

TREETOPS HOSPICE TRUST

England & Wales · Charity number 519540

Details

Other names	THE DRAYCOTT HOSPICE
Status	Registered
Legal form	Charitable company
Company number	01801708
Registered	1988-01-28
Register	View on the Charity Commission register

Contact

Address	Treetops Hospice Derby Road Risley Derby DE72 3SS
Phone	01159491264
Email	info@treetopshospice.org.uk
Website	www.treetopshospice.org.uk

Activities

Objects: PURPOSES OF RELIEVING IN CASES OF NEED PERSONS WHO ARE SICK, CONVALESCENT, DISABLED, HANDICAPPED OR INFIRM BY PROVIDING OR PAYING FOR ITEMS, SERVICES OR FACILITIES WHICH ARE CALCULATED TO ALLEVIATE THE SUFFERING OR ASSIST THE RECOVERY OF SUCH PERSONS IN SUCH CASES BUT ARE NOT READILY AVAILABLE TO THEM FROM OTHER SOURCES. (FOR FURTHER DETAILS PLEASE SEE CLAUSE 3 OF MEMOR. AND ACTS.)

Activities: Treetops Hospice provides Daycare, Complementary Therapy and Hospice at Home care for people suffering from life-limiting illnesses. We also provide Carers Support and Complementary Therapy for people involved in caring for people with life-limiting illnesses and Bereavement Support for people and families who have suffered a bereavement.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** People With Disabilities, Other Defined Groups

Geography

- Derbyshire
- Nottingham City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£5,162,288	£5,453,525	£5,171,778	163
2024-03-31	£5,458,732	£5,192,558	£5,463,015	116
2023-03-31	£4,252,654	£4,770,455	£5,196,841	110
2022-03-31	£5,016,230	£4,314,331	£5,750,822	102
2021-03-31	£5,715,981	£4,029,533	£5,043,699	155

Trustees

Name	Role	Appointed
Cheryl Webster		2022-06-13
Colin Glynn		2022-03-28
DR Maelie Victoria Swanwick		2015-03-30
DR Ruth Elizabeth Aldridge		2017-02-27
David Boutcher		2025-03-05
Dr Cham Kang		2018-11-19
Dr Christopher Potts		2023-07-03
ROBERT WALLACE JONES		2011-09-23
Steve Beeley		2013-03-25
Suzanne Khalid		2023-09-26
Yvonne Hobday		2022-06-13

TREETOPS HOSPICE TRUST

England & Wales - Charity number 519540

Accounts

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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TREETOPS HOSPICE TRUST
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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2025

Trustees

Dr R E Aldridge
Mr S Beeley
Mr C Glynn, Treasurer
Mrs Y Hobday
Mr R W Jones
Dr C S Kang
Ms S Khalid
Mr A Perkins (Resigned 13 March 2025)
Mrs C Webster
Dr C Potts
Dr M Swanwick
Dr G Walton (Resigned 30 August 2024)
Mr D J Boutcher (Appointed 5 March 2025)

Company registered number 01801708

Charity registered number 519540

Registered office

Treetops Hospice
Derby Road
Risley
Derbyshire
DE72 3SS

Company secretary C Munton

Chief executive Mrs J Heath

Independent auditor

UHY Hacker Young
Chartered Accountants
14 Park Row
Nottingham
NG1 6GR

Bankers

Santander
Bridle Road
Bootle
Merseyside
GIR 0AA

Solicitors

Ellis Fermor & Negus
2 Devonshire Avenue
Beeston
Nottingham
NG9 1BS

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2024 to 31 March 2025. The annual report serves the purposes of both a Trustees' report and a Directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019 and updated October 2019).

Objectives and activities

a. Policies and objectives

The objectives of the charity are contained in full in the Memorandum and Articles of the charity. They are also clearly stated in the Vision, Mission and Values statement and are summarised as follows:

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and families living with life limiting illness or affected by death and dying by:

- Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision
- Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved
- Developing services to reflect the changing needs of the diverse community we serve

Values

Respecting the unique worth of every person

We believe that every person is different but equal, and that everyone's unique needs and contributions should be recognised and supported with kindness.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources, underpinned by a continuous culture of learning, growth and openness, enables us to deliver excellent services.

Working with hope

With empathy, our hope is to enable patients and families supported by Treetops to live and die well.

Sustaining a culture of trust, warmth and safety

Everyone who comes into contact with Treetops is treated with compassion, care and respect.

Objectives and activities (continued)

b. Strategies for achieving objectives

Another year on, and the strategic direction of the organisation remains under review.

The conclusion of our previous three-year strategy offered a moment to reflect on our progress. We have achieved significant success across many areas, despite the lasting impact of the pandemic and the ongoing cost of living crisis.

Demand for our Hospice services continues to rise, and we recognise that it is neither practical nor sustainable for Treetops to expand at a pace—physically or financially—that matches this demand. Instead, we are challenged to think differently and explore innovative approaches. One such opportunity lies in expanding our educational role: building the skills and knowledge of those working alongside individuals and supporting families, thus extending our reach beyond direct service delivery.

Over the coming year, Treetops will continue to work closely with the Board of Trustees to shape a clear, forward-looking strategy. While the direction is still being defined, our focus remains on developing ambitious, sustainable plans that will guide us through the next five years.

c. Activities for achieving objectives

These objectives are met through the provision of care services as follows:

- Wellbeing Provision:
 - Wellbeing Days with Activity Programmes
 - Wellbeing at Home
 - Out-Patient Clinic
 - Drop-In Café
- Support and Information
 - Carer Support and Signposting
- Therapeutic Services
 - Pre and Post Bereavement Support
 - Complementary Therapy
- Hospice at Home
- Roaming Nurse Service
- Education
- Compassionate Communities

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit. They are confident that the aims and objectives of the charity as manifested in the services it offers, both provide a public benefit and enhance the lives of the people who use the services. More information on how the charity has provided public benefit can be found in the achievements and performances section of this report.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

d. Volunteers

We have 519 active volunteers and approximately 53 in process (awaiting references etc), so volunteer activity continues to be buoyant with lots of interest in volunteering for Treetops.

As always Retail is the main benefactor of our volunteers with over 300 across 19 shops. The opening of a new shop in Belper in July attracted a lot of interest from the local community and recruitment and onboarding is ongoing. Sadly, our shop in Long Eaton closed at the end of May, volunteers were given the opportunity to transfer albeit the majority choose not to do so.

The volunteer led gardening team, amongst their many tasks, have spent time re-developing areas around The Saplings (children's counselling building) this year including installation of a naturelle dragon and Zen garden leading to a seating area which has been kindly donated from Paul & Pauline Wilcox, unfortunately the hot weather has meant the dragon's grassy back looks bare, once we have had rain in the Autumn it should reveal itself in all its glory.

The clinical roles remain popular for volunteers wanting to volunteer directly with service users. We have a team of nearly 40 befrienders and the demand for befriender support is increasing. For a variety of reasons the initial befriender training sessions planned for the Spring had to be cancelled, we have volunteers on a waiting list for when new dates can be arranged however a recruitment drive may be required in the Autumn.

Rachel Bates was appointed Wellbeing Volunteer Support Facilitator in January to oversee the Wellbeing Space volunteers, to recruit new volunteers and support the existing volunteers with initial focus on getting mandatory training up to date.

We now offer Complementary Therapy as a volunteer role and since its commencement have recruited 2 qualified volunteers. There have been several enquiries for therapies we don't currently offer however we have agreed to keep details on file in case we further develop the service. The Meet and Greet roles in The Saplings and Cheetham Centre have been operating for a year with relative success, the Therapeutic Services team are now looking at changing the role description to reflect the truer nature of the role.

The Reception volunteers have had a challenging year with yet another handset due to the new one failing bringing teething problems, requiring technical support and retraining.

The VS team have worked with marketing to further develop volunteer applications via the website particularly for Retail. With this streamlining we can focus energies on targeted recruitment for specific shops rather than generic campaigns which have limited success. This has created awareness and interest keeping volunteering at Treetops in the spotlight of the local community.

We have started working closely with the CRM Lead to cleanse and align the volunteer database Better Impact in readiness for when we phase out Raisers Edge. The aim is to adopt a single CRM database system for volunteers and supporters without losing any current functionality.

We held several recognition events this year. The volunteer winter social included long service award presentations; it was enjoyed by those that came. During Volunteers Week in June, we said 'thank you' to our volunteers on social media and visited all of our shops with 'thank you biscuits' which were also distributed to volunteers on campus. The summer volunteer social evening was held during the week which was very enjoyable with over 50 volunteers attending. It was Julie Heath's last volunteer event so we made sure everyone had the chance to say farewell before her retirement in August.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

The team Anna Bown, Volunteer Support Co-ordinator, Serena Newham, Retail Volunteer Support Administrator and Clare Radmore, Reception Volunteer Support Administrator and Stacey Sangster, Training Administrator have all worked very hard to ensure another successful year in Volunteer Services; thank you and well-done Team VS.

Achievements and Performance

Review of activities

Provision of Care

The Hospice last had a full onsite inspection by the Care Quality Commission (CQC) in April 2016. The final report awarded the rating of “Good” across the five domains of Safe, Effective, Caring, Responsive and Well Led. The exemplary report can be found on both the Treetops’ website and on the CQC websites.

CQC has reconfigured its regulatory process to one of ongoing monitoring using a variety of information. Assessment is not tied to set dates or driven by a previous rating. It is focused on the five key questions, underpinned by quality statements. They set clear expectations of providers, based on people’s experiences and the standards of care they expect.

CQC gather information from a wide range of sources and reviewing this in relation to data held by the CQC registration and ratings information. This helps them determine our ongoing rating. As a result, the hospice continues to be rated as “Good”.

The priorities that we set for 2024/25

1 – Wellbeing Service

Our Wellbeing Service is designed to provide responsive care and support to individuals from the moment of diagnosis, through the maintenance and recovery phases of decline and into more supportive care as health needs become more complex. The aim is to ensure individuals receive the right support, at the right time, in the right way—enabling better quality of life throughout their time remaining.

The service focuses on enablement and reablement for people living with life-limiting illnesses, through tailored, person-centred support and intervention plans. Our goal is to help individuals manage their symptoms, maintain independence, and support emotional wellbeing, while also involving and supporting carers as integral members of the care journey.

Over the past 12 months, our team has made significant strides in developing more structured and proactive support pathways in response to clear feedback from those accessing our services. Individuals have told us they need accessible advice, education, and emotional support at various stages of their illness—and we have worked to deliver just that.

Despite ongoing challenges, our Wellbeing Services have continued to:

- Support individuals in managing their condition to avoid unnecessary hospital admissions and reduce hospital stays.
- Improve functional ability through expert symptom management, emotional support, and specialist rehabilitation.
- Provide comprehensive support to carers, recognising their role in care provision.
- Enhance the end-of-life experience through early planning and personalised discussions.
- Promote independence through honest, compassionate conversations with patients and their families.

We have however had to respond to a changing landscape. Since the pandemic, the demand for flexible and accessible palliative and wellbeing support has increased significantly, driven by changing population needs and gaps in access to statutory services. Individuals present to our service with increasingly complex physical, psychological and social challenges, requiring a highly skilled and adaptable approach.

Achievements and Performance (continued)

The ICB Demand and Capacity End of Life Care workstream has projected rising need due to an ageing population and an increased death rate. In response, we have focused on understanding our communities better, addressing health inequalities, and shaping our services to meet future demand.

This year, in order to secure long-term sustainability and respond to evolving needs, we undertook a comprehensive review and remodelling of the service. This difficult but necessary decision resulted in service changes and staff redundancies. It was a deeply challenging period that required thoughtful reflection and honest evaluation.

We are now moving forward with clarity. A new service model is being implemented, supported by a restructured team aligned to future demands. We remain committed to working in a neighbourhood focused way, liaising with our communities, listening deeply to their experiences, and continuously evolving to meet their needs with compassion and excellence.

Wellbeing at Home

Demand for respite support continued to place significant demand on Wellbeing at Home. In response to this growing need and in order to manage capacity effectively, we made the difficult but necessary decision towards the end of the year to temporarily narrow our service offer prioritising those in the last six months of life.

Despite these challenges, the service remains highly adaptable, evolving to meet changing needs while maintaining its core focus, providing personalised, holistic care that supports individuals with life-limiting conditions. This includes delivering nursing interventions, facilitating future care planning, and helping people achieve their preferred place of death.

Our current emphasis is on supporting individuals who are in the last six months of life and who face barriers to accessing onsite care. When capacity allows, we also continue to offer much-needed respite support for carers, reflecting our commitment to being flexible and responsive in the face of rising and shifting demand.

2 – Hospice at Home

Hospice at Home continues to offer vital overnight care to patients, families, and carers in their own homes during the final stages of life. While demand has remained steady, the service has continued to evolve to meet patient needs more effectively. Feedback from families consistently highlights the profound difference made by our dedicated staff during this crucial time.

A key development within the service is the continued integration and strengthening of the Roaming Nurse Service, now a well-established and essential component of the Hospice at Home model. Operating across the community overnight, roaming nurses provide rapid, on-the-ground support for symptom management, medication administration, psychological and personal care, and verification of death. Their ability to respond swiftly helps avoid unnecessary hospital admissions and prevents escalation of care needs, ensuring patients remain comfortably at home.

This flexible and responsive model allows us to extend our reach by working in partnership with other providers, such as Marie Curie and domiciliary care agencies, and makes efficient use of our specialist nursing workforce. Despite ongoing workforce capacity challenges, particularly in recruiting nurses with palliative care expertise, we continue to prioritise patients based on clinical acuity. These pressures have impacted the average length of engagement, which now stands at around two visits before death.

Achievements and performance (continued)

Investment in digital infrastructure has also progressed this year, with all Hospice at Home staff now using SystemOne for care planning and clinical reporting. Although persistent connectivity issues remain a challenge, significant strides have been made in building robust documentation systems and delivering targeted education and support for staff. Further developments are planned to enhance clinical practice and service delivery in the year ahead.

3 - Compassionate Communities Volunteer Befriending

The Befriending Service continues to make a meaningful difference to the lives of those it supports, particularly individuals living in more deprived parts of the community who are at greater risk of social isolation and reduced access to support networks.

Built on a strong foundation of structured volunteer recruitment, thorough training, and thoughtful matching, the programme offers vital one-to-one companionship to individuals facing social isolation due to illness, caregiving responsibilities, or bereavement. The focus remains on empowering individuals through confidence building, social connection, and strengthening informal networks, helping people to maintain independence and wellbeing within their own homes.

Consistently positive feedback from clients and their families highlights the deep emotional and practical value of the service. Many express how the regular companionship and connection have improved their wellbeing, restored confidence, and helped them feel less alone at difficult times in their lives. This qualitative feedback is a powerful reflection of the service's ongoing impact and importance.

While the programme has matured and is now operating at full capacity due to current staffing and funding limitations, its success lies in building meaningful, trusted relationships that offer consistent social interaction and support.

The Compassionate Communities team continues to complement this work by supporting wider system efforts to build Compassionate Neighbourhoods across the ICB. Their involvement brings frontline experience into strategic development and helps ensure that community-led models of care remain inclusive and responsive to local needs. The team also delivers spiritual care across the organisation and leads reflective events such as 'Time to Remember', offering comfort and connection for those navigating grief.

In line with the strategic ambition set last year to improve engagement with communities historically underrepresented in our services, Treetops has made steady progress in strengthening these connections.

Over the past year, regular collaboration with the Derbyshire BME Forum has helped build trust and mutual understanding, while new partnerships such as those with Erewash Social Prescribers have supported the development of locally led initiatives, including the Bereavement Hub in Ilkeston.

This work continues to grow at a sustainable pace, aligned with available capacity, and remains a key part of our commitment to ensuring that everyone, regardless of background or circumstance has equitable access to support at the end of life.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)**4 – Therapeutic Services**

With the addition of the Saplings building, over the past year, the team has achieved significant progress in embedding a new way of working across both of our buildings. While this transition brought some unforeseen challenges, the team responded with adaptability and professionalism, ensuring continued delivery of high-quality service.

Demand for counselling services across all age groups continues to grow, reflecting both rising awareness of emotional wellbeing and the impact of external promotion over the last two years. Managing this demand within existing capacity has required the introduction of a waiting list system and careful daily oversight, but the team remains committed to ensuring timely, compassionate support wherever possible.

The Complementary Therapy service has expanded, thanks to the successful introduction of a volunteer therapist role. This has been met with enthusiasm from the local therapy community, with several professionals stepping forward to offer their time and skills. The service will soon be working in partnership with Nottingham Trent University to explore the impact of complementary therapies on traumatically bereaved children, an exciting development that will further strengthen the evidence base for this work.

The team's education offer continues to gain momentum, particularly within local schools, where sessions on grief and bereavement are helping to build understanding and resilience among staff and pupils alike. This is complemented by internal and external training programmes supporting professionals who work with bereaved children and young people.

Treetops is proud that the team has once again achieved and maintained its status as a Centre of Excellence for Trauma-Informed Counselling and Emotional Support. Their unwavering commitment to a trauma-informed approach underpins everything they do and has positioned the service as a growing centre of expertise in the region.

5 – Palliative and End of Life Care collaboration with the Residential Care Home Sector

This year marks the final phase of delivery and evaluation for our grant-funded project supporting the Residential Care Home sector, made possible through a £100,000 award from the Sir Jules Thorn Charitable Trust – Innovation & Improvement Fund. The project has steadily developed since its inception, focusing on enhancing end-of-life care for residents through education, collaborative planning, and hands-on clinical support.

Building on the insights gained from an initial pilot work has expanded into a number of homes across the local community in partnership with the Erewash Primary Care Network (PCN). Working alongside the lead GP for palliative care, frailty teams, and district nursing, our team has embedded a holistic approach that aims to upskill care home staff, enabling them to better identify and respond to signs of deterioration in residents.

The core of the model lies in delivering structured education programmes, supporting the creation of palliative care registers, and offering direct clinical input where needed. These efforts are designed to empower care home teams to provide high-quality, person-centred care, supporting more residents to remain in their homes and die in their preferred place.

As the project moves into its final year, a key focus is on evaluating its effectiveness. Data collection is underway to measure impact, particularly around whether the approach leads to more residents being supported to stay in place at the end of life. Early feedback has reinforced the value of the collaborative, skills-based approach, which continues to be seen as an innovative alternative to more isolated delivery models.

Achievements and performance (continued)

6 – Virtual Education Centre, Palliative and End-of-Life Care Education

This year, we have continued to grow and evolve our education offer, enhancing internal staff development while extending training opportunities to partners across the wider healthcare system.

RealTalk – Growth, Engagement, and National Profile

The RealTalk platform, co-licensed with Loughborough University, has seen steady expansion, closing the year with 557 registered users. In January 2025, a new licensing policy was introduced, requiring all users to attend a mandatory online Introductory or Refresher workshop to retain access. While workshops are chargeable, the platform's rich resources remain freely available.

To support implementation and knowledge sharing, quarterly RealTalk Community of Practice sessions are now a regular feature. Co-designed with users, these sessions provide a valuable forum for applied learning and peer discussion, with topics directly informed by user need.

Importantly, Treetops has played a central role in the platform's growth, from fewer than 200 users at the point of stewardship to over 550 today, including our first international users. This steady rise reflects both our commitment to quality and the platform's expanding reputation.

Our three-tier communication skills framework remains a cornerstone of our education delivery:

Tier 1: Essential Communication Skills – Mandatory for all Treetops staff and volunteers, in line with the Derbyshire ICB "Informed Workforce" strategy.

Tier 2: Courageous Conversations – Supporting healthcare professionals with sensitive conversations around uncertainty, future care planning, and ReSPECT discussions.

Tier 3: Advanced Communication Skills Training (ACST) – Delivered in-person with expert facilitation and professional actor role-play, creating a psychologically safe space for applied, trauma-informed learning.

Across all tiers, delegate feedback has been consistently strong, with evaluations demonstrating marked increases in confidence, competence, and impact on practice.

This year also saw the successful delivery of tailored pilot sessions, including a bespoke communication training programme for UHDB investigators. These customised offers support our business development goals while strengthening relationships with key partners.

We were also proud to lead Derbyshire's contribution to a successful NHS England bid under the Education Innovation Programme for Palliative and End of Life Care. Working in collaboration with Nottinghamshire and Birmingham & Solihull systems, the project delivered a region-wide, intuitive education platform with high-quality interactive resources. We successfully submitted an entry to the HSJ Digital Innovation awards and were shortlisted as finalists. Treetops' leadership in this initiative has significantly enhanced our regional profile and influence.

The Education Team remain focused on expanding participation across internal and external audiences, evaluating impact to refine and enhance delivery and responding to workforce development needs with evidence-based, trauma-informed training.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Review of Services

From 1 April 2024 to 31 March 2025, Treetops Hospice was commissioned to provide the Wellbeing Service and Hospice at Home Service to the Derby and Derbyshire Integrated Care Board (ICB) along with the Nottingham and Nottinghamshire Integrated Care Board (ICB).

Counselling and Emotional Support for those who have been bereaved and support for people who are facing, or supporting someone who has been diagnosed with, a life-limiting illness, are commissioned by the Derby and Derbyshire Integrated Care Board.

Treetops Hospice raises 70% of the funding for these services through retail outlets, lottery and fundraising. The remaining 30% comes from the NHS via the above ICBs through block grant and cost and volume contracts.

Treetops Hospice also offers a Support and Information Service, Complementary Therapy and Befriending / Compassionate Communities Service, along with our Virtual Ward model supporting Residential Care Homes. We continue to host an outpatient clinic for the University Hospital Derby and Burton NHS Trust. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

Our Clinical Services are governed by the Clinical Sub-committee of the Board of Trustees, who meet quarterly and receive individual service reports, which enables them to review the management and quality of care provided by the hospice. The reports are then submitted to the whole Board of Trustees at their meetings.

Participation in Clinical Audits

During 2024/25, Treetops Hospice did not participate in any national or local clinical audits.

The hospice did however complete internal audit and quality checks in line with its policies and procedures.

The regulations require providers to complete the following two statements:

1. The reports of **zero** national clinical audits were reviewed by the provider in **2024/25** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]
2. The reports of **zero** local clinical audits were reviewed by the provider in **2024/25** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]

Research

During 2024/25, the Hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Integrated Care Board:

- All quality requirements for 2024/25 were met (Quality Schedule available)
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCCD) End of Life Programme Board, with representation on the End of Life Operational Group, Informed Workforce, Demand and Capacity workstreams and The Derbyshire Alliance for End of Life Education clinical reference group.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

- Treetops Hospice currently chair the End of Life Operational Group and the People Driving Change workstream for Derbyshire.
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit.

Quality Overview

Activity data across the year reveals the following trends.

Wellbeing Service

The Wellbeing Space provides enablement and reablement for individuals living with a life-limiting illness. The programme structure aims to support the maintenance of health and wellbeing and adjustment after periods of ill health and deterioration.

Wellbeing at Home is the provision of 1:1 care in the home environment by either an Hospice Care Assistant (HCA) or Roaming Nurse (RN).

Over the course of the year **632 individuals** were supported by the Wellbeing service both on site and in people's homes. This is 82 patients less than last year and a 11% reduction on last year's activity.

This equated to **8,951 hours** of care and support given to individuals.

- **130** referrals were received for the Wellbeing Space which is comparable to last years referral rate.
- **304** referrals were received for Wellbeing at Home which is a reduction of 11% on last year but is in line with a clarification of referral criteria in order to manage capacity.
- The Support and Information Café had **2,147** visitors across the year, a 4% increase on last years attendance

The data below captures the range of activities provided across the year.

Activity	2023/24 Activity	2024/25 Activity	Comments
Number of individual patients supported in the Wellbeing Space	418 Individuals supported by the service	264 Individuals supported by the service	The number of patients cared for this year was down 154 patients on FY 23/24 37% Down 57 patients -18% on 3 Year Average (321)
Number of individual support contacts delivered across the year within the Wellbeing Space.	7,488 individual contacts	5,220 individual contacts	Patient contacts were down 2,268 on FY 23/24 30%

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Activity	2023/24 Activity	2024/25 Activity	Comments
<p>Hours of care delivered across the programme</p> <p>Included activities:</p> <ul style="list-style-type: none"> • SPRING programme • Mollie's MND Support group • Huntington's Disease Support Group • Support and Information Café • Tears to Laughter group 	<p>6,010 hours of care and support</p>	<p>4,560 hours of care and support</p>	<p>Hours of care provided were also down 1,450 on FY 23/24 24%</p> <p>Almost all services showed declines with most significant changes in Tears to Laughter 998 vs 2,230. This was driven by a change to model delivery to manage the size of the group to ensure meaningful engagement with individuals attending.</p> <p>Adapted Tai Chi was withdrawn as an activity due to the staff member leaving. As such activity 0 vs 413</p> <p>Increases were however seen in Wellbeing Café 2,765 vs 2,576, HD Support Group 228 vs 88 and Mollies Support Group 194 vs 113</p>
<p>Number of Individuals supported at Home by the Wellbeing at Home Service care visits</p>	<p>484 Individuals supported by the service</p>	<p>477 Individuals supported by the service</p>	<p>Patients cared for were down 7 patients on FY 23/24 1%</p> <p>Up 36 patients +8% on 3 Year Average (441)</p>
<p>Number of hours of care delivered by the Wellbeing at Home Service</p>	<p>4,738 hours of care</p>	<p>4,391 hours of care</p>	<p>Hours of Care provided during FY 24/25 were down 347 on FY 23/24 7%</p> <p>However this is up 285 Hours of Care +7% on 3 Year Average (4,106)</p>

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

This year, in response to a declining number of patients accessing our services and a review of local population data, we undertook a comprehensive review and remodelling of the service to ensure long-term sustainability and better align with future needs.

This difficult but necessary process resulted in significant service changes marking a deeply challenging period reflected in the activity numbers. We are now moving forward with a renewed sense of purpose.

Hospice at Home Service

The Hospice at Home service consists of the Roaming Nurse Service which provides a flexible response to care needs across the night shift alongside the provision of 1:1 nursing support for nine hours throughout the night.

Over the course of the year, the service delivered nursing care and support to **1,122 individuals**. This equated to **18,719 hours** of Hospice at Home support. Up 169 on the previous year 1%.

521 hours of care planning and triage was required to support delivery of the service. This is down 69 hours on FY 23/24 a reduction of 12%

During the year the **982 referrals** were made to the service. This is 8% increase on last year's activity.

The data below captures the range of activities provided across the year.

Activity	2023/24 Activity	2024/25 Activity	Comments
Number of individual patients supported with 1:1 9 hour nursing shift	961 Individuals	1,119 Individuals	The number of patients cared for this year is up 158 patients 16% on the previous year. This is also up 185 patients 20% on 3 Year Average (934)
Number of hours of care delivered with 1:1 9 hour nursing shift	13,927 hours of care	13,311 hours of care	Hours of care delivery were down 616 4% on the previous year The 3 year average is also down 572 Hours -4% (13,883)

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Activity	2023/24	2024/25	Comment
	Activity	Activity	
Number of individual patients supported by the roaming service	554 Individuals	610 Individuals	The number of patients cared for this year is up 60 patients 11% on the previous year. This is also up 21 patients 4% on 3 Year Average (593)
Number of individual contacts provided by the roaming service	5,961 points of contact	9,011 points of contact	Points of Contact were up 3,050 51% on the previous year. The increase is predominantly due to recording all contacts not just contact visits. Points of Contact up 2,703 an increase of 43% on the 3 Year Average (6,308)
Hours of care delivered by the roaming service	3,605 hours of care	4,996 hours of care	Hours of Care delivery were up 1,390 39% on the previous year Visits showed an increase of 190 hours 21% for the full year Hours of care were up 992 hours an increase of 25% on 3 Year Average (4,004)

The Hospice at Home team has sustained its exceptionally high standards of care this year, despite continual capacity pressures. Increasingly, patients are referred at a later, more acute stage of illness, so the service must focus on those in greatest need. As a result, only red- and amber-rated patients under our traffic-light criteria are now routinely scheduled.

Green-rated patients are only accepted when essential to protect a carer's health and wellbeing.

Because people are generally more poorly on admission, they move through the service more rapidly: support now typically lasts days rather than weeks, and the average commitment is two full night shifts per patient.

Alongside this, demand for the Roaming Nurse Service has continued to grow, with many families now choosing it as their preferred model of care.

The Hospice at Home Service enabled **97%** of individuals to achieve home as their preferred place of care and death at end of life.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Therapeutic Services

Our commissioned Bereavement Support Service in Derbyshire is open to referrals from anyone in the community, regardless of any prior connection to Treetops Hospice.

Due to increasing demand, the team now prioritises the most complex cases, signposting individuals with less complex needs to alternative support services when appropriate. For those who do not require one-to-one counselling, our Tears to Laughter peer support group offers an additional wellbeing pathway.

Although demand for our Life-Limiting Illness Counselling service has declined over time, any available capacity has been redirected to meet the growing needs of the bereavement counselling service.

Over the past year, our Complementary Therapy (CT) team has had fluctuating capacity due to a number of reasons and this has impacted on delivery. This has now stabilised and the core team are now working towards developing a volunteer CT model to further expand service capacity.

Over the course of the year the service provided counselling and emotional support and or Complementary Therapy to **667 adults and children**. This equated to :

- **5,002** hours of counselling assessment and therapy. This is an 14% increase on last year.
- **316** hours of Complementary Therapy. This is a 27% reduction on last year.

524 referrals were received for counselling services across adults and children.

Adult Bereavement Service Data

During the year **402** adults were supported with bereavement counselling.

	2023/24	2024/25	
	Sessions	Sessions	Percentage change
Total number of counselling sessions (including assessments)	3,167	3,421	8% increase

Children and Families Bereavement Service Data

The last year has seen a steady growth in demand for the children and young people's counselling service.

During the course of the year 208 children and young people were supported with bereavement counselling or attending the Mollitum non-talking therapy group. This is 18% increase on last year which reflects the increase in demand observed.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
 FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

	2023/24	2024/25	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	1,288	1,581	23% increase

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who are accessing end-of-life care at the hospice but is for anyone in our community facing a life-limiting illness or their family.

In total 25 individuals either living with a life threatening condition or their families were provided counselling.

	2023/24	2024/25	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	259	170	34% decrease

Treetops Counselling and Emotional Support Services continue to monitor care delivery against the Bereavement Care Service Standards national evaluation tool, endorsed by the National Bereavement Alliance, to which Treetops Hospice is affiliated. This sets three levels of achievement within seven separate standards. These are Planning, Awareness and Access, Assessment, Support and Supervision, Education and Training, Resources, and Monitoring and Evaluation.

Our team are dedicated to working to this standard and we are confident that we continue to achieve the highest level across all seven of the standards.

Complementary Therapy Service Data

Since the service review in 2022/23 Complementary Therapy has been delivered on campus site focusing predominantly on clients referred for emotional support and wellbeing. Staffing changes and ill health have impacted on capacity especially felt within a team of two.

This service is not a commissioned service.

- **119** referrals were received for Complementary Therapy. This is a 27% increase on last years activity
- **316 hours** of complementary therapy were delivered across adults and children.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

	2023/24	2024/25	Percentage change
Total number of adult, children and young people Complementary Therapy sessions	435	316	27% decrease

Compassionate Community Befriending Service

The year saw continued demand for the Befriending Service supporting people in their own homes who are socially isolated due to their ill health or following a bereavement.

This is not a commissioned service and is now fully funded by the charity.

Over the year, the Befriending Service supported **26 individuals** with a Volunteer Befriender, **513 support visits/calls** were made which equates to **589 hours** of support delivered.

The Service received **36 referrals**, an 8% reduction on last year's activity.

7 new Volunteer Befrienders were trained during the year adding to the befriender workforce.

What others say about us

Care Quality Commission

Treetops Hospice is registered with, and regulated by, the Care Quality Commission in accordance with the Health & Social Care Act 2008.

Our most recent inspection report dated 7 April 2016 is available on the CQC website and finds us meeting the standards and rating us "Good" in all five core areas inspected. The report can be found at: www.cqc.org.uk.

What our patients and carers say about us

Compassionate Communities Befriending Programme

All clients in receipt of the Befriending Programme are asked to complete an evaluation of their experience to date. From those that responded:

100% reported that they looked forward to their befriending visit.

100% reported that the contact had a benefit / positive impact.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

100% felt it gave them something to look forward to.

100% reported that frequently or very frequently they feel happy or well after the visit.

100% reported that they very frequently feel less isolated after the visit.

100% reported that they frequently or very frequently enjoy the conversation or mental stimulation.

100% said they would recommend the Befriending Service to someone else in a similar position to themselves.

Feedback comments included:

'Unsure at first if I would enjoy it, but a real friendship is developing'

'My befriender has introduced me to other experiences I can try. Also keeps me in touch with what is happening in the outside world, and he has given me some practical tips'

'I look forward to every Thursday! it's done me the world of good.'

'I feel down when she's gone. She's a very nice lady.'

'She is absolutely beautiful, lovely, a real gem. I'm glad I've met her.'

'Have enjoyed playing games together and chatting. I look forward to seeing her.'

'It has been lovely having X visit me. I really feel I can trust her and tell her everything.'

'She is a wonderful person and we easily chat and have a few laughs together. Recently had a visit out together which was wonderful.'

'X is great, we enjoy a lot of the same things like sport and he seems to enjoy listening to my stories. He brings cream cakes every time which we eat together.'

'Having X visit is lovely, she brings flowers from her garden and cake. She is a very generous person and we talk about all sorts of things.'

'She's very easy to talk to, and patient when I can't find the right words.'

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Wellbeing service

Wellbeing Service evaluations are gathered through a number of routes.

Comment Cards:

24 comment cards were completed across the year. Of these 100% gave exceptionally positive feedback on the services provided across Wellbeing with specific recognition of:

- The professional approach, knowledge and manner of the staff.
- The warmth of welcome provided within the café environment.
- The approachable and supportive nature of the volunteers.
- The quality of the catering provided.

Direct quotes extracted include:-

- *"Service is so incredible, friendly caring staff, very well informed and supportive. MND diagnosis was such a shock, just your support has made such a difference. Thankyou."*
- *"Excellent, cannot believe how at ease we were made to feel. It was an eye-opener. Everyone without exception was professional and friendly. Gave great advice and the coffee & food was a bonus."*
- *"Very warm place, caring, empathy and understanding"*

Tears to Laughter feedback forms:

11 feedback forms were completed by attendees of the Tears to Laughter sessions. Of those 100% gave positive feedback

"Meeting other people who could understand what you go through when grieving, these people have become friends."

"The opportunity to meet people and make connections with those in a similar situation. The sessions are structured but flexible enough to make everyone feel comfortable.

The bacon sandwiches are certainly a highlight."

"Wednesday Bereavement Support group has been the only place I have felt safe and support. It has been most important in my coming to terms with my Husband's death. Thankyou."

Wellbeing at Home Evaluation:

21 feedback forms were completed by recipients of Wellbeing at Home.

93% gave positive feedback with 7% expressing disappointment that the amount of care allocated was either too little or been made available too late.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

"We/and S were very pleased with the support and care you gave to S at our home. S had complete trust with the Nurses who came to look after her. M was like a daughter, looking after her mother!"

"The service we received was excellent. I received 3hrs care (every 3 weeks) at home for my Husband so I could have some to myself. I never leave him for more than an hour, so the 3 hours break for me was really appreciated. M and K were wonderful with both my Husband and myself. Very sad this care has stopped but grateful we had that time."

"Good Communication, Caring towards both Carer and Patient. Good level of service."

"It was clear at first, but become a little more vague as to the extent of the Wellbeing at Home service. Your representative, W, was outstanding in her knowledge, care and professionalism."

Hospice at Home Service – Family or Carer Evaluation

Families and carers of patients in our care between the 1 January and 31 December 2023, and who die during this period, are all invited to provide feedback on their experience. In this period, 1,122 individuals were supported, and 201 responses were received which is an 18% return rate. This rate of return is consistent with previous years.

All evaluations are anonymised. Of those who returned the questionnaire:

- 96% thought that the referral to the service was timely.
- 4% felt that the referral was made too late.
- 100% of respondents who utilised the Roaming Nurse Service felt that it had been helpful and met the needs required.
- 98% felt phone calls had been handled sensitively and professionally.
- 62% said that the amount of night-time care provided was enough.
- 7% said the amount of care was too little.
- 31% did not provide a response on the quantity of care provided.
- 99% were totally at ease or comfortable about the way we cared for their loved ones.
- 99% felt that Treetops nurses had the appropriate knowledge to care for their loved one
- 99% felt that the Treetops nurse always took time to listened to their concerns
- 98% said that the Hospice at Home Service enabled them to care for their loved ones at home

The consistently low number of completed returns makes service evaluation problematic as it is hard to gain a true picture of the impact of the service on families and carers. The late stage at which referrals are received by the service and the subsequent number of care episodes provided for each individual may also be impacting on the number of service evaluation forms being returned. As an organisation there is need to consider an alternative way of obtaining feedback data.

Quotes from Hospice at Home - Carer evaluations 2024

'We found the Hospice at Home at night time very helpful, thank you. It was wonderful to be able to switch off for a night knowing my father was being taken care of.'

'Thank you so much for your support during a very difficult few weeks. It was very much appreciated and without their help we could not have fulfilled our promise to keep dad in his own home. We are so thankful to you for this.'

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'The Treetop ladies were very nice and helpful. We were very happy they were there and listened when we talked about mum. Thank you for all you did.'

'Extremely quick reaction to give meds by roaming service. Very friendly nurse when came for an overnight sitting service. Roaming Service easily contactable and actually speak to nurse on call. All in all a very important and valuable service to end of life patients and their families. Services provided are second to none.'

'Treetops roaming nurses was a lifeline. I had someone to call for help or even advice or reassurance. When the nurses came out they were extremely professional but most of all compassionate and caring. I can never thank them enough for what they did for my husband and myself.'

'A big thank you for all you did for D and myself during some very difficult days and nights. We managed to get D to die in peace and at home (her greatest wish)'

'I shall always be grateful for the speedy attention I received from your nurses when I was unable to get district nurses from 111 in the night Thank you'

'The nurses who attended were fantastic. They both very thoughtful, supportive and kind. Myself and my daughter were very pleased with the way they handled our situation'

'Were always very pleased with the roaming service when called out at night. Thank you'

'Night sitters were there for me and M. I was able to chat to them and go to bed when I was ready not rushed out as soon as they got there, very comfortable leaving them in charge. The roaming service was called on several times. They listened to my concerns and honoured M's wishes at all times. Both parties were professional and caring and allowed me when needed to assist in M's care. They included myself and M at all times. Truly wonderful service.'

'This service was invaluable to me while looking after my husband at the of his life and him being at home was all he wanted. Just knowing that someone was there who could advise and be compassionate and comforting to us as well as caring for him. I would like to say a big thank you and at his funeral we asked for donations that we will be donating to your wonderful charity. Well done to you all.'

'All the staff involved made losing a loved one that little bit less painful. Incredibly professional and considerate until the end and after. Amazing, amazing, amazing. Thank you from the bottom of our hearts.'

'We had two night visits from the Roaming Service, on both occasions every effort was made to make sure my husband was treated with respect and love. I can't thank them enough.'

'Treetops enabled my dad to remain at home after a terminal diagnosis. They supported and informed the family throughout and helped to give the best care possible to my dad. We felt reassured with the night sits that dad was supervised. This enabled the family to rest before returning to care for him each day. My father was Jamaican born and migrated here in 1960. It was a strong cultural belief for my dad to pass away at home. Treetops helped to fulfil his wishes.'

Thank you.'

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'I cannot thank Treetops At Home enough, what a wonderful service you provided for our mum in her last days with us. Caring, helpful, kind and so reassuring for us in this difficult time. Also, a big thank you to CI whom we never met but was our connection to you with her kind and sympathetic numerous phone calls she made to me. Thank you all so much.'

'To me you could not improve on the care, love and kindness you gave to me and my wife H. I would like to thank you from the bottom of my heart which is broken as I write this note. It goes to show there are wonderful people out there who go the extra mile. Thank you so much'.

Counselling and Emotional Support Service

All clients who finish receiving support during the year from the Counselling and Emotional Support Services are asked to complete an evaluation of their experience.

Adult Bereavement

172 evaluation forms were sent out and 68 forms were returned (41%). This is consistent with last years return rate.

- 100% said that the support they received had been helpful in their experience of bereavement.
- 97% said they were satisfied with how quickly the service was provided.
- 91% said that they had the right number of sessions.
- 9% this year said they felt they did not have enough sessions.
- 100% said that they were happy with the service provided.
- 100% said they would recommend the service to other people.

Quotes from evaluations, 2024/25 Bereaved Adults

'My counsellor was amazing, understanding and very supportive in every session'

'A was amazing, really listened to my super complex life story.'

'Huge thanks to S for her understanding, support and advice over the last 12 weeks. It has really helped.'

'The sessions gave me the confidence to be myself, show that grief really hurt on occasion and not feel that weeping was self-indulgent.'

'My counsellor was AMAZING. I feel so lucky to have had such a kind, friendly and supportive lady. I could not have asked for more.'

'My counsellor was the perfect person to help me through the most difficult time in my life. She was the most caring considerate and understanding, patient, intelligent and kind person I have ever met. I will be forever grateful'

'P was great, really patient, empathetic and made me feel safe and at ease. At first I was a little unsure, and talking about my feelings was certainly not in my comfort zone so to speak, but I felt I needed help, and P did an excellent job and at a pace that was suitable for me. I am so grateful for the help P and Treetops have given me.'

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'I will recommend Treetops to anyone in need of help and support.'

'A is the most magical person I've been blessed to meet! Gentle, kind, clear at explaining, offering ideas and thoughts and suggestions. She made me feel safe.'

Parents/Carers of Bereaved Children

75 evaluation forms were sent out of which 16 were returned (21%):

Demand for this service continues to grow and as a result we are operating a waiting list in order to manage capacity. Therefore, children can be waiting longer to access the service.

- 100% were happy or very happy with the speed of response to the referral. This is reassuring considering the demand for the service and the waiting list system.
- 88% reported a decrease in their level of concern about their child after the period of counselling support had finished.
- 88% were happy or very happy with the extent to which the support had addressed their child's bereavement needs.
- 100% were happy or very happy with the number of sessions/length of support their child received.
- 100% would recommend the service to other people.

Quotes from evaluations, 2023-2024, Parents/Carers of Bereaved Children

'I have seen a significant difference in my son's mental health. Thank you so much!'

'Thank you so much for all you have done. We have felt so comfortable and welcome at The Saplings.'

'My son was treated with kindness and care through the whole process. He was always happy when he left his sessions'

'Thank you so much for everything, P struck a great relationship with my daughter, and I have seen much improvement in her since having the sessions.'

'From the moment I first contacted the service the support given has been excellent and everyone is so friendly. I love that it is child led, and this has helped in supporting my children as they know they can talk openly without upsetting anyone and it's their choice if they tell me. Thank you as this has made a huge difference to my children.'

'Very happy with the support my son received. Thankful he was able to have a second round of counselling'

'N was a really good match for my daughter, she always looked forward to her sessions. Thank you for all the support including the project which my daughter got so much from and again could not wait for Tuesday evenings, remarkable service.'

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'The service helped my son deal with his bereavement issues and has now supported R. The new building is really conducive to a relaxed and welcoming environment. F was so welcoming to R and she is an incredible therapist. I would highly recommend both F and Treetops to anyone in a similar situation to myself and my children. All of the other staff and volunteers made me feel so welcome. Thank you.'

Children/Young People

75 evaluation forms were sent out of which 20 were returned (27%):

- 90% were happy or very happy with the number of sessions they had.
- 95% said the sessions had been helpful or very helpful.
- 100% said they would recommend the service to other people.

Quotes from evaluations, 2023/24 Bereaved Children/Young People

'My support worker was always kind and I always felt comfortable in my sessions.'

'Very friendly and kind'

'I enjoyed making a memory box and pillowcase to help remember the nice times with my Grandma.'

'It was amazing there was a comforting feeling every time I came to Treetops and I just felt at home.'

'It's been really helpful for my mental health'

'It made me a lot happier and gave me a better understanding of grief and how to deal with it and help myself'

'Helped me deal with certain emotions and helped me develop some coping strategies'

Life-limiting Illness Counselling

9 evaluation forms were sent out and 2 were returned (22%). The Life-Limiting Illness (LLI) work represents only a small part of our overall service delivery. The return rate could be a reflection of the health needs of these clients.

- 100% said the support they had received was helpful.
- 100% were happy or very happy with the speed of response of the service.
- 50% said the number of sessions provided was just right.
- 100% said they would recommend the service to others.

Complementary Therapy

39 evaluation forms were sent out and 15 (38%) were returned:

- 100% felt the information received about their therapy was helpful.
- 100% were satisfied with how quickly a service was provided.
- 100% were satisfied with the service provided.
- 100% said they would recommend the service to others.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
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Achievements and performance (continued)

Quotes from evaluations, 2024/25 Complementary Therapy

'Helped me relax felt like I was in heaven beautiful'

'Gave me time to relax, helped with sleep and still using the essential oil smelly stick'

'Looked forward to my therapy each week and felt very relaxed afterwards. Very nice to have a little time just to be and picking my grief back up on the way out felt just that little bit lighter on a Friday morning.'

'My therapist was very kind, caring, informative and professional'

'A was wonderful, she has the most lovely calm and professional nature'

'E was such a lovely lady and very understanding and kind.'

'Enabled me to realise how vital this was for my body and to function as a busy mum of 2'

What our staff say about the organisation

The results of this year's Employee Engagement Survey were pleasing, 104 staff from Treetops Hospice took the survey – a 64% response rate:

Treetops Highest Ten Engagement Factors

- 95% agreed with the statement - If a friend or relative needed treatment I would be happy with the standard of care provided by this hospice.
- 93% are proud to work for this charity.
- 90% believe in the aims of this charity.
- 90% enjoy working with the people in Treetops
- 90% would like to be working for Treetops in a year's time
- 89% said that they enjoyed the work they do.
- 88% selected the statement - I feel like I am making a difference.
- 87% feel well supported by their manager
- 87% are comfortable being themselves at work
- 87% think their manager demonstrates the charities values in the way they work

Factors that resulted in high Employee Engagement are pride in Treetops reputation for excellent care, flexible working, camaraderie, making a difference and being supported.

Factors that require further development are communication, at all levels, but in particular interdepartmental communication, pay and development opportunities.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
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Achievements and performance (continued)

Complaints and Compliments

Complaints

During 2024/25, we received one formal Clinical Service complaint. This incident was investigated, and documented and action taken as required. Feedback on the outcome and action was provided to the complainant. Actions taken in response included review of the answer phone system, recorded message and actions taken by staff in response.

Compliments

In addition to the positive evaluations of our services, we receive many emails, Facebook comments and individual cards and letters of thanks to our full range of services during the year.

We do not at present have a comprehensive way to capture and log all this feedback.

Patient Safety Indicators

Patient safety as ever is paramount to our services and all incidents are reported and logged. We ensure that every incident is reviewed, and assessed, relevant risk assessments are completed and any wider implications are considered. Where necessary this results in policy and training updates as identified.

The Health and Safety Committee meets quarterly and is made up of staff and trustees. They receive departmental reports and review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During 2024/25, there were 69 clinical incidents recorded in total.

- 2 Safeguarding/Patient Welfare.
- 6 Medication administration.
- 11 Staff welfare.
- 3 GDPR.
- 11 Unrelated clinical incidents.
- 2 Weather related
- 4 Patient falls.
- 25 IT connectivity issues.
- 5 Clinical documentation

Connectivity issues continue to be the most frequently reported incident and a challenge for the clinical team and as yet there are no clear solutions identified for this.

All incidents were fully investigated, and any action taken documented and reported to the Clinical Sub Group of the board of Trustees, along with the Derby and Derbyshire Clinical Commissioning Group. No other trends were identified across the reported incidents.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
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Achievements and performance (continued)

Investment Policy and Performance

At the end of the financial year, the only investments are £10,000 invested in Treetops Funding Limited and £1,000 in Treetops Retail Limited.

Financial Review

a) Going Concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

b) Results for the year

The Charity's gross income fell from £5,458,732 to £5,162,288 a decrease of £296,444. Gross costs increased from £5,192,558 to £5,453,525, an increase of 5.0%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2025 of £5,171,778 (2024: £5,463,015) of which £155,468 (2024: £45,263) are restricted funds, £2,401,924 (2024: £2,759,706) are unrestricted funds and £2,614,386 (2024: £2,658,046) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

In 2003, Treetops Retail Limited was created for the Retail shops and catering operation. From 1 April 2018 onwards, the Retail shops were transferred over to Treetops Hospice Trust to ensure Gift Aid claims were correctly dealt with and did not leave the subsidiary company insolvent. Treetops Retail Limited now only contains the catering operation and is part of the VAT registered group with Treetops Hospice Trust.

The Charity's wholly owned trading subsidiaries carry out non-charitable trading activities for the Charity.

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover reduced from £701,968 to £692,664 (1.3%), profit reduced from £441,341 to £417,591 (5.4%). Membership levels were over 12,900 active members by the year end. As these numbers have stagnated and fallen slightly in recent years due to in part to the recent economic crisis, a new strategy is in place to encourage these numbers to grow again.

Retail Company

Treetops Retail Limited is currently a dormant company. These accounts cover the financial position of the catering outlets only which are currently not trading due to uncertainty following the Covid pandemic. It is not currently known if or when trading will resume.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Financial Review (continued)

Fundraising

Legacy income has experienced a decrease in income falling from £444,031 to £238,793. This decrease was expected due to a large one-off legacy being received in the previous year. The legacy strategy implemented a few years ago is still in place and showing signs of keeping legacy donations at a strong level, especially given early performance in the new financial year.

c) Principal risks and uncertainties

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, which are reviewed every six months and appropriate mitigating action is taken accordingly.

The most recent review showed that the highest risks as:

- Loss of Key Staff
- Loss or reduction of Statutory Income
- Increased operating costs
- Loss or reduction of Lottery, Retail or Fundraising income
- Loss of or inability to recruit volunteers

d) Reserves policy

The Board of Trustees regularly review the level of reserves to ensure that fund levels are appropriate for the current activities and long term aims, should they need to be called upon. The Reserves Policy forms part of our Finance Policies and can be provided upon request.

The review takes into account the changes arising from the updated Organisational Strategy, and reflects any additional strains from the current economic climate and inflationary impacts. The chosen approach is to establish the financial obligation on the organisation in three different scenarios – ceasing to trade, six months trading costs (excluding Income Generation) and providing for any forecast deficits over the next four financial years. Once these figures are established, the Board will then use these amounts to determine a suitable Reserves range that ensures the financial stability of the organisation, whilst ensuring it can deliver on its charitable aims and purposes.

At the last review, this methodology produced a Free Reserves range of £1.35m - £1.65m. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the organisation to discharge its obligations and long-term plans

Structure, governance and management

a) Constitution

Treetops Hospice is a registered charity and company limited by guarantee without share capital and was set up on 20 March 1984 under the name Draycott Hospice Association. The name of the company was changed to Treetops Hospice Trust on 21 June 1993. The charity's governing document is its Memorandum and Articles of Association (last amended on 24 November 2008), which restrict the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

b) Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

c) Policies adopted for the induction and training of Trustees

The Board agreed a written structure for the induction of new Trustees, and a code of conduct for Trustees and the Chief Executive. Trustee induction is managed by the Chief Executive and the Company Secretary and includes written information on the following topics:

- The legal status of the charity and governance
- The structure and staffing of the organisation
- Finance information
- Policies and strategy
- Professional advisers

All new Trustees will spend time with the Chair of the Board and the Chief Executive at an early stage. The charity subscribes to Governance a journal for Trustees. All Trustees receive individual copies and a copy is held in the general office and Trustees are given information on relevant training courses.

d) Pay policy for senior staff

It is the policy of the Board of Trustees to remunerate the Senior Leadership Team (SLT) in line with market forces and pay an acceptable salary that in general is in line with the charity sector and specifically hospices, which will attract and keep quality staff.

The SLT are only awarded pay increases in line with the cost of living annual award given to all staff and will not receive any other financial recognition. The cost of living increase is discussed by the Board of Trustees annually and is awarded in line with the charity's performance, affordability and external indicators, such as the cost of living index.

e) Organisational structure and decision making

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustees, a third of which are elected annually by the members of the Company. To assist the Board in discharging its responsibilities, it receives regular reports on some aspects of its principle functions from the Finance and Income Generation, People and Workforce and the Clinical sub committees. These committees consist of members of the Board of Trustees and senior members of staff. The Finance and Income Generation sub committee meet to review the financial activity every quarter, as do the Clinical sub committee who monitor clinical services. The People and Workforce group currently met on a more regular basis whilst the committee establishes itself. The Board also meets quarterly with additional meetings as required.

