

**TYNEDALE**  
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AT H  ME



Tynedale Hospice at Home

## Trustees Annual Report 2022



Charity Number: 1034170, Company Number: 02870776

# Tynedale Hospice at Home

## Contents

Trustees' Report	1 to 23
Reference and Administrative Details	24
Independent Auditors' Report	25 to 27
Statement of Financial Activities	28
Statement of Financial Activities	29
Balance Sheet	30
Statement of Cash Flows	31
Notes to the Financial Statements	32 to 52

The trustees, who act as directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

## **OBJECTIVE AND ACTIVITIES**

Tynedale Hospice at Home's (THH) objective is "the relief of sickness, in particular end of life care and associated services in Tynedale, West Northumberland and Ponteland".

**Our vision** - Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life-limiting illnesses or sudden death.

**Our services** - will be maintained at an outstanding level and funded by a combination of community support and statutory funding.

**Our mission** – Easing the end-of-life journey for people in our community.

## MAIN ACTIVITIES

### Nursing Care

Our nursing team is available to all patients over 18 who are registered with GPs in West Northumberland and who are on the palliative care register. We provide care in patients' own homes including residential care homes.

Our nursing care team is made up of 15 registered nurses and 5 hospice support workers, who are overseen by a Deputy Head of Care and Head of Care.

To identify needs in the Community we work closely with the GP Practices, Community NHS Nursing teams and other providers within the area. Referrals are received from these healthcare professionals but also direct from individuals requiring support or their families/carers to ensure equity of provision.

### Family Support

The Family Support Team (FST) provides support, following a diagnosis of a life-limiting illness, or death of a loved one. We aim to help those left behind to cope and adapt in their new situation through an active listening service as opposed to formal counselling, but comply with the same guidelines, policies and safeguarding. The service provides pre and post bereavement support to adults and children who are a resident in West Northumberland and registered with a GP in our area.

Referrals can be made via the GP, community nurses, THH nurses, Macmillan services, living well co-ordinators and mental health practitioners. Individuals may also self-refer.

The team consists of three practitioners, two of whom are qualified to support children and families, and 17 trained volunteers.

## MAIN ACTIVITIES (CONTINUED)

### Transport

Our transport team provides a door-to-door service taking patients from their home to appointments, which for some people in rural areas can often be difficult due to the distance to treatment centres.

The transport service is managed by the Transport co-ordinator and operated by a team of volunteer drivers, who use their own vehicles to drive clients to hospital appointments for treatment to address their life-limiting condition, which can include consultations, scans, radiotherapy and chemotherapy.

### Public Benefit

The trustees have followed Charity Commission Guidance on public benefit as stated in the Charities Act 2011 and believe that the objectives and activities described throughout this report demonstrate this compliance.

## PARTNERSHIP WORKING

A zoom presentation was developed on Grief and Loss and delivered in November, in partnership with the Northumberland Recovery College. The session was evaluated positively, and the College will maintain links with THH.

We provided a session with teachers from a local school who had two bereaved children in their classes. A Family Support Coordinator provided practical advice and a support session for the teachers to help them address some of the problems the children presented with.

The team secured funding from Children in Need this year which will enable the team to provide and update resources in our "Rainbow Room", used for child and family sessions, as well as funding one practitioner for children's bereavement support.

## ACHIEVEMENTS

Our three-year strategic plan (2019-2022) ended in March 2022 and was developed to progress the hospice to towards its vision:

*“Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life limiting illness and sudden death. Our services will be maintained at an outstanding level and funded by a combination of community support and statutory funding”*

The strategic plan identified goals, objectives and milestones from April 2019 until March 2022. The plan was developed through consultation with staff, volunteers, stakeholders and partners who contributed to goals and objectives that were approved by Trustees. It was separated into four key areas:

- People at our core: patients, clients, supporters and staff.
- Outstanding services: provide an outstanding experience in all that we do.
- Provide more support to more people: provide the most holistic service possible.
- Grow our reputation: ensure everyone in our community knows who we are and what we do.

