



**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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Howden
Goole



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 reinstate 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."



11

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 structured 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

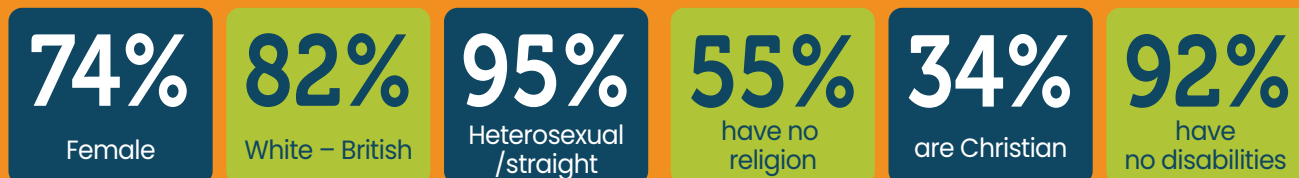
At Dove House we are committed to advancing equality and opportunity in every area of our work, including care, recruitment, volunteering and governance.

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:



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 Activities	£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 entries 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.

Dove House funding



Funded by the State



Comes from local communities

On average hospice's nationally receive **34%** funding from the state

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.

“ 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

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

Strategic Ambitions

Excellent care, excellent support, excellent outcomes

Exceed expectations
Be innovative in our approach
Care for more patients and expand services

Achieving success through our people

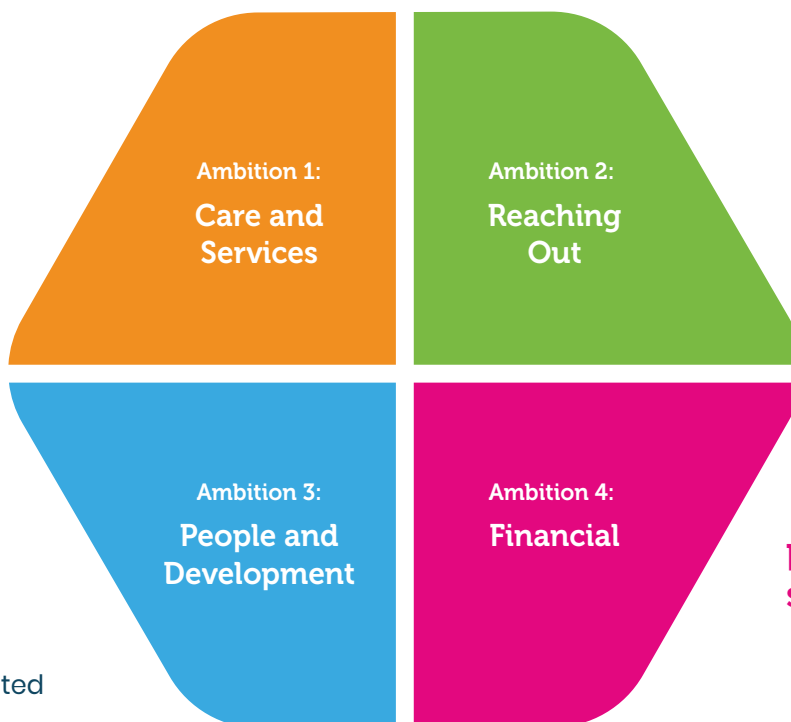
Ensure workforce is appreciated and motivated
Become an employer of choice
Leadership will be values led, compassionate and inclusive

Better together: collaborate to succeed

Strengthen our place in local healthcare system
Collaborate to provide seamless care
Raise our profile and dispel myths

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 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 & 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 as 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 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 meet 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 key 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 (CO₂e)

Tonnes of CO₂e generated by Dove House from gas, fuel for transport and electricity for fuel:

Gas = 116,052 tonnes CO₂e

Electricity = 176,015 tonnes CO₂e

Business transport = 39,429 tonnes CO₂e

The total CO₂e generated by Dove House

Hospice during 2022-23 was 331,497 tonnes.

Water use for the main hospice building was 3,630m³ 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 identified 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.

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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

		Unrestricted funds 2023 £	Restricted funds 2023 £	Endowment funds 2023 £	Total funds 2023 £	As restated Total funds 2022 £
	Note					
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

		Unrestricted funds 2023	Restricted funds 2023	Endowment funds 2023	Total funds 2023	As restated Total funds 2022
Note		£	£	£	£	£
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
		<u>12,950,700</u>	<u>11,039,251</u>
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
		<u>6,836,408</u>	<u>8,374,876</u>
Creditors: amounts falling due within one year	22	(615,434)	(897,439)
Net current assets		<u>6,220,974</u>	<u>7,477,437</u>
Total assets less current liabilities		<u>19,171,674</u>	<u>18,516,688</u>
Provisions for liabilities		(3,305)	(3,305)
Total net assets		<u><u>19,168,369</u></u>	<u><u>18,513,383</u></u>
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	<u>15,123,753</u>	<u>14,375,113</u>
Total funds		<u><u>19,168,369</u></u>	<u><u>18,513,383</u></u>