The Chief Executive, who leads the SLT, 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.

Structure, governance and management (continued)

f) Risk management

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, these are reviewed periodically depending on the nature of the risk and appropriate mitigating actions to be taken. The Health and Safety committee continue to ensure that all relevant issues are considered and addressed at departmental level and the Health and Safety Responsible Person prepares quarterly Health and Safety reports for the Board.

Plans for Future Periods

Treetops continues to face considerable pressure in maintaining financial sustainability amid a challenging and uncertain economic climate. Statutory funding remains static, while opportunities to increase income through public support are increasingly difficult to secure. This ongoing financial strain has resulted in the charity entering another year operating under a deficit budget.

The hospice sector as a whole is under growing pressure to diversify income streams, and Treetops is no exception. These financial constraints significantly limit our ability to develop Clinical Services, as we must prioritise remaining within budget and ensuring the long-term sustainability of the organisation. We continue to rigorously monitor all operational procedures to ensure both quality and value for money.

Where possible, we will pursue growth through targeted opportunities such as grant and trust funding or by introducing income generating services, including within education. However, we must also be prepared to review, restructure, or reduce services where productivity and economic viability cannot be maintained.

Recruiting and retaining skilled staff remains a challenge and a priority. Sustaining a capable workforce is fundamental to delivering high quality care, yet the recruitment landscape continues to be extremely difficult. Pay pressures, particularly in light of the national Agenda for Change pay award have intensified competition for qualified staff. While Treetops has historically chosen not to fully adopt Agenda for Change pay structures, instead aligning closely with them, this approach may require reassessment if recruitment challenges persist.

Treetops is committed to making itself an attractive employer through flexible and competitive terms and conditions, comprehensive education and training opportunities, and a strong focus on staff wellbeing. Nonetheless, the ongoing pressures on the hospice sector demand continuous adaptation to ensure we can both deliver our services and support the dedicated professionals who provide them, whilst meeting the needs of our population.

Clinical data analysis and interpretation

Last year, we set ourselves the challenge of using data more intelligently to inform decision-making and improve service delivery. A year on, we are now seeing the tangible benefits of this approach. By enhancing our use of SystemOne and refining how we structure and interpret clinical information, we have laid strong foundations for data-driven insight. This has enabled us to map activity against population demand, review resource allocation, and reshape services to better address identified needs.

Our improved ability to extract and analyse accurate clinical data has transformed how we evaluate service delivery, quality, and value for money, giving us a level of insight that was previously unavailable.

Plans for future periods (continued)

Looking ahead, we will continue to build on this momentum as we enhance our community offer.

We will continue to focus on:

- Analysing local population data alongside national end-of-life care data to identify emerging needs.
- Reviewing operational trends to uncover opportunities for innovation, efficiency, and growth.
- Evaluating service usage and local intelligence to better understand and address the needs of underrepresented communities within our catchment area.
- Collaborating with the ICB and partner providers to build strong cases for support and align with wider system strategies.
- Exploring financial efficiencies that do not compromise clinical quality or patient outcomes.

Our data highlights that we are still falling short in addressing equity in access across our community especially in deprived neighbourhoods. We recognise this as a critical area for improvement and will continue to strengthen our engagement with diverse communities. This includes deepening relationships with local networks to foster collaboration and ensure our services are truly inclusive and responsive to all those in need.

Delivering compliance

As part of our ongoing commitment to excellence in governance and service delivery, the hospice has adopted the Vantage system to support robust compliance across the organisation. This platform has provided a centralised and transparent way to manage key regulatory, clinical, and operational requirements, helping us ensure that all areas of the organisation are meeting their obligations efficiently and consistently.

Vantage is being embedded across the organisation to streamline reporting, support oversight, and promote a culture of accountability. It enables us to track actions, monitor risks, and evidence compliance in real time, offering greater assurance to the Board and senior leadership. The system also facilitates clearer audit trails and supports continuous improvement by highlighting areas where processes can be strengthened or adapted. As we continue to roll out the system, we are using the insights it provides to drive improvements in our internal systems and procedures.

Community Provision and Support

Working in close collaboration with key healthcare partners across the system remains essential to the hospice's ability to deliver responsive, person-centred care. As national and local priorities shift towards supporting people to remain in the place they call home at the end of life, we recognise the increasing importance of delivering high-quality palliative and end-of-life care within the community. This aligns directly with the Derby and Derbyshire ICB's priorities, which emphasise integrated, home-based care that reduces hospital admissions and improves patient experience.

In response, we are evolving our service model to align with this strategic direction. While our campus will remain an important hub, we anticipate a shift in on-site service delivery, placing greater emphasis on providing support, information, and emotional wellbeing resources. As we expand our focus on holistic, person-centred care, the campus will serve as a safe, welcoming environment where individuals and families can access specialised support tailored to their emotional and psychological needs.

Plans for future periods (continued)

Our campus site will continue to develop as a dedicated hub for the delivery of our Trauma Informed Centre of Excellence for counselling and emotional support services. This centre of excellence reflects our commitment to providing evidence based, trauma informed care that recognises the complex emotional journeys of those facing life-limiting illness and bereavement.

As service delivery increasingly shifts into community settings for clinical care, the campus will play a complementary role, offering a therapeutic space for emotional support, training, and innovation. It will remain a cornerstone of our wider service model, ensuring that the emotional dimensions of palliative and end of life care are met with compassion, expertise, and continuity. With a stronger emphasis placed on expanding and enhancing our community outreach. This will allow us to meet people where they are both geographically and emotionally, providing care that is accessible, flexible, and tailored to individual needs.

To remain relevant and sustainable in a commissioning environment increasingly focused on the delivery of core and specialist palliative care services, the hospice must continue to adapt. We are committed to ensuring that our offer aligns with system-wide goals, evidences impact, and demonstrates our value as a provider of both high-quality community services and specialist expertise.

By working in partnership with the ICB, primary care, community providers, and voluntary sector organisations, we can co-design and deliver services that respond to local demand, promote equity of access, and make the best use of available resources. Collaboration is not only the key to delivering compassionate care, it is fundamental to our continued relevance and resilience in a changing health and care landscape.

Education

The provision of accessible education remains a fundamental component for staff working in Palliative and End of Life Care. Workforce development is a key theme within the NHS 10-Year Plan, which underscores the importance of equipping health and care professionals to meet the evolving needs of the population.

At the heart of high quality end of life care lies the ability to recognise when a patient is deteriorating, a solid foundation in palliative care principles, and perhaps most critically the capacity for effective, compassionate communication between clinician and patient. The dynamics of human interaction are central to how we connect, collaborate, and build meaningful relationships in care.

Historically, Treetops internal education offer has focused on building practical skills and competencies for our own teams meeting immediate service needs. However, we have not always recognised the full value of our accumulated expertise. This has limited our ability to leverage and share our specialist knowledge more widely, both within and beyond our organisation.

In recent years, our Counselling and Emotional Support Team has developed a strong trauma informed training programme that is gaining external recognition and attracting increased demand.

Over the past two years, we have embarked on a promising collaboration with University Hospitals of Derby and Burton and Loughborough University. Together, we have co-developed and delivered a wide-reaching communication skills training programme, now established across Derbyshire and beyond. In addition, we've designed and run a series of competency based sessions aligned to the national five priorities of care. These have been well received and continue to support staff in meeting critical job-related standards.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Plans for future periods (continued)

Building on this foundation, we now see real potential to expand our partnerships and co-create an education model. Our long-term vision includes the establishment of an education academy model that not only supports the Treetops workforce but extends its reach into the wider health and social care community.

This progress signals the need for fresh thinking, strategic leadership, and innovative approaches to how we deliver education.

Our continued goals are to:

- Establish ourselves as a recognised centre of excellence for communication training and trauma-informed education in emotional and psychological care.
- Secure accreditation for our leading education programmes.
- Generate income through education delivery, as well as through grants and research projects that underpin our infrastructure.
- Strengthen and support our internal workforce through a comprehensive, future-ready education model.
- Enhance the skills of generalist professionals in our community by providing high-quality learning that raises care standards.
- Become the lead provider of advanced communication skills training across Derbyshire, with a vision to expand regionally and beyond.

Treetops Strategy Refresh

Another year on, and the strategic direction of the organisation remains under review.

The conclusion of our previous three-year strategy offered a moment to reflect on our progress. We have achieved significant success across many areas, despite the lasting impact of the pandemic and the ongoing cost of living crisis.

Demand for our Hospice services continues to rise, and we recognise that it is neither practical nor sustainable for Treetops to expand at a pace—physically or financially—that matches this demand. Instead, we are challenged to think differently and explore innovative approaches. One such opportunity lies in expanding our educational role: building the skills and knowledge of those working alongside individuals and supporting families, thus extending our reach beyond direct service delivery.

Over the coming year, Treetops will continue to work closely with the Board of Trustees to shape a clear, forward-looking strategy. While the direction is still being defined, our focus remains on developing ambitious, sustainable plans that will guide us through the next five years.

Information on Fundraising Practices

All staff and volunteers read the Treetops Hospice Trust policies on fundraising as part of their induction. All outside agencies are registered with appropriate regulatory bodies and sign agreements with Treetops Hospice Trust regarding policies on fundraising and General Data Protection Regulation compliance.

Staff and volunteers attend training sessions on specific aspects of fundraising e.g. collections, and are given the Fundraising Regulators Code of Fundraising Practice for that particular activity.

Breach of any of the policies is dealt with by the Head of Community Relationships, Head of Retail or Volunteers Services in line with the Treetops Hospice Trust volunteer procedures. Any breach by a paid fundraiser would be handled through the Treetops Hospice Disciplinary Policy and Procedure. Treetops Hospice also has a clear Gift Policy on accepting or abusing position for receiving money/gifts.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Information on Fundraising Practices (continued)

If Treetops Hospice Trust is notified of third party fundraising events, any person from a group or any individual holding that event, informs us to ensure that we are aware of the event's details, they are compliant, and that the money is received after the event. This is monitored by the Community Relationships team.

Treetops Hospice Trust's income generation department organises fundraising events and co-ordinates the activities of our supporters both in the Hospice and in the wider community on behalf of the charity. The department has signed up to the Fundraising Regulator's Code of Fundraising Practice, and the organisation as a whole adheres to the General Data Protection Regulations.

All direct marketing is undertaken by the Income Generation and Marketing departments to ensure that it is not unreasonably intrusive or persistent. All marketing material contains clear instructions on how a person can be removed from mailing lists, as do all letters of thanks.

Treetops Hospice Lottery does use third party canvassing companies to recruit members of the Lottery. Data Protection Agreements are in place with those companies, which confirms that they adhere to the Fundraising Regulator's Code of Fundraising Practice and the General Data Protection Regulations.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for maintaining adequate accounting records that disclose with reasonable accuracy at any time the financial position of the Group and the 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 Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

In approving the Trustees' report, we also approve the Strategic report included therein, in our capacity as company directors.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Colin Glynn

.....

Mr C Glynn

Date: 15/10/2025

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST

Opinion

We have audited the financial statements of Treetops Hospice Trust ('the charitable group') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and Statement of Cashflows and notes to the financial statement, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2025, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the financial statements. 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' 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, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 16, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

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

TREETOPS HOSPICE TRUST
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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:

Based on our understanding of the charitable company and the industry in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to the acts by the charitable company, which were contrary to applicable laws and regulations including fraud, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to stock valuation and legacy income.

Audit procedures performed by the engagement team included:

- reviewing the systems, controls and procedures of the charity relevant to the preparation of the financial statements to ensure these were in place throughout the year;
- evaluating management's controls designed to prevent and detect irregularities;
- review of the financial statement disclosures to underlying supporting documentation;
- enquiries of management in so far as they related to the financial statements;
- testing of journals in particular journal entries posted by unusual users, postings with unusual descriptions, postings with unusual times and dates and postings with unusual and material amounts;
- evaluating whether there was evidence of bias by the trustees that represented a risk of material misstatement due to fraud;
- challenging assumptions and judgements made by management in their critical accounting estimates;
- reviewing legacies to ensure income is being recognised in line with the relevant performance obligations and correctly classified in line with the applicable financial reporting standards; and
- reviewing and testing stock values pre and post year end to ensure stock is correctly stated.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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

TREETOPS HOSPICE TRUST
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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 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.

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.....
David Allum (Senior statutory auditor)

for and on behalf of

UHY Hacker Young LLP
Chartered Accountants
Statutory Auditor
14 Park Row
Nottingham
NG1 6GR

Date: 30/10/2025

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	4	1,069,866	204,547	1,274,413	1,854,489
Charitable activities	6	1,079,308	-	1,079,308	1,092,471
Other trading activities	7	2,735,331	-	2,735,331	2,467,948
Investments	8	72,569	-	72,569	61,785
Other income	9	667	-	667	(17,961)
Total income		4,957,741	204,547	5,162,288	5,458,732
Expenditure on:					
Raising funds:					
Voluntary income	10	632,837	-	632,837	582,652
Fundraising trading	11	1,875,286	-	1,875,286	1,757,816
Charitable activities	12	2,851,060	94,341	2,945,402	2,852,090
Total expenditure		5,359,183	94,341	5,453,525	5,192,558
Net (expenditure)/income before net (losses)/gains on investments		(401,442)	110,205	(291,237)	266,174
Net (losses)/gains on investments	17	-	-	-	-
Net (expenditure)/income before taxation		(401,442)	110,205	(291,237)	266,174
Taxation		-	-	-	-
Net (expenditure)/income after taxation		(401,442)	110,205	(291,237)	266,174
Transfers between funds	21		-	-	-
Net movement in funds		(401,442)	110,205	(291,237)	266,174
Reconciliation of funds:					
Total funds brought forward		5,417,752	45,263	5,463,015	5,196,841
Net movement in funds		(401,442)	110,205	(291,237)	266,174
Total funds carried forward		5,016,310	155,468	5,171,778	5,463,015

TREETOPS HOSPICE TRUST
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CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE
ACCOUNT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	16	2,614,386	2,658,046
		<u>2,614,386</u>	<u>2,658,046</u>
Current assets			
Stocks	18	111,395	103,941
Debtors	19	324,205	241,438
Cash at bank and in hand		2,408,546	2,758,357
		<u>2,844,146</u>	<u>3,103,736</u>
Creditors: amounts falling due within one year	20	(286,754)	(298,767)
		<u>(286,754)</u>	<u>(298,767)</u>
Net current assets		2,557,392	2,804,969
Total assets less current liabilities		<u>5,171,778</u>	<u>5,463,015</u>
Total net assets		<u><u>5,171,778</u></u>	<u><u>5,463,015</u></u>
Charity funds			
Restricted funds	21	155,468	45,263
Unrestricted funds			
Designated funds	21	2,614,386	2,658,046
General funds	21	2,401,924	2,759,706
		<u>5,171,778</u>	<u>5,463,015</u>
Unrestricted funds	21	5,016,310	5,417,752
		<u>5,016,310</u>	<u>5,417,752</u>
Total funds		<u><u>5,171,778</u></u>	<u><u>5,463,015</u></u>

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2025

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:

Colin Glynn

Mr C Glynn

Date: 15/10/2025

The notes on pages 44 to 71 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET
AS AT 31 MARCH 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	16	2,614,386	2,658,046
		<u>2,614,386</u>	<u>2,658,046</u>
Current assets			
Stocks	18	111,395	103,941
Debtors	19	433,676	373,691
Cash at bank and in hand		2,249,010	2,529,659
		<u>2,794,081</u>	<u>3,007,291</u>
Creditors: amounts falling due within one year	20	(722,886)	(688,509)
		<u>(722,886)</u>	<u>(688,509)</u>
Net current assets		2,071,205	2,318,782
		<u>2,071,205</u>	<u>2,318,782</u>
Total assets less current liabilities		4,685,591	4,976,828
		<u>4,685,591</u>	<u>4,976,828</u>
Total net assets		<u>4,685,591</u>	<u>4,976,828</u>
Charity funds			
Restricted funds	21	155,468	45,263
Unrestricted funds			
Designated funds	21	2,614,386	2,658,046
General funds	21	1,915,737	2,273,519
		<u>4,685,591</u>	<u>5,076,828</u>
Unrestricted funds	21	4,530,123	4,931,565
		<u>4,530,123</u>	<u>4,931,565</u>
Total funds		<u>4,685,591</u>	<u>4,976,828</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

The 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. The Company's net movement in funds for the year was (£280,850) (2024: £266,174).

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:

Colin Glynn

Mr C Glynn

Date: 15/10/2025

The notes on pages 44 to 71 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	24	(223,790)	(199,892)
Cash flows from investing activities			
Dividends and interest from investments		-	-
Purchase of tangible fixed assets		(126,321)	(63,676)
Proceeds from sale of investments		-	572,003
Purchase of investments		-	(26,641)
Proceeds from disposal of tangible fixed assets		300	3,990
Taxes paid		-	(8,245)
Net cash used in investing activities		(126,021)	477,431
Change in cash and cash equivalents in the year		(349,811)	277,539
Cash and cash equivalents at the beginning of the year	25	2,758,357	2,480,818
Cash and cash equivalents at the end of the year		2,408,546	2,758,357

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

1. General information

The company is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The consolidated statement of financial activities (SOFA) and consolidated balance sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The 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.

The financial statements are prepared on the 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 £1.

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

2.2 Going concern

The Trustees have considered the impact of the current economic situation, such as high inflation and cost of living increases. They have prepared forecasts of income and expenditure, and cash flow for the period up to 31 March 2025 and ensure that these are updated on a quarterly basis for review, as well as allowing for stress-testing differing financial circumstances over that period.

The trustees are confident that these forecasts show there are sufficient reserves and cash to be able to continue for the foreseeable future. They will continue to monitor the impact on income and take appropriate action as necessary.

The trustees therefore continue to adopt the going concern basis of preparation for these financial statements.

2. Accounting policies (continued)

2.3 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charitable company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate (usually grant of probate). Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charitable company, can be reliably measured.

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.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the charitable company's accounting policies.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the charitable company which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

2. Accounting policies (continued)

2.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charitable company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

The charitable company 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 charitable company 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.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more 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% straight line
Motor vehicles	- 25% straight line
Fixtures and fittings	- 25% straight line
Office equipment	- 25% straight line

Assets under construction are not depreciated as they are not yet operational within the business.

2. Accounting policies (continued)

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the consolidated statement of financial activities.

Investments in subsidiaries are valued at cost less provision for impairment.

2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

Donated items of stock for resale are not included in the financial statements until they are sold as the Trustees 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.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities 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 group 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the consolidated statement of financial activities as a finance cost.

2. Accounting policies (continued)

2.13 Financial instruments

The group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight-line basis over the lease term.

2.15 Pensions

The charitable company contributes to individuals' defined contribution pension schemes. Contributions are charged to the SOFA in the year they are payable.

2.16 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 Group 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.

Investment income, gains and losses are allocated to the appropriate fund.

2.17 Employee benefits

When employees have rendered service to the charitable company, 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.

2.18 Agency arrangements

The charity acts as an agent in distributing funds in relation to the End Of Life Toolkit Project. Payments are received from NHS Nottingham & Nottinghamshire ICB and Derbyshire Community Health Services. Subsequent distributions are made to other NHS ICBs.

The funds are excluded from the statement of financial activities as the charity does not have control over the charitable application of funds. The funds received and paid, and any balances held are disclosed in note 28.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

3. 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 group makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no 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. The charity has valued the addition of the Saplings building and fixtures and fittings held within the building, using a best estimate judgement. The building has been based on the valuation provided by an external valuation entity and the internal fixtures based on expected market value of the assets.

4. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
<i>Donations</i>				
Donations and sponsorship	579,844	65,114	644,958	278,767
Gift aid	72,789	-	72,789	113,802
Income from charitable trusts (note 5)	130,455	9,433	139,888	53,351
Income from other clubs and organisations	10	-	10	265,768
Saplings Building	-	-	-	652,000
<i>Grants</i>				
BBC Children in Need	47,475	-	47,475	27,254
NHS Charity fund	500	-	500	19,516
Legacies and bequests	238,793	-	238,793	444,031
Jules Thorne	-	100,000	100,000	-
UHDB Education	-	30,000	30,000	-
	1,069,866	204,547	1,274,413	1,854,489
Total 2024				
	1,851,808	2,681	1,854,489	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

5. Charitable trusts

	Unrestricted Funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Albert Hunt Trust	-	-	-	15,000
Ardwick Trust	-	-	-	200
Cecil Rosen Foundation	500	-	500	500
Children in Need	-	-	-	670
Cumerland Trust	375	-	375	375
Institute of Our Lady of Mercy	1,000	-	1,000	1,000
The Hudson Charitable Trust	-	-	-	200
The Mary Robertson Trust	-	-	-	2,000
The Sir John Eastwood Foundation	2,000	-	2,000	2,000
Thomas J Thorne Memorial Trust	-	-	-	7,000
The Orr Macintosh Foundation	-	-	-	6,000
The Paget Trust	-	-	-	1,000
Hiscox Foundation UK	-	7,000	7,000	2,500
TYI Giveback Community Fund	-	-	-	5,000
The Adam Berry Foundation	-	-	-	4,000
Reuben Foundation	-	-	-	250
AW Lymm Centenary Foundation	-	-	-	656
The Fifty Fund	-	-	-	1,000
The Sawley Charities	750	-	750	750
Masonic Charitable Trust	-	-	-	250
The Grace Trust	-	-	-	3,000
Benefact Trust	250	-	250	-
Card Factory Foundation	5,000	-	5,000	-
Enterprise Mobility Foundation	2,500	-	2,500	-
Erewash Borough Foundation	1,500	-	1,500	-
Morrisons Foundation	-	178	178	-
Pavers Charitable Foundation	1,080	-	1,080	-
Postcode Community Trust	100,000	-	100,000	-
The Barratt Developments PLC Charitable Foundation	1,500	-	1,500	-
The Clarke Charitable Settlement	6,000	-	6,000	-
The Mary Potter Convent Hospital Trust	3,000	-	3,000	-
The Puddle Lane Trust	5,000	-	5,000	-
Toyota Motor Manufacturing UK Charitable Trust	-	2,255	2,255	-
	130,455	9,433	139,888	53,351

TREETOPS HOS+PICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

6. Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Derby & Derbyshire CCG	1,019,627	-	1,019,627	984,196
Nottingham County Teaching CCG	9,609	-	9,609	6,029
Education	33,991	-	33,991	86,508
Meals and refreshments	2,605	-	2,605	3,637
Miscellaneous	13,476	-	13,476	12,101
	<u>1,079,308</u>	<u>-</u>	<u>1,079,308</u>	<u>1,092,471</u>
Total 2024	<u>1,092,471</u>	<u>-</u>	<u>1,092,471</u>	

7. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Shop sales	1,615,200	1,615,200	1,544,987
Hospice lottery income	1,120,131	1,120,131	922,961
	<u>2,735,331</u>	<u>2,735,331</u>	<u>2,467,948</u>
Total 2024	<u>2,467,948</u>	<u>2,467,948</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

8. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Bank interest	72,569	72,569	61,785
	72,569	72,569	61,785
Total 2024	61,785	61,785	

9. Other income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Financing income	668	668	(17,961)
	668	668	(17,961)
Total 2024	(17,961)	(17,961)	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

10. Raising funds - voluntary income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Direct costs - other	169,491	169,491	122,697
Direct costs - staff	463,346	463,346	459,955
	<u>632,837</u>	<u>632,837</u>	<u>582,652</u>

11. Raising funds - fundraising trading

	Direct staff costs 2025 £	Direct other costs 2025 £	Total funds 2025 £	Total funds 2024 £
Hospice lottery	261,433	285,861	547,294	495,666
Shops	786,287	500,433	1,286,720	1,223,221
Catering	-	41,272	41,272	38,929
	<u>1,047,720</u>	<u>827,566</u>	<u>1,875,286</u>	<u>1,757,816</u>
Total 2024	<u>978,868</u>	<u>778,948</u>	<u>1,757,816</u>	

Direct costs - other are those associated with providing the activity, for example, lottery prizes, shop cost of sales, depreciation and other costs. All costs are unrestricted.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

12. Cost of charitable activities

	Direct staff costs 2025 £	Direct other costs 2025 £	Support costs 2025 £	Total funds 2025 £	Total funds 2024 £
Wellbeing	431,278	6,138	325,126	762,542	803,916
Bereavement support	305,115	13,400	236,957	555,472	511,509
Complementary therapy	26,415	2,319	21,376	50,110	50,247
Hospice at home	755,274	18,731	588,381	1,362,386	1,349,995
Training	110,519	3,299	84,676	198,494	110,797
Governance costs (note 13)	16,398	-	-	16,398	25,626
	<u>1,644,999</u>	<u>43,887</u>	<u>1,256,516</u>	<u>2,945,402</u>	<u>2,852,090</u>
Total 2024	<u>1,605,759</u>	<u>82,851</u>	<u>1,163,480</u>	<u>2,852,090</u>	

Support costs outlined below have been allocated to charitable activities in proportion to the direct costs attributed to each activity.

The relevant proportions are wellbeing 25.9% (2024: 28.4%), bereavement support 18.9% (2024: 18.1%), complementary therapy 1.7% (2024: 1.7%), hospice at home 46.8% (2024: 47.7%) and training 6.7% (2024: 3.9%).

Restricted expenditure totalling £94,341 (2024: £Nil) is included in the total expenditure of £2,945,687 (2024: £2,852,090).

Support costs

	2025 £	2024 £
Administration	1,207,580	1,100,708
Marketing	49,221	62,772
	<u>1,256,801</u>	<u>1,163,480</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

13. Governance costs

	2025	2024
	£	£
Direct costs - other	16,398	25,626
	<u>16,398</u>	<u>25,626</u>

Other governance costs represent audit fees, legal costs and health & safety audit costs.

14. Net income/(expenditure)

	2025	2024
	£	£
Depreciation of tangible fixed assets - owned by the charity	169,977	119,543
Auditor's remuneration - audit	28,600	26,000
	<u>28,600</u>	<u>26,000</u>

15. Staff costs

	Group	Group	Company	Company
	2025	2024	2025	2024
	£	£	£	£
Wages and salaries	3,350,092	3,146,078	3,350,092	3,146,078
Social security costs	270,519	250,211	270,519	250,211
Contribution to defined contribution pension schemes	330,738	306,178	330,738	306,178
	<u>3,951,349</u>	<u>3,702,467</u>	<u>3,951,349</u>	<u>3,702,467</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

15. Staff costs (continued)

The average number of persons employed by the Company during the year was as follows:

	Group 2025 No.	Group 2024 No.
Direct charitable	72	72
Fundraising and publicity	65	65
Management and administration	26	25
	163	162

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2025 No.	Group 2024 No.
In the band £60,001 - £70,000	1	-
In the band £70,001 - £80,000	1	-
In the band £80,001 - £90,000	-	1

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £418,375 (2024: £328,077). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance, Director of Income Generation and Marketing, and Director of Operations and Compliance.

No Trustees were paid any remuneration during the year. No Trustees were reimbursed travel expenses during the year for their participation in volunteering in line with the charitable company's expense policy (2024: £38 One Trustee).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £330,738 (2024: £306,178). At the year end, contributions of £27,706 (2024: £25,338) were outstanding.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

16. Tangible fixed assets (continued)

Group and Company

	Freehold property £	Assets under construction £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation						
At 1 April 2024	3,084,385	139,700	61,909	907,359	100,003	4,293,356
Additions	-	-	63,616	30,621	32,083	126,320
Disposals	-	-	(14,195)	-	-	(14,195)
At 31 March 2025	<u>3,084,385</u>	<u>139,700</u>	<u>111,330</u>	<u>937,980</u>	<u>132,086</u>	<u>4,405,481</u>
Depreciation						
At 1 April 2024	770,590	-	44,337	720,380	100,003	1,635,310
Charge for the year	61,688	-	21,638	72,706	13,948	169,980
On disposals	-	-	(14,195)	-	-	(14,195)
Impairment charge	-	-	-	-	-	-
At 31 March 2025	<u>832,278</u>	<u>-</u>	<u>51,780</u>	<u>793,086</u>	<u>113,951</u>	<u>1,791,095</u>
Net book value						
At 31 March 2025	<u>2,252,107</u>	<u>139,700</u>	<u>59,550</u>	<u>144,894</u>	<u>18,135</u>	<u>2,614,386</u>
At 31 March 2024	<u>2,313,795</u>	<u>139,700</u>	<u>17,572</u>	<u>186,979</u>	<u>-</u>	<u>2,658,046</u>

The Trustees are of the opinion that the open market value of the freehold property is in excess of its carrying value. It is not considered practical to quantify this excess.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

16. Tangible fixed assets (continued...)

The cost of the freehold property comprise of the buildings and grounds known as Treetops Hospice Trust.

	2025	2024
	£	£
Original costs	246,882	246,882
Improvements to freehold property	1,329,017	1,329,017
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
Saplings building	575,000	575,000
	3,084,385	3,084,385

17. Fixed asset investments

Group

	Listed	Total	Total
	investments	2025	2024
	£	£	£
<i>Cost or valuation</i>			
At 1 April 2024	-	-	578,290
Additions	-	-	-
Disposals	-	-	(578,290)
Revaluations	-	-	-
At 31 March 2025	-	-	-
Investment cash	-	-	-
At 31 March 2024	-	-	-
Historical cost	-	-	-

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

17. Fixed asset investments (continued)

Company

	Investment in subsidiary £	Listed investments £	Total 2025 £	Total 2024 £
<i>Cost or valuation</i>				
At 1 April 2024	11,000	-	11,000	562,649
Additions	-	-	-	-
Disposals	-	-	-	(551,649)
Revaluations	-	-	-	-
At 31 March 2025	<u>11,000</u>	<u>-</u>	<u>11,000</u>	<u>11,000</u>
Investment cash	-	-	-	-
At 31 March 2024	<u>11,000</u>	<u>-</u>	<u>11,000</u>	<u>11,000</u>
Historical cost	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

The investment in listed securities represents a portfolio investment that was held by Rathbones Investment Management Ltd. All listed investments have been disposed of in the year ended 31 March 2024.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Company:

Names	Class of shares	Holding	Included in consolidation
Treetops Retail Limited	Ordinary	100%	Yes
Treetops Funding Limited	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) for the year £	Net assets/ (liabilities) £
Treetops Retail Limited	-	-	-	(35,582)
Treetops Funding Limited	692,664	(275,073)	417,517	532,769

18. Stocks

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Donated stock	111,395	103,941	111,395	103,941

19. Debtors

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Trade debtors	73,503	47,632	73,503	47,632
Amounts owed by group undertakings	-	-	153,673	177,445
Other debtors	(3,934)	(3,942)	(6,851)	(6,856)
Prepayments and accrued income	254,636	197,748	213,351	155,470
	324,205	241,438	433,676	373,691

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

20. Creditors: Amounts falling due within one year

	Group 2025	Group 2024	Company 2025	Company 2024
	£	£	£	£
Amounts held under agency arrangement (note 28)	46,999	109,502	46,999	109,502
Trade creditors	125,588	60,634	103,801	50,826
Amounts owed to group undertakings	-	-	544,445	472,652
Other taxation and social security	42,200	45,227	42,200	45,227
Other creditors	35,612	57,599	(46,726)	(6,895)
Accruals and deferred income	36,355	25,805	32,157	17,197
	286,754	298,767	722,876	688,509

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. Statement of funds

Statement of funds – current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2025 £
Unrestricted						
Designated funds						
Fixed assets	2,658,046	-	(43,660)	-	-	2,614,386
General funds						
General funds	2,273,519	4,265,077	(5,040,450)	417,591	-	1,915,737
Treetops Funding	522,769	692,664	(275,073)	(417,591)	-	522,769
Treetops Retail	(36,582)	-	-	-	-	(36,582)
	2,759,706	4,957,741	(5,315,523)	-	-	2,401,924
Total Unrestricted funds	5,417,752	4,957,741	(5,359,183)	-	-	5,016,310
Restricted funds						
Grounds fund	12,119	10,682	(9,366)	-	-	13,435
Children's bereavement	223	-	-	(223)	-	-
Support and information	-	-	-	-	-	-
Nationwide						
Compassionate Communities	17,904	-	-	-	-	17,904
Hospice UK Grant	4,263	-	-	-	-	4,263
Contemplation Courtyard	6,450	-	(1,083)	-	-	5,367
NHS Charity Fund	-	-	-	-	-	-
Roaming Nurse Car Fund	4,304	500	(500)	-	-	4,304
Syringe Driver Grant	-	-	-	-	-	-
Children in Need	-	-	(893)	223	-	(670)

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31 MARCH 2025

21. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Wellbeing Café	-	37,365	-	-	-	37,365
Wellbeing Therapy	-	17,000	-	-	-	17,000
UHDB Education	-	30,000	(20,000)	-	-	10,000
Jules Thorne	-	100,000	(62,500)	-	-	37,500
Cheetham Centre	-	9,000	-	-	-	9,000
	45,263	204,547	(94,342)	-	-	155,468
Total of funds	5,463,015	5,162,288	(5,453,525)	-	-	5,171,778

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. Statement of funds

Statement of funds - Prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted						
Designated funds						
Fixed assets	2,083,103	652,000	(140,733)	63,676	-	2,658,046
General funds						
General funds	2,550,089	4,102,084	(4,756,319)	377,665	-	2,273,519
Treetops Funding	522,769	701,967	(260,626)	(441,341)	-	522,769
Treetops Retail	(36,582)	-	-	-	-	(36,582)
	3,036,276	4,804,051	(5,016,945)	(63,676)	-	2,759,706
Total Unrestricted funds	5,119,379	5,456,051	(5,157,678)	-	-	5,417,752
Restricted funds						
Grounds fund	12,900	671	(1,452)	-	-	12,119
Children's bereavement	8,258	2,010	(13,572)	3,527	-	223
Support and information	19,016	-	(19,016)	-	-	-
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Hospice UK Grant	4,263	-	-	-	-	4,263
Contemplation Courtyard	7,290	-	(840)	-	-	6,450
NHS Charity Fund	-	-	-	-	-	-
Roaming Nurse Car Fund	4,304	-	-	-	-	4,304
Syringe Driver Grant	-	-	-	-	-	-
Children in Need	3,527	-	-	(3,527)	-	-

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
	477,462	2,681	(34,880)	-	-	45,263
Total of funds	5,196,841	5,458,732	(5,192,558)	-	-	5,463,015

21. Statement of funds (continued)

Designated Funds

Designated funds comprise the net book value of the group's unrestricted fixed assets.

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

Children's bereavement project - to pay salaries of counselling and emotional support staff who provide services to bereaved children.

Wellbeing Café is a fund to install a self service catering area within the wellbeing area.

Nationwide Compassionate Communities Project - established to engage and empower people and communities to have conversations about death, dying, bereavement and loss, ultimately enable people to share their preference and wishes about these.

Trauma - non-talking therapy for children and young people who had experienced some trauma through their bereavement.

Hospice UK - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID 19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

Contemplation Courtyard - to provide a peaceful, contemplative area surrounding our Memory Tree in which people can remember loved ones who have died.

University Hospital Derby and Burton grant is to contribute towards 2 days a week training for full time staff.

Wellbeing Therapy fund is to convert the old bathroom into a therapy space.

Roaming Nurse Car Fund - to purchase a vehicle which can be used by the Roaming Nurse team to provide specialised overnight care.

Jules Thorne fund is a 2 year project to fund 2 nurses to provide training and education on area washing to surrounding care homes.

Cheetham Centre is a fund to modernised and repurpose the Cheetham Centre to include soundproofing, privacy and child bereavement therapy.

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets. A transfer of £223 (2024: £3,527) has been made between Children in Need and Children's Bereavement as they relate to the same fund. A transfer of £435,432 (2024: 441,341) was also made between General Funds and Treetops Funding in unrestricted funds, representing the gift aid payment made from the subsidiary to the parent in the year.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

22. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2025 £
Designated funds	2,658,046	-	(43,660)	-	-	2,614,386
General funds	2,759,706	4,957,741	(5,315,523)	-	-	2,401,924
Restricted funds	45,263	204,547	(94,341)	-	-	155,468
	5,463,015	5,162,288	(5,453,524)	-	-	5,171,778

Summary of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	2,083,103	652,000	(140,733)	63,676	-	2,658,046
General funds	3,036,276	4,804,051	(5,016,945)	(63,676)	-	2,759,706
Restricted funds	77,462	2,681	(34,880)	-	-	45,263
	5,196,841	5,458,732	(5,192,558)	-	-	5,463,015

23. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	2,614,386	-	2,614,386
Fixed asset investments	-	-	-
Current assets	2,660,952	155,468	2,816,420
Creditors due within one year	(259,028)	-	(259,028)
Total	5,016,310	155,468	5,171,778

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

23. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	2,658,046	-	2,658,046
Fixed asset investments	-	-	-
Current assets	3,058,473	45,263	3,103,736
Creditors due within one year	(298,767)	-	(298,767)
Total	5,417,752	45,263	5,463,015

24. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2025 £	Group 2024 £
Net (expenditure)/ income for the year (as per Statement of Financial Activities)	(291,237)	266,174
Adjustments for:		
Depreciation charges	170,077	116,798
(Gains)/losses on investments	-	17,287
Dividends and interest from investments	-	(61,785)
(Gains)/losses on disposals of fixed assets	(300)	673
Movement of investments to bank	-	(572,003)
(Increase)/decrease in stocks	(7,454)	25,374
(Increase)/decrease in debtors	(82,865)	81,013
Increase/(decrease) in creditors	(12,011)	(73,423)
Net cash (used in)/ provided by operating activities	(223,790)	(199,892)

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31 MARCH 2025

25. Analysis of cash and cash equivalents

	Group 2025 £	Group 2024 £
Cash in hand	2,408,546	2,758,357
Total cash and cash equivalents	2,408,546	2,758,357

26. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	2,758,357	(349,811)	2,408,357
	2,758,357	(349,811)	2,408,357

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

27. Operating lease commitments

At 31 March 2025 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2025 £	Group 2024 £
Not later than 1 year	208,120	200,085
Later than 1 year and not later than 5 years	615,404	638,283
Later than 5 years	236,723	250,428
	<u>1,060,247</u>	<u>1,088,796</u>

There was £274,190 (2024: £241,591) of lease payments recognised as an expense in the statement of financial activities.

28. Agency arrangements

The charity acts as an agent in distributing EOLT project funds. In the accounting period ending 31 March 2025 the charity received £46,999 (2024: £109,502) and disbursed £nil (2024: £nil) from the fund. An amount of £46,999 (2024: £109,502) is included in note 20 related to undistributed funds that are repayable to NHS Nottingham and Nottinghamshire ICB and Derbyshire Community Health Services.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

29. Related party transactions

During the year, 3 trustees made donations totalling £3,437 (2024: 5 trustees, £382). A number of trustees also donate goods to the retail shops.

During the year the charity received income of £1,085,961 (2024: £2,418,891) from Treetops Funding Limited. The charity incurred expenses of £1,087 (2024: £Nil) on behalf of Treetops Funding Limited and £13 (2024: £13) on behalf of Treetops Retail Limited.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £125,508 (2024: £147,161) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £526,604 (2024: £883,709) at the year end, which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £435,432 (2024: £437,541).

Between the subsidiary companies there was a balance of £21,045 (2024: £74,685) owed by Treetops Retail Limited to Treetops Funding Limited.

30. Controlling party

The company is controlled by its members. No individual member has overall control.

TREETOPS HOSPICE TRUST

England & Wales - Charity number 519540

Accounts

Registered number: 01801708

Charity number: 519540

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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TREETOPS HOSPICE TRUST
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2024

Trustees

Dr R E Aldridge
Mr S Beeley
Mr C Glynn, Treasurer
Mrs Y Hobday
Mr R W Jones
Dr C S Kang
Ms S Khalid (Appointed 26 September 2023)
Ms H Macdonald (Resigned 24 September 2024)
Mr S Mitchell (Resigned 30 August 2024)
Mr A Perkins
Ms Harris-Christensen (Resigned 5 June 2023)
Mr Millington (Resigned 5 June 2023)
Mrs C Webster
Dr C Potts (Appointed 3 July 2023)
Dr M Swanwick
Dr G Walton (Resigned 30 August 2024)

Company registered number 01801708

Charity registered number 519540

Registered office Treetops Hospice
Derby Road
Risley
Derbyshire
DE72 3SS

Company secretary C Munton

Chief executive Mrs J Heath

Independent auditor UHY Hacker Young
Chartered Accountants
14 Park Row
Nottingham
NG1 6GR

Bankers Santander
Bridle Road
Bootle
Merseyside
GIR 0AA

TREETOPS HOSPICE TRUST
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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Solicitors Ellis Fermor & Negus
 2 Devonshire Avenue
 Beeston
 Nottingham
 NG9 1BS

Investment managers Rathbone Brothers Plc
 Temple Point
 1 Temple Row
 Birmingham
 B2 5LG

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2023 to 31 March 2024. The annual report serves the purposes of both a Trustees' report and a Directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019 and updated October 2019).

Objectives and activities

a. Policies and objectives

The objectives of the charity are contained in full in the Memorandum and Articles of the charity. They are also clearly stated in the Vision, Mission and Values statement and are summarised as follows:

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and families living with life limiting illness or affected by death and dying by:

- Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision
- Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved
- Developing services to reflect the changing needs of the diverse community we serve

Values

Respecting the unique worth of every person

We believe that every person is different but equal, and that everyone's unique needs and contributions should be recognised and supported.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources enables us to deliver high quality care today and in the future.

Working with hope

Our hope is to enable patients and families supported by the Hospice to live well and die well.

Sustaining a culture of trust, warmth and safety

Everyone who comes into contact with Treetops is treated with care and respect.

Objectives and activities (continued)

b. Strategies for achieving objectives

This year sees the current three-year strategy come to an end. Reflection on our aspirations shows a record of success in delivering on many aspects whilst recognising the challenges created by the pandemic and cost of living crisis.

As outlined demand for our Hospice services are ever-growing, and it is unfeasible to think that Treetops as a provider can ever grow both physically and financially to a sustainable level that meets this demand for our services. As such our challenge is to think differently and grasp the opportunity to meet rising needs by supporting the knowledge growth and skill level of others working with individuals and supporting families through education provision.

Treetops will work with the trustees over the coming year to review the strategy for the next 5 years creating a renewed direction of travel with some ambitious plans fit for the next five years.

c. Activities for achieving objectives

These objectives are met through the provision of care services as follows:

- Wellbeing Provision:
 - Wellbeing Days with Activity Programmes
 - Wellbeing at Home
 - Out-Patient Clinic
 - Drop-In Café
- Support and Information
 - Carer Support and Signposting
 - Therapeutic Services
- Pre and Post Bereavement Support
 - Complementary Therapy
- Hospice at Home
- Roaming Nurse Service
- Education
- Compassionate Communities

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit. They are confident that the aims and objectives of the charity as manifested in the services it offers, both provide a public benefit and enhance the lives of the people who use the services. More information on how the charity has provided public benefit can be found in the achievements and performances section of this report.

Objectives and activities (continued)

d. Volunteers

We have 527 active volunteers, 92 inactive (either through ill health or personal choice) and approximately 37 in process (awaiting references etc). These numbers bring us back to pre-pandemic levels.

It has been a very busy year in volunteer services, partly due to attention created by the building and opening of The Saplings but also changes to what we do and how we do things.

A new café opened on a Monday at the beginning of the year for those clients that need more ongoing support (they need to have been referred on via the Thursday café) and volunteers have been recruited to support this, including kitchen volunteers.

The befriending role remains one of the most popular choices for volunteers; we now have a team of nearly 40 befrienders and the demand for befriender support is increasing, the service has proved very successful.

The gardening team has also grown over the last 12 months, now with a team of 14.

With the help of the marketing team our methods of recruitment have been reviewed with a growing use of social media to attract volunteers. Retail volunteer recruitment has also been reviewed using on-line recruitment, moving towards a paperless process.

The foundation induction course has been relaunched in a new format, and feedback is that it is popular and informative, with around 20 attendees at each session.

New volunteer roles include a hospitality Meet and Greet role for The Saplings, in an attempt to reduce anxiety for the people attending for counselling.

We have encountered several delays with DBS checks during the earlier part of the year. The Disclosure and Barring Service took several weeks for certificates to be issued/received (rather than the standard 1-2 weeks). This is a government run service so there is little we can do to mitigate it. The knock-on effect from these delays has been felt with our Wellbeing Space, Counselling, Befriending and Meet and Greet volunteers having delayed start dates/inductions.

A major change during the year was the introduction of a digital telephone system. Some reception volunteers found it hard to adapt despite training and have chosen not to continue in the role.

We held several recognition events this year. The volunteer winter social was held over a Saturday and Sunday which included long service award presentations; it was enjoyed by those that came. During Volunteers Week in June, we said 'thank you' to our volunteers on social media and visited all of our shops with 'thank you biscuits' which were also distributed for volunteers on campus. The summer volunteer social evening was held during the week which was very successful with over 50 volunteers attending.

Anna Bown, Volunteer Support Co-ordinator, is a founder member of the Wellbeing focus group and the Equality, Diversity and Inclusion group and in her role champions the volunteers interests at both groups so that our offer is as equal as it can be to both paid staff and volunteers

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and Performance

Review of activities

Provision of Care

The Hospice last had a full onsite inspection by the Care Quality Commission (CQC) in April 2016. The final report awarded the rating of “Good” across the five domains of Safe, Effective, Caring, Responsive and Well Led. The exemplary report can be found on Treetops’ website and on the CQC website.

Over the last three years CQC has reconfigured its regulatory process to one of ongoing monitoring using a variety of information. Assessment is not tied to set dates or driven by a previous rating. It is focused on the five key questions, underpinned by quality statements.

They set clear expectations of providers, based on people’s experiences and the standards of care they expect.

As a part of this new process CQC undertook direct monitoring activity (DMA) with the hospice early in 2022 and again in 2023.

This involved gathering information from a wide range of sources and reviewing this in relation to data held by CQC registration and ratings information. This helped them determine our ongoing rating.

As a result, the hospice continues to be rated as GOOD. There continues to be regular liaison between the hospice and our designated inspector, which has facilitated the sharing and monitoring of care delivery. These regular communications have been extremely welcome and supportive.

Philippa Shreeve (Director of Clinical Services) is the registered manager for the organisation.

The priorities that we set for 2023/24

1 – Wellbeing, Support and Information Service

Our Wellbeing services deliver support to people from the point of diagnosis, through maintenance of wellbeing and recovery following periods of ill health, through to more assisted support as health declines. The Wellbeing Service provides enablement and reablement for individuals living with a life-limiting illness, focused on personalised support and intervention plans.

Feedback from individuals accessing our services highlights how people living with a life-limiting illness need advice, education and support at various times. Over the past year the team have focused on building this structured support.

The Wellbeing Support and Information café has continued to grow from strength to strength over the year and necessitated the introduction of a second day focused on ongoing support provision. This structured opportunity provides access to support and information along with the opportunity for peer support and meeting other people in similar situations in a safe, caring environment. The staff team help facilitate advance care planning, ReSPECT conversations and care coordination.

The collaborative work with both the Huntington’s Disease Association and the MND (Motor Neurone Disease) Association have seen the establishment of monthly support groups for individuals living with the conditions and their family members and carers and this has been a truly positive collaborative development.

Achievements and Performance (continued)

Treetops now also supports the delivery of a quarterly Secondary Breast Cancer support group who use the facilities for their meetings.

Wellbeing at Home has seen significant growth in demand and towards the end of the year we had to make the difficult decision to limit our offer in order to manage capacity. The service supports patients to remain living in the place they call home, maintaining health through nursing interventions and holistic assessment enabling people to plan their future care and preferred place of death and delivering quality end of life care. We continue to support those individuals who live with a life-limiting condition and struggle to access our onsite services with emphasis now on a prognosis of 6 months or less. When capacity permits, we also provide valuable respite support to carers.

2 – Hospice at Home

Our Hospice at Home service continues to provide valuable support to individuals, families and their carers in their own homes overnight at the end of life. Demand remains consistent and the high level of positive feedback received about the difference our staff make, highlights the impact of the service.

The Roaming Nurse Service is now an embedded part of the Hospice at Home offer, providing additional support to patients with symptom management, medication administration, personal and psychological care and verification of death. They provide a responsive service supporting our own Hospice at Home team along with colleagues from other agencies such as Marie Curie and Domiciliary Care agencies. This model has proved an excellent way in which to gain the best capacity from our limited registered nurse workforce.

The roaming service model has demonstrated the value of providing responsive support throughout the night, preventing the escalation of problems and possible hospital admissions.

Workforce capacity continues to impact on availability and recruiting staff with palliative care experience has been challenging. As a result, patients continue to be prioritised based on acuity. Due to these challenges, the average length of contact with the service has dropped to just two visits prior to death.

The year has also seen continued investment in IT-based working with all staff members now utilising SystemOne for care planning and reporting. This has not been without its challenges due to ongoing connectivity issues.

The team have worked hard to establish robust documentation structures within SystemOne and this has been underpinned by a comprehensive programme of education and support across the clinical team with further plans for expansion and development within practice.

3 - Compassionate Communities Volunteer Befriending

Our Befriending programme continues to grow in size and scale with a number of new volunteers recruited throughout the year. The model is underpinned by a robust programme of volunteer recruitment, training and ensuring the best-fit match with a client to befriender.

The scale of growth of this service is restricted by the small staff team supporting the initiative and the rate at which volunteers can be recruited and trained.

Achievements and performance (continued)

This service successfully reduces social isolation for those impacted by health issues or bereavement. Emphasis is placed on confidence building, facilitating social contact and the establishment of networks of support enabling people to stay at home whilst they wish to do so and supporting them to thrive in the home environment.

As with previous years the Compassionate Communities programme also supports the delivery of spiritual support offering 'Time to Remember' events for those individuals impacted by the death of a loved one, along with wider spiritual support across the clinical services and to the Treetops workforce.

Last year Treetops set a strategic ambition to improve engagement with communities that do not currently access our services. Over the year this work has grown establishing links with community groups and faith leaders engaging in conversations and local community events. Through this work, a plan of action was established with the YMCA and Padley charity to explore ways in which the organisations could work collaboratively in order to share knowledge and explore ways in which to support the local homeless population requiring end of life care.

4 – Therapeutic Services

This year saw much excitement when Treetops Hospice was delighted to be chosen as the location for the annual DIY SOS Big Build for BBC Children in Need. This resulted in the building of a children's and young person's bespoke bereavement counselling and therapy centre in just 10 days.

This was an amazing opportunity and gift to the organisation but also a direct reflection of the outstanding work delivered by our Counselling and Emotional Support team working in this area.

Supporting the associated filming work was intensive and much thanks goes to the wonderful children, young people and families who gave so much time to participate and to share their personal stories.

Since the completion of the building the team have worked hard to develop the service model within the new facility. Demand unsurprisingly has grown for the service following the extensive publicity and this has resulted in some operational changes and the introduction of a waiting list system.

The team continue to deliver a successful programme of education both internally and also externally to schools supporting staff working with bereaved children and young people.

The previous year saw the team achieve the standard required for recognition as a Centre of Excellence for Trauma Informed Counselling and Emotional Support and they have worked hard to maintain this again this year.

5 – Palliative and End of Life Care collaboration with the Residential Care Home Sector

The past year saw the gradual growth of our work with the Residential Care Home sector. Through collaboration, the team identified how the hospice could support residential homes to identify residents who may be reaching end of life and to provide the skills, knowledge and additional support when required to ensure residents could remain in their own homes and die in their place of choice. An initial pilot was undertaken working with three care homes and from this, a successful bid was made to the Sir Jules Thorn Charitable Trust - Innovation & Improvement Fund.

We secured a grant for £100,000 to support our Education and Clinical care Virtual Ward model. Feedback at the time of our application praised our approach of focusing on skill development and support to care home staff, viewing it as an innovative alternative to stand-alone delivery models.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Delivery of this model is in collaboration with residential care homes in the Erewash PCN working directly with their lead GP for palliative care, the frailty team and district nursing.

The model focuses on delivering a programme of education for the home staff aimed at enhancing knowledge and skills to support their recognition of potential deterioration. In addition the team also support the home with the development of a palliative care register to track residents needs and care planning, through to hands on clinical care working alongside the staff of the home.

Data is being gathered to ascertain if this model facilitates an increase in the number of residents who can be cared for and remain in the place they call home at the end of their lives.