**The plan was delivered successfully achieving increases in beneficiaries supported, increased income and improved quality of services, evidenced by the return of the “Friends and Family Test” feedback forms.**

**DURING THE LAST 12 MONTHS THE HOSPICE HAS BEEN SUCCESSFUL IN DELIVERING KEY ELEMENTS OF ITS STRATEGY:**

Care Services

- Recruited a new Head of Care, alongside a Hospice Support Worker and 6 Registered Nurses, one of whom is on contracted hours.
- Underwent an Interim Monitoring Assessment by the CQC in June 2022, resulting in the Engagement Officer being satisfied that THH was operating effectively.
- Expanded our referral pathways to enable individuals to self-refer.
- Introduction of referrals at weekends.
- Provision of “twilight shifts”, which provide support to patients after the completion of the Community NHS shifts at 5pm and enable patients to be comfortable at night, thus replacing the patient’s need for overnight care.
- Wider communication with Community Nursing teams, GPs, Specialist Nurses, secondary care and social care in the locality raising the profile of THH to embed referral pathways.
- Increased use of digitisation by the Nursing team.
- Seamless provision of care throughout the COVID-19 pandemic.
- Opened two Bereavement Support cafés, in Hexham and Prudhoe.

Income generation

- Fundraising programmes were successfully delivered including the return of many challenge and community events to exceed income expectations.
- £97,000 grant funding was secured over three years from Children in Need to support Family Support Services from 2022/23.
- Shops re-opened in April 2021 following a third national lockdown and have exceeded income expectations for 2021/22.
- A fifth shop was opened, selling pre-loved furniture and homewares on the outskirts of Hexham, Northumberland.
- Further investment was made in THH’s digital fundraising activity to increase efficiencies and maximise donor engagement.
- To reflect the increasing importance of data analysis, a Systems Administrator was recruited to ensure maximisation of our CRM system.
- Restructure of the Retail Management Team took place, due to increased pressure, as a result of opening another store.

### Good governance

- Trustees and the Executive Management Team were buoyed by the recruitment of 3 new Trustees who came from varied backgrounds and have added significant depth in experience and skills to the existing group of Trustees.
- The Board and Committees continued to meet, remotely via video conferencing and in person to receive reports from the Executive Team, ensuring the hospice continued to operate effectively throughout the period.

THH's compliance with regulation/legislation governing its activities is kept under review by the Committees on a rolling basis.

### Staffing and volunteering

- The Head of Care resigned in August 2021. Two Deputy Heads of Care and the CEO covered the position until a replacement was recruited in February 2022.
- THH introduced a wellbeing strategy and inaugurated a staff wellbeing group, involving staff, who represent each department within THH.
- A staff survey was conducted at the end of 2021.
- Three volunteers received the High Sherriff of Northumberland Award in 2021/22.
- During the year, THH was supported by 230 volunteers, across all of our services and activities, after successful recruitment drives increased our complement by 47.
- Volunteers provided over 22,000 hours of support during the year.

## PERFORMANCE OF CARE SERVICES

### Nursing

As lockdowns for COVID-19 ended the nursing team continued to provide the highest quality of care to patients, as it had throughout the pandemic. The team ensures the utmost safety of all of patients by using the requisite Personal Protective Equipment every time care is provided.

	2021/22	2020/21
New patient referrals	144	153
Hours of care provision	2,861	2,068
Deaths at home	42%	58%
Above with nurse present	26%	33%
Recommendations	40	41
Episodes of care provided	410	Not available

*The table shows referrals at 95% of the levels of the previous year but the hours of care provided increased. This is due to patients being referred to THH earlier and enabling the team to care for patients longer at the end of their lives. The table shows that the service received a significant number of “recommendations” evidencing the high-quality care provided by the Nursing team and that we were able to provide over 400 episodes of care, during day and night.*

### Developments in the service

New systems have been implemented to capture the number of shifts provided for patients rather than hours which will help produce a clearer picture of care provided in coming years.

We have promoted the services provided by THH by visiting healthcare professionals to embed the referral pathways into the different services and encourage earlier referrals.

We continue to encourage twilight shifts for those who decline overnight care.

New patients referred at weekends are now being accepted with systems in place to manage risks for staff and patients.

