
Grants for providing care	1,190,094	-	-	1,190,094
Training	42,155	-	-	42,155
Sales of goods/services	58,016	-	-	58,016
	11,620,619	127,232	-	11,747,851
Resources expended				
Costs of generating funds:				
Costs of generating voluntary income:				
Donations and gifts	21,783	164,593	-	186,376
Trading: costs of goods sold and other costs:				
Retail	3,544,658	-	-	3,544,658
Lottery	653,601	-	-	653,601
Fundraising	435,667	-	-	435,667
Training	117,852	-	-	117,852
Catering	48,378	-	-	48,378
Nursery	697,492	-	-	697,492
	5,519,431	164,593	-	5,684,024

20. Comparatives for the consolidated Statement of Financial Activities (continued)

	Unrestricted funds	Restricted funds	Endowment funds	Total funds
	£	£	£	£
Charitable activities:				
Patient care	3,744,683	111,889	-	3,856,572
Day therapy	112,264	2,455	-	114,719
Catering	193,510	-	-	193,510
	4,050,457	114,344	-	4,164,801
Governance costs	64,770	-	-	64,770
Total resources expended	9,364,658	278,937	-	9,913,595
Net gains/(losses) on investments	(61,279)	-	-	(61,279)
Net movements in funds	1,924,682	(151,705)	-	1,722,977
Fund balances brought forward	8,966,281	4,451,962	14,235	13,432,478
Fund balances carried forward	10,890,963	4,300,257	14,235	15,205,455

21. Directors' remuneration

The directors (trustees) were not entitled to and did not receive any remuneration from the charity during the current or previous year. No expenses were reclaimed by directors during the current or previous year.

22. Tangible fixed assets

	Motor vehicles	Plant and equipment	Fixtures and fittings	Freehold properties	Leasehold properties	Total
GROUP	£	£	£	£	£	£
Cost:						
At 1 April 2020	267,185	1,699,301	413,459	14,359,187	1,539,823	18,278,955
Additions in year	26,495	69,781	3,453	11,651	33,693	145,073
Disposals in year	(8,996)	-	(645)	-	-	(9,641)
At 31 March 2021	284,684	1,769,082	416,267	14,370,838	1,573,516	18,414,387
Depreciation:						
At 1 April 2020	241,377	1,502,533	298,939	3,580,076	1,346,203	6,969,128
Provided during the year	11,658	71,368	15,126	281,806	45,961	425,919
Eliminated on disposal	(8,996)	-	(5)	-	-	(9,001)
At 31 March 2021	244,039	1,573,901	314,060	3,861,882	1,392,164	7,386,046
Net book value:						
At 31 March 2021	40,645	195,181	102,207	10,508,956	181,352	11,028,341
At 31 March 2020	25,808	196,768	114,520	10,779,111	193,620	11,309,827

22. Tangible fixed assets (continued)

CHARITY	Motor vehicles	Plant and equipment	Fixtures and fittings	Freehold properties	Leasehold properties	Total
	£	£	£	£	£	£
Cost:						
At 1 April 2020	267,185	1,677,624	320,819	14,359,188	1,463,149	18,087,965
Additions in year	26,495	65,348	3,453	11,651	33,693	140,640
Disposals in year	(8,996)	-	(645)	-	-	(9,641)
At 31 March 2021	284,684	1,742,972	323,627	14,370,839	1,496,842	18,218,964
Depreciation:						
At 1 April 2020	241,377	1,488,738	283,863	3,580,076	1,344,031	6,938,085
Provided during the year	11,658	68,627	6,256	281,806	44,427	412,774
Eliminated on disposal	(8,996)	-	(5)	-	-	(9,001)
At 31 March 2021	244,039	1,557,365	290,114	3,861,882	1,388,458	7,341,858
Net book value:						
At 31 March 2021	40,645	185,607	33,513	10,508,957	103,384	10,877,106
At 31 March 2020	25,808	188,886	36,956	10,779,112	119,118	11,149,880

23. Intangible fixed assets

GROUP	Goodwill
Cost:	£
At 1 April 2020	100,000
Additions in year	-
Disposals in year	-
At 31 March 2021	100,000
Amortisation:	
At 1 April 2020	28,333
Provided during the year	20,000
Eliminated on disposal	-
At 31 March 2021	48,333
Net book value:	
At 31 March 2021	51,667
At 31 March 2020	71,667