6 – Virtual Education Centre, Palliative and End-of-Life Care Education

Our focus for this year was to consolidate the collaborative work between University Hospital Derby and Burton and Treetops in the delivery of communication skills training from entry level to advance skills. This has been hugely successful with 30 education courses delivered across the year attracting 341 delegates across the programmes.

We have also continued to support the growth and stewardship of the conversation-based analysis website RealTalk. At the time of coming into Treetops stewardship RealTalk had under 200 registered users. Since this time the team's support has seen this grow to 444 registered users with recognition both nationally and internationally recognised with the first overseas users signing up to the platform.

We also submitted a successful bid to the NHS England programme for Education innovation to improve access, quality, and sustainability for Palliative and End of Life Care in the Midlands. This was a three-system application by Derbyshire, Nottinghamshire and Birmingham & Solihull creating interactive resources with an intuitive education and training platform to support the people across our systems delivering end of life care. Treetops have led the work for Derbyshire and as such have received regional-wide profile.

Review of Services

From 1 April 2023 to 31 March 2024, Treetops Hospice was commissioned to provide the Wellbeing Service and Hospice at Home Service to the Derby and Derbyshire Integrated Care Board along with the Nottingham and Nottinghamshire Integrated Care Board.

Counselling and Emotional Support for those who have been bereaved and support for people who are facing, or supporting someone who has been diagnosed with, a life-limiting illness, are commissioned by the Derby and Derbyshire Integrated Care Board.

Treetops Hospice raises 70% of the funding for these services through retail outlets, lottery and fundraising. The remaining 30% comes from the NHS via the above ICBs through block grant and cost and volume contracts.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Following the success of the Syringe Driver Education programme the CCG / ICB contracted for a further year support for nursing homes across Southern Derbyshire.

Treetops Hospice also offers a Support and Information Service, Complementary Therapy and Befriending / Compassionate Communities Service, along with our Virtual Ward model supporting Residential Care Homes. We continue to host an outpatient clinic for the University Hospital Derby and Burton NHS Trust. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

Our Clinical Services are governed by the Clinical Sub-committee of the Board of Trustees, who meet quarterly and receive individual service reports, which enables them to review the management and quality of care provided by the hospice. The reports are then submitted to the whole Board of Trustees at their meetings.

Participation in Clinical Audits

During 2023/24, Treetops Hospice did not participate in any national or local clinical audits.

The hospice did however complete internal audit and quality checks in line with its policies and procedures.

Research

During 2023/24, the Hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Integrated Care Board formally the Clinical Commissioning Group:

- All quality requirements for 2023/24 were met (Quality Schedule available)
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life Programme Board, with representation on the End of Life Operational Group, Informed Workforce, Demand and Capacity workstreams and The Derbyshire Alliance for End of Life Education clinical reference group.
- Treetops Hospice currently chair the End of Life Operational Group and the People Driving Change workstream for Derbyshire

Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit.

Quality Overview

Activity data across the year reveals the following trends

Wellbeing Service

Over the course of the year **714 individuals** were supported by the Wellbeing service both on site and in people's homes. This is an increase of 26% on last years activity.

This equated to **10,748 hours** of care and support given to individuals.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

- 152 referrals were received for the Wellbeing Space which is comparable to last years referral rate.
- 340 referrals were received for Wellbeing at Home which is a reduction of 13% on last year but is in line with a clarification in order to manage capacity.
- The Support and Information Café had 2,057 visitors across the year

The data below captures the range of activities provided across the year.

Activity	2022/23 Activity	2023/24 Activity	Comments
<p>Number of individual support contacts delivered across the year within the Wellbeing Space.</p> <p>Included activities:</p> <ul style="list-style-type: none"> • SPRING programme • Mollie's MND Support group • Huntington's Disease Support Group • Support and Information Café • Assisted bathing • Tears to Laughter group 	<p>3,034 individual contacts</p> <p>4,517 hours of care and support</p>	<p>7,488 individual contacts</p> <p>6,010 hours of care and support</p>	<p>The Wellbeing Service provides enablement and reablement for individuals living with a life limiting illness. The programme structure aims to support the maintenance of health and wellbeing and adjustment after periods of ill health and deterioration.</p>
<p>Number of Wellbeing at Home care visits</p>	<p>3,188 hours of care</p> <p>361 Individuals supported by the service</p>	<p>4,738 hours of care</p> <p>484 Individuals supported by the service</p>	<p>Provision of 1:1 care in the home environment by either an HCA or RN</p>

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Activity	Number of individuals		Number of hours	
	2022/23	2023/24	2022/23	2023/24
Adapted Tai Chi	57	48	386	413
Wellbeing SPRING Face to Face Delivery	34	45	184	142
Tears to Laughter Group	69	73	3,101	2,230
Occupational Therapy Service	50	70	32	73
Mollie's MND Support Group	11	18	65	113
Huntingtons Support Group	Not in operation	14	Not in operation	88

Wellbeing at Home		
Activity	2022/23	2023/24
Wellbeing at Home Assessments	121	238
Number of hours of care for wellbeing at home	3,188	4,738
Number of contacts for wellbeing at home	2,078	10,201
Average number of contacts per person for Wellbeing at Home	Not Calculated	21

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

Hospice at Home Service

The Hospice at Home service consists of the Roaming Nurse Service which provides a flexible response to care needs across the night shift alongside the provision of 1:1 nursing support for 9 hours throughout the night.

Over the course of the year, the service delivered nursing care and support to **983 individuals** which is comparable to the previous year. This equated to:

- **13,927 hours** of Hospice at Home support. This is a 3% reduction on last year
- **3,681 hours** of Roaming Nurse Service support. This is a 6% increase on last year
- **590 hours** of care planning and triage which is a significant increase of 75% on last years activity.

During the year the **906 referrals** were made to the service. This is a 7% decrease on last years activity.

The Hospice at Home Service has continued to deliver an exceptionally high standard of care throughout the year. However, capacity continues to be influenced by several extenuating circumstances.

Although the criteria for support from Hospice at Home remains the same (patients must be considered to be in the last six months of life), available capacity within the service has meant that only patients prioritised as red or amber under a traffic light system are routinely scheduled for care.

Patients classified as being green are not routinely offered care, unless there is a need to support the carer, in order to maintain their health and wellbeing.

As a result, many patients are only being supported for a short length of time, days rather than weeks and the average number of full night shifts per patient sits at 3.

The Roaming Nurse Service has again seen an increase in growth over the year and the service is now often requested as the preferred model of delivery for families.

Roaming Service activity	2022/23	2023/24
Telephone calls received by Treetops Roaming Nurse Service and families requesting support	1,878	1,814
Total number of contacts from Roaming Service	3,952	4,917
Total number of hours of care delivered by roaming service	3,411	3,681
Total number of individual patients supported in financial year	610	554

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

The Hospice at Home Service enabled **92%** of individuals to achieve their preferred place of death at home.

82% of patients receiving support from Treetops dies in the place they call home.

Therapeutic Services

Our commissioned Bereavement Support Service in Derbyshire is unusual in hospice terms as we accept referrals from anyone in the community regardless of any previous association with Treetops Hospice.

Growing demand has required that the team focus on the most complex cases and signpost to other services for less complex support when required.

Demand for our Life Limiting Counselling service has declined over time but any capacity released has been absorbed into the bereavement counselling service.

During the course of this year the complementary therapy team have worked hard to establish the CT offer to children and young people.

Over the course of the year the service provided:

- **4,395** hours of counselling assessment and therapy. This is an 8% increase on last year.
- **436** hours of Complementary Therapy. This is a 16% reduction on last year.

583 referrals were received for counselling services across adults and children. This is a 20% increase on last year's activity.

Adult Bereavement Service Data

During the year **418** adults were supported with bereavement counselling.

	2022/23	2023/24	
	Sessions	Sessions	Percentage change
Total number of counselling sessions (including assessments)	2,923	3,167	8% increase

Achievements and performance (continued)

Children and Families Bereavement Service Data

The last year has seen a steady growth in demand for the children and young people's counselling service.

During the course of the year 177 children and young people were supported with bereavement counselling or attending the Mollitum non-talking therapy group.

We saw a slight reduction in counselling contacts for children and young people for the total year as the service was significantly impacted in September when the BBC Children in Need DIY SOS Big Build took place. This was because the service had to be suspended during the build period.

	2022/23	2023/24	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	1,288	1,228	5% decrease

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who are accessing end-of-life care at the hospice but is for anyone in our community facing a life-limiting illness or their family.

In total 45 individuals either living with a life-limiting condition or their families were provided counselling.

	2022/23	2023/24	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	317	259	18% decrease

Treetops Counselling and Emotional Support Services continue to monitor care delivery against the Bereavement Care Service Standards national evaluation tool, endorsed by the National Bereavement Alliance, to which Treetops Hospice is affiliated. This sets three levels of achievement within seven separate standards. These are Planning, Awareness and Access, Assessment, Support and Supervision, Education and Training, Resources, and Monitoring and Evaluation.

Achievements and performance (continued)

Our team are dedicated to working to this standard and we are confident that we continue to achieve the highest level across all seven of the standards.

Complementary Therapy Service Data

Since the service review in 2022-23 Complementary Therapy has been delivered on campus site focusing predominantly on clients referred for emotional support and wellbeing.

This service is not a commissioned service.

- **94** referrals were received for Complementary Therapy
- **473 hours** of complementary therapy were delivered across adults and children

Compassionate Community Befriending Service

The year saw continued growth of the Befriending Service supporting people in their own homes who are socially isolated due to their ill health or following a bereavement.

This is not a commissioned service and is now fully funded by the charity.

Over the year, the Befriending Service supported **29 individuals** with a Volunteer Befriender, **435 support visits/calls** were made which equates to **453 hours** of support delivered.

The Service received **39 referrals**, a 15% increase on last year's activity. Referrals from other Treetops services were stopped halfway through the year due to the growing waiting list. By the end of the year, we had 20 people waiting for a Volunteer Befriender to become available.

15 new Volunteer Befrienders were trained, with 10 becoming active and joining the workforce.

What others say about us

Care Quality Commission

Treetops Hospice is registered with, and regulated by, the Care Quality Commission in accordance with the Health & Social Care Act 2008.

Our most recent inspection report dated 7 April 2016 is available on the CQC website and finds us meeting the standards and rating us "Good" in all five core areas inspected. The report can be found at: www.cqc.org.uk.

Achievements and performance (continued)

What our patients and carers say about us

Wellbeing service

Wellbeing Service evaluations are gathered through a number of routes.

Comment Cards:

45 comment cards were completed across the year. Of these 95% gave exceptionally positive feedback on the services provided across Wellbeing with specific recognition of

- The professional approach, knowledge and manner of the staff
- The warmth of welcome provided within the café environment
- The approachable and supportive nature of the volunteers
- The quality of the catering provided

2 cards (5%) gave negative feedback directly related to the Monday café and a less positive experience of this environment.

Direct quotes extracted include:-

"Excellent, cannot believe how at ease we were made to feel. It was an eye-opener. Everyone without exception was professional and friendly. Gave great advice and the coffee & food was a bonus."

"Service is so incredible, friendly caring staff, very well informed and supportive. MND diagnosis was such a shock, just your support has made such a difference. Thankyou."

"We find the staff very friendly and helpful. They have helped our Daughter tremendously since her diagnosis and have assisted her in coming to terms with it. They have also welcomed us and made us feel part of the "family". Ps the food is always terrific!"

Tears to Laughter feedback forms:

28 feedback forms were completed by attendees of the Tears to Laughter sessions.

- 4 rated the sessions as good
- 24 rated the sessions as excellent
- 15 Strongly Agreed that the sessions had improved their wellbeing
- 10 Agreed that the sessions had improved their wellbeing
- 2 Neither agreed or disagreed and 1 no response

"The Tears To Laughter group is so special, it supports you when you are at your lowest. The volunteers are amazing and the fact that you can laugh and cry and everyone understand how you feel as we have all experienced grief."

Achievements and performance (continued)

"The Tears To Laughter group has been such a lifesaver to be able to talk to other people in the same situation."

"Support received from staff, volunteers and the group. The friendships made. Calm, peaceful friendly surroundings. Always know there is someone to talk to on difficult days."

Wellbeing SPRING Programme Evaluation:

17 feedback forms were completed by SPRING programme attendees. The format of gathering feedback was changed halfway through the year

- All respondents reported a positive engagement with the sessions
- All respondents felt that the content of the sessions had provided knowledge and insight that had had a positive impact on their wellbeing
- 1 respondent commented that the session length could be longer, all remaining respondents felt the timing and content were appropriate.

"One to one contact, supportive and very useful information. Felt listened to, relaxing, calm atmosphere. Made to feel I'm not alone and support is there for me."

"I was seen as a whole person with all my conditions and the enormity of my symptoms acknowledged. I felt understood and my feelings valued."

"Opportunity to discuss one-to-one with a supportive expert."

"Clear information provided in face to face meetings, written material helpful explained well with an opportunity to discuss our thoughts"

Hospice at Home Service – Family or Carer Evaluation

Families and carers of patients in our care between the 1 January and 31 December 2023, and who die during this period, are all invited to provide feedback on their experience. In this period, 983 individuals were supported, and 175 responses were received which is an 18% return rate. This rate of return is a drop on previous years.

All evaluations are anonymised. Of those who returned the questionnaire:

- 98% thought that the referral to the service was timely
- 2% felt that the referral was made too late
- 99% of respondents who utilised the Roaming Nurse Service felt that it had been helpful and met the needs required
- 95% felt phone calls had been handled sensitively and professionally
- 95% said that the amount of night-time care provided was enough
- 5% said the amount of care was too little
- 99% were totally at ease or comfortable about the way we cared for their loved ones
- 100% felt that the Treetops nurses had the appropriate knowledge to care for their loved one
- 98% felt that the Treetops nurse always took time to listen to their concerns
- 96% said that the Hospice at Home Service enabled them to care for their loved ones at home

Achievements and performance (continued)

The significant reduction in the number of completed returns makes service evaluation problematic as it is hard to gain a true picture of the impact of the service on families and carers. The late stage at which referrals are received by the service and the subsequent number of care episodes provided for each individual may also be impacting on the number of service evaluation forms being returned.

Quotes from Hospice at Home - Carer evaluations 2023

"We as a family can't thank you enough for your help and support at our time of need. Me and my sister in law cared for our dad at the end of his life. It was the support we needed to get us through and to be reassured we were doing everything perfect. Thank you once again."

"There are no words that can express the gratitude I have for the level of care and compassion I experienced with the team who looked after my husband even though it was for a brief time."

"We cannot thank you enough for the wonderful hospice at home nurses who looked after our mum with such loving care, not to mention giving such support and comfort to our dd and ourselves who for the first time got a good nights sleep, which helped us recharge our batteries. Your care and attention at such a very sad time meant the world to us all. Thank you so very much for your wonderful service."

"Only used the roaming service. Dad passed away on the date we were expected to have night hospice at home care. Roaming team came out twice and both times were professional and caring. Good service and came as quickly as possible."

"We cannot express how grateful we all are to you. Just knowing we could ring you anytime at night took so much pressure off us. When we rang you were straight out and so helpful and kind. Words just cannot express how thankful we are to you. Keep this going as this has made a massive difference to us. We will never forget the help and kindness you gave to our family."

"Amazing service. Staff were unbelievable and wonderful at the worst time. Very empathetic and understanding. We feel without this service it would have been much more difficult. More funding required so you can give other people the help that you gave us. A massive thank you to you all."

"Without Treetops and Roaming we would've been unable to nurse my mother-in-law at home at her end of life where she was desperate to be. Fantastic, supportive, and always here for the entire family too. So very grateful to all the amazing staff who made our difficult time so much easier to deal with. Kindness and hugs for all who needed. Just knew what to say to make our lives better."

Counselling and Emotional Support Service

All clients who finish receiving support during the year from the Counselling and Emotional Support Services are asked to complete an evaluation of their experience.

Achievements and performance (continued)

Counselling and Emotional Support Service

All clients who finish receiving support during the year from the Counselling and Emotional Support Services are asked to complete an evaluation of their experience.

Adult Bereavement

122 evaluation forms were sent out and 50 forms were returned (41%). This is a decrease from last years return of 55%.

- 96% said that the support they received had been helpful in their experience of bereavement
- 99% said they were satisfied with how quickly the service was provided. This is positive considering the high demand for counselling support and the longer waiting times that have resulted following the DIY SOS big build.
- 96% said that they had the right number of sessions.
- Only 2% this year said they felt they did not have enough sessions.
- 100% said that they were happy with the service provided

100% said they would recommend the service to other people

Quotes from evaluations, 2023-2024 Bereaved Adults

"The counselling I received was everything I needed at that point in my life. It taught me how to listen to my body and what I need rather than pushing myself."

"I can't thank S enough for supporting me through the most difficult time of my life. He was kind, caring, compassionate and empathetic. It's hard to put into words how he helped me and the difference he made, but what I do know is the journey I have made to acceptance and processing my loss and the raw pain of grief has been helped with his guidance. He has a true gift as a counsellor and I feel very privileged to have received his support."

"T was absolutely fantastic. Gave me a great platform to work through things."

"K is a credit to yourselves; I was referred to yourselves by my mum and sister who both received help from yourselves and I can honestly say it has been a godsend."

"I feel having someone listen to me. Who did not know me helped".

"The support I received came at just the right time for me. From assessment, through to treatment, the service I have received has been fantastic!"

"S was a lovely friendly caring person I could talk problems through with."

"On both occasions I have used Treetops I have been amazed at how quickly it works. Compared to mainstream counselling which my wife had you are in a different league"

"J has been instrumental in helping me deal with the passing of my Mum. I don't think I would've coped anywhere as well as I have if it weren't for her support."

Achievements and performance (continued)

"My counsellor provide support and helped me through some difficult months. It was good to be able to talk with someone outside my family and friend's network. J taught me coping strategies to get through the months after my Mum passed away. She helped give me my confidence back and saw me through a difficult first Christmas without Mum."

Parents/Carers of Bereaved Children

43 evaluation forms were sent out of which 11 were returned (26%):

The period of the DIY SOS Big Build saw a significant disruption to the service which impacted upon waiting times. Demand for the service has also grown considerably and as a result we are operating a waiting list in order to manage capacity. Therefore, children can be waiting longer to access the service.

- 100% were happy or very happy with the speed of response to the referral. This is reassuring considering the demand for the service and the waiting list system.
- 100% reported a decrease in their level of concern about their child after the period of counselling support had finished
- 83% were happy or very happy with the extent to which the support had addressed their child's bereavement needs
- 82% were happy or very happy with the number of sessions/length of support their child received
- 100% would recommend the service to other people

Quotes from evaluations, 2023-2024, Parents/Carers of Bereaved Children

"My daughter's time with P has been a tremendous help, even after 1 session she wanted the next session to come round. Absolutely amazing support and my daughter was sad to see it end, and extremely happy to be told she was welcome back in the future. Thankyou"

"I would just like to say thank you so much to everyone especially J. She has really helped my son to be the happy little boy he was before. Thank you so much"

"N's needs are complex, and he doesn't respond to loss as a neurotypical person might, but I'm very glad that he had the opportunity to experience these therapy sessions."

"R's whole demeanour changed gradually week after week, I saw her grow more independent and self-confident. I had to hold her hand for the first couple of weeks and by the end she was happy to walk without it. I have also seen an improvement in her behaviour, she is less irritable and more settled in general. Thank you"

"We are so grateful that this service has been available to us, and for children to have the opportunity to have trained professionals help them through bereavement, it has helped us so much. The hospice and counselling services are set in such beautiful natural surroundings that are also open for locals to walk around, there is a lovely feeling of peace and tranquillity as you walk around or even sit in the waiting area. Very Comforting indeed. Thank you to all who have given their time and love to help others."

Achievements and performance (continued)

Children/Young People

48 evaluation forms were sent out of which 18 were returned (17%):

- 100% were happy or very happy with the number of sessions they had
- 100% said the sessions had been helpful or very helpful
- 100% said they would recommend the service to other people

Quotes from evaluations, 2023/24 Bereaved Children/Young People

"They made me be able to talk to other people without getting anxious and they made me be able to do things that I would have never been able to do before and they made my confidence levels go up".

"I enjoyed my time at Treetops."

"Very friendly and kind"

"J has really helped me, and I am now happy again and can think of my great gran and not always get upset"

"I felt comfortable."

Life-limiting Illness Counselling

8 evaluation forms were sent out and 3 were returned (38%). The LLI work represents only a small part of our overall service delivery. The return rate could be a reflection of the health needs of these clients.

- 100% said the support they had received was helpful
- 100% were happy or very happy with the speed of response of the service
- 100% said the number of sessions provided was just right
- 100% said they would recommend the service to others

Complementary Therapy

21 evaluation forms were sent out and 15 (71%) were returned

- 100% felt the information received about their therapy was helpful
- 100% were satisfied with how quickly a service was provided
- 100% were satisfied with the service provided
- 100% said they would recommend the service to others

Quotes from evaluations, 2023-24 Complementary Therapy

"Very helpful in relieving my anxiety, caused initially by bereavement, then by an enforced return to work. Provided me with 'tools' to help with ongoing anxieties."

"The reflexology helped with stress and anxiety it helped me to relax and let it go. It will be something I will look to continue."

"Nice to be pampered & relax."

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

"Helped with my sleep pattern & help alleviate anxiety. Also gave me coping strategies & tools to help manage."

"Helped with relieving upper body tension immensely."

"The service was brilliant for a holistic approach to my treatment. I've been carrying tension in my back, shoulders and head for some time and it has really helped to ease that. J was professional and empathic throughout - she really helped me!"

"Helped to relax and calm my anxiety while struggling in difficult times, some time to be able to think of myself."

"A was lovely super friendly, showed me things to do at home to keep me relaxed listened to my needs and really supported me."

What our staff say about the organisation

The results of this year's Employee Engagement Survey were pleasing, 136 staff from Treetops Hospice took the survey – an 86% response rate:

Treetops Highest 5 Engagement Factors

- 99% agreed with the statement - If a friend or relative needed treatment I would be happy with the standard of care provided by this hospice
- 98% responded yes to the statement - I am proud to work for this charity
- 98% selected the statement - I believe in the aims of this charity
- 93% selected the statement - I feel like I am making a difference
- 92% said that they enjoyed the work they do

Factors that resulted in high Employee Engagement are flexible working, work life balance, camaraderie, helping others, making a difference, being supported, being respected and our beautiful surroundings.

Factors that require further development are communication, at all levels, but in particular interdepartmental communication, pay, return to regular meetings, workspace, the best use of supporters' time/money and work-related stress.

Towards improving communication, a staff conference was planned and delivered. All employees were invited and the majority attended; it was an informative and enjoyable day for everyone.

Another huge boost to employee and volunteer engagement was the DIY SOS Big Build project. Staff and volunteers who assisted, were caught up in the buzz and excitement of the build and were eager to play their part.

Treetops' Foundation Course has been reintroduced in a new two day format for new employees and volunteers; volunteer services was restructured to allow more focused support for retail, reception and campus volunteers and work on wellbeing at work continues.

Achievements and performance (continued)

Complaints and Compliments

Complaints

During 2023/24, we received four clinical service complaints. All incidents were investigated, documented and action taken as required. Feedback on the outcome and action was provided to the complainant. Actions taken in response included staff retraining on medication administration and management, communication skills, policy review and procedural updates.

Compliments

In addition to the positive evaluations of our services, we receive many emails, Facebook comments and individual cards and letters of thanks to our full range of services during the year.

We do not at present have a comprehensive way to capture and log all this feedback.

Patient Safety Indicators

Patient safety as ever is paramount to our services and all incidents are reported and logged. We ensure that every incident is reviewed, and assessed, relevant risk assessments are completed and any wider implications are considered. Where necessary this results in policy and training updates as identified.

The Health and Safety Committee meets quarterly and is made up of staff and trustees. They receive departmental reports and review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During 2023/24, there were 67 clinical incidents recorded in total.

- 7 Safeguarding
- 8 Medication administration
- 11 Staff welfare
- 2 GDPR
- 14 Unrelated clinical incidents
- 1 Unsafe discharge
- 2 Patient falls
- 21 IT connectivity issues
- 1 Clinical documentation

Incidents relating to medication administration highlighted procedural issues due to a lack of access to MAR sheets and inaccurate documentation across provider systems. As a result, a decision was taken to stop HCA medication administration until a complete review of the policy and procedure had been undertaken. This has resulted in new medication management procedures being implemented and staff retraining.

Connectivity issues continue to be a challenge for the clinical team and as yet, there are no clear solutions identified for this.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance (continued)

All incidents were fully investigated, and any action taken documented and reported to the Clinical Sub Group of the board of Trustees, along with the Derby and Derbyshire Clinical Commissioning Group. No other trends were identified across the reported incidents.

a) Investment Policy and Performance

During 2015 the Board of Trustees decided that due to the low interest rates, it was the appropriate time to move some of our reserves from interest bearing accounts to be managed by investment brokers. However during 2023/24, due to rising interest rates available for savings accounts, and an subpar performance with the investment portfolio, the decision was taken to close the portfolio and transfer all funds to savings accounts instead.

This means that at the end of the financial year, the only investments are £10,000 invested in Treetops Funding Limited and £1,000 in Treetops Retail Limited.

Financial Review

a) Going Concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

The longer-term financial position of the Hospice is reviewed on a regular basis by Trustees at the Finance & Income Generation quarterly sub-committee meetings. Whilst the short-term forecasting currently projects a deficit position for 2-3 years, the Trustees are confident that plans and investments being made now will result in an improved financial situation in the medium to long term, and therefore have no issues with going concern

b) Results for the year

The Charity's gross income rose from £4,252,654 to £5,458,732, an increase of £1,206,078. Gross costs increased from £4,770,455 to £5,192,558, an increase of 8.12%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2024 of £5,463,015 (2023: £5,196,841) of which £45,263 (2023:£77,462) are restricted funds, £2,759,706 (2023: £3,036,276) are unrestricted funds and £2,658,046 (2023: £2,083,103) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

In 2003, Treetops Retail Limited was created for the Retail shops and catering operation. From 1 April 2018 onwards, the Retail shops were transferred over to Treetops Hospice Trust to ensure Gift Aid claims were correctly dealt with and did not leave the subsidiary company insolvent. Treetops Retail Limited now only contains the catering operation and is part of the VAT registered group with Treetops Hospice Trust.

The Charity's wholly owned trading subsidiaries carry out non-charitable trading activities for the Charity.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Financial review (continued)

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover fell from £715,355 to £701,968 (1.9%), profit decrease from £443,162 to £441,341 (<0.01%). Membership levels were over 13,400 active members by the year end, although it is anticipated this number may stagnate into 2024/25 due to economic pressures from the on-going cost of living crisis. A strategy is in place to encourage these numbers to grow.

Retail Company

Treetops Retail Limited made an operating loss of £nil compared to a loss of £8,400 for 2022/23. These accounts cover the financial position of the catering outlets only which are currently not trading due to uncertainty following the Covid pandemic. It is not currently known if or when trading will resume.

Fundraising

Legacy income has experienced an increase in income rising from £283,406 to £444,031. This increase was expected due to the notification of a larger, one-off donations. The legacy strategy implemented a few years ago is still in place and showing signs of keeping legacy donations at a strong level.

c) Principal risks and uncertainties

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, which are reviewed every six months and appropriate mitigating action is taken accordingly.

The most recent review showed that the highest risks as:

- Loss of Key Staff
- Failure of generate sufficient income
- Increased operating costs
- Loss or reduction of Lottery income

d) Reserves policy

The Board of Trustees regularly review the level of reserves to ensure that fund levels are appropriate for the current activities and long term aims, should they need to be called upon. The Reserves Policy forms part of our Finance Policies and can be provided upon request.

The most recent review has highlighted that a different approach would be a more suitable way of establishing a fair reserves level. This would take into account the changes arising from the updated Organisational Strategy, and reflect the additional strains from the current economic climate and high inflationary impacts. The chosen approach is therefore to establish the financial obligation on the organisation in three different scenarios – ceasing to trade, six months trading costs (excluding Income Generation) and providing for any forecast deficits over the next four financial years. Once these figures are established, the Board will then use these amounts to determine a suitable Reserves range that ensures the financial stability of the organisation, whilst ensuring it can deliver on its charitable aims and purposes.

At the last review, this methodology produced a Free Reserves range of £1.3m - £1.6m. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the organisation to discharge its obligations and long-term plans.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

a) Constitution

Treetops Hospice is a registered charity and company limited by guarantee without share capital and was set up on 20 March 1984 under the name Draycott Hospice Association. The name of the company was changed to Treetops Hospice Trust on 21 June 1993. The charity's governing document is its Memorandum and Articles of Association (last amended on 24 November 2008), which restrict the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

b) Method of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

c) Policies adopted for the induction and training of Trustees

The Board agreed a written structure for the induction of new Trustees, and a code of conduct for Trustees and the Chief Executive. Trustee induction is managed by the Chief Executive and the Company Secretary and includes written information on the following topics:

- The legal status of the charity and governance
- The structure and staffing of the organisation
- Finance information
- Policies and strategy
- Professional advisers

All new Trustees will spend time with the Chair of the Board and the Chief Executive at an early stage. The charity subscribes to Governance a journal for Trustees. All Trustees receive individual copies and a copy is held in the general office and Trustees are given information on relevant training courses.

d) Pay policy for senior staff

It is the policy of the Board of Trustees to remunerate the Senior Leadership Team (SLT) in line with market forces and pay an acceptable salary that in general is in line with the charity sector and specifically hospices, which will attract and keep quality staff.

The SLT are only awarded pay increases in line with the cost of living annual award given to all staff and will not receive and other financial recognition. The cost of living increase is discussed by the Board of Trustees annually and is awarded in line with the charity's performance, affordability and external indicators, such as the cost of living index.

e) Organisational structure and decision making

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustees, a third of which are elected annually by the members of the Company. To assist the Board in discharging its responsibilities, it receives regular reports on some aspects of its principle functions from the Finance and Income Generation and the Clinical

Structure, governance and management (continued)

sub committees. These committees consist of members of the Board of Trustees and senior members of staff. The Finance and Income Generation sub committee meet to review the financial activity every quarter, as do the Clinical sub committee who monitor clinical services. The Board also meets quarterly with additional meetings as required.

The Chief Executive, who leads the SLT, 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.

g) Risk management

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, these are reviewed every six months and appropriate mitigating action is taken accordingly. The Health and Safety committee continue to ensure that all relevant issues are considered and addressed at departmental level and the Health and Safety Responsible Person prepares quarterly Health and Safety reports for the Board.

Plans for future periods

Last year was the first full year of normal operations, however, clinical services were disrupted during September due to the BBC Children in Need DIY SOS Big Build and this is reflected in the activity figures. Although this was a wonderful opportunity and gift to the charity it also created operational challenges for clinical services and a noticeable increase in demand, especially counselling and emotional support.

The charity still faces the challenge of financial sustainability due to the very difficult economic climate. Statutory funding remains static whilst opportunities to generate income via public support continue to be hard. As a result, the charity enters another year with a deficit budget.

These economic parameters will again limit the scope for development within Clinical Services in order that we remain within budget and financially sustainable.

All operational procedures continue to be monitored for quality alongside assurance that they remain value for money. We will look at growth where an opportunity presents itself, such as via the support of grant and trust income or through charging, such as within education. Equally, we will need to consider service restructuring, reform or even reduction if productivity and economic value dictate.

Staff recruitment, retention and investment continue to be a priority for this year as maintaining our workforce is fundamental to the quality and capacity of our services. The workforce market continues to be challenging with Agenda for Change being the driving factor on salary. Historically the hospice has opted not to adopt the Agenda for Change salary structure in full, choosing instead to map closely to pay levels. This may well need further review this year if recruitment continues to be a challenge.

Treetops endeavours to attract staff by ensuring that it can offer terms and conditions that are appealing and adaptable alongside robust education, training and staff wellbeing.

Plans for future periods (continued)

Clinical data collection, analysis and interpretation

Over this last year we have continued to evaluate and refine our use of SystmOne improving the way that it supports clinical practice and care delivery ensuring it is structured robustly and logically. We now have firm foundations on which to extract accurate clinical data and this is enabling us to review our service delivery, quality and value for money in ways not previously available to us.

This coming year, we aim to undertake a detailed review of each clinical service and identify ways in which the data can help inform future planning and service development. This seems especially pertinent now that we have established the new normal following the disruption of the pandemic years.

We will do this by:

- Reviewing local population data in line with national data for End of Life Care
- Reviewing operational data to identify trends and spot opportunities for development and growth.
- Identify service needs for underrepresented communities in the catchment area by evaluating our activity data alongside local data intelligence
- Working in collaboration with the ICB and other providers to generate compelling cases for support and ensure alignment with strategic direction
- Seeking ways to achieve financial efficiencies without compromising on clinical quality

Our data and intelligence tells us that we are still underperforming as an organisation in addressing equality, diversity and inclusion. We will continue to build on the engagement work undertaken by establishing links and engaging in conversations with a variety of community networks with the aim of building collaboration.

Community Provision and Support

Activity data collected across our services shows a continuing growing demand for hospice services delivered directly in the community. Whilst service provision on the campus site will still be a mainstay of our clinical care community-based care is in line with the aspirations of the charity and the strategic direction for the next five years.

The charity is however aware that it cannot address the palliative and end-of-life needs of the population we serve just through the provision of direct clinical services provided by the charity.

As a result, we plan this next year to look at how we can further develop collaborative models of working, sharing knowledge, expertise and resources. We have already seen success with the development of the Huntington's and MND collaborative support groups within Wellbeing and the Care Home Development and Support programme. These small-scale developments highlight the impact that collaborative working can have when developed effectively.

We are keen to see how we can share our knowledge whilst learning from others in order to capitalise on opportunities to support more individuals living with life-limiting illness, at end of life and also the bereaved in culturally sensitive and diverse ways. Alignment with the local Primary Care Networks will underpin this work along with closer working with acute sector colleagues.

This may result in the redistribution of some resources within existing services as we develop this style of working.

Plans for future periods (continued)

Education

Ensuring access to education is crucial for staff across the Palliative and End of Life Care sector in order to provide adequate care to the population. Professor Chris Whitty, at the Hospice UK National Conference in 2023, highlighted the need to enhance the skills of generalist staff across the healthcare and social care sectors. He urged the hospice sector, which specializes in palliative and end of life care, to share their knowledge and expertise with healthcare providers working in different fields.

We currently face a challenge to recruit, develop and retain sufficient staff to maintain our own workforce. We are fighting in a competitive market and securing sufficient staff with prior palliative care experience is challenging at best and impossible at worst. The question for any potential future Treetops employee is what makes us an appealing employer above other providers. Maintaining competitive on salaries is financially challenging so finding alternative ways to engage with future staff has to be underpinned by education and reputation in order to stand out more effectively from the crowd.

Underpinning the delivery of good end of life care is the ability to recognise a deteriorating patient, a general knowledge of palliative care and perhaps most importantly the essential skill of communication between clinician and patient. Understanding human interaction is the means by which we do things with and to one another, and to how we create, maintain, and shape relationships.

For many years the Treetops internal education programme has been centred around developing skills and task-based knowledge within our own workforce, addressing day-to-day competencies. We have failed over the years to recognise the value of our collective specialist knowledge, and as a result, we have never capitalized on our potential to share our knowledge both internally and outside our own team.

Over more recent years the Counselling and Emotional Support Team have grown a robust programme of trauma-based training which is highly regarded in its field and there has been steadily growing demand for these sessions. Our successful student counsellor programme acts as a supply chain for future counselling staff.

Over the past two years we have been able to be part of an exciting opportunity collaborating with staff at University Hospital Derby and Burton, and Loughborough University developing a comprehensive programme of communication skills training delivered across Derbyshire and beyond. In addition our teams have collaborated together developing and delivering a number of competency-based education sessions supporting essential to role competency criteria. These are in line with national objectives for workforce education and development and have proved popular with those accessing the education sessions. Our aspiration is to grow this collaboration in order to support the development of an academy model creating the workforce of the future for both Treetops and the wider community so replicating the success of the model developed by our Counselling and Emotional Support Team. From these fledgling foundations the potential for further growth is becoming apparent.

As a result, there is a need for new thinking, strong leadership and innovative delivery.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Plans for future periods (continued)

Over the coming year we plan to

- Grow our reputation as a centre of excellence for communication skills training and trauma informed work in counselling and emotional support.
- Raise income through education delivery but also via grant and research-based activity associated with education to support education delivery infrastructure.
- Support the development of our own future workforce by developing a robust model of education delivery based on the concept of an academy and capitalising on the apprentice model.
- Support our wider community through the provision of education to the generalist in order to improve the standards of care delivered.
- Become the main provider of advance communication skills training for Derbyshire and beyond, with the potential to expand across a wider area as opportunities arise.

Information on Fundraising Practices

All staff and volunteers read the Treetops Hospice Trust policies on fundraising as part of their induction. All outside agencies are registered with appropriate regulatory bodies and sign agreements with Treetops Hospice Trust regarding policies on fundraising and General Data Protection Regulation compliance.

Staff and volunteers attend training sessions on specific aspects of fundraising e.g. collections, and are given the Fundraising Regulators Code of Fundraising Practice for that particular activity.

Breach of any of the policies is dealt with by the Head of Community Relationships, Head of Retail or Volunteers Services in line with the Treetops Hospice Trust volunteer procedures. Any breach by a paid fundraiser would be handled through the Treetops Hospice Disciplinary Policy and Procedure. Treetops Hospice also has a clear Gift Policy on accepting or abusing position for receiving money/gifts.

If Treetops Hospice Trust is notified of third party fundraising events, any person from a group or any individual holding that event, informs us to ensure that we are aware of the event's details, they are compliant, and that the money is received after the event. This is monitored by the Community Relationships team.

Treetops Hospice Trust's income generation department organises fundraising events and co-ordinates the activities of our supporters both in the Hospice and in the wider community on behalf of the charity. The department has signed up to the Fundraising Regulator's Code of Fundraising Practice, and the organisation as a whole adheres to the General Data Protection Regulations.

All direct marketing is undertaken by the Income Generation and Marketing departments to ensure that it is not unreasonably intrusive or persistent. All marketing material contains clear instructions on how a person can be removed from mailing lists, as do all letters of thanks.

Treetops Hospice Lottery does use third party canvassing companies to recruit members of the Lottery. Data Protection Agreements are in place with those companies, which confirms that they adhere to the Fundraising Regulator's Code of Fundraising Practice and the General Data Protection Regulations.

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

This year sees the current three-year strategy come to an end. Reflection on our aspirations shows a record of success in delivering on many aspects whilst recognising the challenges created by the pandemic and cost of living crisis.

As outlined demand for our Hospice services are ever-growing, and it is unfeasible to think that Treetops as a provider can ever grow both physically and financially to a sustainable level that meets this demand for our services. As such our challenge is to think differently and grasp the opportunity to meet rising needs by supporting the knowledge growth and skill level of others working with individuals and supporting families through education provision.

Treetops will work with the trustees over the coming year to review the strategy for the next 5 years creating a renewed direction of travel with some ambitious plans fit for the next five years.

d. Activities for achieving objectives

These objectives are met through the provision of care services as follows:

- Wellbeing Provision:
 - Wellbeing Days with Activity Programmes
 - Wellbeing at Home
 - Out-Patient Clinic
 - Drop-In Café
- Support and Information
 - Carer Support and Signposting
 - Therapeutic Services
- Pre and Post Bereavement Support
 - Complementary Therapy
- Hospice at Home
- Roaming Nurse Service
- Education
- Compassionate Communities

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2024

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Group and the 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 Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

In approving the Trustees' report, we also approve the Strategic report included therein, in our capacity as company directors.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Colin Glynn

.....
Mr C Glynn

Date: 10/14/2024 17:44 UTC

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST

Opinion

We have audited the financial statements of Treetops Hospice Trust ('the charitable group') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and Statement of Cashflows and notes to the financial statement, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 2024, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the financial statements. 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 there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' 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, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 16, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

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

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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:

Based on our understanding of the charitable company and the industry in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to the acts by the charitable company, which were contrary to applicable laws and regulations including fraud, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks were related to stock valuation and legacy income.

Audit procedures performed by the engagement team included:

- reviewing the systems, controls and procedures of the charity relevant to the preparation of the financial statements to ensure these were in place throughout the year;
- evaluating management's controls designed to prevent and detect irregularities;
- review of the financial statement disclosures to underlying supporting documentation;
- review of correspondence with and reports to the regulators, including correspondence with the Charity Commission;
- enquiries of management in so far as they related to the financial statements;
- testing of journals in particular journal entries posted by unusual users, postings with unusual descriptions, postings with unusual times and dates and postings with unusual and material amounts;
- evaluating whether there was evidence of bias by the trustees that represented a risk of material misstatement due to fraud;
- challenging assumptions and judgements made by management in their critical accounting estimates;
- reviewing legacies to ensure income is being recognised in line with the relevant performance obligations and correctly classified in line with the applicable financial reporting standards; and
- reviewing and testing stock values pre and post year end to ensure stock is correctly stated.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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 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

David Allum

.....
David Allum (Senior statutory auditor)

for and on behalf of

UHY Hacker Young LLP
Chartered Accountants
Statutory Auditor
14 Park Row
Nottingham
NG1 6GR

Date: 10/29/2024 19:13 UTC

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and legacies	4	1,851,808	2,681	1,854,489	1,008,819
Charitable activities	6	1,092,471	-	1,092,471	917,221
Other trading activities	7	2,467,948	-	2,467,948	2,265,121
Investments	8	61,785	-	61,785	38,993
Other income	9	(17,961)	-	(17,961)	22,500
Total income		5,456,051	2,681	5,458,732	4,252,654
Expenditure on:					
Raising funds:					
Voluntary income	10	582,652	-	582,652	403,995
Fundraising trading	11	1,757,816	-	1,757,816	1,600,522
Charitable activities	12	2,817,210	34,880	2,852,090	2,765,938
Total expenditure		5,157,678	34,880	5,192,558	4,770,455
Net (expenditure)/income before net (losses)/gains on investments		298,373	(32,199)	266,174	(517,801)
Net (losses)/gains on investments	17	-	-	-	(27,935)
Net (expenditure)/income before taxation		298,373	(32,199)	266,174	(545,736)
Taxation		-	-	-	(8,245)
Net (expenditure)/income after taxation		298,373	(32,199)	266,174	(553,981)
Transfers between funds	21		-	-	-
Net movement in funds		298,373	(32,199)	266,174	(553,981)
Reconciliation of funds:					
Total funds brought forward		5,119,379	77,462	5,196,841	5,750,822
Net movement in funds		298,373	(32,199)	266,174	(553,981)
Total funds carried forward		5,417,752	45,263	5,463,015	5,196,841

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

**CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE
ACCOUNT) (CONTINUED)**
FOR THE YEAR ENDED 31 MARCH 2024

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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	16	2,658,046	2,083,103
Investments	17	-	578,290
		<u>2,658,046</u>	<u>2,661,393</u>
Current assets			
Stocks	18	103,941	129,315
Debtors	19	241,438	322,451
Cash at bank and in hand		2,758,357	2,454,177
		<u>2,804,969</u>	<u>2,535,448</u>
Creditors: amounts falling due within one year	20	(298,767)	(370,495)
		<u>2,804,969</u>	<u>2,535,448</u>
Net current assets		2,804,969	2,535,448
Total assets less current liabilities		<u>5,463,015</u>	<u>5,196,841</u>
Total net assets		<u>5,463,015</u>	<u>5,196,841</u>
Charity funds			
Restricted funds	21	45,263	77,462
Unrestricted funds			
Designated funds	21	2,658,046	2,083,103
General funds	21	2,759,706	3,036,276
		<u>5,417,752</u>	<u>5,119,379</u>
Unrestricted funds	21	5,417,752	5,119,379
Total funds		<u>5,463,015</u>	<u>5,196,841</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

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:

Colin Glynn

Mr C Glynn

Date: 10/14/2024 17:44 UTC

The notes on pages 44 to 71 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET
AS AT 31 MARCH 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	16	2,658,046	2,083,103
Investments	17	-	589,290
		<u>2,658,046</u>	<u>2,672,393</u>
Current assets			
Stocks	18	103,941	129,315
Debtors	19	373,691	505,859
Cash at bank and in hand		2,529,659	2,047,846
		<u>2,997,291</u>	<u>2,683,020</u>
Creditors: amounts falling due within one year	20	(688,509)	(644,759)
		<u>2,318,782</u>	<u>2,038,261</u>
Net current assets		<u>2,318,782</u>	<u>2,038,261</u>
Total assets less current liabilities		<u>4,976,828</u>	<u>4,710,654</u>
Total net assets		<u><u>4,976,828</u></u>	<u><u>4,710,654</u></u>
Charity funds			
Restricted funds	21	45,263	77,462
Unrestricted funds			
Designated funds	21	2,658,046	2,083,103
General funds	21	2,273,519	2,550,089
		<u>4,931,565</u>	<u>4,633,192</u>
Unrestricted funds	21	4,931,565	4,633,192
Total funds		<u><u>4,976,828</u></u>	<u><u>4,710,654</u></u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2024

The 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. The Company's net movement in funds for the year was £(266,174) (2023 - £615,601).

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:

Colin Glynn

Mr C Glynn

Date: 10/14/2024 17:44 UTC

The notes on pages 45 to 72 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	24	(199,892)	(84,439)
Cash flows from investing activities			
Dividends and interest from investments		-	38,993
Purchase of tangible fixed assets		(63,676)	(115,600)
Proceeds from sale of investments		572,003	175,597
Purchase of investments		(26,641)	(241,198)
Proceeds from disposal of tangible fixed assets		3,990	-
Taxes paid		(8,245)	-
Net cash used in investing activities		477,431	(142,208)
Change in cash and cash equivalents in the year		277,539	(226,647)
Cash and cash equivalents at the beginning of the year	25	2,480,818	2,707,465
Cash and cash equivalents at the end of the year		2,758,357	2,480,818

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

1. General information

The company is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The consolidated statement of financial activities (SOFA) and consolidated balance sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The 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.

The financial statements are prepared on the 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 £1.

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

2.2 Going concern

The Trustees have considered the impact of the current economic situation, such as high inflation and cost of living increases. They have prepared forecasts of income and expenditure, and cash flow for the period up to 31 March 2025 and ensure that these are updated on a quarterly basis for review, as well as allowing for stress-testing differing financial circumstances over that period.

The trustees are confident that these forecasts show there are sufficient reserves and cash to be able to continue for the foreseeable future. They will continue to monitor the impact on income and take appropriate action as necessary.

The trustees therefore continue to adopt the going concern basis of preparation for these financial statements.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

2. Accounting policies (continued)

2.3 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charitable company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate (usually grant of probate). Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charitable company, can be reliably measured.

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.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the charitable company's accounting policies.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the charitable company which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

2. Accounting policies (continued)

2.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charitable company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

The charitable company 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 charitable company 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.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more 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% straight line
Motor vehicles	- 25% straight line
Fixtures and fittings	- 25% straight line
Office equipment	- 25% straight line

Assets under construction are not depreciated as they are not yet operational within the business.

2. Accounting policies (continued)

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the consolidated statement of financial activities.

Investments in subsidiaries are valued at cost less provision for impairment.

2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

Donated items of stock for resale are not included in the financial statements until they are sold as the Trustees 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.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities 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 group 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the consolidated statement of financial activities as a finance cost.

2. Accounting policies (continued)

2.13 Financial instruments

The group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight-line basis over the lease term.

2.15 Pensions

The charitable company contributes to individuals' defined contribution pension schemes. Contributions are charged to the SOFA in the year they are payable.

2.16 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 Group 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.

Investment income, gains and losses are allocated to the appropriate fund.

2.17 Employee benefits

When employees have rendered service to the charitable company, 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.

2.18 Agency arrangements

The charity acts as an agent in distributing funds in relation to the End Of Life Toolkit Project. Payments are received from NHS Nottingham & Nottinghamshire ICB and Derbyshire Community Health Services. Subsequent distributions are made to other NHS ICBs.

The funds are excluded from the statement of financial activities as the charity does not have control over the charitable application of funds. The funds received and paid, and any balances held are disclosed in note 28.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

3. 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 group makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no 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. The charity has valued the addition of the Saplings building and fixtures and fittings held within the building, using a best estimate judgement. The building has been based on the valuation provided by an external valuation entity and the internal fixtures based on expected market value of the assets.

4. Income from donations and legacies

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
<i>Donations</i>				
Donations and sponsorship	278,096	671	278,767	296,548
Gift aid	113,802	-	113,802	104,570
Income from charitable trusts (note 5)	53,351	-	53,351	43,815
Income from other clubs and organisations	265,768	-	265,768	216,429
Saplings Building	652,000	-	652,000	-
<i>Grants</i>				
Hospice UK	-	-	-	4,263
BBC Children in Need	25,244	2,010	27,254	17,092
NHS Charity fund	19,516	-	19,516	42,696
Legacies and bequests	444,031	-	444,031	283,406
	<u>1,851,808</u>	<u>2,681</u>	<u>1,854,489</u>	<u>1,008,819</u>
Total 2023	<u>910,887</u>	<u>97,932</u>	<u>1,008,819</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

5. Charitable trusts

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2023 £
Albert Hunt Trust	15,000	-	20,000
Ardwick Trust	200	-	200
ASDA Foundation	-	-	400
Boots Charitable Trust	-	-	500
Cecil Rosen Foundation	500	-	500
Children in Need	670	-	665
Cumberland Trust	375	-	250
Institute of Our Lady of Mercy	1,000	-	1,000
Making a Difference Local	-	-	250
SSP Foundation	-	-	500
The Hudson Charitable Trust	200	-	300
The Mary Robertson Trust	2,000	-	3,000
The PwC Foundation	-	-	250
The Sir John Eastwood Foundation	2,000	-	2,000
Thomas J Thorne Memorial Trust	7,000	-	14,000
The Orr Macintosh Foundation	6,000	-	-
The Paget Trust	1,000	-	-
Hiscox Foundation UK	2,500	-	-
TYI Giveback Community Fund	5,000	-	-
The Adam Berry Foundation	4,000	-	-
Reuben Foundation	250	-	-
AW Lymm Centenary Foundation	656	-	-
The Fifty Fund	1,000	-	-
The Sawley Charities	750	-	-
Masonic Charitable Trust	250	-	-
The Grace Trust	3,000	-	-
	<u>53,351</u>	<u>-</u>	<u>43,815</u>
Total 2023	<u>43,815</u>	<u>-</u>	<u>43,815</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

6. Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Derby & Derbyshire CCG	984,196	-	984,196	879,748
Nottingham County Teaching CCG	6,029	-	6,029	16,755
Education	86,508	-	86,508	8,105
Meals and refreshments	3,637	-	3,637	1,556
Miscellaneous	12,101	-	12,101	11,057
	<u>1,092,471</u>	<u>-</u>	<u>1,092,471</u>	<u>917,221</u>
Total 2023	<u>904,016</u>	<u>13,205</u>	<u>917,221</u>	

7. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Shop sales	1,544,987	1,544,987	1,549,767
Hospice lottery income	922,961	922,961	715,354
Catering income	-	-	-
	<u>2,467,948</u>	<u>2,467,948</u>	<u>2,265,121</u>
Total 2023	<u>2,265,121</u>	<u>2,265,121</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

8. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Bank interest	61,785	61,785	27,864
Listed investments income	-	-	11,129
	<u>61,785</u>	<u>61,785</u>	<u>38,993</u>
Total 2023	<u>38,993</u>	<u>38,993</u>	

9. Other income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Financing income	(17,961)	(17,961)	22,500
	<u>(17,961)</u>	<u>(17,961)</u>	<u>22,500</u>
Total 2023	<u>16,409</u>	<u>16,409</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

10. Raising funds - voluntary income

	Unrestricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Direct costs - other	122,697	122,697	23,638
Direct costs - staff	459,955	459,955	373,389
Investment management fees	-	-	6,968
	<u>582,652</u>	<u>582,652</u>	<u>403,995</u>

11. Raising funds - fundraising trading

	Direct staff costs 2024 £	Direct other costs 2024 £	Total funds 2024 £	Total funds 2023 £
Hospice lottery	229,797	265,870	495,666	263,948
Shops	749,072	474,149	1,223,221	1,328,174
Catering	-	38,929	38,929	8,400
	<u>978,868</u>	<u>778,948</u>	<u>1,757,816</u>	<u>1,600,522</u>
Total 2023	<u>958,849</u>	<u>641,673</u>	<u>1,600,522</u>	

Direct costs - other are those associated with providing the activity, for example, lottery prizes, shop cost of sales, depreciation and other costs. All costs are unrestricted.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

12. Cost of charitable activities

	Direct staff costs 2024 £	Direct other costs 2024 £	Support costs 2024 £	Total funds 2024 £	Total funds 2023 £
Wellbeing	442,782	30,186	330,948	803,916	620,644
Bereavement support	282,267	18,692	210,550	511,509	651,864
Complementary therapy	28,992	572	20,683	50,247	3,630
Hospice at home	763,576	30,727	555,692	1,349,995	1,377,045
Training	62,516	2,674	45,607	110,797	72,033
Governance costs (note 13)	25,626	-	-	25,626	40,722
	<u>1,605,759</u>	<u>82,851</u>	<u>1,163,480</u>	<u>2,852,090</u>	<u>2,765,938</u>
Total 2023	<u>2,060,085</u>	<u>97,497</u>	<u>608,356</u>	<u>2,765,938</u>	

Support costs outlined below have been allocated to charitable activities in proportion to the direct costs attributed to each activity.