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
		<u>12,922,794</u>	<u>10,952,603</u>
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
		<u>6,794,883</u>	<u>8,328,585</u>
Creditors: amounts falling due within one year	22	(549,308)	(803,375)
Net current assets		<u>6,245,575</u>	<u>7,525,210</u>
Total net assets		<u><u>19,168,369</u></u>	<u><u>18,477,813</u></u>
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
		<u>15,123,753</u>	<u>14,339,543</u>
Total unrestricted funds	24	<u>15,123,753</u>	<u>14,339,543</u>
Total funds		<u><u>19,168,369</u></u>	<u><u>18,477,813</u></u>

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.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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
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Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>2,665,072</u>	<u>149,367</u>	<u>2,814,439</u>	<u>2,371,242</u>
Total 2022	<u>2,213,420</u>	<u>157,822</u>	<u>2,371,242</u>	

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
	<u>1,215,161</u>	<u>-</u>	<u>1,215,161</u>	<u>1,556,545</u>
Total 2022	<u>1,421,332</u>	<u>135,213</u>	<u>1,556,545</u>	

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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
	<u> </u>	<u> </u>	<u> </u>
Total 2022	<u>10,000</u>	<u>10,000</u>	

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
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total 2022	<u>17</u>	<u>77,912</u>	<u>77,929</u>	



Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>5,844,480</u>	<u>5,844,480</u>	<u>5,671,149</u>
Total 2022	<u>5,671,149</u>	<u>5,671,149</u>	

10. Investment management costs

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Investment management fees	<u>2,840</u>	<u>2,840</u>	<u>-</u>

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>4,143,890</u>	<u>114,344</u>	<u>4,258,234</u>	<u>3,953,970</u>
Total 2022	<u>3,643,037</u>	<u>310,933</u>	<u>3,953,970</u>	

	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
	<u>3,544,358</u>	<u>713,876</u>	<u>4,258,234</u>	<u>3,953,970</u>
Total 2022	<u>3,266,080</u>	<u>687,890</u>	<u>3,953,970</u>	

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
	<u>3,323,799</u>	<u>6,391</u>	<u>214,168</u>	<u>3,544,358</u>	<u>3,266,080</u>
Total 2022	<u>3,060,022</u>	<u>6,269</u>	<u>199,789</u>	<u>3,266,080</u>	



Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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 £
<i>Costs of generating funds</i>		
Fundraising and publicity	5,897	5,865
Retail costs	17,690	17,595
Lottery	5,897	5,865
<i>Charitable activities</i>		
Patient care	713,876	687,890
	743,360	717,215

The above allocation is based on staff time spent undertaking activities in each area.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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
	<u>6,475,301</u>	<u>6,323,703</u>

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
	<u>299</u>	<u>314</u>

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
	<u>221</u>	<u>238</u>

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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



Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

18. Tangible fixed assets

Company

	Freehold property £	Leasehold improvements £	Plant and equipment £	Motor vehicles £	Fixtures and fittings £	Total £
<i>Cost or valuation</i>						
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
<i>Depreciation</i>						
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
<i>Net book value</i>						
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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

18. Tangible fixed assets (continued)

Company

	Freehold property £	Leasehold improvements £	Plant and equipment £	Motor vehicles £	Fixtures and fittings £	Total £
<i>Cost or valuation</i>						
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
<i>Depreciation</i>						
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
<i>Net book value</i>						
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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

19. Investments

	2023 £	2022 £
Group		
Listed investments	1,616,748	262,827
Cash or cash equivalents	675,216	14,422
	<u>2,291,964</u>	<u>277,249</u>

	Listed investments £	Cash held in investment portfolio £	Total £
Group			
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	<u>1,616,748</u>	<u>675,216</u>	<u>2,291,964</u>

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	<u>1</u>	<u>1,616,748</u>	<u>675,216</u>	<u>2,291,965</u>

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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 Rehabilitation 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.

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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 £
<i>Restricted funds</i>						
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
	<u>4,205,045</u>	<u>293,035</u>	<u>(388,845)</u>	<u>-</u>	<u>-</u>	<u>4,109,235</u>
<i>Total of funds</i>	<u><u>17,309,899</u></u>	<u><u>10,891,595</u></u>	<u><u>(9,703,048)</u></u>	<u><u>-</u></u>	<u><u>14,937</u></u>	<u><u>18,513,383</u></u>

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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

Notes to the Financial Statements

FOR THE YEAR ENDED 31 MARCH 2023

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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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