Staff recruitment and retention over the last year has been problematic in many healthcare settings. Earlier in the year we held an open day inviting anyone with an interest in THH to come and gain insight into hospice work. This generated some interest and over the last year we have recruited a further 6 Registered Nurses (RN) and 1 Hospice Support Worker (HSW) to the nursing team, although some of these were offset by other staff resignations.

We appointed a new Head of Care in February 2022 who is the Registered Manager with CQC. Prior to her appointment the CEO and Deputy Head of Care – Nursing, maintained regular communication with the CQC Engagement Officer who was satisfied with the quality of care.

With the increasing number of staff, further governance systems have been implemented to facilitate the maintenance of high-quality care. These include:

- additional end of life training for all nurses
- a buddy shift document which must be completed during the probationary period before any unsupervised care is given
- greater use of tablets incorporating policies, SOPs and patient handover documents
- computerised referrals, to improve communication between care co-ordinators and nurses.

## TRANSPORT SERVICES

At the beginning of the pandemic the number of appointments dropped significantly with fewer requests for drives. This year has seen us return to normality and we have experienced a steady increase in the number of appointments and new referrals.

### Developments in the service

- Introduction of drives at weekends
- Improved communication with the Community NHS teams.
- Increasing number of referrals from a wider range of professionals who are now aware of the service
- Increased flexibility of provision, due to an increase in urgent requests, apparent since COVID19.

	2021/22	2020/21
New referrals	56	17
Return journeys	318	224
Miles covered	16,126	8,795
Volunteers	18	13
Hours	922	408



**FAMILY SUPPORT TEAM**

Despite the challenges COVID-19 posed for the service, staff and volunteers were able to provide support sessions via telephone and video platforms. As restrictions have lifted we have been able to introduce more face-to-face support in line with government guidelines.

The new Head of Care has had a positive impact on the support we provide, enabling the team to develop the service and create new networks. This has raised the service’s profile, and enabled us to respond to the changing needs of the local population.

	2021/22	2020/21
Adult referrals	71	63
Child referrals	49	29
Client Contact house	1,055	1,102

### Developments in the service

Two Bereavement cafés opened - one in Hexham and one in Prudhoe. The purpose of the cafés is to provide a safe, welcoming environment for those people who have been bereaved, either recently or some time ago. Anyone can attend the cafés regardless of whether a person has previously benefitted from THH's services. Attendees can have a cup of tea or coffee and are able to speak with others who have had similar experiences to their own. The service is free of charge and a steady number of clients have attended.

The cafés also act as a bridge to other activities and friendships as well as an opportunity to move away from 1 to 1 support. This allows the client to still feel supported and not cast adrift once individual sessions are ended. Clients from the cafés have formed strong friendships, eg. a group of women meeting for coffee and lunch regularly, whilst two of the male clients meet for breakfast once a week.

One of our male clients attended the Christmas Day lunch at the Community Centre as he did not want to choose between his two daughters as to who to spend the day with. Research has shown that the surviving spouse can experience intense feelings of loneliness and find it difficult to go out and forge new friendships and this has a negative impact on their mental health. The cafés can help individuals to re-integrate into social groups again.

### Adult Support Group

A group took place for the first time since COVID-19 lockdowns were initiated. These groups have a similar aim to the bereavement cafes, but in smaller numbers 6-8 clients per group. They are intended to address the isolation of grief, bringing people together who have shared experiences. The groups run on a weekly basis for 6 weeks and there is a thematic programme, with the content mainly driven by the participants themselves.

### Creative Memories Group

This group has continued throughout COVID-19 over zoom with a small core of participants. This group will develop further during the coming year, by expanding the range of activities to appeal to a wider audience.

### Forest school for children

Families were invited to take part in weekly activities over a four week period. The activities take place in a designated area in a local wood and the aim is to bring children and their families together to reduce the feeling of isolation in their grief. The forest school helps to build confidence and resilience in the children. Our experience and research show that bereavement can shatter self-esteem in young (and old) people so any activity to help to create personal connections, find a voice and share their stories is hugely beneficial. Feedback from parents following this event has been very positive, which has led to plans for similar activities for adults.