The relevant proportions are wellbeing 28.4% (2023: 22.8%), bereavement support 18.1% (2023: 23.9%), complementary therapy 1.7% (2023: 0.1%), hospice at home 47.7% (2023: 50.5%) and training 3.9% (2023: 2.7%).

Restricted expenditure totalling £Nil (2023: £17,411) is included in the total expenditure of £2,852,090 (2023: £2,765,938).

Support costs

	2024 £	2023 £
Administration	1,100,708	396,039
Marketing	62,772	212,317
	<u>1,163,480</u>	<u>608,356</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

13. Governance costs

	2024	2023
	£	£
Direct costs - other	25,626	27,509
Direct costs - staff	-	13,213
	<u>25,626</u>	<u>40,722</u>

Other governance costs represent audit fees, legal costs and health & safety audit costs. Staff costs represent company secretarial and chief executive governance costs.

14. Net income/(expenditure)

	2024	2023
	£	£
Depreciation of tangible fixed assets - owned by the charity	119,543	104,895
Auditor's remuneration - audit	26,000	25,330
	<u>145,543</u>	<u>130,225</u>

15. Staff costs

	Group	Group	Company	Company
	2024	2023	2024	2023
	£	£	£	£
Wages and salaries	3,146,078	2,958,422	3,146,078	2,958,422
Social security costs	250,211	222,868	250,211	222,868
Contribution to defined contribution pension schemes	306,178	211,033	306,178	211,033
	<u>3,702,467</u>	<u>3,392,323</u>	<u>3,702,467</u>	<u>3,392,323</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

15. Staff costs (continued)

The average number of persons employed by the Company during the year was as follows:

	Group 2024 No.	Group 2023 No.
Direct charitable	42	43
Fundraising and publicity	54	46
Management and administration	20	21
	<hr/> 116 <hr/>	<hr/> 110 <hr/>

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
In the band £70,001 - £80,000	-	1
In the band £80,001 - £90,000	1	-

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £328,077 (2023: £399,360). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance, Director of Income Generation and Marketing, and Director of Operations and Compliance.

No Trustees were paid any remuneration during the year. One Trustee was reimbursed travel expenses of £38 during the year for their participation in volunteering in line with the charitable company's expense policy (2023: £46).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £306,178 (2023: £211,033). At the year end, contributions of £25,338 (2023: £20,197) were outstanding.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

16. Tangible fixed assets

Group and Company

	Freehold property £	Assets under construction £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation						
At 1 April 2023	2,491,062	139,700	83,099	785,006	100,003	3,598,870
Additions	593,323	-	-	122,353	-	715,676
Disposals	-	-	(21,190)	-	-	(21,190)
At 31 March 2024	3,084,385	139,700	61,909	907,359	100,003	4,293,356
Depreciation						
At 1 April 2023	719,581	-	53,456	647,687	95,043	1,515,767
Charge for the year	51,009	-	7,408	72,693	4,960	136,070
On disposals	-	-	(16,527)	-	-	(16,527)
Impairment charge	-	-	-	-	-	-
At 31 March 2024	770,590	-	44,337	720,380	100,003	1,635,310
Net book value						
At 31 March 2024	2,313,795	139,700	17,572	186,979	-	2,658,046
At 31 March 2023	1,771,481	139,700	29,643	137,319	4,960	2,083,103

The Trustees are of the opinion that the open market value of the freehold property is in excess of its carrying value. It is not considered practical to quantify this excess.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

16. Tangible fixed assets

The cost of the freehold property comprise of the buildings and grounds known as Treetops Hospice Trust.

	2024	2023
	£	£
Original costs	246,882	246,882
Improvements to freehold property	1,329,017	1,310,694
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
Saplings building	575,000	-
	<u>3,084,385</u>	<u>2,491,062</u>

17. Fixed asset investments

Group

	Listed	Total	Total
	investments	2024	2023
	£	£	£
<i>Cost or valuation</i>			
At 1 April 2023	578,290	578,290	513,983
Additions	-	-	241,198
Disposals	(578,290)	(578,290)	(175,597)
Revaluations	-	-	(27,935)
At 31 March 2024	<u>-</u>	<u>-</u>	<u>551,649</u>
Investment cash	-	-	26,641
At 31 March 2023	<u>-</u>	<u>-</u>	<u>578,290</u>
Historical cost	<u>-</u>	<u>-</u>	<u>595,279</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

17. Fixed asset investments (continued)

Company

	Investment in subsidiary £	Listed investments £	Total 2024 £	Total 2023 £
<i>Cost or valuation</i>				
At 1 April 2023	11,000	551,649	562,649	524,983
Additions	-	-	-	241,198
Disposals	-	(551,649)	(551,649)	(175,597)
Revaluations	-	-	-	(27,935)
At 31 March 2024	<u>11,000</u>	<u>-</u>	<u>11,000</u>	<u>562,649</u>
Investment cash	-	-	-	26,641
At 31 March 2024	<u>11,000</u>	<u>-</u>	<u>11,000</u>	<u>589,290</u>
Historical cost	-	-	-	595,279

The investment in listed securities represents a portfolio investment that was held by Rathbones Investment Management Ltd. All listed investments have been disposed of in the year ended 31 March 2024.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Company:

Names	Class of shares	Holding	Included in consolidation
Treetops Retail Limited	Ordinary	100%	Yes
Treetops Funding Limited	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) for the year £	Net assets/ (liabilities) £
Treetops Retail Limited	-	-	-	(35,582)
Treetops Funding Limited	701,968	(260,626)	437,542	970,310

18. Stocks

	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Donated stock	103,941	129,315	103,941	129,315

19. Debtors

	Group 2024 £	Group 2023 £	Company 2024 £	Company 2023 £
Trade debtors	47,632	170,670	47,632	170,670
Amounts owed by group undertakings	-	-	177,445	189,129
Other debtors	(3,942)	33,045	(6,856)	29,416
Prepayments and accrued income	197,748	118,736	155,470	116,644
	241,438	322,451	373,691	505,859

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

20. Creditors: Amounts falling due within one year

	Group 2024	Group 2023	Company 2024	Company 2023
	£	£	£	£
Amounts held under agency arrangement (note 29)	109,502	140,000	109,502	140,000
Trade creditors	60,634	64,539	50,826	57,979
Amounts owed to group undertakings	-	-	472,652	342,747
Other taxation and social security	45,227	52,046	45,227	52,046
Other creditors	57,599	80,351	(6,895)	26,238
Accruals and deferred income	25,805	33,559	17,197	25,749
	298,767	370,495	688,509	644,759

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

21. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted						
Designated funds						
Fixed assets	2,083,103	652,000	(140,733)	63,676	-	2,658,046
General funds						
General funds	2,550,089	4,102,084	(4,756,319)	377,665	-	2,273,519
Treetops Funding	522,769	701,967	(260,626)	(441,341)	-	522,769
Treetops Retail	(36,582)	-	-	-	-	(36,582)
	3,036,276	4,804,051	(5,016,945)	(63,676)	-	2,759,706
Total Unrestricted funds	5,119,379	5,456,051	(5,157,678)	-	-	5,417,752
Restricted funds						
Grounds fund	12,900	671	(1,452)	-	-	12,119
Children's bereavement	8,258	2,010	(13,572)	3,527	-	223
Support and information	19,016	-	(19,016)	-	-	-
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Hospice UK Grant	4,263	-	-	-	-	4,263
Contemplation Courtyard	7,290	-	(840)	-	-	6,450
NHS Charity Fund	-	-	-	-	-	-
Roaming Nurse Car Fund	4,304	-	-	-	-	4,304
Syringe Driver Grant	-	-	-	-	-	-
Children in Need	3,527	-	-	(3,527)	-	-

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

21. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
	477,462	2,681	(34,880)	-	-	45,263
Total of funds	5,196,841	5,458,732	(5,192,558)	-	-	5,463,015

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

21. Statement of funds

Statement of funds - Prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted						
Designated funds						
Fixed assets	2,165,049	-	(197,546)	115,600	-	2,083,103
General funds						
General funds	3,115,890	3,426,162	(4,283,150)	319,122	(27,935)	2,550,089
Treetops Funding	452,749	715,355	(272,193)	(373,142)	-	522,769
Treetops Retail	(28,182)	-	(8,400)	-	-	(36,582)
	<u>3,540,457</u>	<u>4,141,517</u>	<u>(4,563,743)</u>	<u>(54,020)</u>	<u>(27,935)</u>	<u>3,036,276</u>
Total Unrestricted funds	5,705,506	4,141,517	(4,761,289)	61,580	(27,935)	5,119,379
Restricted funds						
Grounds fund	13,715	-	(815)	-	-	12,900
Children's bereavement	-	13,565	(5,307)	-	-	8,258
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Trauma fund	(9,619)	9,619	-	-	-	-
Hospice UK Grant	-	4,263	-	-	-	4,263
Contemplation Courtyard	4,300	8,881	(5,891)	-	-	7,290
NHS Charity Fund	-	42,696	-	(42,696)	-	-
Roaming Nurse Car Fund	-	25,000	-	(20,696)	-	4,304
Syringe Driver Grant	-	3,586	(5,398)	1,812	-	-
Children in Need	-	3,527	-	-	-	3,527

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

21. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
	45,316	111,137	(17,411)	(61,580)	-	77,462
<i>Total of funds</i>	<u>5,750,822</u>	<u>4,252,654</u>	<u>(4,778,700)</u>	<u>-</u>	<u>(27,935)</u>	<u>5,196,841</u>

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

21. Statement of funds (continued)

Designated Funds

Designated funds comprise the net book value of the group's unrestricted fixed assets.

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

Children's bereavement project - to pay salaries of counselling and emotional support staff who provide services to bereaved children.

Support and information - to assist in the provision of support and information.

Nationwide Compassionate Communities Project - established to engage and empower people and communities to have conversations about death, dying, bereavement and loss, ultimately enable people to share their preference and wishes about these.

Trauma - non-talking therapy for children and young people who had experienced some trauma through their bereavement.

Hospice UK - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

Contemplation Courtyard - to provide a peaceful, contemplative area surrounding our Memory Tree in which people can remember loved ones who have died.

NHS Charity Fund - to provide continued funding for the Roaming Nurse service started in 2020/21 during the pandemic.

Syringe Driver Grant - to purchase Syringe Driver equipment in order to help provide specialised training to local care homes.

Roaming Nurse Car Fund - to purchase a vehicle which can be used by the Roaming Nurse team to provide specialised overnight care.

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets. A transfer has been made between Children in Need and Children's Bereavement as they relate to the same fund. A transfer was also made between General Funds and Treetops Funding in unrestricted funds, representing the gift aid payment made from the subsidiary to the parent in the year.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

22. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	2,083,103	652,000	(140,733)	63,676	-	2,658,046
General funds	3,036,276	4,804,051	(5,016,945)	(63,676)	-	2,759,706
Restricted funds	77,462	2,681	(34,880)	-	-	45,263
	<u>5,196,841</u>	<u>5,458,732</u>	<u>(5,192,558)</u>	<u>-</u>	<u>-</u>	<u>5,463,015</u>

Summary of funds - prior year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	2,165,049	-	(197,546)	115,600	-	2,083,103
General funds	3,540,457	4,141,517	(4,563,743)	(54,020)	(27,935)	3,036,276
Restricted funds	45,316	111,137	(17,411)	(61,580)	-	77,462
	<u>5,750,822</u>	<u>4,252,654</u>	<u>(4,778,700)</u>	<u>-</u>	<u>(27,935)</u>	<u>5,196,841</u>

23. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	2,658,046	-	2,658,046
Fixed asset investments	-	-	-
Current assets	3,058,473	45,263	3,103,736
Creditors due within one year	(298,767)	-	(298,767)
Total	<u>5,417,752</u>	<u>45,263</u>	<u>5,463,015</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

23. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	2,083,103	-	2,083,103
Fixed asset investments	578,290	-	578,290
Current assets	2,828,481	77,462	2,905,943
Creditors due within one year	(370,495)	-	(370,495)
Total	5,119,379	77,462	5,196,841

24. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2024 £	Group 2023 £
Net (expenditure)/ income for the year (as per Statement of Financial Activities)	266,174	(553,981)
Adjustments for:		
Depreciation charges	116,798	104,895
Impairment charges	-	92,651
(Gains)/losses on investments	17,287	27,935
Dividends and interest from investments	(61,785)	(38,993)
(Gains)/losses on disposals of fixed assets	673	-
Movement of investments to bank	(572,003)	-
(Increase)/decrease in stocks	25,374	(30,521)
(Increase)/decrease in debtors	81,013	205,610
Increase/(decrease) in creditors	(73,423)	107,965
Net cash (used in)/ provided by operating activities	(199,892)	(84,439)

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

25. Analysis of cash and cash equivalents

	Group 2024	Group 2023
	£	£
Cash in hand	2,758,357	2,454,177
Cash held in investments	-	26,641
<i>Total cash and cash equivalents</i>	<u>2,758,357</u>	<u>2,480,818</u>

26. Analysis of changes in net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	2,454,177	304,180	2,758,357
Investment cash	26,641	(26,641)	-
	<u>2,480,818</u>	<u>277,539</u>	<u>2,758,357</u>

27. Capital commitments

	Group 2024	Group 2023	Company 2024	Company 2023
	£	£	£	£
<i>Contracted for but not provided in these financial statements</i>				
Acquisition of tangible fixed assets	-	17,550	-	17,550
	<u>-</u>	<u>17,550</u>	<u>-</u>	<u>17,550</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

28. Operating lease commitments

At 31 March 2024 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2024	Group 2023
	£	£
Not later than 1 year	200,085	163,000
Later than 1 year and not later than 5 years	638,283	557,042
Later than 5 years	250,428	285,125
	<u>1,088,796</u>	<u>1,005,167</u>

There was £241,591 (2023: £176,375) of lease payments recognised as an expense in the statement of financial activities.

29. Agency arrangements

The charity acts as an agent in distributing EOLT project funds. In the accounting period ending 31 March 2024 the charity received £109,502 (2023: £140,000) and disbursed £nil (2023: £nil) from the fund. An amount of £109,502 (2023: £140,000) is included in note 20 related to undistributed funds that are repayable to NHS Nottingham and Nottinghamshire ICB and Derbyshire Community Health Services.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

30. Related party transactions

During the year, 5 trustees made donations totalling £382 (2023: 10 trustees, £2,796). A number of trustees also donate goods to the retail shops.

Sharan Harris-Christensen is a trustee who is employed by the University of Derby. Due to work on an on going project which is expected to benefit Treetops in the future, Treetops have been contributing 25% of her salary. This amounted to £nil (2023: £13,972). There was no balance due to, or from the University of Derby at both year ends.

During the year the charity received income of £2,418,891 (2023: £3,658,858) from Treetops Funding Limited. The charity incurred expenses of £Nil (2023: £92,228) on behalf of Treetops Funding Limited and £13 (2023: £13) on behalf of Treetops Retail Limited.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £147,161 (2023: £189,129) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £883,709 (2023: £715,889) at the year end, which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £437,541 (2023: £373,142).

Between the subsidiary companies there was a balance of £74,685 (2023: £166,273) owed by Treetops Retail Limited to Treetops Funding Limited.

31. Controlling party

The company is controlled by its members. No individual member has overall control.

TREETOPS HOSPICE TRUST

England & Wales - Charity number 519540

Accounts

Registered number: 01801708
Charity number: 519540

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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TREETOPS HOSPICE TRUST
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023

Trustees

Dr R E Aldridge
Mr S Beeley
Mr C Glynn, Treasurer
Dr H Godridge (resigned 26 September 2022)
Ms S Harris-Christensen (resigned 5 June 2023)
Mrs Y Hobday (appointed 13 June 2022)
Mr R W Jones
Dr C S Kang
Ms S Khalid (appointed 26 September 2023)
Ms H Macdonald
Mr D J Millington (resigned 5 June 2023)
Mr S Mitchell
Mr A Perkins
Dr C Potts (appointed 3 July 2023)
Dr M Swanwick
Dr G Walton
Mrs C Webster (appointed 13 June 2022)

Company registered number 01801708

Charity registered number 519540

Registered office Treetops Hospice
Derby Road
Risley
Derbyshire
DE72 3SS

Company secretary C Munton

Chief executive Mrs J Heath

Independent auditor BHP LLP
Chartered Accountants
2 Rutland Park
Sheffield
S10 2PD

Bankers Santander
Bridle Road
Bootle
Merseyside
GIR 0AA

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Solicitors	Ellis Fermor & Negus 2 Devonshire Avenue Beeston Nottingham NG9 1BS
Investment managers	Rathbone Brothers Plc Temple Point 1 Temple Row Birmingham B2 5LG

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2022 to 31 March 2023. The annual report serves the purposes of both a Trustees' report and a Directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Objectives and activities

a. Policies and objectives

The objectives of the charity are contained in full in the Memorandum and Articles of the charity. They are also clearly stated in the Vision, Mission and Values statement and are summarised as follows:

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and families living with life limiting illness or affected by death and dying by:

- Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision
- Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved
- Developing services to reflect the changing needs of the diverse community we serve

Values

Respecting the unique worth of every person

We believe that every person is different but equal, and that everyone's unique needs and contributions should be recognised and supported.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources enables us to deliver high quality care today and in the future.

Working with hope

Our hope is to enable patients and families supported by the Hospice to live well and die well.

Sustaining a culture of trust, warmth and safety

Everyone who comes into contact with Treetops is treated with care and respect.

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Objectives and activities (continued)**b. Strategies for achieving objectives**

The Board of Trustees have agreed the strategic direction of the charity through the preparation of an updated three-year rolling plan. The plan is approved and reviewed each year by the Trustees. The Chief Executive, with departmental managers, continues to develop operation plans and organisational objectives that are encapsulated in the annual budget, which has been approved by the Board. Progress towards achieving objectives is monitored and reviewed through the respective Board and Sub-Committee meetings of the Trustees. All activities of the organisation are monitored and reviewed by the Trustees through the production of monthly management accounts, care service delivery statistics and bi-monthly reports to the Board by the Chief Executive and departmental managers.

c. Activities undertaken to achieve objectives

These objectives are met through the provision of care services as follows:

- Wellbeing Provision:
 - o Wellbeing Days with Activity Programmes
 - o Wellbeing at Home
 - o Out-Patient Clinic
 - o Drop-In Café
- Support and Information
 - o Carer Support and Signposting
- Therapeutic Services
 - o Pre and Post Bereavement Support
 - o Complementary Therapy
- Hospice at Home
- Roaming Nurse Service
- Education
- Compassionate Communities Work

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit. They are confident that the aims and objectives of the charity as manifested in the services it offers, both provide a public benefit and enhance the lives of the people who use the services. More information on how the charity has provided public benefit can be found in the achievements and performances section of this report.

Objectives and activities (continued)

d. Volunteers

An extract of the Time Well Spent report has been attached at the bottom of this section to provide an indication of the national volunteering picture. As we look towards volunteering at Treetops, we can see a combination of the factors mentioned.

We have 438 active volunteers and over 100 inactive (either through own ill health or as no active role).

We have commenced profiling work this year. The majority of our volunteers are within Retail (56%) and of these the majority are in the 60-79 age bracket (mostly female) so we can instantly see that with our age demographic that recruiting more volunteers is key.

Recruitment of volunteers has remained a challenge this year. There have been difficulties recruiting into shops, it is a mixed bag with some shops have waiting lists to volunteer, whilst others have had success recruiting volunteers. A couple of shops have really struggled with gaps most days.

At the beginning of the year on campus there were significant challenges within our Wellbeing, Kitchen and Reception areas. Several volunteers went abroad to see family (Australia had only just reopened its borders) and typically these absences were for longer periods. This had the knock-on effect of staff members having to cover Reception. Supporting the Café in the Wellbeing Space, the Tears to Laughter groups and Kitchen was also challenging. We ran a social media campaign and inducted 3 new reception volunteers and 6 for the Wellbeing Space Café/groups. Two former volunteer drivers are taking staff to and from the Derby drop in every week.

Several training courses have been held to recruit volunteer befrienders this year albeit numbers attending the training courses have been much lower. Getting volunteers started has also been difficult with illness from Covid, room and volunteer availability making onboarding times longer than usual. We have recruited another 9 volunteers so far with another training course to be held in the Autumn.

This year we have received dedicated support from Marketing to help with our recruitment of volunteers. The website has been redesigned and enquiry forms added thus making it more user friendly and we have had more enquiries since changes were put in place.

We have looked at volunteer retention this year. There were negative comments being made about the lack of people attending the Wellbeing Space. The reintroduction of volunteer support meetings with the Reception and Gardening volunteers sought to explain how our services have changed with the introduction of the Wellbeing at Home service as well as other developments, and these were very positive with a renewed appreciation of the services that we provide.

We held several recognition events this year. Four events were held over a Saturday and Sunday which included long service award presentations although not quite as well attended as pre-Covid (showing nervousness still exists), it was enjoyed by those that came. As it is our 40th year we took the opportunity during Volunteers Week in June to say thank you to our volunteers on social media and visited all of our shops with 'thank you biscuits' and to each volunteer area on campus. A volunteer social evening has held during the week which was very successful with over 80 volunteers attending.

Alongside the invites a volunteer survey was attached and although the response wasn't huge (43 responded), those that did respond were favourable, they volunteered to give something back and for the social interaction. Those that responded but didn't attend the social due to other circumstances or due to location. A few suggestions were to offer incentives (such as food vouchers at local businesses) which we are unable to do. With the cost of living crisis we perhaps

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Objectives and activities (continued)

need to revisit volunteer travel expenses in the next budget to ensure that no volunteer is out of pocket. Volunteers can claim travel expenses but this isn't readily offered when onboarding volunteers.

Due to the challenges in recruiting to the Events Manager role no Fundraising events have been held. The Community Relations team held a meet and greet in August to introduce themselves to previous fundraising volunteers that haven't been active since Covid, only 13 turned up as most had other roles. It is clear that to support events in the future we will need to recruit event volunteers to help the Community Relations team.

Loved ones of volunteers that have died have been invited to have a leaf dedicated on the memory tree by the Community Relations team. Anna Bown, Volunteer Services Coordinator attended both days, this has resulted in a couple of people wanting to volunteer.

Anna is also a founder member of the Wellbeing focus group and the Equality, Diversity and Inclusion group and in her role champions the volunteers at both groups so that our offer is as equal as it can be to both paid staff and volunteers.

Serena Newham has been recruited as Volunteer Services Administrator concentrating on Retail and Income Generation/Events volunteers. With her background as Shop Manager she has an invaluable insight into all things Retail.

Training remains sporadic with no real face to face training in place. We have a stop gap with printed workbooks but no consistent admin to deal with the backlog. Stacey Sangster has taken up the post of Training Administrator to consolidate training for HR and Volunteer Services across our e-Training platform, workbooks and face to face. The e-Training platform offers better reporting capabilities than other software being used so it will be easier to track those not completing mandatory training.

Clare Radmore has been recruited as Reception Support Administrator and will support volunteer receptionists.

These roles will provide continuity and resource and give Anna a chance to step back from everyday 'fire-fighting' and last minute requests to looking at the volunteer needs of all the departments of the organisation and the volunteers themselves.

Time Well Spent report

The National picture from the Time Well Spent report (published by NCVO) shows that volunteering has deteriorated in the UK, the proportion of the UK population who had volunteered at least once a month in 2021/22 was 16%. This was down from about 23% in 2019/20, reflecting the impact of the covid-19 pandemic.

The analysis suggests several contributing factors.

- Volunteers are now more likely to think their volunteering is becoming too much like paid work (up from 19% in 2018 to 26% in 2022).
- More volunteers felt their volunteering group or organisation had unreasonable expectations of how much they did (17% in 2018 compared to 24% in 2022).

Additionally, among recent volunteers, the overall likelihood to continue volunteering declined slightly from 80% in 2018 to 77% in 2022.

Most people said less time due to changes in circumstances is the main reason they're stopping. Being unhappy with the way their volunteering group is managed and organised is much less common (10%).

This data suggests we need more focus on retaining volunteers, as well as recruiting them.

Objectives and activities (continued)

This is especially true given the cost of living crisis and changing expectations around flexibility.

The issue of expenses is particularly notable.

- 14% of those who haven't volunteered through a group, club or organisation in the last 12 months are worried about out-of-pocket expenses (up from 9% in 2018). This figure was higher among 18-24- year-olds (20%).
- Only 55% of volunteers say their volunteer group, club or organisation would reimburse their expenses if they wanted them to. 16% don't know if they would.

This indicates organisations need to do more to ease concerns about volunteering expenses, particularly if they want to attract younger volunteers.

As well as the financial impact of volunteering, time is also an important factor. Among those who had considered volunteering in the last 12 months, the most common barriers were:

- thinking it involved more time than they could commit (21%)
- it was not flexible (14%)
- the opportunities did not match their skills, interests or experience

**Notes:*

- *All figures, unless otherwise stated, are from YouGov Plc. The survey was carried out online. The figures have been weighted and are representative of all GB adults (aged 18+). The figures presented from the online survey have been analysed independently by NCVO.*
- *2018 survey: Total sample size was 10,103 adults. Fieldwork was undertaken between 4 May and 15 May 2018. 2022 survey: Total sample size was 7,006 adults. Fieldwork was undertaken between 23 November and 6 December 2022.*
- *It should be noted that while we have sought to replicate the methodology and sample, it is only possible to draw reasonable comparisons between the two because of methodological and sample limitations. In particular, relating to the participation data.*

Strategic report

Achievements and performance

a. Review of activities

Provision of Care

The Hospice last had a full onsite inspection by the Care Quality Commission (CQC) in April 2016. The final report awarded the rating of "Good" across the five domains of Safe, Effective, Caring, Responsive and Well Led. The exemplary report can be found on Treetops' website and on the CQC website.

During the course of the Covid pandemic CQC undertook a consultation exercise and subsequent reconfiguration of its regulatory process. CQC have now implemented this new form of regulation and inspection, and as part of this they undertook direct monitoring activity (DMA) with the hospice early in 2022 and again in 2023.

Strategic report (continued)

Achievements and performance (continued)

This involved gathering information from a wide range of sources and reviewing this in relation to data held by CQC registration and ratings information. This helped them determine our ongoing rating.

As a result, the hospice continues to be rated as GOOD. There continues to be regular liaison between the hospice and our designated inspector, which has facilitated the sharing and monitoring of care delivery. These regular communications have been extremely welcome and supportive as services have had to adapt and change during yet another very challenging year.

Philippa Shreeve (Director of Clinical Services) is the registered manager for the organisation.

The priorities that we set for 2022/23

1 – Wellbeing, Support and Information Service

Since the pandemic the Wellbeing Team have been focused on establishing a robust programme of enablement / reablement focused on personalised support and intervention plans. Over the course of the year, we reopened all our services fully and relaxed all lockdown restrictions. This was welcomed by individuals who were keen to return to services on site.

Our Wellbeing offer delivers support to people from the point of diagnosis, through maintenance of wellbeing and recovery following periods of ill health, through to more assisted support as health declines.

The Support and Information Café which proved so successful prior to the pandemic was finally able to fully re-open and in its first full year of normal operation we saw 1,023 visitors to the café. This weekly session provides a relaxed environment in which individuals, families and carers can talk through worries and concerns, seek advice and guidance and where appropriate gain access to other hospice services along with signposting to other relevant services, organisations and groups.

Our ambition this year was to strengthen our community presence, and this has delivered mixed results. We opened a weekly Wellbeing Drop In in Derby City Centre in collaboration with Derby Cathedral Centre which delivered mixed results. Although the concept seems sound the venue and location proved not to be ideal and the drop in has since moved location to the Sacred Bean Café. We are currently evaluating the impact of this change of location.

Our Wellbeing at Home Service grew steadily over the year and we have now had to introduce a waiting list to manage demand. We continue to support those individuals who live with a life limiting condition and struggle to access our onsite services alongside those entering the terminal phase. When capacity permits, we also provide valuable respite support to carers. This is sadly an area of unmet need.

2 – Hospice at Home Service and Roaming Nurse Service

Our Hospice at Home service continues to provide valuable support to individuals, their families and their carers in their own homes over night at the end of life. Demand remains consistent and the high level of positive feedback received about the difference our staff make highlights the impact that the service makes.

Our Roaming Service which had initially been a Covid response measure has now become an embedded part of our Hospice at Home model with many families expressing a preference for this method of responsive support.

Workforce capacity continues to impact on availability and as a result patients have to be prioritised based on acuity. As result those individuals with a lower level of need are not able to access the service in the way in which they would have prior to the pandemic.

Strategic report (continued)

Achievements and performance (continued)

During the course of the year, we took a focused approach to re-establish our education and training programme for the staff as this had been so badly disrupted by the pandemic. Education is based on a blended learning approach using a variety of learning approaches. The programme is based on essential to role criteria and core competencies in line with the agreed criteria of the Derbyshire Alliance for End of Life Care.

We also invested in ensuring that all staff within the service would have full access to IT support to enable them to work remotely and access SystemOne our clinical data base system. This is now being embedded across the team and aligned with standard operating procedures.

3 - Compassionate Communities Volunteer Befriending

Our befriending programme grew from strength to strength with an established group of befrienders regularly providing valuable support to individuals living in isolation due to a life limiting condition or bereavement. The service successfully reduces social isolation and builds confidence, enabling people to stay at home while they wish to do so and supporting them to thrive in the home environment. The volunteers enable people to have conversations about death, dying, loss and bereavement, overcoming taboos and fears, and helping people be more prepared and able to express their wishes whilst engaging in meaning activities.

The Compassionate Communities programme has also continued to deliver spiritual support over the year offering 'Time to Remember' events once a quarter. These have been held online offering individuals, families, and friends time to remember a loved one and take a moment to share and come together for support.

Treetops also set a strategic ambition to improve engagement with communities that do not currently access our services. Over the year connections were made with community groups and faith leaders engaging in conversations and local community events. Through this work Treetops also took a lead strategically for the Derby and Derbyshire ICB leading on the work of Compassionate Communities and People Driving change workstream.

4 – Therapeutic Services

We continued to see exceptional high demand for children and young people's counselling throughout the year. The team undertook a comprehensive children's training programme with both staff and volunteers to increase confidence in working with children and young people and this helped increase capacity.

The team also delivered a number of very successful school education programmes to support school staff working with bereaved children and young people. Demand for these sessions grew steadily throughout the year.

A review of complementary therapy resulted in a service redesign in order to ensure capitalising on the available capacity. This resulted in a suspension of the CT at home service in order to ensure delivery of sessions on the campus site. In addition a service for children and young people was established as part of emotional support and this innovative way of working started to deliver some very exciting outcomes.

Our ambition was to establish Treetops Hospice as a Centre of Excellence for Trauma Informed Counselling and Emotional Support. During the course of the year the team achieved all of the milestones that had been set, and we were confident that the requirement for centre of excellence had been met. This approach has been delivered across Children and Young People's and adults counselling services.

Our student counselling placement had another very successful year and continues to be extremely popular with available places heavily oversubscribed. Student feedback highlights the value they associate with their placement at Treetops and

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TRUSTEES' REPORT (CONTINUED)
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Strategic report (continued)

Achievements and performance (continued)

the experience that they gain.

5 – Syringe Driver training for Nursing Care Homes

Following the success of the Syringe Driver Education programme the CCG / ICB contracted for a further year support for nursing homes across Southern Derbyshire.

The demand for training and support remained high with excellent feedback received.

Training was focused on the following key areas:

- **Drug calculations workshop** – feedback from nurses identified limited confidence when working out drug calculations
- **Syringe driver training** – adapted to suit the needs of senior carers to increase confidence when being asked to second check controlled drugs
- **Symptom management training** – focusing on the basic principles of symptom control
- **Mouth care training** – developed as findings show staff wanted access to mouth care training which was not available locally
- **Saf-T-Intima cannula training** – this was developed as clinical observations found nurses were either not using saf-T-intima cannulas or using old fashioned nickel cannulas

In addition to the training sessions, the Syringe Driver Support nurses offered direct support to homes if they were managing a resident on a driver. This intervention ensured that a number of homes were able to safely manage individuals at the end of life and facilitate them remaining in their care home and preventing a hospital admission.

6 – Palliative and End of Life Care collaboration with the Residential Care Home Sector

Treetops Hospice was keen to build on the learning gained from the Syringe Driver programme and to apply this learning to support the Residential Care Home sector. Through collaboration the team identified how the hospice could support residential homes to identify residents who may be reaching end of life and to provide the skills, knowledge and additional support when required to ensure residents could remain in their own homes and die in their place of choice.

During the year the team established links with three residential homes initially as a pilot. Each home was offered education aimed at enhancing knowledge and skills whilst also providing practical support to help staff recognise deterioration and plan accordingly. Alongside this access to Hospice at Home out of hours was offered to support home staff caring for residents who wished to die in the place they called home. Initial findings of the pilot proved positive with a number of individuals supported at end of life.

7 – Virtual Education Centre, Palliative and End-of-Life Care Education

Our plan for this year was to build on the collaboration between University Hospital Derby and Burton and Treetops in the delivery of communication skills training from entry level to advance skills. This would be underpinned by the RealTalk communication skills programme developed by Loughborough University. Our aim was to create a virtual Palliative Care Education Centre delivering high quality comprehensive educational programmes covering the Southern Derbyshire locality.

During the course of the year we successfully delivered our priority areas of:-

- Alignment of the education programme with the Derbyshire ICB End of Life strategy along with NHS England and NHS Improvement Palliative and End of Life Care workforce priorities.
- Promoted the reputation and scope of the two partner organisations as leading providers of high-quality education across a range of sectors.

Strategic report (continued)

Achievements and performance (continued)

- Ensured that our model of education and training was developing towards financially sustainable for the long term.
- Development of a comprehensive programme of communication skills training mapped to TIER 1,2 and 3 national levels of core competence.
- Played an active role in supporting the wider strategic workforce development and education by supporting the work of the Derbyshire Alliance and the associated End of Life resource toolkit.

b. Review of services

From 1 April 2022 to 31 March 2023, Treetops Hospice was commissioned to provide the Wellbeing Service and Hospice at Home Service to the Derby and Derbyshire Integrated Care Board along with the Nottingham and Nottinghamshire Integrated Care Board.

Counselling and Emotional Support for those who have been bereaved and support for people who are facing, or supporting someone who has been diagnosed with, a life-limiting illness, are commissioned by the Derby and Derbyshire Integrated Care Board.

Treetops Hospice raises 70% of the funding for these services through retail outlets, lottery and fundraising. The remaining 30% comes from the NHS via the above ICBs through block grant and cost and volume contracts.

Treetops Hospice also offers a Support and Information Service, Complementary Therapy and Befriending / Compassionate Communities Service. We continue to host an outpatient clinic for the University Hospital Derby and Burton NHS Trust. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

Our Clinical Services are governed by the Clinical Sub-committee of the Board of Trustees, who meet quarterly and receive individual service reports, which enables them to review the management and quality of care provided by the hospice. The reports are then submitted to the whole Board of Trustees at their meetings.

Participation in Clinical Audits

During 2022/23, Treetops Hospice did not participate in any national or local clinical audits.

The hospice did however complete internal audit and quality checks in line with its policies and procedures.

Research

During 2022/23, the Hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Integrated Care Board formally the Clinical Commissioning Group:

- All quality requirements for 2022/23 were met (Quality Schedule available)
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

- Programme Board, The End of Life Operational Group and The Derbyshire Alliance for End of Life Education
- Treetops Hospice chaired the Derbyshire End of Life workstreams for Single Point of Access / Coordinated Care and Compassionate Communities
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit

Quality Overview

Activity data across the year reveals the following trends

Wellbeing Service

Over the course of the year **568 individuals** were supported by the Wellbeing Team on their clinical programmes. This is an increase of 36% on last years activity.

This equated to **7,704 hours** of care and support given to individuals.

- **156** referrals were received for the Wellbeing Space. A reduction of 26% on last years activity
- **392** referrals were received for Wellbeing at Home which is an 87% increase on last years activity
- The Support and Information Café had **1,023** visitors across the year

The data below captures the range of activities provided across the year.

Activity	2021/22 Activity	2022/23 Activity	Comments
Number of individual support contacts delivered across the year within the Wellbeing Space. Included activities: <ul style="list-style-type: none"> • Adapted Tai Chi, chair based and <u>standing</u> • SPRING programme • Mollie's MND Support group • <u>Huntingtons</u> Support Group • Support and Information Café • Assisted <u>bathing</u> • Tears to Laughter group 	3,675 individual contacts	3,034 individual contacts 4,517 hours of care and support	The Wellbeing Service provides enablement and reablement for individuals living with a life limiting illness. The programme structure aims to support the maintenance of health and wellbeing and adjustment after periods of ill health and deterioration.
Number of Wellbeing at Home care visits	1,083 hours of care 7 months of data only	3,188 hours of care 361 Individuals supported by the service	Provision of 1:1 care in the home environment by either an HCA or RN

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Strategic report (continued)

Achievements and performance (continued)

Activity	Number of individuals	Number of contacts	Hours of care
Adapted Tai Chi / Exercise	68	451	451
Wellbeing SPRING Face to Face Delivery	34	109	119
Wellbeing SPRING Support Group	10	29	30
Wellbeing SPRING Telephone delivery	38	111	36
Tears to Laughter Group	69	1,272	3,101
Occupational Therapy Service	50	106	30
Mollie group MND support	11	34	65
Triage / welfare contact	182	332	58
Assisted Bathing Service	16	41	53
Wellbeing at Home Assessments	121	132	277
Wellbeing at Home Telephone Support	267	495	120
Wellbeing at Home Visits	322	1,127	2,791
	<i>*NOTE** Some individuals will access more than one activity</i>		

Hospice at Home Service

The Hospice at Home service consists of the roaming service which provides a flexible response to care needs across the night shift alongside the provision of 1:1 nursing support for 9 hours throughout the night.

Over the course of the year, the service delivered nursing care and support to **968 individuals**. This equated to:

- **14,411** hours of Hospice at Home support
- **3,411** hours of Roaming Nurse Service support
- **338** hours of care planning and triage

During the year the **972 referrals** were made to the service. This is 6% increase on last years activity.

The Hospice at Home Service has continued to deliver an exceptionally high standard of care throughout the year. However, capacity continues to be influenced by several extenuation circumstances.

Although the criteria for support from Hospice at Home remains the same (patient must be considered to be in the last six months of life) available capacity within the service has meant that only patients prioritised as red or amber under a traffic light system are routinely scheduled for care.

Patients classified as being green are not routinely offered care, unless there is a need to support the carer, in order to maintain their health and wellbeing.

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Strategic report (continued)

Achievements and performance (continued)

As a result, many patients are only being supported for a short length of time, days rather than weeks. This is borne out by the increase in referral numbers across the year but reduction in hours of care. In 2021/22 the average number of night support sessions was 3 per patient, this has now dropped further to 2 per patient across 2022/23.

The Roaming Nurse Service, a team of two staff, one RGN and one HCA respond to calls received throughout the night, visiting patients and their families and carers to solve problems and deliver care. This service is now often requested as the preferred model of delivery for families

Roaming Service activity	2021/22	2022/23
Telephone calls received by Treetops Roaming Nurse Service and families requesting support	1,273	1,878
Care planning and triage	1,493	1,680
Total calls made or received in support of a patient at end of life	2,766	3,952
Liaison with other health care professionals	Not collected	99
Stood down, patient admitted to hospital, care not required as DHU in attendance	Not collected	22
Frequency of common interventions		
Anticipatory medication given	754	847
Catheter care	12	42
Syringe Driver support	39	48
Verification of death	147	124
Wound check	Not delivered	23
Personal care/Wellbeing support	622	623
Wellbeing check	Not collected	238
Carer support	59	455
Total number of individual patients supported in financial year	511	610

The Hospice at Home Service enabled 96% of individuals to achieve their preferred place of death at home.

Counselling and Emotional Support

Our commissioned Bereavement Support Service in Derbyshire is unusual in hospice terms as we accept referrals from anyone in the community regardless of any previous association with Treetops Hospice.

Due to a noted change in the complexity of referrals received the team have worked hard over the year to meet the requirements of a centre of excellence in Trauma Informed therapeutic interventions. In order to meet the demand for children's bereavement counselling a comprehensive programme of education has delivered to all team members to increase available capacity.

Over the course of the year the service provided:

- **4,072** hours of counselling
- **521** hours of Complementary Therapy

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TRUSTEES' REPORT (CONTINUED)
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Strategic report (continued)

Achievements and performance (continued)

485 referrals were received for counselling services and this is a 3% increase on last years activity.

Adult Bereavement Service Data

	2021/22	2022/23	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	3,031	2,923	-3%

Long term staff sickness and periods of Covid have impacted on the available capacity within the staff team. This is reflected in the activity figures for the year.

Children and Families Bereavement Service Data

The last year has seen a steady growth in demand for children and young people's counselling service.

	2021/22	2022/23	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	1,173	1,288	10%

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who have accessed end of life care at the Hospice but is for anyone in our community facing life-limiting illness.

	2021/22	2022/23	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	262	317	21%

Treetops Counselling and Emotional Support services continue to monitor care delivery against the Bereavement Care Service Standards national evaluation tool, endorsed by the National Bereavement Alliance, to which Treetops Hospice is affiliated. This sets three levels of achievement within seven separate standards. These are Planning, Awareness and Access, Assessment, Support and Supervision, Education and Training, Resources, and Monitoring and Evaluation.

Our team are dedicated to working to this standard and we are confident that we are achieving the highest level across all seven of the standards.

Complementary Therapy Service Data

This year saw a service review of Complementary Therapy to ascertain demand in order to maximise the available capacity. After much consideration it was decided that the service should focus on the provision of sessions on the campus site and as a result the delivery of community-based service was disbanded. A period of embedding this approach was required. Alongside this staff wellbeing was also prioritised as part of the Covid recovery plan.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

This service is not a commissioned service.

- **95 referrals** were received for Complementary Therapy
- **473 hours** of complementary therapy were delivered across adults and children

Community Befriending Service

The year saw continued growth of the Befriending Service supporting people in their own homes who are socially isolated due to their ill health or following a bereavement.

This is not a commissioned service and is now fully funded by the charity.

Over the year the Befriending Service supported **29 individuals** with a volunteer befriender, **435 support visits/calls** were made which equates to **453 hours** of support delivered.

The service received **39 referrals**, a 15% increase on last years activity. Referrals from other Treetops services were stopped half way through the year due to the growing waiting list. By the end of the year we had 20 people waiting for a befriender to become available.

15 new volunteers were trained with 10 becoming active and joining the workforce.

What others say about us

Care Quality Commission

Treetops Hospice is registered with, and regulated by, the Care Quality Commission in accordance with the Health & Social Care Act 2008.

Our most recent inspection report dated 7 April 2016 is available on the CQC website and finds us meeting the standards and rating us "Good" in all five core areas inspected. The report can be found at: www.cqc.org.uk.

What our patients and carers say about us

Compassionate Communities Befriending Programme

All clients in receipt of the befriending programme are asked to complete an evaluation of their experience to date. From the existing cohort of 27 clients, 11 responded.

100% reported that they looked forward to their befriending visit.

100% reported that the contact had a benefit / positive impact on.

100% felt it gave them something to look forward to.

92% reported that very frequently they feel happy or well after the visit

92% reported that they very frequently feel less isolated after the visit

79% reported that they very frequently enjoy the conversation or mental stimulation

100% said they would recommend the Befriending service to someone else in a similar position to themselves

My befriender has introduced me to other experiences I can try e.g. the drop in cafe at Derby. Also keeps me in touch with what is happening in the outside world, and he has given me some practical tips.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

I look forward to every Thursday! It's done me the world of good.

I feel down when she's gone. She's a very nice lady.

She is absolutely beautiful, lovely, a real gem. I'm glad I've met her

Have enjoyed playing games together and chatting. I look forward to seeing her.

It has been lovely having X visit me. I really feel I can trust her and tell her everything.

She is a wonderful person and we easily chat and have a few laughs together. Recently had a visit out together which was wonderful.

X is great, we enjoy a lot of the same things like sport and he seems to enjoy listening to my stories. He brings cream cakes every time which we eat together.

Having X visit is lovely, she brings flowers from her garden and cake. She is a very generous person and we talk about all sorts of things. She's very easy to talk to, and patient when I can't find the right words.

We access the befriending service from Treetops Hospice and the service is amazing, everything has been professional and well explained and the lady that comes to see my gran, X, is so good with her. My gran was very reluctant at 1st to want the service but she really adores X now and looks forward to her visits, this service has been life changing for us and really helped to give my gran some company.

Wellbeing Space Evaluations

Wellbeing service

Wellbeing service evaluations are gathered on a one to one basis through the use of outcome stars. This records the impact sessions have on an individual basis. As yet the team have not created a system to collate this feedback into a service wide evaluation. Instead service feedback was obtained via questionnaires, and comments received are outlined below.

The services at Treetops are outstanding, the staff are fantastic very helpful and understanding. My wife attends the drop in cafe, tai chi and the spa bath day and all these activities have helped her greatly

We come to a monthly meeting for MND carers and sufferers. The staff are very welcoming. It's a lovely meeting room and the staff quickly rearrange it to accommodate people as we arrive.

I attend the tai chi class which I have found both good for my physical and mental wellbeing. The teacher is very friendly and is able to adapt the exercises to suit everyone's abilities.

The wellness team got me back on my feet after being poorly after radiotherapy and radio iodine therapy. The class is well balanced and caters for all levels of abilities within the group. I never realised sitting down exercises could be so hard but worthwhile. X is very inclusive when you first join and the group helps as you are with other people going through their own cancer journey who understand what you are going through which is a massive bonus. I look forward to every class as it makes me feel almost normal doing exercises that I enjoy and help me get stronger

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

It's a lovely environment, with a great atmosphere and very helpful, patient staff and volunteers. They provide an ideal environment for people with life-affecting illness (and their carers) to spend a relaxing hour or two. Nothing is too much trouble for them

Treetops have supported my husband and myself whilst he was dealing with motor neurone disease now that he has passed away they are giving me ongoing support

Wellbeing SPRING Program Evaluation

Our staffing challenges continued this year as our occupational therapist and our assistant practitioner both went on maternity leave. We employed an occupational therapist on a temporary contract to cover 3 days per week to support the registered nurse in the team to maintain the programme. Our staff returned from leave in September 22 and February 23.

We also had a prolonged period of sickness from our occupational therapist, meaning our capacity in August and September was down to one staff member. The team was also experiencing high levels of sickness resulting in reduction in our numbers of attendances.

Our current position is a whole time equivalent occupational therapist (2 people in a job share), a registered nurse (also deputy manager) and part time assistant practitioner (0.7 WTE). Each team member gives a portion of their time to running the spring programme amongst their other role responsibilities.

I am on the 12 week Spring Programme, it's been very supportive and informative and also directing me to any other services I may need. Each week there is a specific area to cover in my journey having secondary breast cancer. Without this I would feel isolated and may miss out on important support and information eg., emotional, finance, other services offered such as Tai Chi and complementary therapy along with external services too. The Occupational Therapist who is guiding me is brilliant and listens and advises me as required leading me through the programme. It's wonderful knowing I have this amazing place to go to if I need help, would be lost without it

I have found all aspects of the 'Spring Programme' very helpful. My OT is a great support, both practically and emotionally. She has a background in occupational therapy, which has been useful. I have also benefited from counselling and complementary therapy services at Treetops. The buildings and gardens are well maintained, providing a pleasant and relaxing environment. Volunteer receptionists are polite and respectful.

Hospice at Home Service

Families / carers of patients in our care between the 1st January and 31st December 2022 and who die during this period are invited to complete a questionnaire to provide feedback on their experience. In this period 551 questionnaires were sent out to identified families/carers. Only 29% completed questionnaires were returned and the findings are presented below.

Referral Source identified as:-

- 72% District Nursing
- 1% GP
- 10% Hospital
- 15% Other
- 50% palliative care team

All evaluations are anonymised. Of those who returned the questionnaire:

Strategic report (continued)

Achievements and performance (continued)

- 94% thought that the referral to the service was timely
- 5% felt that the referral was made too late
- 98% of respondents who utilised the Roaming Nurse Service felt that it had been helpful and met the needs required
- 93% felt phone calls had been handled sensitively and professionally
- 74% said that the amount of night-time care provided was enough
- 7% said the amount of care was too little
- 98% were totally at ease or comfortable about the way we cared for their loved ones
- 95% felt that the Treetops nurses had the appropriate knowledge to care for their loved one
- 94% felt that the Treetops nurse always took time to listen to their concerns
- 88% said that the service from the Hospice at Home service enabled them to care for their loved ones at home

The significant reduction in the number of completed returns makes service evaluation problematic as it is hard to gain a true picture of the impact of the service on families and carers. The late stage at which referrals to the service may also be impacting on the number of service evaluation forms being returned.

Hospice at Home - Carer evaluations, March 2023

Extremely grateful for the treatment my wife and I received. It could not be better. You do a fantastic job.

Faster and probably more understanding than a random duty doctor when needing certification. Area perhaps a little large for one team only. Treetops take the strain and fear out of losing a loved one at home.

Had the occasion to use the roaming service 3 times. What a fantastic service and our needs were met. However, Marie Curie felt the need to call the roaming and it was hours before anyone could become available. Understandable some nights are busier than other and it's a shame there can't be a couple of teams operating at night.

Following the referral made by the district nurse, I received a wonderful telephone call from X outlining the services provided by Treetops. To receive a call from Y to tell us a night sitter would be available was always a joy. We will be forever grateful to A, B and C together with members of the roaming team who provided the care and support to mum and all our family in her final days. You were all stars in the darkness.

Had to call the roaming service a lot and every time they came they was so caring. They found time to talk to me as a person and I felt at ease. The care was amazing, wonderful people.

I and the whole family are so grateful for the care received. Without TT we would not have been able to keep our promise that she would not go back into hospital.

I cannot offer you anything other than what you have done with all your services. They were spot on, your people were so kind, caring and always there for my late husband R. Also for me, it enabled me to keep my husband at home where he died in his own home - thank you all so much

I only used the roaming service twice, the first time was when my father was in a wet bed and 111 refused to help, the second was when my father had passed to certify his death. Both times the service and care were fantastic. I did also use the night sitting service once, this enabled me to get a full nights sleep and again the service was fantastic. Every contact I had with Treetops either by phone or in person was handled on a friendly, caring and professional way.

Strategic report (continued)

Achievements and performance (continued)

Our family have always supported Treetops, but we hadn't realised what a fantastic and amazing service you provide. We were blessed to have both hospice at home and roaming with us when K passed away and they looked after him after he died with such caring and kindness. This has made such a difference in helping us with our grieving. thank you so much, you are amazing.

The care from all the staff involved with my mum was more than what I expected. You helped making her last wish to be at home possible. I know she was a pain to get along with and a very stubborn lady but the carers still gave all they could to help her and for that I am truly grateful. The care my mum received was 100%, you all do an amazing job.

Counselling and Emotional Support Service

All clients who finish receiving support during the year from the Counselling and Emotional Support Services are asked to complete an evaluation of their experience.

Adult Bereavement:

110 evaluation forms were sent out and 60 forms were returned (55%):

- 100% said that the support they received had been helpful in their experience of bereavement
- 99% said they were satisfied with how quickly the service was provided. This is positive considering the high demand for counselling support services locally and that capacity has to be managed through a waiting list system
- 88% said that they had the right number of sessions
- 12% said they felt they did not have enough sessions. These individuals were followed up and subsequently 2 were reassessed for further sessions, the others stated that although they had completed their counselling they enjoyed & missed coming.
- 100% said that they were happy with the service provided
- 100% said they would recommend the service to other people

The counsellor was fantastic at her job, cannot give her enough praise! I found it hard to leave after my last session without getting to upset as I know she has helped my well-being so much.