24. Investments

	2021	2020
GROUP	£	£
Listed investments	189,820	131,344
Cash or cash equivalents	33,495	28,265
	223,315	159,609
Investments		
Market value at 1 April 2020	159,609	220,888
Additions	-	-
Disposals	-	-
Increase/(decrease) in value for the year	63,706	(61,279)
Less dividends	-	-
Market value at 31 March 2021	223,315	159,609
Historical cost at 31 March 2021	148,865	148,865
Analysis of listed investments:		
Sterling preference shares	95	-
AIM equities	41	29
European equities	213	182
UK equities	62,280	62,747
Emerging market equities	127,191	68,386
	189,820	131,344

CHARITY	2021	2020
	£	£
Listed investments	189,820	131,344
Cash or cash equivalents	33,495	28,265
Investment in subsidiary	1	1
	223,316	159,610
Investment in subsidiary		
Dove House Trading Limited	1	1

The investment in subsidiary represents 100% of the issued share capital of Dove House Trading Limited, a trading subsidiary which is registered in England and Wales.

At 31 March 2021 the subsidiary had aggregate capital and reserves of £13,506 (2020: £40,792) and made a profit for the year of £21,459 (2020: £187,749). £48,746 (2020: £205,163) was donated to the charity under the Gift Aid scheme resulting in a loss to reserves of £27,287 (2020: loss of £17,414).

25. Stocks

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Purchased consumables	97,405	138,009	27,402	27,134

Unsold donated items are not included above.

26. Debtors

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Amounts due within one year:				
Trade debtors	118,171	76,254	91,740	49,288
Prepayments and accrued income	147,488	103,133	147,198	103,133
Other debtors	519,320	1,292,522	519,320	1,286,724
Amounts owed by group undertaking	-	-	248,346	320,198
	784,979	1,471,909	1,006,604	1,759,343

Prepayments and accrued income include £7,569 (2020: £12,049) which is due in more than one year.

27. Creditors: amounts falling due within one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Amounts falling due within one year:				
Trade creditors	99,679	264,415	95,605	243,555
Other taxes including social security costs	91,210	98,274	78,086	83,809
Accruals	287,023	99,632	130,397	94,348
Deferred income	172,743	138,874	172,743	138,874
Bank loans and overdrafts	-	24,385	-	24,385
Amounts owed to group undertaking	-	-	28	2,483
	650,655	625,580	476,859	587,454

28. Creditors: amounts falling due after more than one year

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Bank loans and overdrafts	-	69,434	-	69,434

29. Loans

An analysis of the maturity of loans is given below:	2021	2020
	£	£
Amounts falling due within one year or on demand:		
Bank loans	-	24,385
Amounts falling due between one and two years:		
Bank loans	-	25,274
Amounts falling due between two and five years:		
Bank loans	-	44,160

The group had a bank loan facility with HSBC totalling £93,819 which charged interest at 2.85% above the Bank of England base rate. The loan facility was fully repaid in the current financial period.

30. Called up share capital

There is no called up share capital as the company is limited by guarantee. Trustees are the only members and in the event of the company being wound up each member has undertaken to contribute to the assets of the charity such amount as may be required to discharge its debts, the amount not to exceed £10 per member. At 31 March 2021 there were 10 members (2020: 10).

31. Endowment funds

The endowment funds comprise the following permanent endowment:

Name	Balance at 1 April 2020	Incoming resources	Resources expended	Fund at 31 March 2021	Objects
	£	£	£	£	
Sutton War Memorial	12,551	-	-	12,551	Funds donated on the closure of the 'Sutton on Hull War Memorial Fund'. Income to be used for the welfare of people from Sutton.
Unrealised gain on Investments	1,684	-	-	1,684	
	14,235	-	-	14,235	

32. Restricted funds

The restricted funds comprise the following:

Name	Balance at 1 April 2020	Incoming resources	Resources expended	Fund at 31 March 2021	Objects
	£	£	£	£	
Dove HouseProperty	1,025,946	-	(42,773)	983,173	Development of hospice and land
Bedded unit	68,707	5,094	(8,751)	65,050	Provision of facilities
Accessibility,quality and improvement	233,034	-	(2,746)	230,288	Redevelopment of reception and clinical outpatient rooms
Day therapy (Hospice)	8,557	200	(4,562)	4,195	Provision of day therapy facilities
Breast cancerrelief	7,888	-	-	7,888	Grant funding for the treatment of breast cancer sufferers
Sundry smallfunds	44,281	203,005	(178,379)	68,907	Library, finance, maintenance and staff development
Storr legacy	69,716	-	(1,922)	67,794	Write down over life of conservatories provided
New buildingfund	2,841,887	-	(64,378)	2,777,509	Development of new facilities
Support line	6,142	-	-	6,142	Development of a palliative care advice line
Physiotherapy	(5,901)	-	-	(5,901)	
NHSE award	-	1,517,329	(1,517,329)	-	Bed capacity, community support and complex care during COVID-19 pandemic
	4,300,257	1,725,628	(1,820,840)	4,205,045	

Restricted funds are funds that can only be used for the particular restricted purpose within the objects of the fund, as stated above. Income may be restricted when specified by the donor or when funds are raised for a specific restricted purpose. Such income is allocated to a restricted fund.

Resources expended on the above funds represent expenditure incurred in fulfilling the specific objects of the fund. In the case of revenue expenditure this is charged to the fund as incurred. In the case of capital expenditure, the asset is capitalised as a fixed asset. The subsequent depreciation charge is then transferred to the particular restricted fund as to write off the asset over its useful economic life.

33. Unrestricted funds

	Balance at 1 April 2020	Incoming resources	Resources expended	Gains/ (losses) on investments	Transfer between funds	Fund at 31 March 2021
	£	£	£	£	£	£
General fund	10,890,963	9,574,921	(7,392,443)	63,706	(2,000,000)	11,137,147
Designated fund	-	-	-	-	2,000,000	2,000,000
	10,890,963	9,574,921	(7,392,443)	63,706	-	13,137,147

The designated fund represents amount reserved for the reconfiguration of the existing hospice site.

34. Analysis of net assets between funds

Fund balances at 31 March 2021 are represented by:

	Unrestricted Funds	Designated funds	Endowment Funds	Restricted Funds	Total Funds
	£	£	£	£	£
Tangible fixed assets	6,823,296	-	-	4,205,045	11,028,341
Intangible fixed assets	51,667	-	-	-	51,667
Fixed asset investments	209,080	-	14,235	-	223,315
Net current assets	4,053,104	2,000,000	-	-	6,053,104
Total net assets	11,137,147	2,000,000	14,235	4,205,045	17,356,427

35. Operating lease commitments

Anticipated payments under operating leases on land and buildings for the year ended 31 March 2021 in respect of commitments that expire:

	Group		Charity	
	2021	2020	2021	2020
	£	£	£	£
Within one year	277,888	318,304	276,388	316,804
In the second to fifth years inclusive	299,008	553,758	296,633	548,383
Over five years	750	23,200	750	23,200
	577,646	895,262	573,771	888,387

36. Pensions

The company operates various defined contribution pension schemes for its employees. The pension cost charges represent contributions payable by the company and amounted to £399,993 (2020: £410,691). There were no contributions outstanding or prepaid at 31 March 2021 or 31 March 2020.

Extra Special Moments

The care Dove House provides is, and always will be, about going the extra mile to enable patients and their families to have the best quality of life, and to create moments that will truly matter for the people we care for. Here are some of the lovely memories we helped make:

A young patient had a girl's night in with two of her friends watching a movie and sharing a bottle of Prosecco



A mum had her bed pushed out into the garden to spend time with her husband and young sons in the sunshine



A young dad had a picnic in the garden with his wife and children



A patient with young children had a sleepover complete with pizza, popcorn, a movie and breakfast in bed the next day



A patient who had been unable to have a bath for months had a bubble bath scattered with rose petals whilst listening to their favorite music



A wedding was held for a couple who had been together for many years





dovehouse hospice
caring for people with a life limiting illness

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Registered with FR FUNDRAISING REGULATOR

Dove House Hospice Limited a company limited by guarantee. Registered office: Dove House Hospice, Chamberlain Road, Hull, HU8 8DH.
Registered in England and Wales Company number: 01498747 Registered Charity Number: 509551