### COPING WITH GRIEF DURING THE PANDEMIC - Case Study

Haydon Bridge school girl given vital support by Tynedale Hospice at Home after the death of 3 family members within days of each other during the pandemic.

‘Working with Family Support Practitioner Emma Andrews, Darcy, her mother and close family friend Margaret made a “Darcy First Aid kit” with everyone writing down ideas of what helps when you are struggling from running up a hill and screaming to sharing, talking and cooking. Darcy also made a memory box which she treasures.’



The death of three family members within days of each other in the pandemic was devastating for 11-year old Darcy Skene



‘Darcy is much more confident now’, say her teachers, and has “found her voice.” She will ask questions and answer, even when she’s not sure of the answer, which is hugely significant.

“The support from Tynedale Hospice at Home gave us our daughter back,” said Mum Alison, “and we could not be more proud of Darcy and what she has achieved. She is a star.”

## INCOME GENERATION

### Fundraising and Publicity

2021/22 saw the return of many events, established prior to COVID-19 lockdowns, including challenge and community-led events. We continue to maintain a high profile in the community with strong PR and social media coverage. Evidence of this has been via the up take in many challenge events and fundraising activity led by THH.

The team still had to operate within new COVID-19 regulations/protocols to deliver some fundraising activity. Our annual Light up a Life campaign was live streamed to ensure we could maximise community engagement and participation. A re-designed online dedication page complemented the virtual service, further adding to developments of our digital giving offer.

We engaged in a partnership with Team Marvel to improve our website and digital giving. This included a:

- website upgrade to ensure our IT infrastructure can support growing digital fundraising
- search engine optimisation (SEO) campaign to increase our online presence and drive traffic to our website.

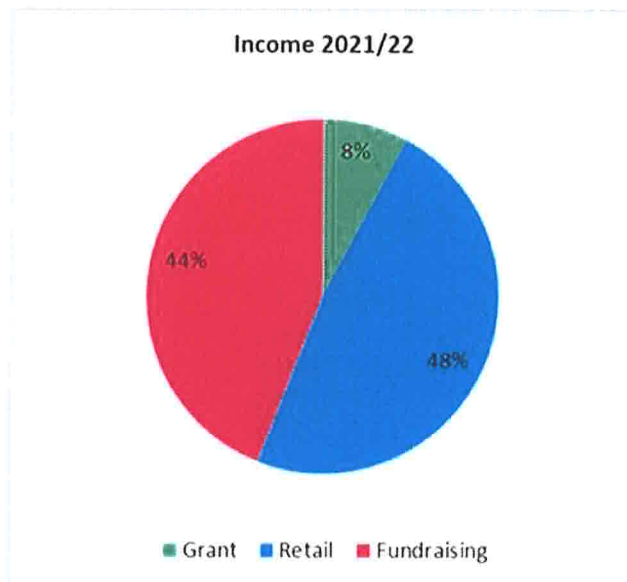
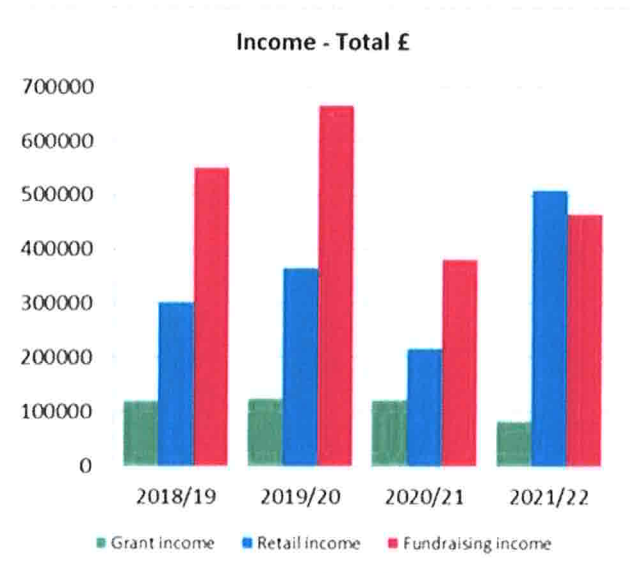
We recruited a Digital Fundraiser role to increase opportunities for digital giving, maximise social media engagement and further increase efficiencies.