I think the service offered is AMAZING - counselling support for me (and others) at a very difficult time. A light and a holding hand in the darkness.

This is a wonderful service that Treetops offer. I feel very fortunate to have had this support during a difficult time in my life.

I can't thank Treetops enough. My sessions were like a comfort blanket, and I do miss them but I'm in such a better place now.

Was amazed how much it helped me and my family as they could see me struggling but couldn't help me.

The overall service can be a life saver and enabled myself to have hope and to slowly look forward to my future.

Counselling has made a big impact in my life and given me to understanding on how to look after myself mentally and emotionally, thank you.

My counsellor helped me so much. I didn't know what to expect at first, but I was surprised how much I could talk to him and cannot thank him enough for his support. It was invaluable and I am incredibly grateful to the team at Treetops that make this support possible.

Strategic report (continued)

Achievements and performance (continued)

Parents/Carers

78 evaluation forms were sent out of which 13 were returned (17%):

Due to the increasing level of demand for this service we have had to introduce a waiting list in order to manage capacity. Therefore, children can be waiting longer to access the service.

- 100% were happy or very happy with the speed of response to the referral. This is reassuring as we have had to introduce a waiting list system in order to manage the number of referrals being received.
- 82% reported a decrease in their level of concern about their child after the period of counselling support had finished
- 77% were happy or very happy with the extent to which the support had addressed their child's bereavement needs
- 77% were happy or very happy with the number of sessions/length of support their child received
- 100% would recommend the service to other people

Quotes from evaluations, 2022/23, Parents/Carers of Bereaved Children

Thank you for giving my daughter the opportunity to work through her feelings and emotions following the death of her Dad. I can't thank the service enough.

Excellent service and my child felt very comfortable with her counsellor.

Words just aren't enough for all the people involved with Treetops.

I can't thank you all enough for the help and support.

Children/Young People

78 evaluation forms were sent out of which 10 were returned (13%):

- 100% were happy or very happy with the number of sessions they had
- 70% said the sessions had been helpful or very helpful
- 100% said they would recommend the service to other people

Quotes from evaluations, 2022/23 Bereaved Children/Young People

It was a welcoming environment and felt like a place to stop and talk.

Very friendly and kind

It was fun alongside being able to talk about mummy. I could talk about things I didn't want to talk with my daddy.

I think that it was actually amazing and I am so grateful that I had my sessions.

It was helpful saying how you're feeling with them understanding.

Very helpful

That you're really thoughtful and kind.

Strategic report (continued)

Achievements and performance (continued)

Life-limiting Illness

4 evaluation forms were sent out and 4 were returned (100%).

- 100% said the support they had received was helpful
- 100% were happy or very happy with the speed of response of the service
- 100% said the number of sessions provided was just right
- 100% said they would recommend the service to others

Quotes from evaluations, 2022/23 Life-Limiting Illness clients

My counsellor was informative about your services and in my opinion went over and above to ensure I felt supported at all times.

It's given me more confidence to do things changing mine and my family's life.

Complementary Therapy

CT have just started using the new style of evaluation forms. 12 evaluation forms were sent out and 12 (100%) were returned

- 100% felt the information received about their therapy was helpful
- 100% were satisfied with how quickly a service was provided
- 100% were satisfied with the service provided
- 100% said they would recommend the service to others

Quotes from evaluations, 2022/23 Complementary Therapy

Very polite and friendly

Really helped me with stress and gave me a bit of time to myself to relax.

I really felt I benefited from my sessions.

Very friendly and made me feel safe and welcome.

Prompt, polite and cheerful – a very good service.

My therapist was professional, kind and caring.

Overall, I feel I have continued to benefit from my sessions, thank you.

What our staff say about the organisation

In last year's Employee Engagement Survey wellbeing was identified as an area where Treetops "could do better". The Senior Leadership Team took this on board and made promoting wellbeing at work a key objective in the Three Year Strategic Plan.

A year on, we now have a Mental Health and Wellbeing Policy for staff and volunteers and a Wellbeing Focus group has been established to enhance the support that Treetops can offer. We have trained two Mental Health First Aiders and their help has been sought by quite a few staff and volunteers; our plan is to train at least two more so that more support can be provided.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

Complementary Therapy sessions are now available for employees, enhancements have been made to pay and participation in Spirituality and Mindfulness sessions is encouraged.

Significant advances have also been made in flexible and hybrid working to enhance work/life balance. Personal wellbeing plans have been made available on the staff page so that employees can choose a format that suits them and start thinking about what enhances and detracts from their personal wellbeing.

Complaints and Compliments

Complaints

During 2022/23, we received three clinical service complaints. All incidents were investigated, documented and action taken as required. Feedback on the outcome and action was provided to the complainant. Following one complaint and investigation a staff member was dismissed on the grounds of gross misconduct.

Compliments

In addition to the positive evaluations of our services, we receive many emails, Facebook comments and individual cards and letters of thanks to our full range of services during the year.

We do not at present have a comprehensive way to capture and log all this feedback.

Patient Safety Indicators

Patient safety is paramount to our services and all incidents are reported and logged. We ensure that every incident is assessed, relevant risk assessments reviewed, and any wider implications are considered, resulting in policy and training updates as identified.

We have a Health and Safety Committee made up of staff and trustees, who meet quarterly and receive departmental reports. They review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During 2022/23 there were 22 incidents recorded in total. There were 2 incidents resulting from accessing the patient property and concern for their wellbeing. 4 incidents were due to medication administration. There were no identifiable trends and highlighting inaccurate paperwork, damaged ampules and shortages of required medication. In all incidents concerns were raised and reported to community-based colleagues. 2 related to the roaming car, 2 resulting from IT access. 3 were non-related moving and handling issues, 4 were falls incidents but with no discernible pattern.

2 incidents related to complaints received and were fully investigated as outlined above.

2 were unrelated minor incidents. All incidents were fully investigated, and any action taken documented and reported to the Clinical Sub Group of the board of Trustees, along with the Derby and Derbyshire Clinical Commissioning Group.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

c. Investment policy and performance

During 2015 the Board of Trustees decided that due to the low interest rates, it was now the appropriate time to move some of our reserves from interest bearing accounts to be managed by investment brokers. The amount invested is the surplus over the minimum amount set aside for reserves. The total amount of investment income received in the year was £38,993.

Other investments are £10,000 invested in Treetops Funding Limited and £1,000 in Treetops Retail Limited.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the Company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Results in the Year

The Charity's gross income fell from £5,016,230 to £4,252,654, a decrease of £763,576. Gross costs increased from £4,314,331 to £4,770,455, an increase of 10.6%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2023 of £5,196,841 (2022: £5,750,822) of which £77,462 (2022: £45,316) are restricted funds, £3,036,276 (2022: £3,540,457) are unrestricted funds and £2,083,103 (2022: £2,165,049) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

In 2003, Treetops Retail Limited was created for the Retail shops and catering operation. From 1 April 2018 onwards, the Retail shops were transferred over to Treetops Hospice Trust to ensure Gift Aid claims were correctly dealt with and did not leave the subsidiary company insolvent. Treetops Retail Limited now only contains the catering operation and is part of the VAT registered group with Treetops Hospice Trust.

The Charity's wholly owned trading subsidiaries carry out non-charitable trading activities for the Charity.

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover rose from £714,136 to £715,355 (0.2%), profit increased from £409,355 to £443,162 (7.6%). Membership levels were over 13,500 active members by the year end although it is anticipated this number may stagnate into 2023/24 due to economic pressures from the cost of living crisis.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Retail Company

Treetops Retail Limited made an operating loss of £8,400 compared to a loss of £9,813 for 2021/22. These accounts cover the financial position of the catering outlets only which are currently not trading due to uncertainty following the Covid pandemic. It is not currently known if or when trading will resume.

Fundraising

Legacy income has experienced a decrease in income falling from £522,283 to £283,406. This decrease is somewhat expected as previous years have seen larger, one-off donations which were not expected to be repeated. However the current level is still above the budgeted position and the benefits of the previously implemented legacy strategy are already being seen and felt. Future notified legacies are currently well above forecasted figures.

c. Principal risks and uncertainties

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, which are reviewed every six months and appropriate mitigating action is taken accordingly.

The most recent review showed that the highest risks as:

- Loss of key staff
- Failure of generate sufficient income
- Loss of or inability to recruit volunteers
- Loss or reduction of Lottery income
- Employment issues

d. Reserves policy

The Board of Trustees regularly review the level of reserves to ensure that fund levels are appropriate for the current activities and long term aims, should they need to be called upon. The reserves policy forms part of our Finance Policies and can provided upon request.

To develop long term objectives and ensure the continuation of current services, the Charity needs to have an appropriate level of reserves. The Board of Trustees have calculated and agreed an acceptable level to be £800,000. This accounts for any major loss of income, such as statutory funding, to allow services to continue running for 6 months and fund redundancy costs. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the Charity to discharge its obligations and long-term plans in these uncertain financial times.

At the year end, the free reserves figure was £3,036,276, which is above the level set. The Trustees will be reviewing the reserves policy in the forthcoming year.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management

a. Constitution

Treetops Hospice Trust registered charity and company limited by guarantee without share capital and was set up on 20 March 1984 under the name Draycott Hospice Association. The name of the company was changed to Treetops Hospice Trust on 21 June 1993. The charity's governing document is its Memorandum of Association (last amended on 24 November 2008), which restrict the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

b. Methods of appointment or election of Trustees

The management of the Group and the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

c. Policies adopted for the induction and training of Trustees

The Board agreed a written structure for the induction of new Trustees, and a code of conduct for Trustees and the Chief Executive. Trustee induction is managed by the Chief Executive and the Company Secretary and includes written information on the following topics:

- The legal status of the charity and governance
- The structure and staffing of the organisation
- Finance information
- Policies and strategy
- Professional advisers

All new Trustees will spend time with the Chair of the Board and the Chief Executive at an early stage. The charity subscribes to Governance a journal for Trustees. All Trustees receive individual copies and a copy is held in the general office and Trustees are given information on relevant training courses.

d. Pay policy for key management personnel

It is the policy of the Board of Trustees to remunerate the Senior Leadership Team (SLT) in line with market forces and pay an acceptable salary that in general is in line with the charity sector and specifically hospices, which will attract and keep quality staff.

The SLT are only awarded pay increases in line with the cost of living annual award given to all staff and will not receive and other financial recognition. The cost of living increase is discussed by the Board of Trustees annually and is awarded in line with the charity's performance, affordability and external indicators, such as the cost of living index.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management (continued)

e. Organisational structure and decision-making policies

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustees, a third of which are elected annually by the members of the Company. To assist the Board in discharging its responsibilities, it receives regular reports on some aspects of its principle functions from the Finance and Income Generation and the Clinical sub committees. These committees consist of members of the Board of Trustees and senior members of staff. The Finance and Income Generation sub committee meet to review the financial activity every quarter, as do the Clinical sub committee who monitor clinical services. The Board also meets quarterly with additional meetings as required.

The Chief Executive, who leads the SLT, 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.

f. Financial risk management

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, these are reviewed every six months and appropriate mitigating action is taken accordingly. The Health and Safety committee continue to ensure that all relevant issues are considered and addressed at departmental level and the Health and Safety Responsible Person prepares quarterly Health and Safety reports for the Board.

Plans for future periods

Last year saw a gradual return to normal operation for clinical services. The charity however still faces the ongoing challenge of financial sustainability due to the very difficult economic climate. Statutory funding remains static whilst opportunities to generate income via public support grows ever harder. As a result the charity enters another year with a deficit budget.

These economic parameters therefore limit the scope for development within clinical services as changes must be delivered within existing budget allocations.

This next year will see us again focus on robust operational procedures that deliver quality and value for money within available capacity across all our existing services. We will look to grow where an opportunity presents, such as via the support of grant and trust income or through charging such as within education.

Staff recruitment, investment and retention will be a priority this coming year as maintaining our workforce is fundamental to the quality and capacity of our services. The workforce market remains challenging with the impact of agenda for change on salary levels and this impacts the ability to attract staff with competitive rates of pay.

In order to counteract this challenge Treetops needs to ensure that it can offer terms and conditions that are appealing and adaptable alongside robust education, training and wellbeing support that continue to make Treetops an attractive employer.

Over the past year we have undertaken significant work investing in clinical IT infrastructure and training staff in its use. Our data capture is more comprehensive and we are using this intelligence to inform our thinking and shape developments going forward.

We do this by:

- Reviewing local population data in line with national data for End of Life Care
- Reviewing operational data to identify trends and spot opportunities
- Identify service needs for the communities we serve from local data intelligence
- Working in collaboration with the ICB and other providers to generate compelling cases for support and ensure alignment with strategic direction
- Seeking ways to achieve financial efficiencies without compromising on clinical quality

1 – Community Engagement and Collaboration

Following our experience of develop a community hub in Derby City we are reviewing the learning and are keen to explore alternative ways to enhance our community presence. Our data and intelligence tells us that we are still underperforming as an organisation in addressing equality, diversity and inclusion. During the course of the last year a number of productive conversations and links were established with a variety of community networks and it is through these that we aim to build collaboration. We are keen to see how we can share our knowledge whilst learning from others in order to capitalise on opportunities to support more individuals living with life limiting illness, at end of life and also the bereaved in culturally sensitive and diverse ways. We see partnership as the process by which we can build the 'hub' model and through collaboration deliver support to local communities.

Population data tells us that homelessness and poverty is a challenge particularly in the Derby City area which significantly reduces an individual's chances of accessing end of life care, particularly hospice services. Following initial scoping work we have identified that this will be a priority area for the following year. Our plan is to build on the initial positive conversations with both the Padley Group and Derby YMCA to look at how we can work in collaboration to develop shared pathways of support and intervention. Initially this will be through a programme of shared education and training.

Plans for future periods (continued)

Over the past year we have successfully built collaborative relationships with both the Motor Neurone and Huntingtons Disease Associations. Through this we have established a regular programme of support groups delivered in our Wellbeing Space, capitalising on the collective knowledge of both parties for the benefit of individuals living with these life limiting conditions. This successful model is a format we are keen to build upon and we are now in conversation with the Alzheimer's Society to see how we can develop a similar approach in order to support individuals with dementia.

In order to support the wider initiative of Compassionate Communities Treetops will continue to play a key role by chairing the Communities Driving Change workstream, reporting to the End of Life Programme Board part of the Derby and Derbyshire Integrated Care Board. Our aim is to positively influence decision making by learning from individuals lived experience and applying this to our thinking and planning. Our ambition is to enable all communities to be places where those living with life limiting conditions, facing death and bereaved can feel supported and cared for in a dignified and compassionate way.

2 – Community Provision and Support

Activity data collected across our services shows a growing demand for community-based support and care services.

Our Support and Information café has grown from strength to strength with record numbers of individuals seeking new and ongoing support. The befriending service has struggled to recruit and train sufficient befrienders in order to meet demand. Referrals to Wellbeing at Home have grown by 87% and Hospice at Home is no longer able to consistently provide support to families on the basis of respite need as priority has to be given to the most acutely ill and dying.

As a result we plan this next year to look at how the closer collaboration of the Befriending Programme, Wellbeing at Home and the Hospice at Home service can offer a model of support that recognises the opportunity to reduce the pressure on the acute care/hospital providers and reduce the future financial impact of this pressure on the NHS by delivering the best individual end of life care for people and their families/carers whilst ensuring best value for money for the charity. This may result in the redistribution of some resources within existing services.

3 – Education

Over the past year the Communication Skills education programme has gone from strength to strength alongside the collaboration with Loughborough University and the RealTalk programme. This year will see further growth in this area with the addition of extra staff capacity to support this work. Training is being delivered across all sectors in line with the three tiers of essential to role core competencies. Treetops will continue to play a key role in supporting the Informed Workforce workstream reporting to the End of Life Programme Board part of the Derby and Derbyshire Integrated Care Board.

Since 2020, we have partnered with the nursing home sector and this has evolved into a programme of education and hands-on support covering all aspects of end-of-life care. We are now building on this work trialling a similar approach partnering with a number of residential care homes in the Erewash area. This project builds on sector-wide collaborations to achieve better outcomes for residents and ensure that those at end-of-life who wish to die in their care home, have a dignified and well-managed death, within the setting they call home.

Each home will be in receipt of a bespoke package of education. Hands-on clinical care and support will underpin the education model, providing confidence through collaboration.

Care home residents often have complex health needs due to co-morbidities and advancing frailty. Many residents may not experience a clearly identifiable 'terminal illness phase' making end-of-life care complex to manage.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Plans for future periods (continued)

The importance of early identification, discussion and documentation of end-of-life wishes has been proven to be a catalyst to the delivery of good care, that can offset crisis situations. The need for staff to have Advance Care Planning (ACP), communication skills training and confidence in recognising dying is paramount. Staff working in the residential care setting have not historically had access to this training.

A lack of knowledge hinders planning and results in crisis management and higher risks of hospitalisation for individuals who might otherwise be supported in their care home, their chosen place to die. Our innovation in healthcare project addresses these challenges through a two pronged approach based on targeted training and clinical mentoring for care home staff. Delivery of this project is subject to us securing grant funding in order for us to meet its full potential.

Education support to schools has grown over the last year and we anticipate an increase in demand for this education programme as awareness grows within this sector. Our Counselling and Emotional Support team are a centre of excellence in trauma informed bereavement counselling and the education packages provided by the team are reflective of this level of expertise. We plan to increase education provision within the limited capacity we have available within the team. If we are able to secure additional funding will aim to expand this offer.

Our main ambition for our education department over the coming year is to work towards financial independence from the rest of the charity. We recognise that education delivery needs to be self-sustaining in order to ensure security over the coming years. We recognise that for the charity committing its reserves to deliver education activity is at odds with the organisations priority aims and as such this needs to be addressed long term.

4 – Children and Young Peoples Bereavement Support

Treetops Hospice is delighted to have been chosen to be this year's BBC DIY SOS Children in Need Big Build, which will see them build on our grounds a children's and young person's bespoke bereavement counselling and therapy centre in 10 days.

This is an amazing opportunity and gift to the organisation but is a reflection of the outstanding work delivered by our Counselling and Emotional Support team working in this area. Over the course of this next year, we intended to build on this excellent clinical model by developing our Complementary Therapy service for children and young people. The CT team have conducted an initial trial of therapy interventions and this has evaluated extremely well. We are keen to see this approach develop further and to evaluate impact as part of our offer to bereaved children and young people.

Following the build, we anticipate that demand will grow for this service which we will have to monitor as we do not have any plans to expand our capacity within the team without securing additional resources.

5 – Education innovation to improve access, quality, and sustainability for Palliative and End of Life Care in the Midlands

Treetops personnel have for many years been a driving force behind the Derbyshire Alliance for End of Life Care resource toolkit. We were successful in a bid to the Strategic Clinical Network for Palliative & End of Life Care, NHS England securing the opportunity to work across 3 large ICS systems in the Midlands to create a new version of the toolkit. This will provide interactive resources within an intuitive education and a training platform to support staff across our systems delivering end of life care.

The project will deliver:-

- Web based platform accessible across the three ICSs
- An education and training portal

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Plans for future periods (continued)

- Support the delivery of high quality PEoLC for all, irrespective of condition or diagnosis.
- Improving equity of access
- Support a confident workforce with the knowledge, skills, and capability to deliver high quality PEoLC fit for purpose, now and in the future.
- Underpinned by research and evaluation

By ensuring that the toolkit resources and education structure are developed via a regional collaboration this facilitates 'reach' allowing all staff to access robust EoL education and training relevant to their need regardless of their ICS. This supports the principles of personalisation across PCNs, the ICS and at a National level.

Information on Fundraising Practices

All staff and volunteers read the Treetops Hospice Trust policies on fundraising as part of their induction. All outside agencies are registered with appropriate regulatory bodies and sign agreements with Treetops Hospice Trust regarding policies on fundraising and General Data Protection Regulation compliance.

Staff and volunteers attend training sessions on specific aspects of fundraising e.g. collections, and are given the Fundraising Regulators Code of Fundraising Practice for that particular activity.

Breach of any of the policies is dealt with by the Head of Community Relationships, Head of Supporter Relationships or Volunteers Services in line with the Treetops Hospice Trust volunteer procedures. Any breach by a paid fundraiser would be handled through the Treetops Hospice Disciplinary Policy and Procedure. Treetops Hospice also has a clear Gift Policy on accepting or abusing position for receiving money/gifts.

If Treetops Hospice Trust is notified of third party fundraising events, any person from a group or any individual holding that event, informs us to ensure that we are aware of the event's details, they are compliant, and that the money is received after the event. This is monitored by the Community Relationships team.

Treetops Hospice Trust's income generation department organises fundraising events and co-ordinates the activities of our supporters both in the Hospice and in the wider community on behalf of the charity. The department has signed up to the Fundraising Regulator's Code of Fundraising Practice, and the organisation as a whole adheres to the General Data Protection Regulations.

All direct marketing is undertaken by the Supporter Relationships department to ensure that it is not unreasonably intrusive or persistent. All marketing material contains clear instructions on how a person can be removed from mailing lists, as do all letters of thanks.

Treetops Hospice Lottery does use third party canvassing companies to recruit members of the Lottery. A Data Protection Agreement is in place with that company (Burden and Burden and Engage and Connect), which confirms that they adhere to the Fundraising Regulator's Code of Fundraising Practice and the General Data Protection Regulations.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Company's transactions and disclose with reasonable accuracy at any time the financial position of the Group and the 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 Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditor

Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group's auditor is unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

In approving the Trustees' report, we also approve the Strategic report included therein, in our capacity as company directors.

Approved by order of the members of the board of Trustees and signed on their behalf by:


C Glynn (Nov 7, 2023 19:20 GMT)

Mr C Glynn

Date: Nov 7, 2023

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST

We have audited the financial statements of Treetops Hospice Trust (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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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 the hospice sector;
- 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, GDPR, health and safety legislation (including CQC documentation) 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 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 3 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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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.

BHP LLP

Jane Marshall (Nov 9, 2023 18:18 GMT)

Jane Marshall (Senior statutory auditor)

for and on behalf of

BHP LLP
Chartered Accountants
Statutory Auditor
2 Rutland Park
Sheffield
S10 2PD

Date: Nov 9, 2023

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Income from:					
Donations and legacies	4	910,887	97,932	1,008,819	1,971,221
Charitable activities	6	904,016	13,205	917,221	919,550
Other trading activities	7	2,265,121	-	2,265,121	2,096,236
Investments	8	38,993	-	38,993	12,814
Other income	9	22,500	-	22,500	16,409
Total income		4,141,517	111,137	4,252,654	5,016,230
Expenditure on:					
Raising funds:	10,11				
Voluntary income		403,995	-	403,995	444,756
Fundraising trading		1,600,522	-	1,600,522	1,432,609
Charitable activities	12	2,748,527	17,411	2,765,938	2,436,966
Total expenditure		4,753,044	17,411	4,770,455	4,314,331
Net (expenditure)/income before net (losses)/gains on investments		(611,527)	93,726	(517,801)	701,899
Net (losses)/gains on investments	17	(27,935)	-	(27,935)	5,225
Net (expenditure)/income before taxation		(639,462)	93,726	(545,736)	707,124
Taxation		(8,245)	-	(8,245)	-
Net (expenditure)/income after taxation		(647,707)	93,726	(553,981)	707,124
Transfers between funds	21	61,580	(61,580)	-	-
Net movement in funds		(586,127)	32,146	(553,981)	707,124
Reconciliation of funds:					
Total funds brought forward		5,705,506	45,316	5,750,822	5,043,698
Net movement in funds		(586,127)	32,146	(553,981)	707,124
Total funds carried forward		5,119,379	77,462	5,196,841	5,750,822

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE
ACCOUNT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	16	2,083,103	2,165,049
Investments	17	578,290	538,821
		2,661,393	2,703,870
Current assets			
Stocks	18	129,315	98,794
Debtors	19	322,451	528,061
Cash at bank and in hand		2,454,177	2,682,627
		2,905,943	3,309,482
Creditors: amounts falling due within one year	20	(370,495)	(262,530)
Net current assets		2,535,448	3,046,952
Total assets less current liabilities		5,196,841	5,750,822
Total net assets		5,196,841	5,750,822
Charity funds			
Restricted funds	21	77,462	45,316
Unrestricted funds			
Designated funds	21	2,083,103	2,165,049
General funds (includes revaluation reserve of £nil (2022: £11,562))	21	3,036,276	3,540,457
Unrestricted funds	21	5,119,379	5,705,506
Total funds		5,196,841	5,750,822

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REGISTERED NUMBER: 01801708

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:

C Glynn

C Glynn (Nov 7, 2023 19:20 GMT)

Mr C Glynn

Date: Nov 7, 2023

The notes on pages 44 to 71 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	16	2,083,103	2,165,049
Investments	17	589,290	549,821
		<u>2,672,393</u>	<u>2,714,870</u>
Current assets			
Stocks	18	129,315	98,794
Debtors	19	505,859	1,130,139
Cash at bank and in hand		2,047,846	1,730,484
		<u>2,683,020</u>	<u>2,959,417</u>
Creditors: amounts falling due within one year	20	(644,759)	(348,032)
Net current assets		<u>2,038,261</u>	<u>2,611,385</u>
Total assets less current liabilities		<u>4,710,654</u>	<u>5,326,255</u>
Total net assets		<u><u>4,710,654</u></u>	<u><u>5,326,255</u></u>
Charity funds			
Restricted funds	21	77,462	45,316
Unrestricted funds			
Designated funds	21	2,083,103	2,165,049
General funds (includes revaluation reserve of £nil (2022: £11,562))	21	2,550,089	3,115,890
Unrestricted funds	21	4,633,192	5,280,939
Total funds		<u><u>4,710,654</u></u>	<u><u>5,326,255</u></u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

The 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. The Company's net movement in funds for the year was £(615,601) (2022 - £756,960).

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:

C Glynn
C Glynn (Nov 7, 2023 19:20 GMT)

Mr C Glynn

Date: Nov 7, 2023

The notes on pages 44 to 71 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	24	(84,439)	1,355,708
Cash flows from investing activities			
Dividends and interest from investments		38,993	12,814
Purchase of tangible fixed assets		(115,600)	(65,512)
Proceeds from sale of investments		175,597	97,891
Purchase of investments		(241,198)	(358,377)
Net cash used in investing activities		(142,208)	(313,184)
Change in cash and cash equivalents in the year		(226,647)	1,042,524
Cash and cash equivalents at the beginning of the year		2,707,465	1,664,941
Cash and cash equivalents at the end of the year	25	2,480,818	2,707,465

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. General information

The company is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The consolidated statement of financial activities (SOFA) and consolidated balance sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The 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.

The financial statements are prepared on the 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 £1.

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

2.2 Going concern

The Trustees have considered the impact of the current economic situation, such as high inflation and cost of living increases. They have prepared forecasts of income and expenditure, and cash flow for the period up to 31 March 2025 and ensure that these are updated on a quarterly basis for review, as well as allowing for stress-testing differing financial circumstances over that period.

The trustees are confident that these forecasts show there are sufficient reserves and cash to be able to continue for the foreseeable future. They will continue to monitor the impact on income and take appropriate action as necessary.

The trustees therefore continue to adopt the going concern basis of preparation for these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.3 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the charitable company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate (usually grant of probate). Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the charitable company, can be reliably measured.

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.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the charitable company's accounting policies.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the charitable company which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the charitable company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

The charitable company 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 charitable company 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.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more 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% straight line
Motor vehicles	- 25% straight line
Fixtures and fittings	- 25% straight line
Office equipment	- 25% straight line

Assets under construction are not depreciated as they are not yet operational within the business.

2. Accounting policies (continued)

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the consolidated statement of financial activities.

Investments in subsidiaries are valued at cost less provision for impairment.

2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

Donated items of stock for resale are not included in the financial statements until they are sold as the Trustees 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.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities 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 group 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the consolidated statement of financial activities as a finance cost.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.13 Financial instruments

The group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight-line basis over the lease term.

2.15 Pensions

The charitable company contributes to individuals' defined contribution pension schemes. Contributions are charged to the SOFA in the year they are payable.

2.16 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 Group 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.

Investment income, gains and losses are allocated to the appropriate fund.

2.17 Employee benefits

When employees have rendered service to the charitable company, 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.

2.18 Agency arrangements

The charity acts as an agent in distributing funds in relation to the End Of Life Toolkit Project. Payments are received from NHS Nottingham & Nottinghamshire ICB and Derbyshire Community Health Services. Subsequent distributions are made to other NHS ICBs.

The funds are excluded from the statement of financial activities as the charity does not have control over the charitable application of funds. The funds received and paid, and any balances held are disclosed in note 28.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3. 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 group makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no 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.

4. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations				
Donations and sponsorship	262,667	33,881	296,548	355,292
Gift aid	104,570	-	104,570	77,928
Income from charitable trusts (note 5)	43,815	-	43,815	52,311
Income from other clubs and organisations	216,429	-	216,429	332,610
Tea for Treetops	-	-	-	525
Support groups	-	-	-	100
Grants				
Hospice UK	-	4,263	4,263	470,304
BBC Children in Need	-	17,092	17,092	-
NHS Charity fund	-	42,696	42,696	159,868
Legacies and bequests	283,406	-	283,406	522,283
	<u>910,887</u>	<u>97,932</u>	<u>1,008,819</u>	<u>1,971,221</u>
Total 2022	<u><u>1,336,749</u></u>	<u><u>634,472</u></u>	<u><u>1,971,221</u></u>	

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NOTES TO THE FINANCIAL STATEMENTS
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5. Charitable trusts

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Albert Hunt Trust	20,000	-	20,000
Ardwick Trust	200	-	200
ASDA Foundation	400	-	400
Boots Charitable Trust	500	-	500
Cecil Rosen Foundation	500	-	500
Children in Need	665	-	665
Cumberland Trust	250	-	250
Institute of Our Lady of Mercy	1,000	-	1,000
Making a Difference Local	250	-	250
SSP Foundation	500	-	500
The Hudson Charitable Trust	300	-	300
The Mary Robertson Trust	3,000	-	3,000
The PwC Foundation	250	-	250
The Sir John Eastwood Foundation	2,000	-	2,000
Thomas J Thorne Memorial Trust	14,000	-	14,000
	<u>43,815</u>	<u>-</u>	<u>43,815</u>
Total 2022	<u>49,811</u>	<u>2,500</u>	<u>52,311</u>

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NOTES TO THE FINANCIAL STATEMENTS
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6. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Derby & Derbyshire CCG	876,162	3,586	879,748	863,806
Nottingham County Teaching CCG	7,136	9,619	16,755	32,128
Education	8,105	-	8,105	9,074
Meals and refreshments	1,556	-	1,556	3,415
Miscellaneous	11,057	-	11,057	11,127
	<u>904,016</u>	<u>13,205</u>	<u>917,221</u>	<u>919,550</u>
Total 2022	<u>919,000</u>	<u>550</u>	<u>919,550</u>	

7. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Shop sales	1,549,767	1,549,767	1,382,088
Hospice lottery income	715,354	715,354	714,136
Catering income	-	-	12
	<u>2,265,121</u>	<u>2,265,121</u>	<u>2,096,236</u>
Total 2022	<u>2,096,236</u>	<u>2,096,236</u>	

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NOTES TO THE FINANCIAL STATEMENTS
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8. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Bank interest	27,864	27,864	6,218
Listed investments income	11,129	11,129	6,596
	<u>38,993</u>	<u>38,993</u>	<u>12,814</u>
Total 2022	<u>12,814</u>	<u>12,814</u>	

9. Other income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Coronavirus Job Retention Scheme Income	-	-	16,409
Financing income	22,500	22,500	-
	<u>22,500</u>	<u>22,500</u>	<u>16,409</u>
Total 2022	<u>16,409</u>	<u>16,409</u>	

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

10. Raising funds - voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Direct costs - other	23,638	23,638	101,697
Direct costs - staff	373,389	373,389	336,059
Investment management fees	6,968	6,968	7,000
	<u>403,995</u>	<u>403,995</u>	<u>444,756</u>

11. Raising funds - fundraising trading

	Direct staff costs 2023 £	Direct other costs 2023 £	Total funds 2023 £	Total funds 2022 £
Hospice lottery	83,956	179,992	263,948	304,781
Shops	874,893	453,281	1,328,174	1,116,876
Catering	-	8,400	8,400	10,952
	<u>958,849</u>	<u>641,673</u>	<u>1,600,522</u>	<u>1,432,609</u>
Total 2022	<u>811,259</u>	<u>621,350</u>	<u>1,432,609</u>	

Direct costs - other are those associated with providing the activity, for example, lottery prizes, shop cost of sales, depreciation and other costs. All costs are unrestricted.

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NOTES TO THE FINANCIAL STATEMENTS
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12. Cost of charitable activities

	Direct staff costs 2023 £	Direct other costs 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Wellbeing	444,908	37,188	138,548	620,644	516,291
Bereavement support	491,024	15,323	145,517	651,864	661,525
Complementary therapy	466	2,354	810	3,630	2,059
Hospice at home	1,058,110	11,534	307,401	1,377,045	1,177,783
Training	52,364	3,589	16,080	72,033	52,425
Governance costs (note 13)	13,213	27,509	-	40,722	26,883
	<u>2,060,085</u>	<u>97,497</u>	<u>608,356</u>	<u>2,765,938</u>	<u>2,436,966</u>
Total 2022	<u>1,404,614</u>	<u>188,001</u>	<u>844,351</u>	<u>2,436,966</u>	

Support costs outlined below have been allocated to charitable activities in proportion to the direct costs attributed to each activity.

The relevant proportions are wellbeing 22.8% (2022: 21.4%), bereavement support 23.9% (2022: 27.4%), complementary therapy 0.1% (2022: 0.1%), hospice at home 50.5% (2022: 48.9%) and training 2.7% (2022: 2.2%).

Restricted expenditure totalling £17,411 (2022: £632,090) is included in the total expenditure of £2,765,938 (2022: £2,436,966).

Support costs

	2023 £	2022 £
Administration	396,039	656,522
Marketing	212,317	187,829
	<u>608,356</u>	<u>844,351</u>

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13. Governance costs

	2023	2022
	£	£
Direct costs - other	27,509	15,575
Direct costs - staff	13,213	11,308
	<u>40,722</u>	<u>26,883</u>

Other governance costs represent audit fees, legal costs and health & safety audit costs. Staff costs represent company secretarial and chief executive governance costs.

14. Net income/(expenditure)

	2023	2022
	£	£
Depreciation of tangible fixed assets - owned by the charity	104,895	98,841
Auditor's remuneration - other services	-	-
Auditor's remuneration - audit	25,330	21,665
	<u>25,330</u>	<u>21,665</u>

15. Staff costs

	Group	Group	Company	Company
	2023	2022	2023	2022
	£	£	£	£
Wages and salaries	2,958,422	2,651,448	2,958,422	2,651,448
Social security costs	222,868	188,919	222,868	188,919
Contribution to defined contribution pension schemes	211,033	173,507	211,033	173,507
	<u>3,392,323</u>	<u>3,013,874</u>	<u>3,392,323</u>	<u>3,013,874</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

15. Staff costs (continued)

The average number of persons employed by the Company during the year was as follows:

	Group 2023 No.	Group 2022 No.
Direct charitable	43	40
Fundraising and publicity	46	46
Management and administration	21	16
	<u>110</u>	<u>102</u>

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	-

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £399,360 (2022: £350,872). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance and Volunteer & Support Services Manager and HR Manager.

No Trustees were paid any remuneration during the year. One Trustee was reimbursed travel expenses of £46 during the year for their participation in volunteering in line with the charitable company's expense policy (2022: none).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £211,033 (2022: £249,205). At the year end, contributions of £25,338 (2022: £20,197) were outstanding.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16. Tangible fixed assets

Group and Company

	Freehold property £	Assets under construction £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation						
At 1 April 2022	2,491,062	139,700	125,225	699,233	100,003	3,555,223
Additions	-	-	29,827	85,773	-	115,600
Disposals	-	-	(71,953)	-	-	(71,953)
At 31 March 2023	2,491,062	139,700	83,099	785,006	100,003	3,598,870
Depreciation						
At 1 April 2022	577,390	-	118,518	603,988	90,278	1,390,174
Charge for the year	49,540	-	6,891	43,699	4,765	104,895
On disposals	-	-	(71,953)	-	-	(71,953)
Impairment charge	-	92,651	-	-	-	92,651
At 31 March 2023	626,930	92,651	53,456	647,687	95,043	1,515,767
Net book value						
At 31 March 2023	1,864,132	47,049	29,643	137,319	4,960	2,083,103
At 31 March 2022	1,913,672	139,700	6,707	95,245	9,725	2,165,049

The Trustees are of the opinion that the open market value of the freehold property is in excess of its carrying value. It is not considered practical to quantify this excess.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16. Tangible fixed assets

The cost of the freehold property comprise of the buildings and grounds known as Treetops Hospice Trust.

	2023	2022
	£	£
Original costs	246,882	246,882
Improvements to freehold property	1,310,694	1,310,694
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
	2,491,062	2,491,062

17. Fixed asset investments

Group

	Listed	Total	Total
	investments	2023	2022
	£	£	£
<i>Cost or valuation</i>			
At 1 April 2022	513,983	513,983	248,272
Additions	241,198	241,198	358,377
Disposals	(175,597)	(175,597)	(97,891)
Revaluations	(27,935)	(27,935)	5,225
At 31 March 2023	551,649	551,649	513,983
Investment cash	26,641	26,641	24,838
At 31 March 2023	578,290	578,290	538,821
Historical cost	595,279	595,279	527,259

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17. Fixed asset investments (continued)

Company

	Investment in subsidiary £	Listed investments £	Total 2023 £	Total 2022 £
<i>Cost or valuation</i>				
At 1 April 2022	11,000	513,983	524,983	248,272
Additions	-	241,198	241,198	358,377
Disposals	-	(175,597)	(175,597)	(97,891)
Revaluations	-	(27,935)	(27,935)	5,225
At 31 March 2023	<u>11,000</u>	<u>551,649</u>	<u>562,649</u>	<u>513,983</u>
Investment cash	-	26,641	26,641	24,838
At 31 March 2023	<u>11,000</u>	<u>578,290</u>	<u>589,290</u>	<u>538,821</u>
Historical cost	-	595,279	595,279	527,259

All fixed asset investments are held in the UK. The investment in listed securities represents a portfolio investment. This is held by Rathbones Investment Management Ltd. An investment management company registered in England and Wales.

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NOTES TO THE FINANCIAL STATEMENTS
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Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Company:

Names	Class of shares	Holding	Included in consolidation
Treetops Retail Limited	Ordinary	100%	Yes
Treetops Funding Limited	Ordinary	100%	Yes

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) for the year £	Net assets/(liabilities) £
Treetops Retail Limited	-	(8,400)	(8,400)	(35,582)
Treetops Funding Limited	715,355	(272,193)	443,162	532,769

18. Stocks

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Donated stock	129,315	98,794	129,315	98,794

19. Debtors

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Trade debtors	170,670	20,664	170,670	20,664
Amounts owed by group undertakings	-	-	189,129	627,806
Other debtors	33,045	28,976	29,416	10,971
Prepayments and accrued income	118,736	478,421	116,644	470,698
	322,451	528,061	505,859	1,130,139

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NOTES TO THE FINANCIAL STATEMENTS
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20. Creditors: Amounts falling due within one year

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Amounts held under agency arrangement (note 28)	140,000	-	140,000	-
Trade creditors	64,539	94,844	57,979	81,859
Amounts owed to group undertakings	-	-	342,747	149,258
Other taxation and social security	52,046	46,306	52,046	46,306
Other creditors	80,351	76,064	26,238	26,188
Accruals and deferred income	33,559	45,316	25,749	44,421
	370,495	262,530	644,759	348,032

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NOTES TO THE FINANCIAL STATEMENTS
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21. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted						
Designated funds						
Fixed assets	2,165,049	-	(197,546)	115,600	-	2,083,103
General funds						
General funds	3,115,890	3,426,162	(4,283,150)	319,122	(27,935)	2,550,089
Treetops Funding	452,749	715,355	(272,193)	(373,142)	-	522,769
Treetops Retail	(28,182)	-	(8,400)	-	-	(36,582)
	3,540,457	4,141,517	(4,563,743)	(54,020)	(27,935)	3,036,276
Total Unrestricted funds	5,705,506	4,141,517	(4,761,289)	61,580	(27,935)	5,119,379
Restricted funds						
Grounds fund	13,715	-	(815)	-	-	12,900
Children's bereavement	-	13,565	(5,307)	-	-	8,258
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Trauma fund	(9,619)	9,619	-	-	-	-
Hospice UK Grant	-	4,263	-	-	-	4,263
Contemplation Courtyard	4,300	8,881	(5,891)	-	-	7,290
NHS Charity Fund	-	42,696	-	(42,696)	-	-
Roaming Nurse Car Fund	-	25,000	-	(20,696)	-	4,304
Syringe Driver Grant	-	3,586	(5,398)	1,812	-	-
Children in Need	-	3,527	-	-	-	3,527

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
	45,316	111,137	(17,411)	(61,580)	-	77,462
Total of funds	5,750,822	4,252,654	(4,778,700)	-	(27,935)	5,196,841

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NOTES TO THE FINANCIAL STATEMENTS
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21. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted						
Designated funds						
Fixed assets	2,198,378	-	-	(33,329)	-	2,165,049
General funds						
General funds	2,329,533	3,665,933	(3,366,508)	481,707	5,225	3,115,890
Treetops Funding	492,772	714,136	(304,781)	(449,378)	-	452,749
Treetops Retail	(18,369)	1,139	(10,952)	-	-	(28,182)
	2,803,936	4,381,208	(3,682,241)	32,329	5,225	3,540,457
Total Unrestricted funds	5,002,314	4,381,208	(3,682,241)	(1,000)	5,225	5,705,506
Restricted funds						
Grounds fund	15,083	550	(1,918)	-	-	13,715
Children's bereavement	(1,000)	-	-	1,000	-	-
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Trauma fund	(9,619)	-	-	-	-	(9,619)
Hospice UK Grant	-	470,304	(470,304)	-	-	-
Contemplation Courtyard	-	4,300	-	-	-	4,300
NHS Charity Fund	-	159,868	(159,868)	-	-	-
	41,384	635,022	(632,090)	1,000	-	45,316

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Statement of funds (continued)

<i>Total of funds</i>	<u>5,043,698</u>	<u>5,016,230</u>	<u>(4,314,331)</u>	<u>-</u>	<u>5,225</u>	<u>5,750,822</u>
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Statement of funds (continued)

Designated Funds

Designated funds comprise the net book value of the group's unrestricted fixed assets.

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

Children's bereavement project - to pay salaries of counselling and emotional support staff who provide services to bereaved children.

Support and information - to assist in the provision of support and information.

Nationwide Compassionate Communities Project - established to engage and empower people and communities to have conversations about death, dying, bereavement and loss, ultimately enable people to share their preference and wishes about these.

Trauma - non-talking therapy for children and young people who had experienced some trauma through their bereavement.

Hospice UK - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID 19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

Contemplation Courtyard - to provide a peaceful, contemplative area surrounding our Memory Tree in which people can remember loved ones who have died.

NHS Charity Fund - to provide continued funding for the Roaming Nurse service started in 2020/21 during the pandemic.

Syringe Driver Grant - to purchase Syringe Driver equipment in order to help provide specialised training to local care homes.

Roaming Nurse Car Fund - to purchase a vehicle which can be used by the Roaming Nurse team to provide specialised overnight care.

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets. A transfer has also been made from general funds to cover a deficit on a restricted fund. A transfer was also made between General Funds and Treetops Funding in unrestricted funds representing the gift aid payment made from the subsidiary to the parent in the year.

Funds in deficit

The trauma fund is in deficit due to expenditure being incurred in advance of future funding being received.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

22. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	2,165,049	-	(197,546)	115,600	-	2,083,103
General funds	3,540,457	4,141,517	(4,563,743)	(54,020)	(27,935)	3,036,276
Restricted funds	45,316	111,137	(17,411)	(61,580)	-	77,462
	<u>5,750,822</u>	<u>4,252,654</u>	<u>(4,778,700)</u>	<u>-</u>	<u>(27,935)</u>	<u>5,196,841</u>

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	2,198,378	-	-	(33,329)	-	2,165,049
General funds	2,803,936	4,381,208	(3,682,241)	32,329	5,225	3,540,457
Restricted funds	41,384	635,022	(632,090)	1,000	-	45,316
	<u>5,043,698</u>	<u>5,016,230</u>	<u>(4,314,331)</u>	<u>-</u>	<u>5,225</u>	<u>5,750,822</u>

23. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	2,083,103	-	2,083,103
Fixed asset investments	578,290	-	578,290
Current assets	2,828,481	77,462	2,905,943
Creditors due within one year	(370,495)	-	(370,495)
Total	<u>5,119,379</u>	<u>77,462</u>	<u>5,196,841</u>

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

23. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	2,165,049	-	2,165,049
Fixed asset investments	538,821	-	538,821
Current assets	3,264,166	45,316	3,309,482
Creditors due within one year	(262,530)	-	(262,530)
Total	5,705,506	45,316	5,750,822

24. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2023 £	Group 2022 £
Net (expenditure)/ income for the year (as per Statement of Financial Activities)	(553,981)	707,124
Adjustments for:		
Depreciation charges	104,895	98,841
Impairment charges	92,651	-
(Gains)/losses on investments	27,935	(5,225)
Dividends and interest from investments	(38,993)	(12,814)
(Increase) in stocks	(30,521)	(37,847)
Decrease in debtors	205,610	504,567
Increase in creditors	107,965	101,062
Net cash (used in)/ provided by operating activities	(84,439)	1,355,708

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

25. Analysis of cash and cash equivalents

	Group 2023 £	Group 2022 £
Cash in hand	2,454,177	2,682,627
Cash held in investments	26,641	24,838
<i>Total cash and cash equivalents</i>	2,480,818	2,707,465

26. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	2,682,627	(228,450)	2,454,177
Investment cash	24,838	1,803	26,641
	2,707,465	(226,647)	2,480,818

27. Capital commitments

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
<i>Contracted for but not provided in these financial statements</i>				
Acquisition of tangible fixed assets	17,550	-	17,550	-

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

28. Operating lease commitments

At 31 March 2023 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2023	Group 2022
	£	£
Not later than 1 year	163,000	176,375
Later than 1 year and not later than 5 years	557,042	587,292
Later than 5 years	285,125	406,125
	<hr/> 1,005,167 <hr/>	<hr/> 1,169,792 <hr/>

There was £176,375 (2022: £243,478) of lease payments recognised as an expense in the statement of financial activities.

29. Agency arrangements

The charity acts as an agent in distributing EOLT project funds. In the accounting period ending 31 March 2023 the charity received £140,000 (2022: £nil) and disbursed £nil (2022: £nil) from the fund. An amount of £140,000 (2022: £nil) is included in note 20 related to undistributed funds that are repayable to NHS Nottingham and Nottinghamshire ICB and Derbyshire Community Health Services.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

30. Related party transactions

During the year 10 trustees made donations totalling £2,796 (2022: 6 trustees, £4,495). A number of trustees also donate goods to the retail shops.

Sharan Harris-Christensen is a trustee who is employed by the University of Derby. Due to work on an on going project which is expected to benefit Treetops in the future, Treetops have been contributing 25% of her salary. This amounted to £13,972 (2022: £10,221). There was no balance due to or from the University of Derby at both year ends.

During the year the charity received income of £658,858 (2022: £399,851) from Treetops Funding Limited. The charity incurred expenses of £92,228 (2022: £118,858) on behalf of Treetops Funding Limited and £13 (2022: £13) on behalf of Treetops Retail Limited.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £189,129 (2022: £627,806) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £715,889 (2022: £149,258) at the year end, which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £373,142 (2022: £449,378).

Between the subsidiary companies there was a balance of £166,273 (2022: £174,960) owed by Treetops Retail Limited to Treetops Funding Limited.

31. Controlling party

The company is controlled by its members. No individual member has overall control.

TREETOPS HOSPICE TRUST

England & Wales - Charity number 519540

Accounts

Registered number: 01801708
Charity number: 519540

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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TREETOPS HOSPICE TRUST
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2022

Trustees

Dr R E Aldridge
Mr S Beeley
Mr J Davies (resigned 31 May 2021)
Mr C Glynn, Treasurer (appointed 28 March 2022)
Dr H Godridge (resigned 26 September 2022)
Ms S Harris-Christensen (appointed 1 June 2021)
Mrs Y Hobday (appointed 13 June 2022)
Mr R W Jones
Dr C S Kang
Ms H Macdonald
Mr D J Millington
Mr S Mitchell
Mr A Perkins
Mr A Sarda (resigned 28 March 2022)
Dr M Swanwick
Mr A Wardle (resigned 28 March 2022)
Dr G Walton (appointed 1 June 2021)
Mrs C Webster (appointed 13 June 2022)

Company registered number 01801708

Charity registered number 519540

Registered office Treetops Hospice
Derby Road
Risley
Derbyshire
DE72 3SS

Company secretary C Munton

Chief executive Mrs J Heath

Independent auditor BHP LLP
Chartered Accountants
Statutory Auditor
2 Rutland Park
Sheffield
S10 2PD

Bankers Santander
Bridle Road
Bootle
Merseyside
GIR 0AA

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Solicitors Ellis Fermor & Negus
 2 Devonshire Avenue
 Beeston
 Nottingham
 NG9 1BS

Investment managers Rathbone Brothers Plc
 Temple Point
 1 Temple Row
 Birmingham
 B2 5LG

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report together with the audited financial statements of the company for the year 1 April 2021 to 31 March 2022. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Objectives and activities

a. Policies and objectives

The objectives of the charity are contained in full in the Memorandum and Articles of the charity. They are also clearly stated in the Vision, Mission and Values statement and are summarised as follows:

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and families living with life limiting illness or affected by death and dying by:

- Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision
- Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved.
- Developing services to reflect the changing needs of the diverse community we serve.

Values

Respecting the unique worth of every person

We believe that every person is different but equal, and that everyone's unique needs and contributions should be recognised and supported.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources enables us to deliver high quality care today and in the future.

Working with hope

Our hope is to enable patients and families supported by the Hospice to live well and die well.

Sustaining a culture of trust, warmth and safety

Everyone who comes into contact with Treetops is treated with care and respect.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Objectives and activities (continued)**b. Strategies for achieving objectives**

The Board of Trustees have agreed the strategic direction of the charity through the preparation of an updated three-year rolling plan. The plan is approved and reviewed each year by the Trustees. The Chief Executive, with departmental managers, continues to develop operation plans and organisational objectives that are encapsulated in the annual budget, which has been approved by the Board. Progress towards achieving objectives is monitored and reviewed through the respective Board and Sub-Committee meetings of the Trustees. All activities of the organisation are monitored and reviewed by the Trustees through the production of monthly management accounts, care service delivery statistics and bi-monthly reports to the Board by the Chief Executive and departmental managers.

c. Activities undertaken to achieve objectives

These objectives are met through the provision of care services as follows:

- Wellbeing Provision:
 - o Wellbeing Days with Activity Programmes
 - o Out-Patient Clinic
 - o Drop-In Café
- Support and Information
 - o Carer Support and Signposting
- Therapeutic Services
 - o Pre and Post Bereavement Support
 - o Complementary Therapy
 - o Art Therapy
- Hospice at Home
- Roaming Nurse Service
- Education
- Compassionate Communities Work

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit. They are confident that the aims and objectives of the charity as manifested in the services it offers, both provide a public benefit and enhance the lives of the people who use the services. More information on how the charity has provided public benefit can be found in the achievements and performances section of this report.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Objectives and activities (continued)

d. Volunteers

The last year has been a time of transition for volunteering at Treetops.

During the pandemic many of our volunteers were shielding, then, with the temporary closure of the shops and most services, very few volunteers were active for a prolonged period of time.

As we started to come out of the pandemic, it became clear that the shape of volunteering would change. Many traditional roles, like drivers, minibus drivers and former Day Care hospitality roles were no longer required and new roles requiring different skills, such as activity group volunteers were now required.

Befriending is a new service, entirely delivered by volunteers in which the volunteer is matched against a service user and provides support with social interaction and companionship. This service has grown very quickly and we now have a team of 29 volunteer befrienders, demonstrating a real demand for the service.

Our volunteer counsellors continued to contribute from home during the pandemic adapting to a different way of working. Now, with the growth of the service they are, more than ever, an integral part of service delivery.

The shops came out of the pandemic understrength in volunteer support as some volunteers were unsure of returning and a big recruitment drive was required to attract new volunteers.

Community Relations (Fundraising) have also changed how they work and as a result, are looking to supporters to run their own 'in aid of' events and challenges. More traditional roles such as collection tin rounds still require volunteers.

Volunteer Services continues to support volunteers and line management but is adapting to finding volunteers with different skills and from different backgrounds, sometimes 'thinking outside the box' to attract the right volunteers to assist with the new roles and develop training profiles to meet mandatory requirements and develop competence in the volunteer role.

Also, it is very important that we do not lose touch with our former volunteers who can no longer actively volunteer but have made a positive contribution to Treetops over many years. These supporters are very much part of the Treetops family and we must take every opportunity to continue to engage with them.

We are still in a time of change but also opportunity. Volunteer Services and Department Managers will strive to ensure that our volunteers remain engaged, well trained, enjoy what they do, gain from the experience and are thanked and recognised for the gift of their time.

Strategic report

Achievements and performance

a. Review of activities

Provision of Care

The hospice was last inspected by the Care Quality Commission (CQC) in April 2016. The final report awarded the rating of "Good" across the five domains of Safe, Effective, Caring, Responsive and Well Led. The exemplary report can be found on Treetops' website and on the CQC website.

It was anticipated that the Hospice would be inspected again in 2020, but due to the Covid pandemic this did not happen. CQC have implemented a new form of regulation and inspection and as part of this they undertook direct monitoring activity (DMA) with the Hospice early in 2022. This involved gathering information from a wide range of sources and reviewing this in relation to data held by CQC registration and ratings information. This helped them determine our ongoing rating. As a result the Hospice continues to be rated as Good. There continues to be regular liaison between the Hospice and our designated inspector, which has facilitated the sharing and monitoring of care delivery. These regular communications have been extremely welcome and supportive as services have had to adapt and change during yet another very challenging year.

Philippa Shreeve (Director of Clinical Services) is the registered manager for the organisation.

The priorities that we set for 2021/22

1 – Wellbeing, Support and Information Service

At the start of the Pandemic in 2020 Treetops stopped all day hospice activity on site in line with national lockdowns and converted to a community-based support service called 'Cake and Care'. This allowed us to support our patient cohort at a very challenging time.

As initial lockdown restrictions lifted we decided to review our model of care and develop services that supported personalisation and could be accessed by individuals in a variety of ways. Our focus was to consolidate our Wellbeing offer, developing the model to support people from the point of diagnosis, through maintenance of wellbeing and recovery following periods of ill health, through to more assisted support as they deteriorate.

Prior to the pandemic the Support and Information Café had proved a vital first contact for people accessing our services. We were therefore keen to re-establish this access route to services for individuals. Our risk assessments and national restrictions meant we could not return to the original drop-in format, so a decision was taken to offer an appointment system to limit the number of people attending at any one time. This allowed us to reopen the Café and we quickly saw a consistent uptake by individuals.

The exercise programme consisting of chair based, Otago and adapted Tai Chi moved from being purely virtual to include face-to-face groups on site. These sessions are popular and reinforce our enablement approach. Our aim is to ensure that we can support patients to maintain and regain strength, mobility and confidence through participation in these sessions.

This last year saw the pilot of the SPRING program and following feedback and refinement the programme has gone from strength to strength. Over the course of the year delivery moved from virtual sessions to face to face. Feedback reinforced the preference for one-to-one delivery which facilitates a rolling programme. The 12 session format is tailored to meet individual needs and priorities. Inclusion of Occupational Therapists in the Wellbeing team have ensured the positive contribution of this clinical approach in the programme and service.

Strategic report (continued)

Achievements and performance (continued)

Our plan to restart the Spa day assisted bathing sessions was however not possible this year due to the Infection Prevention and Control risk assessments. There is still demand for this service as we are receiving a significant number of requests. Our aim will be to resume this service as soon as possible.

Our bereavement support 'Tears to Laughter' group went from strength to strength over the course of the year. The group provides valuable support to those who are struggling following a bereavement, but who do not require full bereavement counselling. The group moved from virtual to meeting on site and the format of peer support has been extremely positively received. Demand for this service has determined the need to establish a further group.

Over the course of the year the team have embedded the Wellbeing at Home service. This is aimed at patients who are entering the terminal phase and who are unable or struggle to engage with the other wellbeing services. Their carers may also need support with respite care. The service has proved popular with referral numbers growing steadily.

2 – Hospice at Home Service and Roaming Nurse Service

Throughout the pandemic Treetops Hospice has continued to deliver its full Hospice at Home service, providing overnight support for patients at the end of life in their own homes.

The Covid-19 pandemic placed heightened demand on statutory NHS services and to optimise timely patient care to our end-of-life patients, rapid changes to service delivery were required to work alongside our original Hospice at Home service. There was a need for rapid flexibility and ongoing service development to drive forward this innovative practice/service change. We devised the Roaming Nursing Service to meet this need.

A £100,000 grant from Barclays Foundation and a car loan from Toyota Manufacturing UK Ltd facilitated the formation of the service. Subsequently the generous gift of £213,480.70 from the Derby and Burton Hospitals Charity, and continued car loan, ensured the ongoing delivery of the service and support to NHS services at a time of unprecedented demand due to the pandemic.

The grant from Derby and Burton Hospitals Charity supported the service between January 2021 to March 2022. The Roaming Nursing Service delivers care 7 nights per week between the hours of 9.30pm to 6.30am. The team each night consisted of a Band 5 registered general nurse and a Band 3 Health Care Assistant. The service provided responsive care across the county for any referred patients at end-of-life requiring interventions including symptom management, personal care, patient/carer support, and verification of death.

Development of the Roaming Nursing Service played an essential role in ensuring quality end-of-life care was maintained, whilst responding rapidly and flexibly in response to Covid-19 pandemic. Evaluations of the service reveal that 96% of patients supported by the service remained and died at home.

User and staff evaluations have consistently been exceptionally positive and the joint model of care of the traditional Hospice at Home model supported by the Roaming Nursing Service is the preferred model of delivery for the Hospice going forward.

Consultations with the CCG continue regarding future commissioning of the service and it is hoped that this will be successful. In the interim Treetops Hospice will continue to fund this model of care.

Strategic report (continued)

Achievements and performance (continued)

3 - Compassionate Communities

Following the successful application to the Nationwide Building Society for grant funding, Treetops Hospice has built a community network of volunteer Befrienders who confidently provide support and friendship for people with a life limiting illness in their own homes. Volunteers have been trained to listen to people's needs, and help empower and enable them to stay socially connected at a time of loneliness. The project successfully reduces social isolation and builds confidence for those who are nearing the end of life, enabling people to stay at home while they wish to do so and supporting them to thrive in the home environment until the end. Volunteers will offer a listening ear, provide opportunities to engage in interests and hobbies such as baking, word games and walking in the garden or further afield, as well as provide opportunities for reminiscing and sharing their life stories. The volunteers enable people to have conversations about death, dying, loss and bereavement, overcoming taboos and fears, and helping people be more prepared and able to express their wishes.

Due to the pandemic contact was initially by telephone and then moved to home visits once restrictions allowed. Training was adapted so it could be provided via video calls and online, PPE was provided alongside safety protocols to ensure safe visits for those who were vulnerable.

As a result, Befriender training was delivered via Zoom and Befrienders began providing support either over the phone or via technology such as Zoom, FaceTime or WhatsApp calls.

This model has grown steadily over the year with over 30 befrienders now trained, and gradually being matched to a client. The training has evaluated extremely well.

The Compassionate Communities programme has also delivered spiritual support over the year offering 'Time to Remember' events once a quarter. These have been held online offering individuals, families and friends time to remember a loved one and take a moment to share and come together for support.

4 – Therapeutic Services

Covid restrictions had resulted in all Counselling and Emotional Support Services being delivered predominantly via Zoom, but over the course of the year face-to-face counselling sessions were slowly re-introduced as restrictions allowed. This was positively received by clients who expressed their preference to work in this way.

The year saw the demand for children and young people's counselling grow exponentially to the point where a waiting list was introduced. This was partly due to the complications of the referrals and the fact that the children's service has fewer volunteers. To offset this a comprehensive children's training programme was developed for current volunteers to enable them to increase their confidence.

From this work a training programme was also developed to support school staff working to support bereaved children and young people. This has been extremely well evaluated and received.

This year also saw the restart of the 'M Project', a non-talking therapy group for children and young people who have been traumatically bereaved. This approach had been introduced prior to the pandemic but due to the group format had to be placed on hold. The session evaluations have been exceptional and demand for this approach is growing so the charity has decided to fund this work as part of the core service offer.

For some time, we have noted a change in the type of referrals received in Therapeutic Services. The vast majority are

Strategic report (continued)

Achievements and performance (continued)

much more complex and many clients are requiring trauma focused therapy. This meant that we were unable to allocate these clients to our new students or support volunteers. As a result, members of the team have undertaken trauma training (for adults and children). This training is now being disseminated down to the other staff members and the volunteer team in order to enable our service to offer a more comprehensive trauma focused support and service.

This area of expertise is now the basis for promoting the service as a centre of excellence, reflecting its unique contribution.

This year also saw the return of Complementary Therapy for clients, following a period of furlough for staff. The team have worked hard to re-establish community visits along with onsite CT sessions. Demand has grown steadily over the year.

Our student counselling placement continues to be extremely popular and over the year we have offered two further intakes. Student feedback highlights the value they associate with their placement at Treetops and the experience that they gain.

5 – Syringe Driver training for Nursing Care Homes

Following the success of the Syringe Driver Support project, the CCG contract with Treetops Hospice to provide training and support for nursing homes across Southern Derbyshire was extended by another year. Training and support continue to be delivered, despite the threat still posed by the Covid-19 pandemic. The team worked hard to further develop their direct support to care homes based on the findings from the previous year. The demand for training was high with excellent feedback received.

Training was focused on the following key areas:-

- **Drug calculations workshop** – feedback from nurses identified limited confidence when working out drug calculations.
- **Syringe driver training** – adapted to suit the needs of senior carers to increase confidence when being asked to second check controlled drugs.
- **Symptom management training** – focusing on the basic principles of symptom control.
- **Mouth care training** – developed as findings show staff wanted access to mouth care training which was not available locally.
- **Saf-T-Intima cannula training** – this was developed as clinical observations found nurses were either not using saf-T-intima cannulas or using old fashioned nickel cannulas.

In addition to the training sessions the Syringe Driver Support nurses offer direct support to care homes when they are managing a patient on a driver. This has included providing support to access equipment, supporting staff to spot changes in person's condition and how to plan future care accordingly. This service has been extremely well received by homes and has been vital in ensuring the timely care of individual residents.

Review of Services

From 1 April 2021 to 31 March 2022, Treetops Hospice was commissioned to provide Wellbeing Service and Hospice at Home to the Derby and Derbyshire CCG and the four CCGs in Nottinghamshire.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

Counselling and Emotional Support for those who have been bereaved and support for people who are facing, or supporting someone who has been diagnosed with, a life-limiting illness are commissioned by the Derby and Derbyshire CCG.

Treetops Hospice raises 65% of the funding for these services through retail outlets, lottery and fundraising. The remaining 35% comes from the NHS via the above CCGs through block grant and cost and volume contracts.

Treetops Hospice offers a Support and Information Service, Complementary Therapy and Befriending / Compassionate Communities Service. We also continue to host an outpatient clinic for the University Hospital Derby and Burton NHS Trust. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

Our Clinical Services are governed by the Clinical Sub-committee of the Board of Trustees, who meet quarterly and receive individual service reports, which enable them to review the management and quality of care provided by the Hospice. The reports are then submitted to the whole Board of Trustees at their meetings.

Participation in Clinical Audits

During 2021/22, Treetops Hospice Care did not participate in any national or local clinical audits.

Research

During 2021/22, the Hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Clinical Commissioning Group:

- All quality requirements for 2021/22 were met
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life Board, The End of Life Operational Group and The Derbyshire Alliance for End of Life Education
- Treetops Hospice chaired the Derbyshire End of Life workstreams for SPA / Coordinated Care and Compassionate Communities
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit

Quality Overview

Activity data across the year reveals the following trends

Wellbeing Service

During the course of the year which saw further periods of lockdown, the Wellbeing service continued to adapt its offer in order to deliver a service.

Over the course of the year **416 individuals** were supported by Wellbeing on their clinical programmes.

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TRUSTEES' REPORT (CONTINUED)*FOR THE YEAR ENDED 31 MARCH 2022*

Strategic report (continued)**Achievements and performance (continued)****212** referrals were received for the Wellbeing Space**210** referrals were received for Wellbeing at Home

The data below captures the range of activities provided across the year.

Activity	2021/22 Activity Levels	Comments
Number of individual support contacts made across the year (excluding carers and family members) including: <ul style="list-style-type: none">• Chair based exercise• Otago exercise• Adapted Tai Chi• SPRING programme• Mollies group• Support and Information Café	3,675 sessions of contact with Wellbeing services	The Wellbeing service consisted of a mixture of virtual contact (telephone and Zoom 1:1 and group format), face to face individual and group sessions along with home visits
Episodes of wellbeing activity delivered specifically by Zoom	177 activities	Contact in this way dropped considerably over the year as individuals chose to return to face to face contact
Number of welfare calls	Over 1,380 calls made	These were one-to-one calls made either over the phone, WhatsApp, Zoom or Skype to check on welfare and address any issues identified
Number of peer support contacts <ul style="list-style-type: none">• Bereavement support (Tears to Laughter) weekly group, 2 hour duration• Mollie's Group bimonthly group, 2 hour duration	845 contacts of support	On average 16 to 20 people attend per session
Number of wellbeing at home sessions <i>(nb. 7 months of data only)</i>	1,083 hours of care	

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

Number of individuals accessing each Wellbeing activity	Activity
6	Activity via Zoom
31	Move It To Improve It exercise
7	Meditation
43	Wellbeing Adapted Tai Chi
52	Wellbeing SPRING Delivery
10	Wellbeing SPRING Support Group
9	Wellbeing SPRING zoom
8	Wellbeing Support Group
44	Tears to Laughter Group
125	Peer Support via zoom
7	Book Group
125	Wellbeing Café
156	Wellbeing at Home Visits
<i>(nb. some individuals will access more than one activity)</i>	

Hospice at Home Service

This was the first full year of the new Hospice at Home model consisting of 1:1 night support shifts supported by the nightly Roaming service.

Over the course of the year the service delivered:

16,923 hours of Hospice at Home support
3,213 hours of Roaming Service support

During the year the number of referrals for the service were

914 Derbyshire
668 Roaming Service
145 Nottingham
1 Out of Area
TOTAL REFERRALS - 1,728

Hospice at Home Data	2020/21	2021/22	
	Total Hours	Total Hours	Percentage change
Derbyshire	24,182	22,037	-8.87%
Nottinghamshire	3,888	1,777	-54.3%

The Hospice at Home service has continued to deliver an exceptionally high standard of care throughout the year. However, there are notable changes that have impacted on activity levels.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

The introduction of the Roaming Service has reduced the capacity available within the full night shift hospice care and as such the data above should be viewed alongside the activity levels reported below on the Roaming Service.

Although the criteria for support from Hospice at Home remains the same (patient must be considered to be in the last six months of life) the available capacity within the service, which has been hit by staff sickness has meant that only patients who are considered to be classified as red or amber under a traffic light system have been prioritised for care.

Patients classified as being green are not routinely being offered care, unless there is a need to support the carer, in order to maintain their health and wellbeing.

As a result, many patients are only being supported for a short length of time, days rather than weeks. This is borne out by the increase in referral numbers across the year but reduction in hours of care. The average number of night support sessions delivered has dropped to 3 per patient.

Roaming Service

The Roaming Service was introduced in 2020 as part of our response to Covid and to assist in the reduction of pressure on other service providers. The service consists of a team of two staff, one RGN and one HCA. They respond to calls received throughout the night, visiting patients and their families and carers to solve problems and deliver care. They also make a number of pre-planned calls to patients and families who require support but who do not wish to have the full night Hospice at Home support.

Intervention	2021/22
Calls made by Treetops Roaming Service to patients and families	1,273
Calls received to Treetops Roaming Service requesting support	1,493
Total calls made or received in support of a patient at end of life	2,766
Anticipatory medication given	754
Catheter care	12
Syringe Driver support	39
Verification of death	147
Personal care/Wellbeing support	622
Family support	59
Total number of clinical interventions delivered to patients at home	1,633
Total number of individual patients supported in financial year 2021/22	511

The Hospice at Home service enabled 96% of individuals to achieve their preferred place of death at home.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

Counselling and Emotional Support

Our commissioned Bereavement Support Service in Derbyshire is unusual in hospice terms as we accept referrals from anyone in the community regardless of any previous association with Treetops Hospice.

For some time we have noted a change in the type of referrals received in Therapeutic Services. The vast majority are much more complex in nature and many clients are requiring trauma focused therapy. Our team of counsellors have worked extremely hard during this time to adapt and develop the service in order to meet this need. The rate of referrals this year have also grown significantly.

Over the course of the year the service provided:-

4,590 hours of counselling
265 hours of Complementary Therapy

472 Referrals were received for counselling services

Adult Bereavement Service Data

	2020/21	2021/22	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	3,163	3,031	-4%

Children and Families Bereavement Service Data

The last year has seen a steady growth in demand for children and young people's counselling service.

	2020/21	2021/22	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	929	1,173	26%

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who have accessed end of life care at the Hospice but is for anyone in our community facing life-limiting illness. During the year there was a further lockdown period which again made it hard for individuals to access this service face to face.

	2020/21	2021/22	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	270	262	-3%

Treetops Counselling and Emotional Support services continue to monitor care delivery against the Bereavement Care

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

Service Standards national evaluation tool, endorsed by the National Bereavement Alliance, to which Treetops Hospice is affiliated. This sets three levels of achievement within seven separate standards. These are Planning, Awareness and Access, Assessment, Support and Supervision, Education and Training, Resources, and Monitoring and Evaluation.

Our team are dedicated to working to this standard and we are confident that we are achieving the highest level across all seven of the standards.

Complementary Therapy Service Data

This year saw the return of our Complementary Therapy Service after a prolonged period of furlough due to the pandemic. Initially the service supported staff wellbeing until such a time as it was felt safe to restart patient sessions. The return of the service has been very much welcomed.

This service is not a commissioned service

70 Referrals were received for Complementary Therapy

	Derbyshire	Nottinghamshire
Total number of complementary therapy sessions	217	20

Community Befriending Service

This year has seen the growth of our new Befriending Service supporting people in their own homes who are socially isolated due to their ill health or following a bereavement.

This is not a commissioned service

	Derbyshire	Nottinghamshire
Total number of Befriending sessions	217	20

What others say about us

1. Care Quality Commission

Treetops Hospice is registered with, and regulated by, the Care Quality Commission in accordance with the Health & Social Care Act 2008.

Our most recent inspection report dated 7 April 2016 is available on the CQC website and finds us meeting the standards and rating us "Good" in all five core areas inspected. The report can be found at: www.cqc.org.uk.

Strategic report (continued)

Achievements and performance (continued)

2. What our patients and carers say about us

Wellbeing Space Evaluations

Wellbeing service

Due to the many service changes in Wellbeing the normal service evaluations were not possible this year. Instead, feedback was obtained via questionnaire, and comments received are outlined below.

Wellbeing SPRING Program Evaluation

The pilot of the SPRING programme evaluated well by its participants. We learnt that participants benefitted from the one-to-one sessions, and we have continued to deliver SPRING in that way. We made some initial adjustments to the sessions, to shift the focus away from malignancy and streamline the content.

What did we do in 2021/22?

Staffing

We had challenges in delivering the programme due to staffing numbers. The skill mix of the facilitators (Registered Nurses, Occupational Therapists and an Assistant Practitioner) works well, and we use our combined expertise to provide the best support for the patients.

Participants

We have had some challenges in reporting on the numbers of participants due to changing the way we record activity on SystemOne.

The figures below relate to the period March 2021 to February 2022, immediately following the initial pilot.

Face to face sessions	145
Phone sessions	32
Virtual sessions	5
Total	182

Over the last year we have delivered an average of 3.6 SPRING sessions a week.

Following completion of the SPRING programme, all participants are offered attendance at the monthly support group.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

Month*	Participants
Jul 21	9
Aug 21	4
Sep 21	4
Oct 21	4
Nov 21	5
Dec 21	9
Jan 22	4
Feb 22**	0
Mar 22	3
Total	42

*SystemOne data only available from July 2021

** cancelled due to team away day

Programme Content

We have looked again at the content and developed it further; given our experience so far and using the participant feedback we have gained from those undertaking the programme in the last year.

The SPRING support group has so far been unstructured; giving participants a chance to come together for coffee and chat and to catch up with the SPRING team.

We have developed an 'ideas form' for the support group to gain feedback as to future developments of the group. This will be circulated in the group in March and sent out to those participants not regularly attending. Our aim is to develop the SPRING support group to encourage participation and provide creative communication and informative activities.

Hospice at Home Service

Family or Carer Evaluation

From the **1st January to July 31st 2021**, evaluations were posted to every fourth family/carer of patients that either died as a service user, who were supported with a full one to one night shift or with the Roaming Service. On those evaluations there were no questions to assess the effectiveness of the Roaming service.

From **1st August to 31st December 2021** evaluations were amended to include assessment of the Roaming Service and the evaluations were then posted to every family/carer of patients that either died as a service user, who were supported with a full one to one night shift or with the Roaming Service.

As the evaluations are anonymised we cannot calculate the numbers returned for each time frame.

Of those who returned the questionnaire:

- 93% thought that the referral to the service was timely
- 6% felt that the referral was made too late
- 100% of respondents who utilised the Roaming Service felt that it had been helpful and met the needs required

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

- 71% said that the amount of night-time care provided was enough
- 6% said the amount of care was too little
- 96% were totally at ease or comfortable about the way we cared for their loved ones
- 95% felt that the Treetops nurses had the appropriate knowledge to care for their loved one
- 90% felt that the Treetops nurse always took time to listen to their concerns
- 96% said that the service from Treetops' Hospice at Home service enabled them to care for their loved ones at home

Due to the significant rises in clinical staff sickness over the past year we saw a subsequent reduction in capacity. This could account for the decrease in people feeling that they received sufficient quantity of care. This has not solely been due to Covid-19, as staff have been suffering with other physical and mental health issues, as well as bereavements of close family members. We offer continued support to all staff members and have introduced supervision sessions.

Hospice at Home - Carer evaluations, March 2022

'The Treetops service enabled my mum to stay at home in her last weeks. Rather than be sent to a hospital and then elsewhere which meant her family looked after her supported by expert outside help.'

'The service from TT was an enormous help and without them, our dad would have been alone and in an unknown place when he passed away. Our regret is that were not told of the work you do by the hospital, the only alternative care they suggested was a carehome. The hospital should be making relatives aware of your service.'

'The nurses were extremely professional and caring. They were there when needed. Could not have had better nursing care from them.'

'Just to say I would not have managed without your roaming service. Thank you all so much. What a great team you have.'

'The service my dad received was excellent and prompt and could not have asked for more. The Roaming Service is a valuable service.'

'We didn't get Treetops a lot, but when we did it always made my mum feel at ease and also for her to get some sleep knowing Dad was being looked after downstairs'

'Whilst the service provided by Treetops on a night was fantastic and allowed me to rest so that I could have quality time for her in the day, the uncertainty as to whether a Treetops nightsitter was available each night was very stressful. Waiting for the daily call to tell us if someone was available to come and if not the stress of trying to find alternative care'

'The care and help my mother and I received was wonderful. My mum's final days were of love, care and dignity. Everyone at TT should be very proud that the service they give and the care they provide allows families to help pass comfortably on.'

'It was a huge relief to have nurses to come out and care for my father-in-law overnight. The family and I were exhausted with the round the clock care, having TT gave us some much-needed rest during the night. Although we only had 2 night visits, we felt confident in their knowledge and ability to deal with end of life care. They went above and beyond in his final stages of his life, but also showed support to all the family members. You will always be remembered dearly in our hearts.'

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

Counselling and Emotional Support Service

All clients who finish receiving support during the year from the Counselling and Emotional Support Services are asked to complete an evaluation of their experience.

Adult Bereavement:

85 evaluation forms were sent out and 71 forms were returned (83%):

- 100% said that the support they received had been helpful in their experience of bereavement
- 100% said they were satisfied with how quickly the service was provided
- 95% said that they had the right number of sessions
- 4% said they felt they did not have enough sessions
- 100% said they would recommend the service to other people

'You are such a fabulous service; I think it would be helpful if this service was promoted more as I only found it by chance after talking to a friend who had used your service.'

'An excellent service that is greatly needed. I genuinely cannot fault any part of this. Counselling is a difficult and emotionally draining process, however, to be able to do this in a supportive manner is a credit to you all. Thank you all for your kindness.'

'Without this service I'm not sure where I'd be right now. I was suffering so much after losing my dad I didn't know which way to turn. But thanks to my lovely counsellor I now know how to deal with my emotions. I know feel able to speak about my grief.'

'This service gave me the confidence to look forward and to accept what had happened to see life more clearly and to take small steps forward.'

'The service I've been given at Treetops was far better than previous counselling sessions I've had elsewhere, the personal touches and ability to use creative materials helped me express how I felt without words.'

'9 months ago I lost the love of my life. Nothing mattered anymore and the future held little joy. With the dedicated help of my wonderful counsellor I can now look forward to a future that will be different. I know there will be sad times ahead, but at least I can now smile again.'

'It was an excellent service, having had an abysmal service from another provider. A breath of fresh air and very therapeutic. It was lovely to be able to walk through the woods when the daffodils were out, the gardens are lovely.'

'I found the help and support invaluable, in very difficult circumstances I would like to say thank you for the help that was given to my husband and myself when he was ill and the support I've gotten from a wonderful counsellor, again thank you so much.'

Strategic report (continued)

Achievements and performance (continued)

Parents/Carers

19 evaluation forms were sent and 8 were returned (42%):

Due to the increasing level of demand for this service we have had to introduce a waiting list in order to manage capacity. Therefore children can be waiting longer to access the service.

- 50% were happy or very happy with the speed of response to the referral.
- 75% reported a decrease in their level of concern about their child after the support had finished.
- 78% were happy or very happy with the extent to which the support had addressed their child's bereavement needs.
- 100% were happy or very happy with the number of sessions/length of support their child received.
- 100% would recommend the service to other people.

Quotes from evaluations, 2020/21, Parents/Carers of Bereaved Children

'Thank you! The support you offer is invaluable!'

'The support my son received has been amazing. He is a changed child, pairing him with his counsellor was an absolute stroke of genius. We can not thank you enough.'

'Thank you for a valuable service. My son would also benefit from the non-talking therapy group when it runs again.'

'It was amazing to know that my child would be supported for as long as she needed the support. My child also took part in the non-talking therapy session which was just as beneficial. Thank you.'

Children/Young People

19 evaluation forms were sent out of which 9 were returned (47%):

- 100% were happy or very happy with the number of sessions they had.
- 100% said the sessions had been helpful or very helpful.
- 100% said they would recommend the service to other people.

Quotes from evaluations, 2020/21 Bereaved Children/Young People

'It was helpful and cool'

'I had a good counsellor who I built a good relationship with.'

'The sessions have really helped me a lot, in many different ways. It has given me the tools to be able to understand my thoughts and emotions. It was really nice to have support at that time and someone to talk to who wouldn't judge and helps to understand what I am going through. I always enjoyed the creative activities because they help me to open up.'

'Pretty good place'

'It was a really good place to come and talk openly but not feel judged or worried at how the other person may react.'

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

'I really like it all and all of the help I got.'

'My counsellor was very cool.'

Life-limiting Illness

2 evaluation forms were sent out and only 1 was returned (50%). Due to the pandemic, we did not provide any LLI work for children and young people.

- 100% said the support they had received was helpful.
- 100% were happy or very happy with the speed of response of the service.
- 100% said the number of sessions provided was just right.
- 100% said they would recommend the service to others.

Quotes from evaluations, 2020/21 Life-Limiting Illness clients

'The counselling helped me process some of the trauma I experienced post-surgery, to integrate those very raw parts of myself and to start being me again.'

What our staff say about the organisation

During January/February 2022, in conjunction with Birdsong Consulting an employee engagement survey was conducted. This was the first engagement survey since 2017, when we came 6th in the Sunday Times, Not for Profit Best Companies survey. The Senior Leadership Team believed it was important to gauge the level of engagement after the impact of the pandemic on work, working arrangements and personal engagement, in order to address aspects of employee engagement that need to be improved.

The Birdsong survey measures the level of engagement by the number of 'agrees' received for each question. Our results showed that employee confidence in Treetops services, pride in the organisation, teamwork and job satisfaction rank very highly, at levels similar to those achieved in 2017.

The survey also provides a performance benchmark with similar UK hospices. We were pleased to see that Treetops met or surpassed engagement levels against benchmark within confidence in services, pride in the organisation, teamwork and job satisfaction.

However, the survey does reveal that communication, training and personal development are areas of lower satisfaction and these are to be addressed by the Senior Leadership Team over the coming year.

Most of the key employee engagement factors are very high and above benchmark. Concerns about job security are higher than we would like, but perhaps this is unsurprising after all the uncertainty brought by the pandemic. Concerns around pay are significant, however the survey was conducted before the Trustees agreed a 3% pay for 2022/23; also, this does not seem to translate into people wanting to leave the organisation or the overall engagement with their employment.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Achievements and performance (continued)

Complaints and Compliments

Complaints

During 2021/22, we received one clinical service complaint. This incident was investigated, documented and action taken as required. Feedback on the outcome and action was provided to the complainant.

Compliments

In addition to the positive evaluations of our services, we receive many emails, Facebook comments and individual cards and letters of thanks to our full range of services during the year.

We do not at present have a comprehensive way to capture and log all this feedback. In total 60% of our in-memoriam donations came from the families and carers of those who were cared for by our services.

Patient Safety Indicators

Patient safety is paramount to our services and all incidents are reported and logged. We ensure that every incident is assessed, relevant risk assessments reviewed, and any wider implications are considered, resulting in policy and training updates as identified.

We have a Health and Safety Committee made up of staff and trustees, who meet quarterly and receive departmental reports. They review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During 2021/22 there were 17 incidents recorded in total. There was 1 incident that involved rude behaviour to a HCA, 1 incident involving a controlled drug being recorded on the wrong prescription sheet, 5 relating to car problems travelling to appointments, 2 relating to IT and access to the SystemOne clinical database, and 8 relating to various minor incidents. All incidents were fully investigated and any action taken documented and reported to the Clinical Sub Group of the board of Trustees, along with the Derby and Derbyshire Clinical Commissioning Group.

b. Investment Policy and Performance

During 2015 the Board of Trustees decided that due to the low interest rates, it was now the appropriate time to move some of our reserves from interest bearing accounts to be managed by investment brokers. The amount invested is the surplus over the minimum amount set aside for reserves. The total amount of investment income received in the year was £12,814.

Other investments are £10,000 invested in Treetops Funding Limited and £1,000 in Treetops Retail Limited.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Strategic report (continued)

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

b. Results for the year

The Charity's gross income fell from £5,715,981 to £5,016,230, a decrease of £699,751. Gross costs increased from £4,029,533 to £4,314,331, an increase of 7.1%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2022 of £5,750,822 (2021: £5,043,699) of which £45,316 (2021: £41,384) are restricted funds, £3,540,457 (2021: £2,803,936) are unrestricted funds and £2,165,049 (2021: £2,198,378) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

In 2003, Treetops Retail Limited was created for the Retail shops and catering operation. From 1 April 2018 onwards, the Retail shops were transferred over to Treetops Hospice Trust to ensure Gift Aid claims were correctly dealt with and did not leave the subsidiary company insolvent. Treetops Retail Limited now only contains the catering operation and is part of the VAT registered group with Treetops Hospice Trust.

The Charity's wholly owned trading subsidiaries carry out non-charitable trading activities for the Charity.

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover rose from £709,159 to £714,136 (0.7%), profit decrease from £449,378 to £409,355 (8.9%). Membership peaked at over 13,900 active members by the year end although it is anticipated this number may stagnate into 2022/23 due to economic pressures from the cost of living crisis.

Retail Company

Treetops Retail Limited made an operating loss of £9,813 compared to a loss of £36,562 for 2020/21. These accounts cover the financial position of the catering outlets only which are currently not trading due to uncertainty following the Covid pandemic. It is not currently known if or when trading will resume.

Fundraising

Legacy income has experienced a decrease of income from £1,237,783 to £522,283. The previous year had seen an exceptional one-off rise in Legacies and it was accepted we would not be able to match this figure in the current year. However the actual amount received was still well over budget and is demonstrating how the recent change in the legacy strategy is beginning to reap rewards and bring about the awareness of how donors can support us in this critical manner.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

c. Principal risks and uncertainties

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, which are reviewed every six months and appropriate mitigating action is taken accordingly.

The most recent review showed that the highest risks as:

- Competition for Funding
- Failure of generate sufficient income
- Loss of or inability to recruit volunteers
- Loss or reduction of Fundraising income
- Loss or reduction of Statutory income
- Increased Operating costs

d. Reserves policy

The Board of Trustees regularly review the level of reserves to ensure that fund levels are appropriate for the current activities and long term aims, should they need to be called upon. The reserves policy forms part of our Finance Policies and can provided upon request.

To develop long term objectives and ensure the continuation of current services, the Charity needs to have an appropriate level of reserves. The Board of Trustees have calculated and agreed an acceptable level to be £800,000. This accounts for any major loss of income, such as statutory funding, to allow services to continue running for 6 months and fund redundancy costs. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the Charity to discharge its obligations and long-term plans in these uncertain financial times.

At the year end, the free reserves figure was £3,540,457, which is above the level set. The Trustees will be reviewing the reserves policy in the forthcoming year.

Structure, governance and management

a. Constitution

Treetops Hospice is a registered charity and company limited by guarantee without share capital and was set up on 20 March 1984 under the name Draycott Hospice Association. The name of the company was changed to Treetops Hospice Trust on 21 June 1993. The charity's governing document is its Memorandum and Articles of Association (last amended on 24 November 2008), which restrict the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

b. Methods of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Articles of Association.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management (continued)**c. Policies adopted for the induction and training of Trustees**

The Board agreed a written structure for the induction of new Trustees, and a code of conduct for Trustees and the Chief Executive. Trustee induction is managed by the Chief Executive and the Company Secretary and includes written information on the following topics:

- The legal status of the charity and governance
- The structure and staffing of the organisation
- Finance information
- Policies and strategy
- Professional advisers

All new Trustees will spend time with the Chair of the Board and the Chief Executive at an early stage. The charity subscribes to Governance a journal for Trustees. All Trustees receive individual copies and a copy is held in the general office and Trustees are given information on relevant training courses.

d. Pay policy for senior staff

It is the policy of the Board of Trustees to remunerate the Senior Leadership Team (SLT) in line with market forces and pay an acceptable salary that in general is in line with the charity sector and specifically hospices, which will attract and keep quality staff.

The SLT are only awarded pay increases in line with the cost of living annual award given to all staff and will not receive and other financial recognition. The cost of living increase is discussed by the Board of Trustees annually and is awarded in line with the charity's performance, affordability and external indicators, such as the cost of living index.

e. Organisational structure and decision making

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustees, a third of which are elected annually by the members of the Company. To assist the Board in discharging its responsibilities, it receives regular reports on some aspects of its principle functions from the Finance and Income Generation and the Clinical sub committees. These committees consist of members of the Board of Trustees and senior members of staff. The Finance and Income Generation sub committee meet to review the financial activity every quarter, as do the Clinical sub committee who monitor clinical services. The Board also meets quarterly with additional meetings as required.

The Chief Executive, who leads the SLT, 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.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management (continued)

f. Risk management

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, these are reviewed every six months and appropriate mitigating action is taken accordingly. The Health and Safety committee continue to ensure that all relevant issues are considered and addressed at departmental level and the Health and Safety Responsible Person prepares quarterly Health and Safety reports for the Board.

There are a variety of actions and controls in place for these areas such as:

- Quarterly Board review of Management Accounts and regularly updated 3 year Forecasts
- Robust Budgeting
- Continuous Review of 3 Stage Strategy
- Diversification of Income Streams
- Continue to professionally develop Fundraisers
- Investment in Fundraising activity
- Reserves held at suitable levels
- Maintaining positive relationships with commissioning staff at Statutory level
- Integrated approach to care delivery and joint working with Statutory services
- Keeping abreast of ICB consortium developments
- Liaising with external Hospices to share best practice

g. Governance

In 2012 the Trustees took place in the Help the Hospices (Hospice UK) Board Development Programme run by Cass Business School. The Help the Hospices Board development programme, funded by the Monument Trust, focused on effective governance (i.e. the systems, processes and behaviours that enable trustees/non executive directors to hold the organisation in trust, steer its work and optimise the benefit to its current and future beneficiaries). The key framework used in the programme was Good Governance – a code for the voluntary and community sector (2nd edition October 2010), which sets out six key principles of effective governance.

The key indicators used to assess the success of the programme included:

- The board has a better understanding of good governance (including clinical)
- The board has reflected on its governance strengths and weaknesses
- The board has greater self awareness of its culture and behaviours
- The board, led by the Chair has agreed, and is implementing a clear action plan to improve its governance.

The programme consisted of: a document review; interviews with Chair, Chief Executive and two Trustees; three visits to the Hospice, including Board meetings and some interim contact.

The Board considered the 11 recommendations in the board development report. It was decided that the Board wanted to focus on:

- 1 Ensuring the Board focuses on strategic matters
- 2 Improving the effectiveness of meetings
- 3 Induction, training and recruitment of trustees
- 4 Assessing the Board's own performance

Clinical Governance is the remit of the Clinical Sub Committee, who report to the Board.

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Plans for future periods

The ongoing challenges presented by the pandemic continued to impact upon the delivery of our services last year. As a result, a period of consolidation is required in all services as we settle into what appears to be the new 'normal'.

We see the next year as a time to invest in the team, rebuild resilience and wellbeing in order to take us forward.

We will do this by:

- Creating opportunities to reconnect as an organisation with our mission, vision and values
- Create opportunities for team development, resilience building and wellbeing
- Evaluate our internal communication structure and seek ways to improve
- Focus on advanced communication skill training across the workforce
- Be creative and dynamic in how we invest in leadership, mentorship and learning across our entire workforce staff and volunteers
- Ensure we create opportunities to help our organisation be representative of our local population by increasing the diversity of our workforce, staff and volunteers

The experience of the pandemic has also highlighted the vital importance of personalisation and the role we can play in enabling individuals to exercise choice and control over the care that they receive. We will therefore ensure that personalisation lies at the heart of all clinical development and change that we make.

We have also undertaken significant work to review our data systems and ways of working. We will use this intelligence over the next year to help shape our service developments going forward.

We will do this by:

- Reviewing local population data in line with national data for End of Life Care
- Reviewing operational data to identify trends and opportunities
- Identifying service needs for the community
- Working in collaboration with the CCG and other providers to generate compelling cases for support and ensure alignment with CCG (ICS) strategic direction
- Seeking ways to achieve financial efficiencies without compromising on clinical quality.

1 – Developing our community presence

This upcoming year will see the start of our development of Wellbeing Hubs in local communities. We will be working in collaboration with Derby Cathedral Centre to deliver a weekly drop-in session. This service will provide advice, guidance and support and will be delivered by staff and volunteers. This will be the first time the Hospice has had a regular presence within Derby city. This initiative will give us the opportunity to pilot a community based service and evaluate the best ways in which to engage with those local communities.

We will also continue to develop our Wellbeing at Home service delivered during the day. This is aimed at those patients entering the terminal phase along with those who are unable or struggle to engage with our on-site services. Their carers may also need support with respite care and we see this as an area of unmet need. The service provides one-to-one support to individuals, and enables them to live the life they have and plan for their future care.

We also plan to create a dementia specific SPRING programme, based on the principles of 'watch my needs' communication training. This will enable us to better meet the needs of dementia patients and ensure they can access our services. It will also ensure that the staff and volunteer team have the confidence to communicate appropriately with patients, families and carers.

Plans for future periods (continued)

To facilitate this, training will be undertaken by key personnel in the Wellbeing team and then rolled out across the services.

2 – Clinical Education

The Covid-19 pandemic has brought about many changes in the way we deliver clinical care and services. As we move forward and start to look at a post pandemic landscape it is clear that clinical services will need to continually adapt to the ever-changing healthcare system. In order to do this staff working within our services must have the appropriate skills and knowledge to undertake their role in a clinically safe and effective way.

The Treetops Hospice model of training and education pre- pandemic was built around an annual program of classroom based, group sessions which were open to all clinical staff. This meant content was generic and not tailored to the specific educational/professional development needs of Registered Nurses or Health Care Assistants. The subject areas included in the program focused very much on the fundamentals of nursing care; this meant the sessions often acted as a refresher rather than a conduit for delivering new educational content.

It is clear, given the rapidly changing healthcare environment we now work in, that this model is no longer fit for purpose. To ensure the delivery of high quality clinical care which is responsive to changing clinical needs and evolving service changes across the health community, we plan to adopt a model of education and training which is responsive to both the individual educational/training needs of clinical staff and the current and future needs of the service in which they work.

'Essential to Role' competencies will be used to develop an education & training matrix which will also include the mandatory training each staff member is required to undertake. In addition, advanced skills sets which may be required as part of role and service development, will be included.

The education and training matrix will provide a focus on the skills, knowledge and behaviours expected for the delivery of end of life care services and sets out clear expectations for staff members.

3 – Compassionate Communities

Our intention in this upcoming year is to grow further our Compassionate Communities programme. The success of the Befriender service highlights the value of this approach, especially for those at end of life or who are bereaved.

Treetops has a strategic ambition to improve engagement with communities that do not currently access our services. Our data highlights that our current user profile does not match the communities that we serve and we need to find culturally appropriate ways of engaging in conversations and events. An assets-based approach will be adopted focusing on what works best for communities, building on local capacity to support those at the end of life or who are bereaved.

Treetops will continue to collaborate with other hospices working within community development to share best practice and develop the Compassionate Communities model. The organisation is proud to have started the conversations about death, dying and bereavement in communities and will endeavour to continue breaking down fears and taboos to enable people to plan better and support each other at the end of life.

4 – Counselling and Emotional Support

Our Counselling and Emotional Support service has excelled as a provider for many years and our ambition this year is to start to work towards recognition as a centre of excellence for bereavement and trauma work.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Plans for future periods (continued)

The service has now resumed face-to-face sessions, but is keen to retain some of the new working practices that developed in response to Covid. Referral numbers are already increasing and it is anticipated that this year could see a real spike in demand for our service. The past year has seen a time when people have not been able to carry out the normal rituals associated with death, dying, loss and bereavement and the impact of this is already starting to play out. Our service is also seeing a rising rate of inappropriate referrals as people desperately seek mental health support and try every avenue. This will certainly be a challenge for us along with the wider mental health care system.

We are also looking to restart the Mollitiam ProjiX 'non-talking' therapies project for children and young people who have been traumatically bereaved. This project supports children and young people who struggle to benefit from traditional 1-2-1 talking therapy. Two cohorts of children had successfully completed the program prior to the pandemic, with great results, but due to its format it has not been possible to run it in the Covid restrictions. We are now looking to restart this programme along with applications to support the ongoing funding of this approach.

5 – Syringe Driver Training for Nursing Care Homes

Following the success of the one-year contract to deliver syringe-driver training for nursing homes this work has been commissioned for a further year.

The team of two nurses are continuing to work with fifty-six nursing homes across Southern Derbyshire delivering training on the draw up and administering of medication via a syringe driver. In addition, they provide ongoing support to the homes which have a patient who is in need of a syringe driver and they combine this with wider training about managing that resident at end of life. The feedback from homes has been fantastic as they have engaged with this approach.

The transient nature of the staff in the care home sector highlights how training and support is required on a rolling basis in order to respond to staff changes. The two staff supporting this project have been extremely innovative, flexible and responsive in their approach and have again highlighted how much support homes require in order to ensure that they can deliver good end of life care and maintain residents in their own setting.

It is hoped over this coming year that the data gathered will support the initiative of retaining this type of direct support and that opportunity to work with the newly developed position of Manager of Virtual Education Centre will ensure that this work links to the wider initiative of developing a skilled workforce in these settings.

Information on Fundraising Practices

All staff and volunteers read the Treetops Hospice Trust policies on fundraising as part of their induction. All outside agencies are registered with appropriate regulatory bodies and sign agreements with Treetops Hospice Trust regarding policies on fundraising and General Data Protection Regulation compliance.

Staff and volunteers attend training sessions on specific aspects of fundraising, e.g. collections, and are given the Fundraising Regulators Code of Fundraising Practice for that particular activity.

Breach of any of the policies is dealt with by the Head of Community Relationships, Head of Supporter Relationships or Volunteers Services in line with the Treetops Hospice Trust volunteer procedures. Any breach by a paid fundraiser would be handled through the Treetops Hospice Disciplinary Policy and Procedure. Treetops Hospice also has a clear Gift Policy on accepting or abusing position for receiving money/gifts. The charity contracts Freelance Fundraisers for specific activities. The responsibilities/liabilities are confirmed in a contract and assignment brief.

If Treetops Hospice Trust is notified of third party fundraising events, any person from a group or any individual holding

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

that event, completes a registration form to tell us the event details and receives guidance for holding it legally and safely. They are advised how to manage the money including making the payment to Treetops after the event. This is monitored by the Community Relationships team.

Treetops Hospice Trust's Income Generation department organises fundraising events and provides guidance to supporters who fundraise in aid of the charity. The department has signed up to the Fundraising Regulator's Code of Fundraising Practice, and the organisation as a whole adheres to the General Data Protection Regulations.

All direct marketing is undertaken by the Supporter Relationships department to ensure that it is not unreasonably intrusive or persistent. All marketing material contains clear instructions on how a person can be removed from mailing lists, as do all letters of thanks.

Treetops Hospice Lottery employs third party canvassing companies to recruit members of the Lottery. Data Protection Agreements are in place with those companies, which confirm that they adhere to the Fundraising Regulator's Code of Fundraising Practice and the General Data Protection Regulations.

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the parent charitable company 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group 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 group and the parent 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 group and the parent charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditor

So far as the Trustees are aware:

- There is no relevant audit information of which the charitable group's auditor is unaware, and
- They have taken all the steps that they ought to have taken in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Auditor

The auditor, BHP LLP, has indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Colin Glynn

[Colin Glynn \(Nov 4, 2022 11:29 GMT\)](#)

Mr C Glynn

(Trustee)

Date: Nov 4, 2022

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST

Opinion

We have audited the financial statements of Treetops Hospice Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2022 which comprise the consolidated statement of financial activities, the consolidated balance sheet, the company balance sheet, the consolidated statement of cash flows and the related notes, 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 of the parent charitable company's affairs as at 31 March 2022 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

TREETOPS HOSPICE TRUST
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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.
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- the parent charitable company has not kept adequate accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company 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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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 the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor 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 (including CQC documentation) 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 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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TREETOPS HOSPICE TRUST (CONTINUED)

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 3 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

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

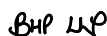
- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: 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 and its trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, and the charitable company's trustees, as a body, for our audit work, for this report, or for the opinions we have formed.



Jane Marshall (Nov 7, 2022 20:18 GMT)

Jane Marshall (senior statutory auditor)

for and on behalf of

BHP LLP

Chartered Accountants

Statutory Auditor

2 Rutland Park

Sheffield

S10 2PD

Date: Nov 7, 2022

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	4	634,472	1,336,749	1,971,221	2,946,757
Charitable activities	7	550	919,000	919,550	819,157
Other trading activities	8	-	2,096,236	2,096,236	1,526,852
Investments	9	-	12,814	12,814	9,505
Other income	10	-	16,409	16,409	413,710
Total income		635,022	4,381,208	5,016,230	5,715,981
Expenditure on:					
Raising funds:	11,12				
Voluntary income		-	444,756	444,756	390,476
Fundraising trading		-	1,432,609	1,432,609	1,331,552
Charitable activities	13	632,090	1,804,876	2,436,966	2,307,505
Total expenditure		632,090	3,682,241	4,314,331	4,029,533
Net income before net gains on investments		2,932	698,967	701,899	1,686,448
Net gains on investments	18	-	5,225	5,225	29,724
Net income		2,932	704,192	707,124	1,716,172
Transfers between funds	22	1,000	(1,000)	-	-
Net movement in funds		3,932	703,192	707,124	1,716,172
Reconciliation of funds:					
Total funds brought forward		41,384	5,002,314	5,043,698	3,327,526
Net movement in funds		3,932	703,192	707,124	1,716,172
Total funds carried forward		45,316	5,705,506	5,750,822	5,043,698

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	17	2,165,049	2,198,378
Investments	18	538,821	500,158
		<u>2,703,870</u>	<u>2,698,536</u>
Current assets			
Stocks	19	98,794	60,947
Debtors	20	528,061	1,032,628
Cash at bank and in hand		2,682,627	1,413,055
		<u>3,309,482</u>	<u>2,506,630</u>
Creditors: amounts falling due within one year	21	(262,530)	(161,468)
Net current assets		<u>3,046,952</u>	<u>2,345,162</u>
Total assets less current liabilities		<u>5,750,822</u>	<u>5,043,698</u>
Total net assets		<u>5,750,822</u>	<u>5,043,698</u>
Charity funds			
Restricted funds	22	45,316	41,384
Unrestricted funds			
Designated funds	22	2,165,049	2,198,378
General funds	22	3,540,457	2,803,936
Unrestricted funds (includes revaluation reserve of £11,562 (2021: £5,625))	22	<u>5,705,506</u>	<u>5,002,314</u>
Total funds		<u>5,750,822</u>	<u>5,043,698</u>

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2022

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

Colin Glynn

[Colin Glynn \(Nov 4, 2022 11:29 GMT\)](#)

Mr C Glynn

(Trustee)

Date: Nov 4, 2022

The notes on pages 42 to 67 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET
AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	17	2,165,049	2,198,378
Investments	18	549,821	511,158
		<u>2,714,870</u>	<u>2,709,536</u>
Current assets			
Stocks	19	98,794	60,947
Debtors	20	1,130,139	1,030,732
Cash at bank and in hand		1,730,484	1,190,564
		<u>2,959,417</u>	<u>2,282,243</u>
Creditors: amounts falling due within one year	21	(348,032)	(422,484)
Net current assets		<u>2,611,385</u>	<u>1,859,759</u>
Total assets less current liabilities		<u>5,326,255</u>	<u>4,569,295</u>
Total net assets		<u><u>5,326,255</u></u>	<u><u>4,569,295</u></u>
Charity funds			
Restricted funds	22	45,316	41,384
Unrestricted funds			
Designated funds	22	2,165,049	2,198,378
General funds	22	3,115,890	2,329,533
Unrestricted funds (includes revaluation reserve of £11,562 (2021: £5,625))	22	<u>5,280,939</u>	<u>4,527,911</u>
Total funds		<u><u>5,326,255</u></u>	<u><u>4,569,295</u></u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2022

The 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. The Company only result for the year was a surplus of £756,960 (2021 - £1,603,355).

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:

Colin Glynn

[Colin Glynn \(Nov 4, 2022 11:29 GMT\)](#)

Mr C Glynn
(Trustee)
Date: **Nov 4, 2022**

The notes on pages 42 to 67 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash provided by operating activities	25	1,355,708	981,180
		<hr/>	<hr/>
Cash flows from investing activities			
Dividends, interests and rents from investments		12,814	9,505
Purchase of tangible fixed assets		(65,512)	(34,278)
Proceeds from sale of investments		97,891	331,348
Purchase of investments		(358,377)	(106,920)
		<hr/>	<hr/>
Net cash (used in)/provided by investing activities		(313,184)	199,655
		<hr/>	<hr/>
Change in cash and cash equivalents in the year		1,042,524	1,180,835
Cash and cash equivalents at the beginning of the year		1,664,941	484,106
		<hr/>	<hr/>
Cash and cash equivalents at the end of the year	26	2,707,465	1,664,941
		<hr/> <hr/>	<hr/> <hr/>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1. General information

The company is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The consolidated statement of financial activities (SOFA) and consolidated balance sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The 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. The Company's only result for the year was £756,960 (2021: £1,603,355)

The financial statements are prepared on the 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 £1.

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

2.2 Going concern

The Trustees have considered the impact of the current economic situation, such as high inflation and cost of living increases. They have prepared forecasts of income and expenditure, and cash flow for the period up to 31 March 2026 and ensure that these are updated on a quarterly basis for review, as well as allowing for stress-testing differing financial circumstances over that period.

The trustees are confident that these forecasts show there are sufficient reserves and cash to be able to continue for the foreseeable future. They will continue to monitor the impact on income and take appropriate action as necessary.