We continue to maintain excellent corporate partnerships with sponsorships in place for Clarty Bairns, Great North Run, Annual Raffle, Light up a Life and a Will Writing Service during 2021/22.

A vacant Community Fundraiser post was re-titled to a Fundraising and Events Officer position to further develop our hospice-led and community income streams. An appointment was made to this post in March 2022.

The team supported the inauguration of a furniture shop including management of PR, volunteer recruitment, securing £12,000 in capital funding and support in-kind via discounted goods and services.

### Income generation statistics 2021/22



## Fundraising

The charity is required to report how it deals with fundraising from the public. The charity does not use a professional fundraiser or commercial participator to raise funds. Any monies raised direct from the public follows all guidelines set out by the Charity Commission and UK law in every respect. We respect the privacy and contact preferences of all public donors.

## Public Benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

## Retail

The shops re-opened in April 2021, following a third national lockdown due to COVID-19. Retail has performed well after this closure period, continuing to grow whilst developing, reviewing and implementing COVID-19 secure procedures and processes. Each shop has exceeded budget expectations, including our Prudhoe shop which saw its first full year of trading since it opened.

Following approval from the Board to expand our range of shops, in October 2021 we opened a new furniture and homewares shop on Bridge End Industrial Estate, Hexham. We recruited a Furniture Shop Manager, Retail Supervisor and team of volunteers to support the new operation. New procedures and retail practices have been implemented including a collection and delivery service (via a third party). The first 6 months has been a great success for 'Tynedale Hospice Furniture at Home'.

Our e-commerce operation was moved to this new premises to maximise online sales and ensure effective operating procedures.

Following a flexible working request by the Retail Operations Manager, the retail team have had a small re-organisation which has included the appointment of a part-time Retail Supervisor and additional responsibilities given to the Deputy Retail Operations Manager (previously Retail Support Manager).

## Central Support

The Central Support team has continued its work on streamlining and improving processes to maximise the efficiency of the department. Various contracts have been reviewed throughout the year to ensure value for money and that they continue to meet the needs of the organisation. Additionally, the team improved internal policies and procedures which ensured strengthened controls.

## STAFFING

### Wellbeing Strategy

A staff wellbeing strategy was implemented during the year to recognise the duty of care that THH has towards its employees. The strategy's purpose is to "create an environment which allows all employees to flourish and achieve their full potential for the benefit of themselves, the organisation and our beneficiaries."

The strategy makes commitments in 7 areas:

- 1. Promotes positive physical and mental health**
- 2. Enables good, safe working practices**
- 3. Is values-led**
- 4. Fosters collaboration and positive social interaction**
- 5. Facilitates personal growth and creativity**
- 6. Offers advice and resources to enable positive lifestyle choices**
- 7. Strives to support employees to enjoy financial wellbeing.**

As a result of the strategy a number of initiatives have been implemented within THH, eg. training to promote positive mental health at work, access to mindfulness training, ongoing personal development budgets for all staff.

### Staff Survey

The staff survey, completed by approximately 60% of employees, at the end of 2021 identified very positive feedback on experiences working for THH with over 90% of respondents stating, for example:

- THH is clear about its vision, mission and values
- I feel inspired to do my best
- I believe I have the knowledge, skills and potential for personal development within my role
- I would recommend THH as a good place to work
- I am proud to work for THH.

### PLANS FOR THE FUTURE

Following the last strategic plan ending in March 2022 and there still being a level of uncertainty at the beginning of the year as a result of COVID-19 the Trustees opted for a year of consolidation as we consider how we deliver our services over the next strategic period.

There were two services set out in the 2019-2022 strategic plan which were not achieved; Dementia Services and Complementary Therapies. It was thought prudent to delay the implementation of these due to the COVID-19 lockdowns. These services will be revisited during the financial year 2022-23.

## FINANCIAL REVIEW

THH has had another positive year seeing an increase in income to £1.3m (2021 - £1.0m) and an overall surplus of £174k (2021 - £86k).