The trustees therefore continue to adopt the going concern basis of preparation for these financial statements.

2. Accounting policies (continued)

2.3 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the company, can be reliably measured.

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.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the company's accounting policies.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the company which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Income relating to the Coronavirus Job Retention Scheme is recognised in the period for which the funding is claimed.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

2. Accounting policies (continued)

2.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

The company 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 company 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.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more 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% straight line
Motor vehicles	- 25% straight line
Fixtures and fittings	- 25% straight line
Office equipment	- 25% straight line

Assets under construction are not depreciated as they are not yet operational within the business.

2. Accounting policies (continued)

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'gains/(losses) on investments' in the consolidated statement of financial activities.

Investments in subsidiaries are valued at cost less provision for impairment.

2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

Donated items of stock for resale are not included in the financial statements until they are sold as the Trustees 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.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities 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 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the consolidated statement of financial activities as a finance cost.

2. Accounting policies (continued)

2.13 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Operating leases

Rentals paid under operating leases are charged to the consolidated statement of financial activities on a straight line basis over the lease term.

2.15 Pensions

The company contributes to individuals' defined contribution pension schemes. Contributions are charged to the SOFA in the year they are payable.

2.16 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 Group 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.

Investment income, gains and losses are allocated to the appropriate fund.

2.17 Employee benefits

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

3. 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 Company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no 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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

4. Income from donations and legacies

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2022	2022	2022	2021
	£	£	£	£
Donations and sponsorship	355,292	-	355,292	492,780
Legacies and bequests	522,283	-	522,283	1,237,783
Income from charitable trusts (note 5)	49,811	2,500	52,311	125,583
Income from other clubs and organisations	330,810	1,800	332,610	145,384
Christmas appeal	-	-	-	18,351
Business club	-	-	-	250
Light Up a Life	-	-	-	25,273
Hospice UK	-	470,304	470,304	629,288
Starlight Strut	-	-	-	16,864
Gift aid	77,928	-	77,928	29,255
BBC Children in Need	-	-	-	9,500
Community events	-	-	-	3,633
Tea for Treetops	525	-	525	-
Big Lottery	-	-	-	112,688
Barclays Roaming Nurse	-	159,868	159,868	100,000
Support groups	100	-	100	125
Total 2022	<u>1,336,749</u>	<u>634,472</u>	<u>1,971,221</u>	<u>2,946,757</u>
Total 2021	<u>2,209,969</u>	<u>736,788</u>	<u>2,946,757</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

5. Charitable trusts

	2022 £
Caron Keating Foundation	3,000
Barratt Homes	(2,000)
Central England Co-operative Community Dividend Fund	2,761
Cumberland Trust	250
The Duke of Devonshire Charitable Trust	2,500
East Midlands Airport Community Fund	20,000
The Grace Trust	2,500
Hudson Charitable Trust	300
Institute of Our Lady of Mercy	1,000
The Jessie Spencer Trust (Eversheds)	5,000
Mark Benevolent Fund	9,000
Masonic Charitable Foundation	1,000
The Sir John Eastwood Foundation	2,000
The Sir Jules Thorn Charitable Trust	5,000
	<u>52,311</u>

6. Donations and legacies - restricted funds

	2022 £	2021 £
Children in Need	-	7,500
The Duke of Devonshire Charitable Trust	2,500	-
Long Eaton Running Club	300	-
Contemplation Courtyard income	1,500	-
Barclays Roaming Nurse Grant	159,868	100,000
Hospice UK	470,304	629,288
	<u>634,472</u>	<u>736,788</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

7. Income from charitable activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Derby & Derbyshire CCG	863,806	-	863,806	751,894
Nottingham County Teaching CCG	32,128	-	32,128	40,767
	895,934	-	895,934	792,661
<i>Other income</i>				
Education	9,074	-	9,074	1,295
Meals and refreshments	3,415	-	3,415	688
NHS pension rebate	-	-	-	8,500
Trauma CES	-	-	-	11,282
Miscellaneous	10,577	550	11,127	4,731
Total 2022	919,000	550	919,550	819,157
Total 2021	815,875	3,282	819,157	

8. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Shop sales	1,382,088	1,382,088	816,909
Hospice lottery income	714,136	714,136	709,159
Catering income	12	12	784
	2,096,236	2,096,236	1,526,852
Total 2021	1,526,852	1,526,852	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

9. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Bank interest	6,218	6,218	4,713
Listed investments income	6,596	6,596	4,792
	<u>12,814</u>	<u>12,814</u>	<u>9,505</u>
Total 2021	<u>9,505</u>	<u>9,505</u>	

10. Other incoming resources

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Coronavirus Job Retention Scheme Income	16,409	16,409	413,710
Total 2021	<u>413,710</u>	<u>413,710</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

11. Raising funds - voluntary income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Direct costs - other	101,697	101,697	53,362
Direct costs - staff	336,059	336,059	330,605
Investment management fees	7,000	7,000	6,509
Total 2022	444,756	444,756	390,476
Total 2021	390,476	390,476	

12. Raising funds - fundraising trading

	Direct staff costs 2022 £	Direct other costs 2022 £	Support costs 2022 £	Total funds 2022 £	Total funds 2021 £
Hospice lottery	102,042	202,739	-	304,781	259,781
Shops	709,217	407,659	-	1,116,876	998,173
Catering	-	10,952	-	10,952	73,598
Total 2022	811,259	621,350	-	1,432,609	1,331,552
Total 2021	833,174	498,378	-	1,331,552	

Direct costs - other are those associated with providing the activity, for example, lottery prizes, shop cost of sales, depreciation and other costs. All costs are unrestricted.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

13. Cost of charitable activities

	Direct staff costs 2022 £	Direct other costs 2022 £	Support costs 2022 £	Total costs 2022 £	Total costs 2021 £
Wellbeing	303,901	31,512	180,878	516,291	503,611
Bereavement support	325,482	104,284	231,759	661,525	714,667
Complementary therapy	113	1,225	721	2,059	16,119
Hospice at home	750,817	14,340	412,626	1,177,783	1,033,336
Training	12,993	21,065	18,367	52,425	23,125
Governance costs (note 14)	11,308	15,575	-	26,883	16,647
Total 2022	1,404,614	188,001	844,351	2,436,966	2,307,505
Total 2021	1,189,829	192,587	925,089	2,307,505	

Support costs outlined below have been allocated to charitable activities in proportion to the direct costs attributed to each activity.

The relevant proportions are wellbeing 21.4% (2021: 22.0%), bereavement support 27.4% (2021: 31.2%), complementary therapy 0.1% (2021: 0.7%), hospice at home 48.9% (2021: 45.1%) and training 2.2% (2021: 1.0%).

Restricted expenditure totalling £632,090 (2021: £773,561) is included in the total expenditure of £2,436,966 (2021: £2,307,505).

Support costs

	2022 £	2021 £
Administration	656,522	777,725
Marketing	187,829	147,364
	844,351	925,089

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

14. Governance costs

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Direct costs - other	15,575	15,575	5,339
Direct costs - staff	11,308	11,308	11,308
Total 2022	26,883	26,883	16,647
Total 2021	16,647	16,647	

Other governance costs represent audit fees, legal costs and health & safety audit costs. Staff costs represent company secretarial and chief executive governance costs.

15. Net income/(expenditure)

This is stated after charging:

	2022 £	2021 £
Depreciation of tangible fixed assets: - owned by the charity	98,841	111,992
Auditor's remuneration - other services	5,740	5,420
Auditor's remuneration - audit	9,925	9,360

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

16. Staff costs

	Group 2022	Group 2021	Company 2022	Company 2021
	£	£	£	£
Wages and salaries	2,569,332	2,542,032	2,482,818	2,398,584
Social security costs	188,919	189,500	181,811	179,020
Contribution to defined contribution pension schemes	249,205	217,542	240,785	206,394
	3,007,456	2,949,074	2,905,414	2,783,998

Total redundancy payments made during the year amounted to £nil (2021: £20,149) of which £nil (2021: £17,445) were for statutory redundancy and £nil (2021: £2,704) for payment in lieu of notice.

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

	Group 2022	Group 2021
	No.	No.
Direct charitable	40	39
Fundraising and publicity	46	48
Management and administration	16	15
	102	102

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

16. Staff costs (continued)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2022 No.	Group 2021 No.
In the band £60,001 - £70,000	1	1
In the band £70,001 - £80,000	-	1

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £350,872 (2021: £352,502). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance and Volunteer & Support Services Manager and HR Manager.

No Trustees were paid any remuneration during the year. No Trustees were reimbursed travel expenses during the year for their participation in volunteering in line with the charitable company's expense policy (2021: none).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £249,205 (2021: £217,542). At the year end, contributions of £20,197 (2021: £17,672) were outstanding.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

17. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Assets under construction £	Total £
<i>Cost or valuation</i>						
At 1 April 2021	2,491,062	118,230	644,759	95,960	139,700	3,489,711
Additions	-	6,995	54,474	4,043	-	65,512
At 31 March 2022	2,491,062	125,225	699,233	100,003	139,700	3,555,223
<i>Depreciation</i>						
At 1 April 2021	527,564	118,227	565,528	80,014	-	1,291,333
Charge for the year	49,826	291	38,460	10,264	-	98,841
At 31 March 2022	577,390	118,518	603,988	90,278	-	1,390,174
<i>Net book value</i>						
At 31 March 2022	1,913,672	6,707	95,245	9,725	139,700	2,165,049
At 31 March 2021	1,963,498	3	79,231	15,946	139,700	2,198,378

The Trustees are of the opinion that the open market value of the freehold property is in excess of its carrying value. It is not considered practical to quantify this excess.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

17. Tangible fixed assets (continued)

The cost of the freehold property comprise of the buildings and grounds known as Treetops Hospice Trust.

	2022	2021
	£	£
Original costs	246,882	246,882
Improvements to freehold property	1,310,694	1,310,694
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
	2,491,062	2,491,062

18. Fixed asset investments

Group

	Listed	Total	Total
	investments	2022	2021
	£	£	£
<i>Cost or valuation</i>			
At 1 April 2021	248,272	248,272	442,976
Additions	358,377	358,377	106,920
Disposals	(97,891)	(97,891)	(331,348)
Revaluations	5,225	5,225	29,724
At 31 March 2022	513,983	513,983	248,272
Investment cash	24,838	24,838	251,886
At 31 March 2022	538,821	538,821	500,158

All investments are held in the UK.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

18. Fixed asset investments (continued)

Company

	Investment in subsidiaries 2022 £	Listed securities 2022 £	Total 2022 £	Total funds 2021 £
Cost or valuation				
At 1 April 2021	11,000	248,272	259,272	453,976
Additions	-	358,377	358,377	106,920
Disposals	-	(97,891)	(97,891)	(331,348)
Revaluations	-	5,225	5,225	29,724
At 31 March 2022	11,000	513,983	524,983	259,272
Investment cash	-	24,838	24,838	251,886
At 31 March 2022	11,000	538,821	549,821	511,158

All fixed asset investments are held in the UK. The investment in listed securities represents a portfolio investment. This is held by Rathbones Investment Management Ltd. An investment management company registered in England and Wales.

The historical cost of investments held is £527,259 (2021: £494,533).

Principal subsidiaries

The following were subsidiary undertakings of the Company:

Names	Class of shares Holding	
Treetops Retail Limited	Ordinary	100%
Treetops Funding Limited	Ordinary	100%

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	(Loss)/ Profit for the year £	Net (liabilities)/ assets £
Treetops Retail Limited	1,139	(10,952)	(9,813)	(27,182)
Treetops Funding Limited	714,136	(304,781)	409,355	462,749

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

19. Stocks

	Group 2022	Group 2021	Company 2022	Company 2021
	£	£	£	£
Donated stock	98,794	60,947	98,794	60,947

20. Debtors

	Group 2022	Group 2021	Company 2022	Company 2021
	£	£	£	£
Trade debtors	20,664	16,708	20,664	12,333
Amounts owed by group undertakings	-	-	627,806	20,375
Other debtors	28,976	24,469	10,971	12,958
Prepayments and accrued income	478,421	991,451	470,698	985,066
	528,061	1,032,628	1,130,139	1,030,732

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(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

21. Creditors: Amounts falling due within one year

	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Trade creditors	94,844	34,482	81,859	31,903
Amounts owed to group undertakings	-	-	149,258	317,643
Other taxation and social security	46,306	44,078	46,306	44,078
Other creditors	76,064	68,683	26,188	18,298
Accruals and deferred income	45,316	14,225	44,421	10,562
	262,530	161,468	348,032	422,484
	Group 2022 £	Group 2021 £	Company 2022 £	Company 2021 £
Deferred income at 1 April 2021	-	38,058	-	38,058
Amounts released from previous periods	-	(38,058)	-	(38,058)
	-	-	-	-

Deferred income related to grants received in advance for future periods.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

22. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted						
Designated funds						
Fixed assets	2,198,378	-	-	(33,329)	-	2,165,049
General funds						
General Funds	2,329,533	3,665,933	(3,366,508)	481,707	5,225	3,115,890
Treetops Funding	492,772	714,136	(304,781)	(449,378)	-	452,749
Treetops Retail	(18,369)	1,139	(10,952)	-	-	(28,182)
	2,803,936	4,381,208	(3,682,241)	32,329	5,225	3,540,457
Total Unrestricted funds	5,002,314	4,381,208	(3,682,241)	(1,000)	5,225	5,705,506
Restricted funds						
Grounds fund	15,083	550	(1,918)	-	-	13,715
Children's bereavement	(1,000)	-	-	1,000	-	-
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Trauma fund	(9,619)	-	-	-	-	(9,619)
Hospice UK Grant	-	470,304	(470,304)	-	-	-
Contemplation Courtyard	-	4,300	-	-	-	4,300
NHS Charity Fund	-	159,868	(159,868)	-	-	-
	41,384	635,022	(632,090)	1,000	-	45,316
Total of funds	5,043,698	5,016,230	(4,314,331)	-	5,225	5,750,822

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

22. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted						
Designated funds						
Fixed assets	2,276,092	-	-	(77,714)	-	2,198,378
General funds						
General Funds	614,972	4,529,716	(2,922,594)	77,714	29,724	2,329,532
Treetops Funding	343,394	409,159	(259,781)	-	-	492,772
Treetops Retail	18,193	37,036	(73,597)	-	-	(18,368)
	976,559	4,975,911	(3,255,972)	77,714	29,724	2,803,936
Total Unrestricted funds	3,252,651	4,975,911	(3,255,972)	-	29,724	5,002,314
Restricted funds						
Grounds fund	17,471	13	(2,401)	-	-	15,083
Children's bereavement	1,500	7,500	(10,000)	-	-	(1,000)
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	41,776	-	(23,872)	-	-	17,904
Trauma fund	(4,888)	3,269	(8,000)	-	-	(9,619)
Barclays Roaming Nurse	-	100,000	(100,000)	-	-	-
Hospice UK Grant	-	629,288	(629,288)	-	-	-
	74,875	740,070	(773,561)	-	-	41,384
Total of funds	3,327,526	5,715,981	(4,029,533)	-	29,724	5,043,698

22. Statement of funds (continued)

Designated Funds

Designated funds comprise the net book value of the group's unrestricted fixed assets.

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

Children's bereavement project - to pay salaries of counselling and emotional support staff who provide services to bereaved children.

Support and information - to assist in the provision of support and information.

Compassionate Communities Project - established to engage and empower people and communities to have conversations about death, dying, bereavement and loss, ultimately enable people to share their preference and wishes about these.

Trauma - non-talking therapy for children and young people who had experienced some trauma through their bereavement.

Contemplation Courtyard - to provide a peaceful, contemplative area surrounding our Memory Tree in which people can remember loved ones who have died.

NHS Charity Fund - to provide continued funding for the Roaming Nurse service started in 2020/21 during the pandemic.

Barclays Roaming Nurse - received from Barclays for the 'Roaming Nurse Service' set up as part of an emergency response to COVID 19.

Hospice UK - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets. A transfer has also been made from general funds to cover a deficit on a restricted fund.

Funds in deficit

The trauma fund is in deficit due to expenditure being incurred in advance of future funding being received.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

23. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	2,198,378	-	-	(33,329)	-	2,165,049
General funds	2,803,936	4,381,208	(3,682,241)	32,329	5,225	3,540,457
Restricted funds	41,384	635,022	(632,090)	1,000	-	45,316
	5,043,698	5,016,230	(4,314,331)	-	5,225	5,750,822

Summary of funds - prior year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Designated funds	2,276,092	-	-	(77,714)	-	2,198,378
General funds	976,559	4,975,911	(3,255,972)	77,714	29,724	2,803,936
Restricted funds	74,875	740,070	(773,561)	-	-	41,384
	3,327,526	5,715,981	(4,029,533)	-	29,724	5,043,698

24. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	-	2,165,049	2,165,049
Fixed asset investments	-	538,821	538,821
Current assets	45,316	3,264,166	3,309,482
Creditors due within one year	-	(262,530)	(262,530)
Total	45,316	5,705,506	5,750,822

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

24. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	2,198,378	2,198,378
Fixed asset investments	-	500,158	500,158
Current assets	41,384	2,465,246	2,506,630
Creditors due within one year	-	(161,468)	(161,468)
Total	41,384	5,002,314	5,043,698

25. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	Group 2021 £
Net income for the year (as per Statement of Financial Activities)	707,124	1,716,172
Adjustments for:		
Depreciation charges	98,841	111,992
Gains on investments	(5,225)	(29,724)
Dividends, interests and rents from investments	(12,814)	(9,505)
(Increase)/decrease in stocks	(37,847)	2,058
Decrease/(increase) in debtors	504,567	(740,639)
Increase/(decrease) in creditors	101,062	(69,174)
Net cash provided by operating activities	1,355,708	981,180

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

26. Analysis of cash and cash equivalents

	Group 2022 £	Group 2021 £
Cash in hand	2,682,627	1,413,055
Cash held in investments	24,838	251,886
Total cash and cash equivalents	2,707,465	1,664,941

27. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	1,413,055	1,269,572	2,682,627
	1,413,055	1,269,572	2,682,627

28. Operating lease commitments

At 31 March 2022 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2022 £	Group 2021 £
Not later than 1 year	176,375	153,133
Later than 1 year and not later than 5 years	569,292	436,583
Later than 5 years	406,125	253,333
	1,151,792	843,049

There was £243,478 (2021: £199,230) of lease payments recognised as an expense in the statement of financial activities.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

29. Related party transactions

During the year 6 trustees made donations totalling £4,495 (2021: 5 trustees, £5,883). A number of trustees also donate goods to the retail shops.

Sharan Watson is a trustee who is employed by the University of Derby. Due to work on an on going project which is expected to benefit Treetops in the future, Treetops have been contributing 25% of her salary. This amounted to £10,221 (2021: £nil). There was no balance due to or from the University of Derby at both year ends.

During the year the charity received income of £399,851 (2021: £379,750) from Treetops Funding Limited and nil (2021: £27,717) from Treetops Retail Limited. The charity incurred expenses of £118,858 (2021: £111,979) on behalf of Treetops Funding Limited and £13 (2021: £49,293) on behalf of Treetops Retail Limited.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £627,806 (2021: £20,375) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £149,258 (2021: £317,643) at the year end, which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £449,378 (2021: £300,000).

Between the subsidiary companies there was a balance of £174,960 (2021: £75,286) owed by Treetops Retail Limited to Treetops Funding Limited.

30. Controlling party

The company is controlled by its members. No individual member has overall control.

TREETOPS HOSPICE TRUST

England & Wales - Charity number 519540

Accounts

Registered number: 01801708
Charity number: 519540

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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TREETOPS HOSPICE TRUST
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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021

Trustees

Dr R E Aldridge
Mr S Beeley
Mr J Davies (resigned 31 May 2021)
Dr H Godridge
Mr R W Jones
Dr C S Kang
Ms H Macdonald
Mr D J Millington
Mr S Mitchell
Mr A Perkins, Treasurer
Mr A Sarda
Dr M Swanwick
Mr A Wardle
Dr G Walton (appointed 1 June 2021)
Ms S Watson (appointed 1 June 2021)

Company registered number 01801708

Charity registered number 519540

Registered office

Treetops Hospice
Derby Road
Risley
Derbyshire
DE72 3SS

Company secretary C Munton

Chief executive Mrs J Heath

Independent auditor

BHP LLP
Chartered Accountants
Statutory Auditor
2 Rutland Park
Sheffield
S10 2PD

Bankers

Santander
Bridle Road
Bootle
Merseyside
GIR 0AA

TREETOPS HOSPICE TRUST
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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Solicitors Ellis Fermor & Negus
 2 Devonshire Avenue
 Beeston
 Nottingham
 NG9 1BS

Investment managers Rathbone Brothers Plc
 Temple Point
 1 Temple Row
 Birmingham
 B2 5LG

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the audited financial statements of the company for the year 1 April 2020 to 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Since the group and company qualify as small under section 383 of the Companies Act 2006, the group strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

The objectives of the charity are contained in full in the Memorandum and Articles of the charity. They are also clearly stated in the Vision, Mission and Values statement and are summarised as follows:

Vision

That everyone living within the communities we serve has access to end of life care of the highest quality.

Mission

To make every day count through giving the highest quality support for patients and families living with life limiting illness or affected by death and dying by:

- Ensuring we have the skills and experience to deliver and promote excellence in end of life care provision
- Working in partnership with other local end of life service providers to ensure the best possible patient experience is achieved.
- Developing services to reflect the changing needs of the diverse community we serve.

Values

Respecting the unique worth of every person

We believe that every person is different but equal, and that everyone's unique needs and contributions should be recognised and supported.

Exercising responsible stewardship

The commitment of our staff and volunteers to making the best use of all our resources enables us to deliver high quality care today and in the future.

Working with hope

Our hope is to enable patients and families supported by the Hospice to live well and die well.

Sustaining a culture of trust, warmth and safety

Everyone who comes into contact with Treetops is treated with care and respect.

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)**b. Strategies for achieving objectives**

The Board of Trustees have agreed the strategic direction of the charity through the preparation of a five-year rolling plan. The plan is approved and reviewed each year by the Trustees. The Chief Executive, with departmental managers, continues to develop operation plans and organisational objectives that are encapsulated in the annual budget, which has been approved by the Board. Progress towards achieving objectives is monitored and reviewed through the respective Board and Sub-Committee meetings of the Trustees. All activities of the organisation are monitored and reviewed by the Trustees through the production of monthly management accounts, care service delivery statistics and bi-monthly reports to the Board by the Chief Executive and departmental managers.

c. Activities undertaken to achieve objectives

These objectives are met through the provision of care services as follows:

- Wellbeing Provision:
 - o Wellbeing Days with Activity Programmes
 - o Out-Patient Clinic
 - o Drop-In Café
- Support and Information
 - o Carer Support and Signposting
- Therapeutic Services
 - o Pre and Post Bereavement Support
 - o Complementary Therapy
 - o Art Therapy
- Hospice at Home
- Education
- Compassionate Communities Work

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit. They are confident that the aims and objectives of the charity as manifested in the services it offers, both provide a public benefit and enhance the lives of the people who use the services. More information on how the charity has provided public benefit can be found in the achievements and performances section of this report.

Objectives and activities (continued)

d. Volunteers

This has been a challenging year for volunteers and the Volunteer Services department, with many of our volunteering opportunities suspended due to the impact of Covid 19 on our service and business activity. With no service users coming on campus, drivers and wellbeing volunteers were stood down; as were fundraisers and lottery volunteers. Our biggest volunteer group in retail, were also inactive for most of the year due to the closure of the shops. Older volunteers were advised to self isolate very early on in the pandemic and this necessitated recruiting new volunteers into the activities that continued such as reception, befriending and cake and care.

For volunteers who were inactive during the pandemic, we set up a “keeping in touch” programme, initially contacting every volunteer on a regular basis, then phasing this down to those who needed help and support during the lockdown. Even now, we are still in touch with several of our most vulnerable inactive volunteers.

Due to low volunteer activity we lost two staff members in the Volunteer Services department and have continued to operate with the hard work and commitment of the Volunteer Services Co-Ordinator (Anna), who has worked tirelessly throughout to ensure that none of the essentials were missed.

Volunteer recognition has also been a challenge; having now missed three of our traditional volunteer socials due to Covid, Anna has continued to find different ways to express appreciation to our volunteers and recognise their service, such as a virtual presentation for long service awards.

We now find ourselves at a crossroads, to determine which traditional volunteer roles will return and which will not and with the changing shape of service delivery and fundraising, what new volunteer opportunities will arise and how these will need supporting in terms of recruitment, induction and training. We are working very closely with the line managers to progress this and are communicating developments to volunteers as soon as we can.

Throughout all this, we remain committed to maintaining the wellbeing and engagement of all our volunteers in the future, both our long standing and new supporters.

The new role of Volunteer Support Co-ordinator is co-ordinating day to day volunteer activity within the hospice including recruitment, administration, training, legal compliance and volunteer recognition; also ensuring the delivery of consistent and high-quality volunteer support within the hospice.

Achievements and performance

a. Review of activities

Provision of Care

The hospice was last inspected by the Care Quality Commission (CQC) in April 2016. The final report awarded the rating of "Good" across the five domains of Safe, Effective, Caring, Responsive and Well Led. The exemplary report can be found on Treetops' website and on the CQC website.

It was anticipated that an inspection would be undertaken during this year, but due to the Covid pandemic this did not happen. Instead, there was regular liaison between the hospice and our designated inspector, which has facilitated the sharing and monitoring of care delivery. These regular communications have been extremely welcome and supportive as services have had to adapt and change during a very challenging year.

Philippa Shreeve (Director of Clinical Services) is the registered manager for the organisation.

In March 2020, all services were impacted by the Covid pandemic and national lockdown restrictions.

As a result any planned developments for 2020–2021 were put on hold as emergency measures were taken. This included the capital campaign to fund the proposed In-patient facility.

The priorities that we set for 2020-21

1 – Wellbeing, Support and Information Service

Due to the first lockdown and the need to shield vulnerable patients, Treetops stopped all day hospice activity on site and converted to a community-based support service called 'Cake and Care'.

- The service commenced on 23 March 2020.
- It provided support to existing and new patients approaching end of life.
- Staff made daily welfare phone calls.
- Care Packages were made up daily for delivery. These contained essential supplies of food, toiletries and treats such as homemade cake, and activities that reflect an individual's character and interests.
- One to one home visits were provided if a patient required direct support.

Benefits of the service included:

Physical Care

- Care package deliveries, individual and or group sessions allowed staff to assess a patient's condition, arrange for medical and emergency care if required and to liaise with other providers if changes to planned care were required.

Emotional Support

- The sessions provided offered emotional support via social interaction by phone, Zoom or in person if required. For many this was vital as it came at a time when normal social interactions were not possible.

Mental Wellbeing

- The contents of the weekly treat bag (such as magazines, puzzle or colouring books, mini gardening kits and toiletries as well as cake) provided a boost to patients' wellbeing, offering a distraction from the anxieties of shielding and bringing some enjoyment to their day.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Practical Support

- Our volunteers and staff also identified if practical support was required such as arranging for repairs, or for medicines to be collected.

During the course of the year Treetops Wellbeing team continued to support on average 80 patients at a time.

Changes through the year saw the need to evolve the service again and as the challenges of the pandemic continued the team moved to structured support sessions delivered via 'Zoom'. These consisted of exercise sessions, chair based, Otago and Tai Chi and a structured 1:1 education programme called (SPRING). This is an interactive digital program for 12 weeks where patients can be supported with practical tips on how they can embrace their own wellbeing from home.

Each session has a different subject and the aim is to develop personalized goals throughout the 12 weeks. To guide the program and assist the learning, there are suggested tasks to do at the end of each session. These sessions are very practical so patient participation and motivation is key.

- To support people with living well at home
- Practical tips on how to promote wellbeing
- Support people with their diagnosis
- Support people with symptom management
- Assist people with goal setting and achieving
- Supporting people in carrying out their occupations

These sessions are delivered over Zoom on a 1-1 basis, this gives us the opportunity to really focus in on the individual needs of the clients. There is a group call once a week so that participants are able to receive peer support and create relationships and a monthly peer support meeting on site.

Some face to face contact has now returned to the campus site but this is still in a limited format due to Covid restrictions. This includes the delivery of the Support and Information Café based on a booking system and a newly formed bereavement support group called Tears to Laughter.

2 – Hospice at Home Service and Roaming Nurse Service

Throughout the pandemic Treetops Hospice has continued to deliver its full Hospice at Home service, providing overnight and day support for patients at the end of life in their own homes.

In order to support our service and reduce demand on DHU, we temporarily introduced a Roaming Nurse team at night working from 9.30pm until 6.30am. The team consists of a registered nurse and a health care assistant.

Normally our Hospice at Home HCA nurses would call DHU if they needed assistance with PRN medication, syringe driver support, verification, catheter care or other nursing care procedures. The introduction of the Roaming Service meant that they could call this service instead, so reducing pressure on the 111 OOH service.

Treetops Hospice was extremely fortunate that Toyota at Burnaston stepped up to support this initiative with the loan of a car for the team to use. They have been extremely generous in extending this offer throughout the year.

Since this service started, some families have opted just to have support from the Roaming service, preferring that model of support to a full 9 hour night time visit.

Achievements and performance (continued)

3 - Compassionate Communities

A priority for this year was to secure funding for the project, and this was successful following an application to the Nationwide Building Society community fund. Treetops was awarded £47,744 over 2 years starting January 2020 to deliver a network of volunteer community befrienders. This enabled the team to build on the work already achieved through the previous pilot project.

Further work has been carried out with diverse communities to find culturally appropriate ways of engaging them in conversations and events. An assets-based approach was adopted to focus on what works best for communities, building on local capacity to support those at the end of life or who are bereaved.

Treetops also established links and networks with other hospices working within community development to share best practice. The organisation is proud to have started the conversations about death, dying and bereavement in communities and endeavour to continue breaking down fears and taboos to enable people to plan better and support each other at the end of life.

4 – Counselling and Emotional Support

Prior to the national lockdown, all Counselling and Emotional Support Services were delivered via face to face counselling sessions. With social distancing and shielding this was not possible and the majority of adult counselling switched to being provided using IT based solutions such as Zoom or telephone support.

This proved extremely successful and most existing clients opted for this format in order to continue their therapy. All new assessments were also conducted in this way and this continued to be the chosen way of working for the majority of the year.

For the children and young people the use of Zoom was not as easy and for the younger children in particular this meant that therapy sessions were paused. In order to ensure that these children were still supported the team worked hard to provide them with care packs that included creative activities and games to play in order to remember their loved one and provide support and guidance with managing their grief. These proved extremely popular and successful.

The service has now resumed Covid-safe face to face sessions for adults and children, but some clients are still choosing to work remotely. The team have also continued to provide student placements, which are very highly sought after and they have worked hard to ensure our students meet all their counselling training requirements.

Work also commenced with University Hospitals of Derby and Burton NHS Foundation Trust to support staff from across the acute hospital who were being impacted by working pressures of the pandemic. The team provided small group and one to one sessions for staff. Sessions proved popular and evaluated well. This offer was also made to the care home sector staff, but sadly there was not any take up from this group of staff.

Due to the financial pressures faced by the organisation following the loss of predicted income generation from large events, a decision was taken that the Art Therapy service, offered by Treetops for many years, would need to be suspended. This resulted in the two Art Therapy staff being made redundant. This was an exceptionally difficult and sad decision for all involved.

5 – Syringe Driver training for Nursing Care Homes

Treetops Hospice Care was asked by the DDCCG to host two staff for a year's contract to deliver syringe-driver training for nursing homes.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Fifty-six nursing homes across Southern Derbyshire required training on how to draw up and administer medication for delivery using a syringe driver.

This was a business-critical project for DDCCG prior to the Covid pandemic due to the contractual changes with Derby Royal Aseptic Department. Training was due to be delivered for each home over the coming financial year with additional trouble shooting support each time a home required a driver.

The training had just started to roll out when lockdown started and nursing homes subsequently closed to visitors and introduced strict procedures to protect patients and staff.

Although some of the training could be delivered remotely using Skype, Zoom or through videos there was still a need for detailed demonstrations and competency checks to be carried out.

In order to do this, it was identified that training could be delivered outside at the home at reduced risk to all and the Treetops facilities team stepped in to support this delivery.

The team utilised the Treetops minibus, driving to the nursing home, erecting one of our gazebos, providing chairs a table and PPE.



The syringe driver nurses could then deliver the training safely and effectively outside, after which everything was disinfected and packed away, ready for use the next time.

Using this approach, no staff needed to enter the home and the training could go ahead as planned. This proved to be an extremely popular solution and continued well into the winter, before the team then adapted the minibus to be a mobile classroom for use over the winter months.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

The syringe driver support nurses have since developed the service further and offer direct support to care homes who are managing a patient on a driver. This has included providing support to access equipment, supporting staff to spot changes in a person's condition and how to plan future care accordingly.

Review of Services

From 1 April 2020 to 31 March 2021, Treetops Hospice Care was commissioned to provide Wellbeing Service and Hospice at Home to the Derby and Derbyshire CCG and the four CCGs in Nottinghamshire.

Counselling and Emotional Support for those who have been bereaved and support for people who are facing, or supporting someone who has been diagnosed with, a life-limiting illness are commissioned by the Derby and Derbyshire CCG.

Treetops Hospice raises 68% of the funding for these services through retail outlets, lottery and fundraising. The remaining 32% comes from the NHS via the above CCGs through block grant and cost and volume contracts.

Treetops Hospice offers a Support and Information Service, Complementary Therapy and Befriending / Compassionate Communities Service. We have also continued to host an outpatient clinic for the Royal Derby Hospital during the pandemic. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

Our Clinical Services are governed by the Clinical Sub-committee of the Board of Trustees, who meet quarterly and receive individual service reports, which enable them to review the management and quality of care provided by the hospice. The reports are then submitted to the whole Board of Trustees at their meetings.

Participation in Clinical Audits

During 2020-21, Treetops Hospice Care did not participate in any national or local clinical audits.

Research

During 2020–2021, the hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Clinical Commissioning Group:

- All quality requirements for 2020-2021 were met (Quality Schedule available).
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life Board, The End of Life Operational Group and The Derbyshire Alliance for End of Life Education.
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web based toolkit.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Quality Overview

Activity data across the year reveals the following trends:

Wellbeing Service

Wellbeing Service Data

During the pandemic and the associated 'Lockdown' periods, the Wellbeing service has had to adapt many times in order to continue to deliver a service. The data below captures the range of activities provided across the year.

Activity	2020/21 Activity Levels	Comments
Number of individual support contacts made across the <u>year</u> (excluding carers and family members) at any one time	3,495 sessions of contact with Wellbeing services	The Wellbeing service saw a drop in referrals during <u>all of</u> the lockdown periods. On average 80 people were in receipt of care at any one time, across the year.
Episodes of well-being activity via zoom/ in community including <ul style="list-style-type: none">Chair based exerciseOtago exerciseTai ChiSPRING programme<u>Carers</u> supportSupport and Information Cafe	1,100 activities delivered by Zoom	Initially there was reluctance for clients to engage with technology <u>in order to</u> access sessions virtually. Over time this has improved. Funding support received from the Big Lottery enabled us to provide equipment such as tablet computers to connect with clients.
Number of welfare calls	Over 1,500 calls made	These were one to one <u>calls</u> made either over the phone, WhatsApp, Zoom or Skype to check on welfare and address any issues identified.
Number of peer support sessions including <ul style="list-style-type: none">Bereavement supportMollie's Group	550 sessions of support	On average 6 to 10 people attend per session
Number of packages of cake and care delivered & given to patients	821 care packs delivered	

Wellbeing Programme

Unfortunately due to the Covid restrictions, it was not possible to provide the Spa Day sessions of assisted bathing.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)**Hospice at Home Service**

Hospice at Home Data	2019/20	2020/21	Percentage change
	Treetops Hospice Care	Treetops Hospice Care	
Total number of hours of care Derbyshire	24,182	22,037	-8.87%
Total number of hours of care Nottinghamshire	3,888	1,777	-54.3%
Total number of referrals Derbyshire	618	812	31.3%
Total number of referrals Nottinghamshire	284	260	-8.45%
% Home deaths	90%	95%	5.5%

The Hospice at Home service has continued to deliver an exceptionally high standard of care throughout the year. However there are notable changes that have impacted on activity levels.

Although the criteria for support from Hospice at Home remains the same (patient must be considered to be in the last six months of life) the available capacity within the service has meant that only patients who are considered to be classified as red or amber were prioritised for care.

Patients classified as being green are not routinely being offered care, unless there is a need to support the carer, in order to maintain their health and wellbeing.

As a result, many patients are only being supported for a short length of time, days rather than weeks. This is borne out by the increase in referral numbers across the year but reduction in hours of care. The average number of night support sessions delivered is 6 per patient. The number of patients who died at home has increased slightly to 95%.

Roaming Service

The Roaming Service was introduced in April 2020 as part of our response to Covid and to assist in the reduction of pressure on other service providers. The service consists of a team of two staff, one RGN and one HCA. They respond to calls received throughout the night, visiting patients and their families and carers to solve problems and deliver care. They also make a number of pre-planned calls to patients and families who require support but who do not wish to have the full night H@H support.

Activity Data from 19/4/20 – 31/3/21	Family	Treetops staff	DHU, DN, Paramedics	Marie Curie	Domiciliary Care Agency	Total Calls Rec'd
Calls Received from	513	558	70	80	37	1,258
Telephone calls made by roaming team						960

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Types of care provided		
Anticipatory's given	760	
Catheter care	16	(We have not offered this support since June 2020 due to access to training and consumables)
Syringe Driver issues	46	
Deceased patients/Last offices/Verification	98	
TOTAL	920	This equates to calls to DHU that were prevented.
Additional support provided		
Personal care/ wellbeing checks/oral medications	334	
Support over the phone to families and carers	115	
TOTAL	449	These are episodes of support given that may have prevented a call to either 111, DHU or prevented a hospital admission
Number of nights roaming service not run due to staff capacity	25 nights	
Number of nights no calls received to the service	1 night	
Number of visits where unable to provide care due to lack of equipment in the home	20 visits	

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Counselling and Emotional Support

Our commissioned Bereavement Support Service in Derbyshire is unusual in hospice terms as we accept referrals from anyone in the community regardless of any previous association with Treetops Hospice Care.

Our team of counsellors have worked extremely hard during the year to ensure that emotional support could still be offered to those in need. Many clients chose to work over zoom during the lock down period. During the lockdown periods referrals fell considerably, but once restrictions were lifted the rate of referral grew significantly.

Adult Bereavement Service Data

	2019/20	2020/21	
	Treetops Hospice Care	Treetops Hospice Care	Percentage change
Total number of counselling sessions	2,926	3,163	8.1%

Children and Families Bereavement Service Data

We also continued to provide Bereavement Support to children and young people under 18 years old. For some children it was not possible to continue therapy over zoom so the team worked hard to also continue to offer them support via the provision of care packs.

	2019/20	2020/21	
	Treetops Hospice Care	Treetops Hospice Care	Percentage change
Total number of counselling sessions	1000	939	-6.1%

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who have accessed end of life care at the hospice but is for anyone in our community facing life-limiting illness. The year saw a significant reduction in the people accessing this service especially during the three lockdown periods.

Due to the pandemic, we did not provide any LLI work for children and young people.

	2019/20	2020/21	
	Treetops Hospice Care	Treetops Hospice Care	Percentage change
Total number of counselling sessions	519	270	-48%

In 2013, the Bereavement Services Association and Cruse Bereavement Care Services introduced the Bereavement Care Service Standards as a national evaluation tool. This tool has been now endorsed by the National Bereavement Alliance, to which Treetops Hospice Care is affiliated, and sets three levels of achievement within seven separate standards. These are Planning, Awareness and Access, Assessment, Support and Supervision, Education and Training, Resources, and

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Monitoring and Evaluation.

Our team are dedicated to working to this standard and we are confident that we are achieving the highest level across all seven of the standards.

What others say about us

1. Care Quality Commission

Treetops Hospice Care is registered with, and regulated by, the Care Quality Commission in accordance with the Health & Social Care Act 2008.

Our most recent inspection report dated 7 April 2016 is available on the CQC website and finds us meeting the standards and rating us "Good" in all five core areas inspected. The report can be found at: www.cqc.org.uk

2. What our patients and carers say about us

Wellbeing Space Evaluations

Wellbeing service

Due to the many service changes in Wellbeing the normal service evaluations were not possible this year. Instead feedback was obtained via questionnaire and comments received are outlined below. We did not receive any negative comments on the service offered.

What impact have our regular phone calls had on you?

- I found it comforting that you thought to ring me and "check" on my welfare. Thankyou. It was lovely to stay in touch with Treetops which has helped me so much. Keep up the good work.
- Made me feel less alone and that someone cares about me.
- Positive and reassuring.
- Very helpful. Nice to know someone is available if needed.
- Made me look forward to talking to someone other than my bubble. Gave me something to aim for.
- Good to have a friendly chat when I have been in isolation for such a longtime.
- I have only had a few phone calls from Treetops during lockdown, but they were very much appreciated and helped me feel less isolated and depressed.
- Is very nice to hear a different voice whilst in lockdown. You never get fed up with hearing friends and family, but you do run out of things to say when nothing different has happened to you recently.
- Positive. Lifted my spirits. Made me feel happy. Thankful.
- It is nice to have regular contact from someone who cares as opposed to the doctors' surgery who doesn't have regular contact and takes 7-10 days to book a telephone call.
- It has been good to know someone is asking how I am doing and cares.

We always aim to meet guests' clinical and emotional needs unobtrusively and with care and compassion.

What did it mean to you to receive our care packages?

- A wonderful surprise and a great uplifting experience – I couldn't wait to explore the content of the package. It meant a lot to think that someone had taken the trouble to organize and bake for the care package. Lovely to talk

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

to the person delivering it. I will REALLY miss them.

- It was exciting to see what was inside them. Sometimes seeing the person who delivered them was the only outside contact that week.
- I was overwhelmed with the Christmas package I received.
- A pleasant surprise to sort out the package and end up with a cup of tea and cake.
- It meant somebody was thinking of me and I like to share with my son. He likes anything with Chocolate as he is aware of my allergy.
- I thought them a real expression of friendship as well as some little activities and enjoyed the naughty treats too.
- The care packages were very uplifting and took away focus from Covid-19, allowing lovely moments of escape and joy. We loved growing the sunflowers from seeds, gave us new hope.
- It was a nice little treat. I did the quizzes and then sent them down to our Granddaughter in Cornwall who is a Primary School Teacher and has been in work all through the pandemic, which not many people realise.
- Happy and remembered as a person/individual is so important with my illness as I don't see many people.
- All care packages were very well received and was always a lovely surprise.
- The care packages have been a delight and have made me feel very special. The cakes have been yummy – nothing beats a homemade cake!

What is your favourite memory of receiving our Cake and Care service?

- Each package had been thoughtfully put together and each was different. I love the "Bird" Package and also the Crocus Plant which lasted over a week. All the cakes etc were very tasty. Thankyou.
- I loved the afternoon tea package as that is something I used to go out to enjoy when cafes etc. were open.
- Just answering the door to someone. Lovely and caring.
- Seeing and talking to other people on the yard and odd times outside in the sun.
- Some lovely tasting goodies.
- Making my favourite coffee and enjoying cake doing the puzzles.
- Growing the Sunflowers and Crocus, we have some lovely pictures and it was lovely to have focus on something pretty. It also reminded us of new hope.
- My favourite memory is the first one, so unexpected but then the bottles of Wine went down a treat.
- The feeling of someone care. A contact to my home bringing a smile.
- Probably V.E day and Christmas one.
- The surprise of so much stuff being in the Christmas care bag – it was amazing!

Have you had any other contact with Treetops during the COVID pandemic?

- Yes. I have joined the "keep fit" class and found it very uplifting thanks to Clare and Natalie.
- Weekly contact with SPRING sessions, exercise class over Zoom. Managed to get in 3 times to speak to Alison when we were able to.
- Yes. 3-4 times for lunch appointments.
- Yes. Leah is doing her best to drag me into the 21st Century with her Zoom calls, and two other young ladies who run the keep fit sessions when I get online and join in.
- Wednesday chair exercises. 2x visits to the coffee morning
- Only some lovely phone calls enquiring how I was feeling.

Do you feel there are other ways that Treetops can support you?

- No, because I know they are there when I need them.
- Just having someone knock at the door to check you're okay even without Cake & Care package – that could be the only "outside the house" contact that many people have.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- No, you are wonderful!
- Not really until we can get back to normal?
- If there is I can't think what it is.
- You are doing fine.
- I have very much appreciated all what Treetops have done for me during Covid-19 (and before of course), but I understand the strain that Covid-19 has put on charities and I am thinking of ways to help.
- I think you have done more than enough. I only wish I could help you more, but we will be back soon for a session in your lovely hydrotherapy bath as soon as we can.
- Not really, but Treetops are always available by telephone.
- Low impact exercise classes would be good, and maybe some craft activities.

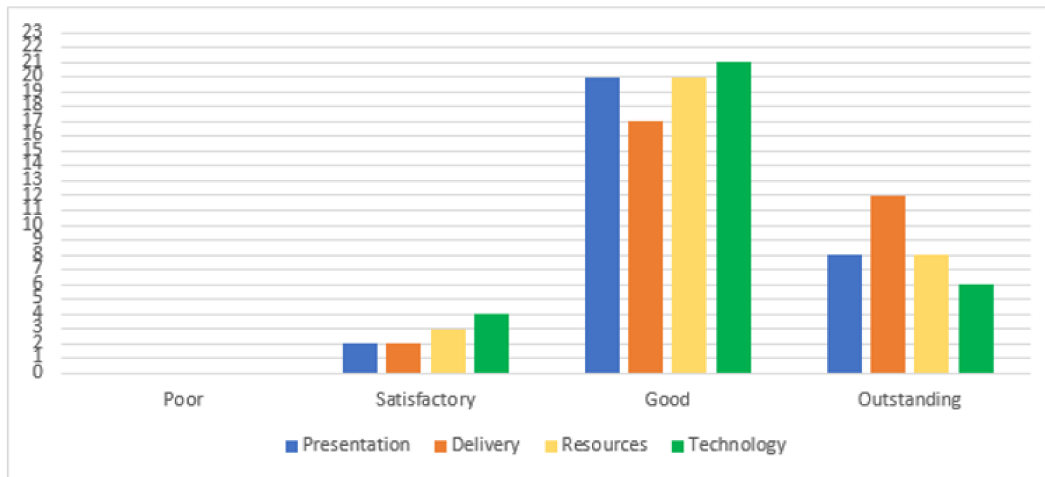
Wellbeing Service Feedback Form Quotes, 2020-2021

Wellbeing SPRING Program Evaluation.

This feedback is based on 8 patients participating in the 12 week Spring wellbeing pilot, the patients vary on which week they are completing. Ranging from weeks – 5-7. The ages of the participant range from 55-85.

Presentation, delivery, resources and technology

The below graphs present the evaluation of the feedback regarding the presentation of the sessions, the delivery, the resources in the packs and technology used, with the numbers of the responses down the left side.

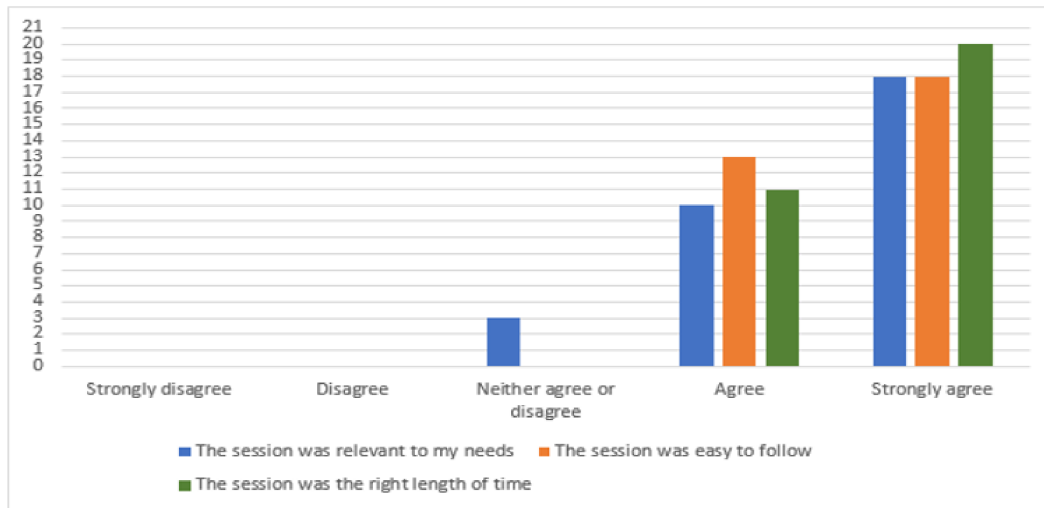


Relevant to needs, Length of time, easy to follow

This graph shows if the participants found the content relevant to their needs, if the session was the right length of time and if they found the session easy to follow.

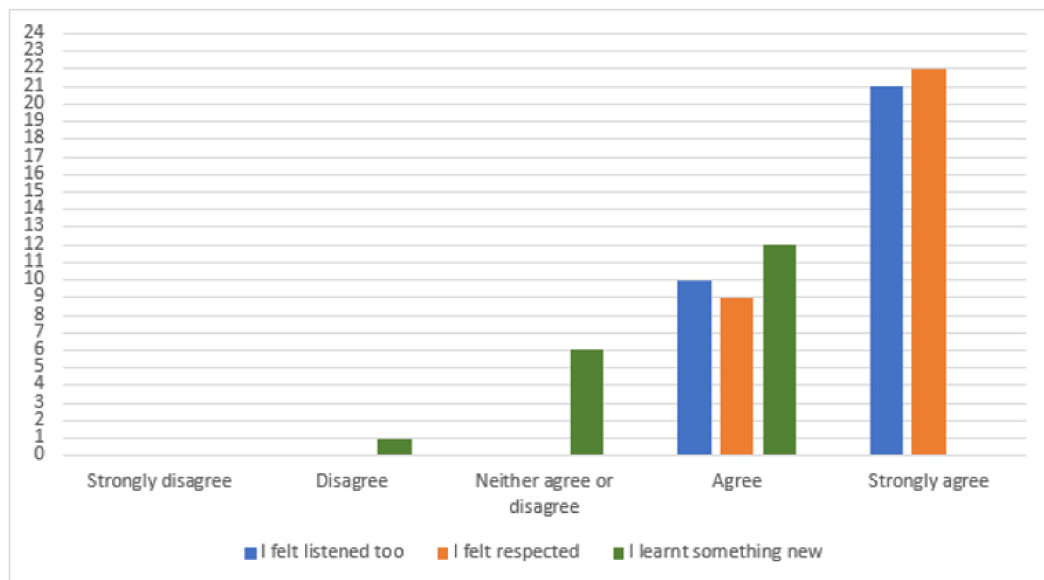
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)



Time, respect, learning

This graph presents if the patient felt listened to and respected throughout the session and also if they learnt something new



Comments/ free written feedback

The below are some responses and comments taken from the individuals' evaluations

- Very informative-you don't realise what things you can do to relax your mind and be positive.
- The session was covered well and in depth. I liked the resources with activities to try.
- Prompted me to think more about memories I could leave for my family
- I have learnt how to focus on one thing to keep my mind positive.
- Although I haven't learnt new things it has brought things to my attention that I hadn't done in a long time

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- I cope better than I give myself credit for
- The importance of leaving a legacy and little snippets of life for others to enjoy.

Hospice at Home Service

Family or Carer Evaluation

Each year we send out a service evaluation to the carers of (1 in 4) patients who died under our care during the year.

146 evaluations were sent out between January and December 2020 to carers of patients who died under our care and 69% were returned.

Referrals are received from many sources but predominantly they come from health professionals with 46% from district nurses, 25% from Community palliative care nurses and hospitals referrals, which increased this year to 13%.