The surplus was generated as a result of:

- accessing government funds at the start of the financial year.
- periodic funding from NHSE to hospices in recognition of the support hospices provided to the core NHS services during waves of COVID-19 infections.
- two unexpected legacies totalling £97k.
- underspending as a result of excellent financial controls and vacancies across THH.
- amounts of £158k received from our insurers to indemnify THH for retail income lost during COVID-19 lockdowns.

In the last 4 years we have made significant progress with our retail operation. Retail income has grown rapidly and it now accounts for half our overall income. Shops reopened in April 2021 when national restrictions were lifted and non-essential retail could trade. Our shops perform exceptionally well and we continue to monitor and analyse income and make improvements.

During 2020/21 THH received less than 10% of its income from the NHS, which is not guaranteed and is negotiated annually. The Trustees recognise more reliable and secure income streams are needed to ensure its services can be delivered to the local community. The expansion of our retail operations and increased focus on digital fundraising are strategic actions to address this.

We are extremely grateful to our community who continue to support the work of THH. This has been evident in donor engagement in 2021/22 despite the re-scheduled/roll over of many popular events and activities. We received three legacies totalling over £100,000 accounting for the positive budget variance in philanthropic income.

Following a repeat grant application to Children in Need, we were successful in being awarded £97,000 grant funding for 2022/23, split over three years to contribute to our ongoing Family Support work with children and young people. We continue to receive support from Trusts and Foundations regionally and nationally to support our work. This included £12,000 of capital funding to support the refurbishment and development of the new furniture shop.

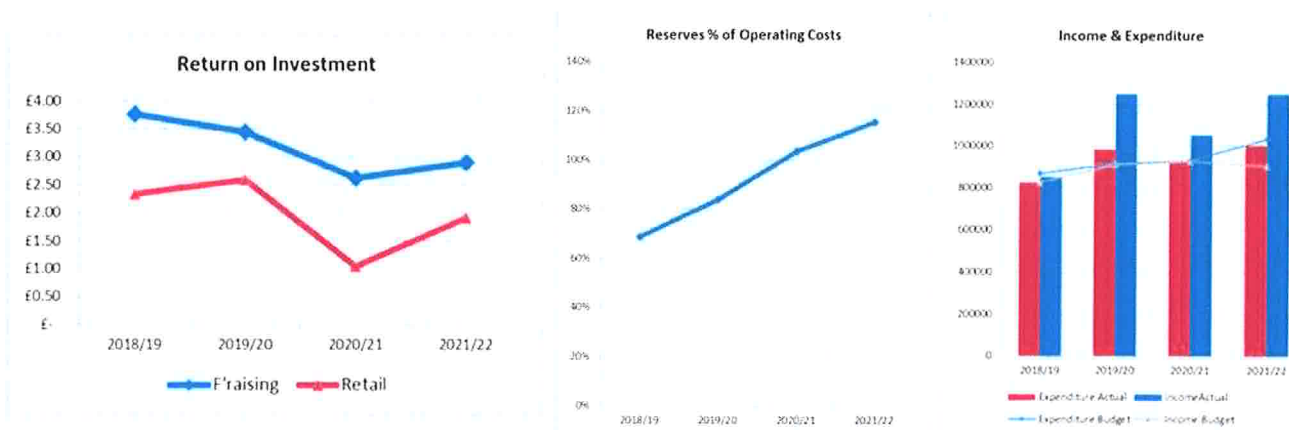
Due to the positive results from the last two years the charity is in a strong position and the board made the decision to invest £400k via a third party broker.

Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity 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.

Reserves policy

The Board of Trustees has considered the financial position of the charity. It recognises that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the charity to be a significant reduction of income. The Trustees consider the minimum level of free reserves to be 3 months’ of operational costs and to ensure continuity of service, at least 6 months’ operational costs should be maintained. At the 31 March 2022, *free reserves of £365,354 were held which is 32.8% of planned operational costs.*



*From the charts above it can be seen that the “return on investment” from the two income generating departments is good in spite of the impact of Covid-19. Reserves continue to increase, thanks to the work of all departments in maximising income and controlling expenditure, which can be seen in the final chart.*

## Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolution dated in November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

## Method of appointment or election of trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee, and/or the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

## Organisational structure and decision making

The Board of Trustees meets bi-monthly and is responsible for governance and oversight of charity operations. There are four committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance

The Chief Executive Officer and/or relevant Head of Department attend all meetings and are responsible for ensuring that decisions made by the Board and Committees are carried out.