Of those who returned the questionnaire:

- 88% thought that the referral to the service was timely.
- 10% felt that the referral was made too late.
- 85% said that the amount of day-time care provided was enough.
- 15% felt they did not receive enough care during the day.
- 91% said that the amount of night-time care provided was enough.
- 99% were totally at ease or comfortable about the way we cared for their loved ones.
- 97% felt that the Treetops nurses had the appropriate knowledge to care for their loved one effectively.
- 100% felt that the Treetops nurse always took time to listen to their concerns.
- 98% said that the service from Treetops Hospice at Home service enabled them to care for their loved ones at home.
- *All the carers/nurses were very compassionate to my wife always. When my wife passed away the carer was so caring and professional, she did everything she could and made my wife look right for the undertakers*
- *Cannot thank enough for support, compassion, kindness and care.*
- *Could not have wished for better care.*
- *During the nine days my husband was at home. The night time care provided by Treetops was exemplary. My only wish is that the hospital would have allowed him home sooner.*
- *Every member of staff was excellent, kind and caring. We could not have managed without your support.*
- *Grateful for night care nurses, service was amazing wish we had it earlier, I don't think the hospital realised how poorly my dad was on discharge, if they had the care help would have been in place earlier.*
- *Having Treetops nurses saved my life. I could sleep at night. Without them I could not have coped. They enabled G to die at home with me, which was the best way. Thankyou.*
- *I can't speak highly enough of the care and thoughtfulness you showed and gave to Pete and I when the NHS let us down. Thank you again.*
- *I felt totally at ease having a Treetops nurse. I was frightened to be on my own. Their support was invaluable.*
- *I looked forward to the arrival of the nurses. They were caring, efficient and personable. They treated my wife with great care and respect. They were ultimate professionals. I know without them my life would have been a nightmare. I can't thank them enough.*
- *I would have been unable to care for my husband without your help. Your nurses provided both physical and emotional relief at a time when I was exhausted and struggling to cope.*
- *Nurses were extremely professional and caring. Listened to what family and myself had to say. Could not have had better nursing care from them.*

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- *Our family received just the one night. Thank goodness we accepted your help that one night. Excellent care for ALL of us from the moment she arrived till she left.*
- *The ladies who cared for our Mum were compassionate, professional and caring, not only to Mum but also to the family. It was a great relief to know Mum was in safe hands. We will never forget what they did for our Mum and she got to stay at home as she wished. When Mum passed she was treated with utmost respect and dignity. Treetops Hospice at Home will always have our gratitude for the help we received.*
- *The service from Treetops was an enormous help and without them our Dad would have been alone. Our regret is that we were not told of the work you do by the hospital. The only alternative was to go in to a care home. The hospital should be making relatives aware of the excellent service.*
- *The word Hospice is misleading. I was not aware of help at home. My husband needed night care and I was stressed at the uncertainty of whether a nurse was available every night.*
- *This service meant everything for me and my husband. I was his sole carer and it allowed me to have some time out and get some rest to restore my energy.*

Hospice at Home - Carer evaluations, March 2021

Counselling and Emotional Support Service and Art Therapy

All clients who finish receiving support during the year from the Counselling and Emotional Support Services are asked to complete an evaluation of their experience.

Adult Bereavement:

116 evaluation forms were sent out and 73 forms were returned (63%):

- 100% said that the support they received had been helpful in their experience of bereavement.
- 98% said they were satisfied with how quickly the service was provided.
- 100% said they would recommend the service to other people.
- *"I would like to thank so much for all the help and the support given by my counsellor. You supported me just at the right time and my counsellor helped me to talk through things and become so much stronger, he was brilliant."*
- *"Your service has provided myself and other family members amazing support. You have help us in so many ways, thank you."*
- *"A fantastic service really, I only wish I had accessed it 20 years ago. Many thanks. My counsellor did everything he could for me in a thoroughly professional and competent & humane way."*
- *"This has been the best service I have ever had. I felt understood, and guided towards a better understanding of my childhood, loss and how this impacted on the loss of my mother."*
- *"I think Treetops is a wonderful organisation, as did my late husband. Keep the good work up."*
- *"I am and always will be extremely grateful for the help and support I received. I think I would be in a very bad place right now without it."*
- *"I must say I think great care was shown in placing me with someone I could relate to and open up to."*
- *"The service was amazing from start to finish. I would not be where I am today without it. My total heartfelt thanks to my counsellor."*
- *"I would like to thank everyone at Treetops for their support, especially my counsellor, she is a very kind, understanding & truthful person. Please pass on my kind words to her."*
- *"Fantastic, I appreciate the continuity and care I received during the COVID outbreak."*
- *"It really helped me when I thought I was drowning, I accept it will take time to fully accept the situation, but I feel much stronger now and able to cope. Thank you."*
- *"I have valued each session, my counsellor has been absolutely wonderful, gentle and kind. This service is invaluable. Thank you for sorting me."*

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

**Quotes from evaluations,
2020-2021 Bereaved Adults**

Parents/Carers

38 evaluation forms were sent and 13 were returned (34%):

- 100% were happy or very happy with the speed of response to the referral.
- 89% reported a decrease in their level of concern about their child after the support had finished.
- 100% were happy or very happy with the extent to which the support had addressed their child's bereavement needs.
- 92% were happy or very happy with the number of sessions/length of support their child received.
- 100% would recommend the service to other people.

- *"Great help and support both this time and the time before. Really good you were able to make changes to stay available."*
- *"My child's counsellor was wonderful. The best bit for me was my child had the confidence to say when she was happy to end the sessions. A big step and pride for me that she could see a happier place."*
- *"Thank you. Treetops has helped my family immensely."*
- *"My child's counsellor was fantastic. I can't thank her enough for all she has done to support my child."*
- *"Prior to counselling things were quite fraught within the family owing to my son's behaviour and our reactions to this. Since, his behaviour is so much improved and in turn we have adapted our reactions and we are now a much more functional family."*
- *"Thank you for all the support Treetops gave to my child, we are so very grateful."*

**Quotes from evaluations, 2020-2021
Parents/Carers of Bereaved Children**

Children/Young People

38 evaluation forms were sent out of which 13 were returned (34%):

- 100% were happy or very happy with the number of sessions they had.
- 100% said the sessions had been helpful or very helpful.
- 100% said they would recommend the service to other people.

- *"Relaxed, helpful and understood what I was feeling. My counsellor was very kind and nice to me."*
- *"All the workers were kind. The rooms were very welcoming. I felt as if it was helpful. Everyone was just really friendly."*
- *"It picked me up when I was in a very dark place and has pointed me in a positive direction."*
- *"They were there when I needed them most."*
- *"It made me not be sad so much. Also, it made me not think of the worse thing about not having my dad."*
- *"It helped me come out of very dark times and believe in myself."*
- *"Treetops is really nice place; it is calm and it makes you feel safe to talk about things. Everyone there is really nice, positive and supportive."*
- *"It made me more aware of my emotions."*
- *"It was fun, everyone was so nice. My counsellor helped me a lot. I was never scared to talk because my counsellor had all the trust because she helped me and made me feel comfortable."*
- *"It helped to put feelings into words."*

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- *"The support was amazing, my counsellor was amazing, Treetops is amazing. Thank you!"*

Quotes from evaluations, 2020-2021

Bereaved Children/Young People.

Life-limiting Illness

5 evaluation forms were sent out, 4 were returned (80%). Due to the pandemic, we did not provide any LLI work for children and young people.

- 100% said the support they had received was helpful.
- 100% were happy or very happy with the speed of response of the service.
- 100% said the number of sessions provided was just right.
- 100% said they would recommend the service to others.

- *"The effectiveness of the counsellors' skills were appropriate from the onset and the sessions always went well."*
- *"Thank you for your support, I appreciate it so much. I would like to thank the whole team."*
- *"Thank you for existing. Without access to the counselling the loss and stress and worry of my mum dying from cancer would have been so much harder for me to process. I will always be grateful."*

Quotes from evaluations, 2020-2021

Life-Limiting Illness clients

What our staff say about the organisation

Over the last year our staff have been well and truly pushed to the limit as they have responded to the challenges presented by the pandemic. We have therefore not engaged in any formal staff consultation but have instead focused on staff wellbeing and safety.

Despite some initial challenges of equipment availability all staff have been provided appropriate PPE and access to testing during this time. Support to staff wellbeing has been maintained with regular time to reflect and mindfulness sessions, along with a book club and online yoga. Any staff off sick or isolating were also supported with welfare calls and care packs as and when required.

We have also worked hard to ensure regular two-way communication through 121s and appraisals, an active staff meeting open to all employees has been held every 3 months, along with additional update meetings at times of significant change. Our operational management group meets every 2 months and a Senior Leadership Team has met weekly.

Complaints and Compliments

Complaints

During 2020–2021, we received two clinical service complaints. These incidents were investigated, documented and action taken as required. Feedback on the outcome and action was provided to the complainants.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Compliments

In addition to the positive evaluations of our services, we receive many emails, Facebook comments and individual cards and letters of thanks to our full range of services during the year.

We do not at present have a comprehensive way to capture and log all this feedback. In total 60% of our in-memoriam donations came from the families and carers of those who were cared for by our services.

Patient Safety Indicators

Patient safety is paramount to our services and all incidents are reported and logged. We ensure that every incident is assessed, relevant risk assessments reviewed, and any wider implications are considered, resulting in policy and training updates as identified.

We have a Health and Safety Committee made up of staff and trustees, who meet quarterly and receive departmental reports. They review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During the period April 2020 – March 2021, there was only one fall incident recorded. There were 7 further incidents reported two of which involved verbal and physical aggression towards a staff member by agitated patients, two slips and trips by staff members inside or entering a property, one flagged medication concern that was resolved with the District Nurse and one involving a dent to the car. All incidents were fully investigated and any action taken documented and reported the Clinical Sub Group of the board of trustees along with the Derby and Derbyshire Clinical Commissioning Group.

b. Investment Policy and Performance

During 2015 the Board of Trustees decided that due to the low interest rates, it was now the appropriate time to move some of our reserves from interest bearing accounts to be managed by investment brokers. The amount invested is the surplus over the minimum amount set aside for reserves. The total amount of investment income received in the year was £9,505.

Other investments are £10,000 invested in Treetops Funding Limited and £1,000 in Treetops Retail Limited.

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

b. Results for the year

The Charity's gross income rose from £4,803,571 to £5,715,981, an increase of £912,410. Gross costs decreased from £4,221,322 to £4,029,533, a decrease of 4.5%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2021 of £5,043,699 (2020: £3,327,527) of which £41,384 (2020: £74,875) are restricted funds, £2,803,937 (2020: £976,560) are unrestricted funds and £2,198,378 (2020: £2,276,092) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

In 2003, Treetops Retail Limited was created for the Retail shops and catering operation. From 1 April 2018 onwards, the Retail shops were transferred over to Treetops Hospice Trust to ensure Gift Aid claims were correctly dealt with and did not leave the subsidiary company insolvent. Treetops Retail Limited now only contains the catering operation and is part of the VAT registered group with Treetops Hospice Trust

The Charity's wholly owned trading subsidiaries carry out non-charitable trading activities for the Charity.

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover rose from £657,681 to £709,159 (7.8%), profit increase from £343,394 to £449,378 (3.1%). Although the pandemic led to an initial drop in membership numbers, remote recruitment campaigns led to a peak membership of over 13,300 members during the year.

Retail Company

Treetops Retail Limited made an operating loss of £36,562 compared to a profit of £10,162 for 2019/20.

Fundraising

Legacy income has experienced a further increase of income rising from £1,113,573 to £1,237,783. This increase in legacy income is welcome as although at present it only is depended on upon a small way, the nature of Charity finances is changing and legacies are becoming more critical to operations. To this end a legacy strategy has been developed and is now being implemented to secure this future of this critical line of funding. This is to develop awareness within the public domain of the need for gifts in wills and the impact that such generosity can have on service development.

c. Principal risks and uncertainties

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, which are reviewed every six months and appropriate mitigating action is taken accordingly.

The most recent review showed that the highest risks as:

- Reserves at insufficient level and/or not justified
- Global pandemic
- Loss or reduction of statutory income
- Competition for funding
- Loss or inability to recruit volunteers
- Failure to generate sufficient income
- Increased operating costs

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

d. Reserves policy

The Board of Trustees regularly review the level of reserves to ensure that fund levels are appropriate for the current activities and long term aims, should they need to be called upon. The reserves policy forms part of our Finance Policies and can be provided upon request.

To develop long term objectives and ensure the continuation of current services, the Charity needs to have an appropriate level of reserves. The Board of Trustees have calculated and agreed an acceptable level to be £800,000. This accounts for any major loss of income, such as statutory funding, to allow services to continue running for 6 months and fund redundancy costs. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the Charity to discharge its obligations and long-term plans in these uncertain financial times.

At the year end, the free reserves figure was £2,803,937, which is above the level set. The Trustees will be reviewing the reserves policy in the forthcoming year.

Structure, governance and management

a. Constitution

Treetops Hospice Trust is a registered charity and company limited by guarantee without share capital and was set up on 20 March 1984 under the name Draycott Hospice Association. The name of the company was changed to Treetops Hospice Trust on 21 June 1993. The charity's governing document is its Memorandum and Articles of Association (last amended on 24 November 2008), which restrict the charity's operations to all such lawful acts as are incidental or necessary to the attainment of its objectives.

b. Methods of appointment or election of Trustees

The management of the Group and the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

c. Policies adopted for the induction and training of Trustees

The Board agreed a written structure for the induction of new Trustees, and a code of conduct for Trustees and the Chief Executive. Trustee induction is managed by the Chief Executive and the Company Secretary and includes written information on the following topics:

- The legal status of the charity and governance
- The structure and staffing of the organisation
- Finance information
- Policies and strategy
- Professional advisers

All new Trustees will spend time with the Chair of the Board and the Chief Executive at an early stage. The charity subscribes to Governance a journal for Trustees. All Trustees receive individual copies and a copy is held in the general office and Trustees are given information on relevant training courses.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)**d. Pay policy for senior staff**

It is the policy of the Board of Trustees to remunerate the Senior Leadership Team (SLT) in line with market forces and pay an acceptable salary that in general is in line with the charity sector and specifically hospices, which will attract and keep quality staff.

The SLT are only awarded pay increases in line with the cost of living annual award given to all staff and will not receive and other financial recognition. The cost of living increase is discussed by the Board of Trustees annually and is awarded in line with the charity's performance, affordability and external indicators, such as the cost of living index.

e. Organisational structure and decision making

The responsibility to ensure appropriate management of the charity is vested in the Board of Trustees, a third of which are elected annually by the members of the Company. To assist the Board in discharging its responsibilities, it receives regular reports on some aspects of its principle functions from the Finance and Income Generation and the Clinical sub committees. These committees consist of members of the Board of Trustees and senior members of staff. The Finance and Income Generation sub committee meet to review the financial activity every quarter, as do the Clinical sub committee who monitor clinical services. The Board also meets quarterly with additional meetings as required.

The Chief Executive, who leads the SLT, 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.

f. Risk management

The Board has agreed a risk management structure for the organisation and has identified the major risks to which the organisation is exposed, these are reviewed every six months and appropriate mitigating action is taken accordingly. The Health and Safety committee continue to ensure that all relevant issues are considered and addressed at departmental level and the Health and Safety Responsible Person prepares quarterly Health and Safety reports for the Board.

Structure, governance and management (continued)

g. Governance

In 2012 the Trustees took place in the Help the Hospices (Hospice UK) Board Development Programme run by Cass Business School. The Help the Hospices Board development programme, funded by the Monument Trust, focused on effective governance (i.e. the systems, processes and behaviours that enable trustees/non executive directors to hold the organisation in trust, steer its work and optimise the benefit to its current and future beneficiaries). The key framework used in the programme was Good Governance – a code for the voluntary and community sector (2nd edition October 2010), which sets out six key principles of effective governance.

The key indicators used to assess the success of the programme included:

- The board has a better understanding of good governance (including clinical)
- The board has reflected on its governance strengths and weaknesses
- The board has greater self awareness of its culture and behaviours
- The board, led by the Chair has agreed, and is implementing a clear action plan to improve its governance.

The programme consisted of: a document review; interviews with Chair, Chief Executive and two Trustees; three visits to the Hospice, including Board meetings and some interim contact.

The Board considered the 11 recommendations in the board development report. It was decided that the Board wanted to focus on:

- 1 Ensuring the Board focuses on strategic matters
- 2 Improving the effectiveness of meetings
- 3 Induction, training and recruitment of trustees
- 4 Assessing the Board's own performance

Clinical Governance is the remit of the Clinical Sub Committee, who report to the Board.

Plans for future periods

Living and working through the pandemic has undoubtedly taken its toll on everyone. Our staff, volunteers and our patients are all feeling the effects. This coming year has to focus on the need to regroup and recover.

1 – Wellbeing, Support and Information Service

Our focus for this year is to consolidate our current wellbeing offer, holding groups on site as and when we can safely. We continue to develop the model so that we can support people from the point of diagnosis, through maintenance of wellbeing and recovery following periods of ill health, through to more assisted support as they deteriorate.

The Support and Information café is a vital first contact for people accessing our services and our endeavour is to be able to return this to its original drop-in format. The café has proved that people find this relaxed form of access to the hospice easy to engage with, it is therefore vital that we return to this format as soon as is safely possible.

The exercise programme will continue to run in both a virtual and face-to-face format with focus on development of enablement approach. Our aim is to ensure that we can support patients to maintain and regain strength, mobility and confidence through participation in these sessions.

Plans for future periods (continued)

This last year saw the pilot of the SPRING program and following feedback and refinement our aim is to offer this format as a rolling programme. The engagement of individuals on a one to one basis has proved extremely successful and as such shaped the new format. We plan this year to further develop the reablement model and to embed Occupational Therapy into the service.

We plan to restart the SPA day assisted bathing sessions as soon as possible as we are receiving a significant number of requests for this service to resume.

We will also continue to develop our Wellbeing at Home service. This is aimed at those patients who are entering the terminal phase and who are unable or struggle to engage with the services outlined above. Their carers may also need support with respite care. The service provides one to one support to enable them to live the life they have and plan for their future care. We will take aspects from Wellbeing out into the home which include (but not limited to) legacy work, extended personal care such as manicures, hand massages, reading, sharing music, conversations around ReSPECT and other end of life planning.

The recent introduction of the Tears to Laughter group has been wonderful addition to our Wellbeing portfolio. The team had identified from individuals attending the café that there was a service gap for the newly bereaved. The group provides valuable support to those who are struggling, but who do not meet the criteria or require full bereavement counselling. The group is going from strength to strength and the peer support element, alongside the weekly group has certainly identified a format for future group delivery.

2 – Hospice at Home – Roaming Nursing Service

Treetops Hospice will continue to provide as normal its full Hospice at Home service providing overnight and day support for patients at the end of life in their own homes. Our level of activity has dropped as staff have left and decided to reduce their working hours, so our focus this year is to recruit to the bank so that we have more staff to call upon the deliver the contracted hours.

The Roaming Service has gone from strength the strength and the data, along with feedback from families and carers, clearly shows the impact the service is having. We are therefore keen to see this be commissioned as part of our ongoing services. We are currently working with the CCG and DHU to collect and evaluate data on the impact of the service.

The car is due to be returned to Toyota, which will present challenges, but we are working to find a longer term solution. Our community relationships income generation team are now exploring ways in which we can be supported further with the provision of a car.

We have been extremely fortunate to receive grant funding support from the Derby and Burton Charitable Hospital Fund to support delivery of this service for the next financial year. Without their support we could not have continued this very valuable service.

3 – Compassionate Communities

Following the success of the online training we now have a number of trained befrienders who are matched to clients. Feedback from recipients of this service has been extremely positive and with the introduction of face-to-face visits along with Zoom and telephone calls the service has the potential again to fulfil a vital unmet need.

Our intention this next year is to grow this service further with reach into many communities. The Nationwide grant funding ends this year and we are now looking for further financial support to ensure its continuation.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Plans for future periods (continued)

Plans are still in place to work with diverse communities to find culturally appropriate ways of engaging them in conversations and events. An assets-based approach will be adopted focusing on what works best for communities, building on local capacity to support those at the end of life or who are bereaved.

Treetops will continue to work with other hospices working within community development to share best practice and develop the Compassionate Communities model. The organisation is proud to have started the conversations about death, dying and bereavement in communities and will endeavour to continue breaking down fears and taboos to enable people to plan better and support each other at the end of life.

4 – Counselling and Emotional Support

Our Counselling and Emotional Support service has excelled as a provider for many years and our ambition this year is to start to work towards recognition as a centre of excellence for bereavement and trauma work.

The service has now resumed face-to-face sessions, but is keen to retain some of the new working practices that developed in response to Covid. Referral numbers are already increasing and it is anticipated that this year could see a real spike in demand for our service. The past year has seen a time when people have not been able to carry out the normal rituals associated with death, dying, loss and bereavement and the impact of this is already starting to play out. Our service is also seeing a rising rate of inappropriate referrals as people desperately seek mental health support and try every avenue. This will certainly be a challenge for us along with the wider mental health care system.

We are also looking to restart the Mollitiam ProjiX 'non-talking' therapies project for children and young people who have been traumatically bereaved. This project supports children and young people who struggle to benefit from traditional 1-2-1 talking therapy. Two cohorts of children had successfully completed the program prior to the pandemic, with great results, but due to its format it has not been possible to run it in the Covid restrictions. We are now looking to restart this programme along with applications to support the ongoing funding of this approach.

5 – Syringe Driver Training for Nursing Care Homes

Following the success of the one-year contract to deliver syringe-driver training for nursing homes this work has been commissioned for a further year.

The team of two nurses are continuing to work with the fifty-six nursing homes across Southern Derbyshire delivering training on the draw up and administering of medication via a syringe driver. In addition, they provide ongoing support to the homes which have a patient who is in need of a syringe driver and they combine this with wider training about managing that resident at end of life. The feedback from homes has been fantastic as they have engaged with this approach.

The transient nature of the staff in the care home sector highlights how training and support is required on a rolling basis in order to respond to staff changes. The two staff supporting this project have been extremely innovative, flexible and responsive in their approach and have again highlighted how much support homes require in order to ensure that they can deliver good end of life care and maintain residents in their own setting.

It is hoped over this coming year that the data gathered will support the initiative of retaining this type of direct support and that opportunity to work with the newly developed position of Manager of Virtual Education Centre will ensure that this work links to the wider initiative of developing a skilled workforce in these settings.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Information on Fundraising Practices

All staff and volunteers read the Treetops Hospice Trust policies on fundraising as part of their induction. All outside agencies are registered with appropriate regulatory bodies and sign agreements with Treetops Hospice Trust regarding policies on fundraising and General Data Protection Regulation compliance.

Staff and volunteers attend training sessions on specific aspects of fundraising e.g. collections, and are given the Fundraising Regulators Code of Fundraising Practice for that particular activity.

Breach of any of the policies is dealt with by the Head of Community Relationships, Head of Supporter Relationships or Volunteers Services in line with the Treetops Hospice Trust volunteer procedures. Any breach by a paid fundraiser would be handled through the Treetops Hospice Disciplinary Policy and Procedure. Treetops Hospice also has a clear Gift Policy on accepting or abusing position for receiving money/gifts.

If Treetops Hospice Trust is notified of third party fundraising events, any person from a group or any individual holding that event, informs us to ensure that we are aware of the event's details, they are compliant, and that the money is received after the event. This is monitored by the Community Relationships team.

Treetops Hospice Trust's income generation department organises fundraising events and co-ordinates the activities of our supporters both in the Hospice and in the wider community on behalf of the charity. The department has signed up to the Fundraising Regulator's Code of Fundraising Practice, and the organisation as a whole adheres to the General Data Protection Regulations.

All direct marketing is undertaken by the Supporter Relationships department to ensure that it is not unreasonably intrusive or persistent. All marketing material contains clear instructions on how a person can be removed from mailing lists, as do all letters of thanks.

Treetops Hospice Lottery does use a third party canvassing company to recruit members of the Lottery. A Data Protection Agreement is in place with that company (Burden and Burden), which confirms that they adhere to the Fundraising Regulator's Code of Fundraising Practice and the General Data Protection Regulations.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Statement of Trustees' responsibilities

The Trustees (who are also the directors of the Company for the purposes of company law) are responsible for preparing the Trustees' 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. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Company and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 Group 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 Group and the 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 Group and the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditor

So far as the Trustees are aware:

- There is no relevant audit information of which the charitable group's auditor is unaware, and
- They have taken all the steps that they ought to have taken in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

Auditor

The auditor, BHP LLP, has indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by:

Anil Sarda
Anil Sarda (Oct 1, 2021 06:04 GMT+1)

.....
Mr A Sarda

(Trustee)

Date: Oct 1, 2021

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF TREETOPS HOSPICE TRUST

Opinion

We have audited the financial statements of Treetops Hospice Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the consolidated statement of financial activities, the consolidated balance sheet, the company balance sheet, the consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2021 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

TREETOPS HOSPICE TRUST
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF TREETOPS HOSPICE TRUST
(CONTINUED)

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual 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.

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 directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

TREETOPS HOSPICE TRUST
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF TREETOPS HOSPICE TRUST
(CONTINUED)

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates, and considered the risk of such regulations, including fraud. We designed audit procedures to respond to the risk. We focused on laws and regulations relevant to the charitable company which could give rise to a material misstatement in the financial statements. Our testing included discussions with management, trustees, and those staff with direct responsibility for the compliance of laws and regulations. We also reviewed legal expenses. We addressed the risk of management override of internal controls, including the testing of journals and review of the nominal ledger. We evaluated whether there was evidence of bias by management or the trustees that represented a risk of material misstatement due to fraud.

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.

TREETOPS HOSPICE TRUST
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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND TRUSTEES OF TREETOPS HOSPICE TRUST
(CONTINUED)

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.



[Jane Marshall \(Oct 5, 2021 16:53 GMT+1\)](#)

Jane Marshall (Senior statutory auditor)

for and on behalf of

BHP LLP

Chartered Accountants

Statutory Auditor

2 Rutland Park

Sheffield

S10 2PD

Date: Oct 5, 2021

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	4	736,788	2,209,969	2,946,757	1,833,526
Charitable activities	7	3,282	815,875	819,157	841,759
Other trading activities	8	-	1,526,852	1,526,852	2,122,279
Investments	9	-	9,505	9,505	6,007
Other income	10	-	413,710	413,710	-
Total income		740,070	4,975,911	5,715,981	4,803,571
Expenditure on:					
Raising funds: 11, 12					
Voluntary income		-	390,476	390,476	355,583
Fundraising trading		-	1,331,552	1,331,552	1,540,057
Charitable activities	13	773,561	1,533,944	2,307,505	2,325,682
Total expenditure		773,561	3,255,972	4,029,533	4,221,322
Net (expenditure)/income before net gains/(losses) on investments		(33,491)	1,719,939	1,686,448	582,249
Net gains/(losses) on investments	18	-	29,724	29,724	(60,313)
Net movement in funds		(33,491)	1,749,663	1,716,172	521,936
Reconciliation of funds:					
Total funds brought forward		74,875	3,252,652	3,327,527	2,805,591
Net movement in funds		(33,491)	1,749,663	1,716,172	521,936
Total funds carried forward		41,384	5,002,315	5,043,699	3,327,527

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	17	2,198,378	2,276,092
Investments	18	500,158	472,151
		<u>2,698,536</u>	<u>2,748,243</u>
Current assets			
Stocks	19	60,947	63,005
Debtors	20	1,032,629	291,990
Cash at bank and in hand		1,413,055	454,931
		<u>2,506,631</u>	<u>809,926</u>
Creditors: amounts falling due within one year	21	(161,468)	(230,642)
Net current assets		<u>2,345,163</u>	<u>579,284</u>
Total assets less current liabilities		<u>5,043,699</u>	<u>3,327,527</u>
Total net assets		<u>5,043,699</u>	<u>3,327,527</u>
Charity funds			
Restricted funds	22	41,384	74,875
Unrestricted funds (includes revaluation reserve of £5,625 (2020: (£21,762)))	22	5,002,315	3,252,652
Total funds		<u>5,043,699</u>	<u>3,327,527</u>

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

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 have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

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

Anil Sarda

Anil Sarda (Oct 1, 2021 06:04 GMT+1)

Mr A Sarda

(Trustee)

Date: Oct 1, 2021

The notes on pages 42 to 69 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	17	2,198,378	2,276,092
Investments	18	511,158	483,151
		<u>2,709,536</u>	<u>2,759,243</u>
Current assets			
Stocks	19	60,947	59,337
Debtors	20	1,030,732	275,572
Cash at bank and in hand		1,190,564	419,391
		<u>2,282,243</u>	<u>754,300</u>
Creditors: amounts falling due within one year	21	(422,484)	(547,603)
Net current assets		<u>1,859,759</u>	<u>206,697</u>
Total assets less current liabilities		<u>4,569,295</u>	<u>2,965,940</u>
Total net assets		<u>4,569,295</u>	<u>2,965,940</u>
Charity funds			
Restricted funds	22	41,384	74,875
Unrestricted funds (includes revaluation reserve of £5,625 (2020: (£21,762)))	22	4,527,911	2,891,065
Total funds		<u>4,569,295</u>	<u>2,965,940</u>

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

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 have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The 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. The Company only result for the year was a surplus of £1,603,355 (2020: £378,454).

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

Anil Sarda

Anil Sarda (Oct 1, 2021 06:04 GMT+1)

Mr A Sarda

(Trustee)

Date: Oct 1, 2021

The notes on pages 42 to 69 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash provided by operating activities	25	981,180	588,885
		<hr/>	<hr/>
Cash flows from investing activities			
Dividends, interests and rents from investments		9,505	6,007
Purchase of tangible fixed assets		(34,278)	(69,157)
Proceeds from sale of investments		331,348	219,092
Purchase of investments		(106,920)	(566,592)
		<hr/>	<hr/>
Net cash provided by/(used in) investing activities		199,655	(410,650)
		<hr/>	<hr/>
Change in cash and cash equivalents in the year		1,180,835	178,235
Cash and cash equivalents at the beginning of the year		484,106	305,871
		<hr/>	<hr/>
Cash and cash equivalents at the end of the year	26	1,664,941	484,106
		<hr/> <hr/>	<hr/> <hr/>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. General information

The company is a company limited by guarantee. The members of the company are the trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

The Consolidated statement of financial activities (SOFA) and Consolidated balance sheet consolidate the financial statements of the Company and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The 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. The Company's only result for the year was £1,603,355 (2020: £378,454)

The financial statements are prepared on the 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 £1.

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

2.2 Going concern

The Trustees' have considered the impact of Covid-19 on the charity's income and operating cost base. They have prepared forecasts of income and expenditure and cash flow for the period to 31 March 2024 which shows that they have sufficient reserves and cash to be able to continue for the foreseeable future. These forecasts are based on a number of assumptions which are sensitive to the long term impact of Covid-19 and the success of a new fundraising strategy. The Trustees' will continue to monitor the impact on income and take appropriate action as necessary.

The Trustees' recognise the uncertainty around future income generation and the inherent risk regarding the success and sustainability of their plans, however the Trustees' have concluded that the entity remains a going concern whilst such viable options are available to it. The Trustees' therefore continue to adopt the going concern basis of preparation for these financial statements.

2. Accounting policies (continued)

2.3 Income

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

The recognition of income from legacies is dependent on establishing entitlement, the probability of receipt and the ability to estimate with sufficient accuracy the amount receivable. Evidence of entitlement to a legacy exists when the Company has sufficient evidence that a gift has been left to them (through knowledge of the existence of a valid will and the death of the benefactor) and the executor is satisfied that the property in question will not be required to satisfy claims in the estate. Receipt of a legacy must be recognised when it is probable that it will be received and the fair value of the amount receivable, which will generally be the expected cash amount to be distributed to the Company, can be reliably measured.

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.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Where the donated good is a fixed asset, it is measured at fair value, unless it is impractical to measure this reliably, in which case the cost of the item to the donor should be used. The gain is recognised as income from donations and a corresponding amount is included in the appropriate fixed asset class and depreciated over the useful economic life in accordance with the Company's accounting policies.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the Company which is the amount it would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Income relating to the Coronavirus Job Retention Scheme is recognised in the period for which the funding is claimed.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.4 Expenditure (continued)

Expenditure on raising funds includes all expenditure incurred by the Group to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Group's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Group; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Taxation

The Company 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 Company 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.

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more 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% straight line
Motor vehicles	- 25% straight line
Fixtures and fittings	- 25% straight line
Office equipment	- 25% straight line

Assets under construction are not depreciated as they are not yet operational within the business.

2. Accounting policies (continued)

2.8 Investments

Fixed asset investments are a form of financial instrument and are initially recognised at their transaction cost and subsequently measured at fair value at the Balance sheet date, unless the value cannot be measured reliably in which case it is measured at cost less impairment. Investment gains and losses, whether realised or unrealised, are combined and presented as 'Gains/(Losses) on investments' in the Consolidated statement of financial activities.

Investments in subsidiaries are valued at cost less provision for impairment.

2.9 Stocks

Stocks are valued at the lower of cost and net realisable value after making due allowance for obsolete and slow-moving stocks. Cost includes all direct costs and an appropriate proportion of fixed and variable overheads.

2.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.12 Liabilities and provisions

Liabilities 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 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.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated statement of financial activities as a finance cost.

2.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2. Accounting policies (continued)

2.14 Operating leases

Rentals paid under operating leases are charged to the Consolidated statement of financial activities on a straight line basis over the lease term.

2.15 Pensions

The company contributes to individuals' defined contribution pension schemes. Contributions are charged to the SOFA in the year they are payable.

2.16 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 Group 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.

Investment income, gains and losses are allocated to the appropriate fund.

2.17 Employee benefits

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

3. 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 Company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no 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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

4. Income from donations and legacies

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2021	2021	2021	2020
	£	£	£	£
Donations and sponsorship	492,780	-	492,780	256,202
Legacies and bequests	1,237,783	-	1,237,783	1,113,573
Income from charitable trusts (note 5)	125,583	-	125,583	79,061
Income from other clubs and organisations	145,384	-	145,384	41,508
Christmas appeal	18,351	-	18,351	13,650
Business club	250	-	250	312
Car boot sales	-	-	-	9,251
Light Up a Life	25,273	-	25,273	7,658
Easter appeal	-	-	-	4,327
Recycling	-	-	-	159
Hospice UK	-	629,288	629,288	-
Starlight Strut	16,864	-	16,864	32,399
Gift aid	29,255	-	29,255	74,864
BBC Children in Need	2,000	7,500	9,500	10,000
Community events	3,633	-	3,633	18,319
Tea for Treetops	-	-	-	5,690
Big Lottery	112,688	-	112,688	72,000
Compassionate Communities Project	-	-	-	92,972
Barclays Roaming Nurse	-	100,000	100,000	-
Support groups	125	-	125	1,581
Total 2021	<u>2,209,969</u>	<u>736,788</u>	<u>2,946,757</u>	<u>1,833,526</u>
Total 2020	<u>1,610,810</u>	<u>222,716</u>	<u>1,833,526</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5. Charitable trusts

	2021 £
The Ardwick Trust	200
AW Lymn centenary foundation	3,115
Blakemore Foundation	100
The Cecil Rosen Foundation	1,000
Central England Co-operative Community Dividend Fund	2,058
Cumberland Trust	300
The Dennis Alan Yardy Charitable Trust	500
Derbyshire Freemasons	250
Dixie Rose Charitable Trust	3,000
East Midlands Airport Community Fund	3,000
Erewash voluntary action	2,000
The February Foundation	7,500
The Fifty Fund	1,000
Francis Winham Foundation	10,000
Groundworks - Tesco Bags of Help	500
The Henhurst Charitable Trust	500
The Hospital Saturday Fund Charitable Trust	2,000
Intu Derby	2,000
Institute of Our Lady of Mercy	1,000
Albert Hunt Trust	10,000
The Jessie Spencer Trust (Eversheds)	5,000
The Jones 1986 Charitable Trust	25,000
The Lynn Foundation	500
Mark Armitage Charitable Trust	500
The Manor House Charitable Trust	2,000
The Mary Robertson Trust c/o Natwest Nottingham Uni Branch	3,000
Masonic Charitable Foundation	1,000
May Hearnshaw Charitable Foundation	2,500
The Mears Foundation	500
Neighbourly Community Fund	400
Nottinghamshire Community Foundation	4,160
The Sawley Charities	500
The Sir Cliff Richard Charitable Trust	1,000
balance c/f	<u>96,083</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5. Charitable trusts (continued)

	2021 £
balance b/f	96,083
The Sir John Eastwood Foundation	2,000
The Sir Jules Thorn Charitable Trust	5,000
The Sobell Foundation	10,000
The Thomas Farr Charity	5,000
The Thomas J Horne Memorial Trust	7,000
The Woodroffe Benton Foundation	500
	<hr/>
	125,583 <hr/> <hr/>

6. Donations and legacies - restricted funds

	2021 £	2019 £
Children in Need	7,500	10,000
Nationwide Community Grant	-	47,744
Derbyshire CC Compassionate Communities Project	-	92,972
Big Lottery Fund	-	72,000
Barclays Roaming Nurse Grant	100,000	-
Hospice UK	629,288	-
	<hr/>	<hr/>
	736,788 <hr/> <hr/>	222,716 <hr/> <hr/>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31 MARCH 2021

7. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Derby & Derbyshire CCG	724,431	-	724,431	679,340
Nottingham County Teaching CCG	40,767	-	40,767	69,894
SDCCG LLI	23,996	-	23,996	25,135
Erewash LLI	3,467	-	3,467	3,467
	<u>792,661</u>	<u>-</u>	<u>792,661</u>	<u>777,836</u>
<i>Other income</i>				
Education	1,295	-	1,295	2,218
Meals and refreshments	688	-	688	15,629
Trustee membership fees	-	-	-	387
NHS pension rebate	8,500	-	8,500	8,500
Trauma CES	8,000	3,282	11,282	19,167
Miscellaneous	4,731	-	4,731	18,022
	<u>815,875</u>	<u>3,282</u>	<u>819,157</u>	<u>841,759</u>
Total 2021	815,875	3,282	819,157	841,759
Total 2020	<u>834,647</u>	<u>7,112</u>	<u>841,759</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Shop sales	816,909	816,909	1,292,149
Hospice lottery income	709,159	709,159	657,681
Catering income	784	784	172,449
	<hr/>	<hr/>	<hr/>
	1,526,852	1,526,852	2,122,279
	<hr/>	<hr/>	<hr/>
Total 2020	<hr/>	<hr/>	<hr/>
	2,122,279	2,122,279	
	<hr/>	<hr/>	

9. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Bank interest	4,713	4,713	2,750
Listed investments income	4,792	4,792	3,257
	<hr/>	<hr/>	<hr/>
	9,505	9,505	6,007
	<hr/>	<hr/>	<hr/>
Total 2020	<hr/>	<hr/>	<hr/>
	6,007	6,007	
	<hr/>	<hr/>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDED 31 MARCH 2021

10. Other incoming resources

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Coronavirus Job Retention Scheme Income	413,710	413,710	-
Total 2020	-	-	

11. Raising funds - voluntary income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Direct costs - other	53,362	53,362	95,772
Direct costs - staff	330,605	330,605	257,921
Investment management fees	6,509	6,509	1,890
Total 2021	390,476	390,476	355,583
Total 2020	355,583	355,583	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

12. Raising funds - fundraising trading

	Direct staff costs 2021 £	Direct other costs 2021 £	Support costs 2021 £	Total funds 2021 £	Total funds 2020 £
Hospice lottery	99,160	160,621	-	259,781	314,287
Shops	668,098	330,075	-	998,173	1,063,483
Catering	65,916	7,682	-	73,598	162,287
Total 2021	833,174	498,378	-	1,331,552	1,540,057
Total 2020	803,070	736,987	-	1,540,057	

Direct costs - other are those associated with providing the activity, for example, lottery prizes, shop cost of sales, depreciation and other costs. All costs are unrestricted.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

13. Cost of charitable activities

	Direct staff costs 2021 £	Direct other costs 2021 £	Support costs 2021 £	Total costs 2021 £	Total costs 2020 £
Wellbeing	261,474	38,770	203,367	503,611	604,032
Bereavement support	317,943	108,129	288,595	714,667	512,246
Complementary therapy	866	8,744	6,509	16,119	36,983
Hospice at home	592,150	23,906	417,280	1,033,336	1,072,365
Training	6,088	7,699	9,338	23,125	44,707
Clinical information & support centre	-	-	-	-	37,136
Governance costs (note 14)	11,308	5,339	-	16,647	18,213
Total 2021	1,189,829	192,587	925,089	2,307,505	2,325,682
Total 2020	1,295,298	190,470	839,914	2,325,682	

Support costs outlined below have been allocated to charitable activities in proportion to the direct costs attributed to each activity.

The relevant proportions are wellbeing 22% (2020: 26%), bereavement support 31% (2020: 22%), complementary therapy 1% (2020: 2%), hospice at home 45% (2020: 46%), training 1% (2020: 2%) and support centre 0% (2020: 2%).

Restricted expenditure totalling £773,561 (2020: £195,365) is included in the total expenditure of £2,307,505 (2020: £2,325,682).

Support costs

	2021 £	2019 £
Administration	777,725	748,494
Marketing	147,364	91,420
	925,089	839,914

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

14. Governance costs

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Direct costs - other	5,339	5,339	6,905
Direct costs - staff	11,308	11,308	11,308
Total 2021	16,647	16,647	18,213
Total 2020	18,213	18,213	

Other governance costs represent audit fees, legal costs and health & safety audit costs. Staff costs represent company secretarial and chief executive governance costs.

15. Net income/(expenditure)

This is stated after charging:

	2021 £	2020 £
Depreciation of tangible fixed assets: - owned by the charity	111,992	123,046
Auditor's remuneration - other services	5,420	5,260
Auditor's remuneration - audit	9,360	9,090

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

16. Staff costs

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Wages and salaries	2,542,032	2,466,962	2,398,584	2,323,985
Social security costs	189,500	168,901	179,020	159,591
Contribution to defined contribution pension schemes	217,542	226,627	206,394	215,792
	<u>2,949,074</u>	<u>2,862,490</u>	<u>2,783,998</u>	<u>2,699,368</u>

Total redundancy payments made during the year amounted to £20,149 of which £17,445 were for statutory redundancy and £2,704 for payment in lieu of notice.

The average monthly number of employees was 155 (2020: 160) and the average monthly number of employees expressed as full time equivalents was as follows (including casual and part time staff):

	Group 2021 No.	Group 2020 No.
Direct charitable	39	43
Fundraising and publicity	48	48
Management and administration	15	15
	<u>102</u>	<u>106</u>

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
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16. Staff costs (continued)

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	Group 2021 No.	Group 2020 No.
In the band £60,001 - £70,000	1	1
In the band £70,001 - £80,000	1	1

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £352,502 (2020: £300,659). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance and Volunteer & Support Services Manager and HR Manager.

No Trustees were paid any remuneration during the year. No Trustees were reimbursed travel expenses during the year for their participation in volunteering in line with the charitable company's expense policy (2020: £1,065 to 1 trustee).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £213,037 (2020: £226,627). At the year end, contributions of £17,672 (2020: £15,306) were outstanding.

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17. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Assets under construction £	Total £
Cost or valuation						
At 1 April 2020	2,630,762	118,230	610,481	95,960	-	3,455,433
Additions	-	-	34,278	-	-	34,278
Transfers between classes	(139,700)	-	-	-	139,700	-
At 31 March 2021	2,491,062	118,230	644,759	95,960	139,700	3,489,711
Depreciation						
At 1 April 2020	477,738	118,227	517,368	66,008	-	1,179,341
Charge for the year	49,826	-	48,160	14,006	-	111,992
At 31 March 2021	527,564	118,227	565,528	80,014	-	1,291,333
Net book value						
At 31 March 2021	1,963,498	3	79,231	15,946	139,700	2,198,378
At 31 March 2020	2,153,024	3	93,113	29,952	-	2,276,092

The Trustees are of the opinion that the open market value of the freehold property is in excess of its carrying value. It is not considered practical to quantify this excess.

The cost of the freehold property comprise of the buildings and grounds known as Treetops Hospice Trust.

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17. Tangible fixed assets (continued)

	2021	2020
	£	£
Original costs	246,882	246,882
Improvements to freehold property	1,310,694	1,310,694
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
In patient unit	-	139,700
	2,491,062	2,630,762

18. Fixed asset investments

<i>Group</i>	Listed securities £
Cost or valuation	
At 1 April 2020	472,151
Additions	106,920
Disposals	(331,348)
Revaluations	29,724
Movement in cash	222,711
At 31 March 2021	500,158
Net book value	
At 31 March 2021	500,158
At 31 March 2020	472,151

All investments are held in the UK.

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18. Fixed asset investments (continued)

<i>Company</i>	Investments in subsidiary companies £	Listed securities £	Total £
Cost or valuation			
At 1 April 2020	11,000	472,151	483,151
Additions	-	106,920	106,920
Disposals	-	(331,348)	(331,348)
Revaluations	-	29,724	29,724
Foreign exchange movement	-	222,711	222,711
At 31 March 2021	11,000	500,158	511,158
Net book value			
At 31 March 2021	11,000	500,158	511,158
At 31 March 2020	11,000	472,151	483,151

All fixed asset investments are held in the UK. The investment in listed securities represents a portfolio investment. This is held by Rathbones Investment Management Ltd. An investment management company registered in England and Wales.

The historical cost of investments held is £494,533 (2020: £493,913).

Principal subsidiaries

The following were subsidiary undertakings of the Company:

Names	Class of shares	Holding
Treetops Retail Limited	Ordinary	100%
Treetops Funding Limited	Ordinary	100%

The financial results of the subsidiaries for the year were:

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18. Fixed asset investments (continued)

Names	Income £	Expenditure £	Profit/(Loss)/ Surplus/ (Deficit) for the year £	Net (liabilities)/ assets £
Treetops Retail Limited	37,036	(74,472)	(37,436)	(17,369)
Treetops Funding Limited	709,159	(259,781)	449,378	502,772

19. Stocks

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Retail stock	-	3,668	-	-
Donated stock	60,947	59,337	60,947	59,337
	60,947	63,005	60,947	59,337

20. Debtors

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Trade debtors	16,708	41,110	12,333	34,254
Amounts owed by group undertakings	-	-	20,375	-
Other debtors	24,470	23,674	12,958	19,992
Prepayments and accrued income	991,451	227,206	985,066	221,326
	1,032,629	291,990	1,030,732	275,572

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21. Creditors: Amounts falling due within one year

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Trade creditors	34,482	50,099	31,903	35,172
Amounts owed to group undertakings	-	-	317,643	401,513
Other taxation and social security	44,078	44,233	44,078	44,233
Other creditors	68,683	76,030	18,298	17,652
Accruals and deferred income	14,225	60,280	10,562	49,033
	161,468	230,642	422,484	547,603
	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Deferred income at 1 April 2020	38,058	8,388	38,058	8,388
Resources deferred during the year	-	38,058	-	38,058
Amounts released from previous periods	(38,058)	(8,388)	(38,058)	(8,388)
	-	38,058	-	38,058

Deferred income related to grants received in advance for future periods.

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22. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Fixed assets	2,276,092	-	-	(77,714)	-	2,198,378
General funds						
General Funds	614,973	4,529,716	(2,922,594)	77,714	29,724	2,329,533
Treetops Funding	343,394	409,159	(259,781)	-	-	492,772
Treetops Retail	18,193	37,036	(73,597)	-	-	(18,368)
	976,560	4,975,911	(3,255,972)	77,714	29,724	2,803,937
Total Unrestricted funds	3,252,652	4,975,911	(3,255,972)	-	29,724	5,002,315
Restricted funds						
Grounds fund	17,471	13	(2,401)	-	-	15,083
Children's bereavement	1,500	7,500	(10,000)	-	-	(1,000)
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	41,776	-	(23,872)	-	-	17,904
Trauma fund	(4,888)	3,269	(8,000)	-	-	(9,619)
Barclays Roaming Nurse	-	100,000	(100,000)	-	-	-
Hospice UK Grant	-	629,288	(629,288)	-	-	-
	74,875	740,070	(773,561)	-	-	41,384
Total of funds	3,327,527	5,715,981	(4,029,533)	-	29,724	5,043,699

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22. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2020 £
Unrestricted funds						
Designated funds						
Fixed assets	2,329,981	-	-	(53,889)	-	2,276,092
General funds						
General Funds	214,514	3,743,613	(3,339,279)	(3,875)	-	614,973
Treetops Funding	203,079	657,681	(517,366)	-	-	343,394
Treetops Retail	15,056	172,449	(169,312)	-	-	18,193
Revaluation reserve	2,549	-	-	57,764	(60,313)	-
	435,198	4,573,743	(4,025,957)	53,889	(60,313)	976,560
Total Unrestricted funds	2,765,179	4,573,743	(4,025,957)	-	(60,313)	3,252,652
Restricted funds						
Grounds fund	25,784	-	(8,313)	-	-	17,471
Children's bereavement	1,500	10,000	(10,000)	-	-	1,500
Support and information	13,128	72,000	(66,112)	-	-	19,016
Derbyshire CC Compassionate Communities	-	92,972	(92,972)	-	-	-
Nationwide Compassionate Communities	-	47,744	(5,968)	-	-	41,776
Trauma fund	-	7,112	(12,000)	-	-	(4,888)
	40,412	229,828	(195,365)	-	-	74,875
Total of funds	2,805,591	4,803,571	(4,221,322)	-	(60,313)	3,327,527

22. Statement of funds (continued)

Designated Funds

Designated funds comprise the net book value of the group's unrestricted fixed assets.

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

Children's bereavement project - to pay salaries of counselling and emotional support staff who provide services to bereaved children.

Support and information - to assist in the provision of support and information.

Compassionate Communities Project - established to engage and empower people and communities to have conversations about death, dying, bereavement and loss, ultimately enable people to share their preference and wishes about these.

Trauma - non-talking therapy for children and young people who had experienced some trauma through their bereavement.

Barclays Roaming Nurse - received from Barclays for the 'Roaming Nurse Service' set up as part of an emergency response to COVID 19.

Hospice UK - The NHSE awarded funding to allow the hospice to make available bed capacity and community support from April 2020 to July 2020 to provide support to people with complex needs in the context of the COVID-19 situation and to provide bed capacity and community support from November 2020 to March 2021 for the same purpose.

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets.

Funds in deficit

The trauma fund and children's bereavement project are in deficit due to expenditure being incurred in advance of future funding being received.

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23. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Designated funds	2,276,092	-	-	(77,714)	-	2,198,378
General funds	976,560	4,975,911	(3,255,972)	77,714	29,724	2,803,937
Restricted funds	74,875	740,070	(773,561)	-	-	41,384
	3,327,527	5,715,981	(4,029,533)	-	29,724	5,043,699

Summary of funds - prior year

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2020 £
Designated funds	2,329,981	-	-	(53,889)	-	2,276,092
General funds	435,198	4,573,743	(4,025,957)	53,889	(60,313)	976,560
Restricted funds	40,412	229,828	(195,365)	-	-	74,875
	2,805,591	4,803,571	(4,221,322)	-	(60,313)	3,327,527

24. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	2,198,378	2,198,378
Fixed asset investments	-	500,158	500,158
Current assets	41,384	2,465,247	2,506,631
Creditors due within one year	-	(161,468)	(161,468)
Total	41,384	5,002,315	5,043,699

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24. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	-	2,276,092	2,276,092
Fixed asset investments	-	472,151	472,151
Current assets	74,875	735,051	809,926
Creditors due within one year	-	(230,642)	(230,642)
Total	74,875	3,252,652	3,327,527

25. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2021 £	Group 2020 £
Net income for the year (as per Statement of Financial Activities)	1,716,172	521,936
Adjustments for:		
Depreciation charges	111,992	123,046
(Losses)/ gains on investments	(29,724)	60,313
Dividends, interests and rents from investments	(9,505)	(6,007)
Decrease in stocks	2,058	14,637
Increase in debtors	(740,639)	(95,355)
Decrease in creditors	(69,174)	(29,685)
Net cash provided by operating activities	981,180	588,885

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26. Analysis of cash and cash equivalents

	Group 2021	Group 2020
	£	£
Cash in hand	1,413,055	454,931
Cash held in investments	251,886	29,175
Total cash and cash equivalents	1,664,941	484,106

27. Analysis of changes in net debt

	At 1 April 2020	Cash flows	At 31 March 2021
	£	£	£
Cash at bank and in hand	454,931	958,124	1,413,055
	454,931	958,124	1,413,055

28. Operating lease commitments

At 31 March 2021 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2021	Group 2020
	£	£
Not later than 1 year	153,133	153,588
Later than 1 year and not later than 5 years	436,583	410,271
Later than 5 years	253,333	383,792
	843,049	947,651

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29. Related party transactions

During the year 5 trustees made donations totalling £5,883 (2020: 11 trustees, £5,429). A number of trustees also donate goods to the retail shops.

Treetops Hospice Trust incurs expenditure on behalf of the group. Any expenditure relating to the subsidiaries is recharged internally.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £20,375 (2020: £nil) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £317,643 at the year end (2020: £401,513), which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £300,000.

30. Controlling party

The company is controlled by its members. No individual member has overall control.