## **POLICIES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES**

A recruitment process commenced in February 2021 for three new Trustees, who were elected to the Board in May 2021. Induction and training were updated from the last recruitment drive, which included a copy of the THH service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees were invited to attend a series of induction meetings, led by the Chair of the Management Committee. The meetings delivered operational information via presentations by senior staff and the Chief Executive Officer. Further guidance was provided by various documents published by the Charity Commission and Trustee training provided by Hempsons Solicitors.

### **Risk management**

The Trustees review a strategic register of the main risks which the charity faces, maintained by the CEO. The risk register is regularly reviewed in meetings between the CEO and Department Heads, Committees and at Board level. The charity purchased, as it is within its remit through powers granted by the Charity Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrong doing or wilful neglect or default on the part of the Board of Trustees and employees.

### **Statement of Trustee's responsibilities**

The Trustees (who are also the directors of the charity 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 charity and of its incoming resources and application of resources, including its 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 charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. **Disclosure of information to auditors**

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 charity's auditors are 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 charity's auditors are aware of that information.

### Reappointment of Auditor

During the year Azets Audit Services Limited, trading as Azets Audit Services, were appointed auditor to the company replacing Armstrong Watson Audit Limited.

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of Azets Audit Services as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on 16.11.22 and signed on its behalf by:



J J Harrison  
Trustee

# Tynedale Hospice at Home

## Reference and Administrative Details

<b>Trustees</b>	K Fadden Dr L Carrie (appointed 25 May 2021) J J Harrison G Benjamin (appointed 25 May 2021) A Galbraith Prof J Shucksmith A M Francis (resigned 23 November 2021) M G Urwin Dr B L Herdan (appointed 25 May 2021) P J Johnston G Jones S E Miller E C Hogg
<b>Registered Office</b>	1 Legion House Beaufront Business Park Anick Road Hexham Northumberland NE46 4TU The charity is incorporated in England and Wales.
<b>Company Registration Number</b>	02870776
<b>Charity Registration Number</b>	1034170
<b>Bankers</b>	Barclays Bank plc Hexham Priestpopple Hexham NE46 1PE  CAF Bank Limited Head Office Kings Hill West Malling Kent ME19 4TA
<b>Auditor</b>	Azets Audit Services Bulman House Regent Centre Gosforth Newcastle upon Tyne NE3 3LS
<b>Investment broker</b>	AYP Financial Planning Ltd 2b Tanners Yard Hexham Northumberland NE46 3NL

# Tynedale Hospice at Home

## Independent Auditor's Report to the Members of Tynedale Hospice at Home

### Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements were authorised for issue.

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

### Other information

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

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

## Tynedale Hospice at Home

### Independent Auditor's Report to the Members of Tynedale Hospice at Home

We have nothing to report in this regard.

#### **Opinion 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 our knowledge and understanding of the charity 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 where 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.

#### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 22 and 23), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

#### **Auditor responsibilities for the audit of the financial statements**

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

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:

## Tynedale Hospice at Home

### Independent Auditor's Report to the Members of Tynedale Hospice at Home

- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing board minutes;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements: Health and Safety; employment laws; compliance with the Care Quality Commission; and compliance with the UK Companies Act and Charities Act.

Owing to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with ISAs (UK). For instance, the further removed non-compliance is from the event and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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 trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Brown BA ACA DChA (Senior Statutory Auditor)

For and on behalf of  
Azets Audit Services  
Chartered Accountants  
Statutory Auditor  
Bulman House  
Regent Centre  
Gosforth  
Newcastle upon Tyne  
NE3 3LS

Date: 23.11.22

Azets Audit Services is a trading name of Azets Audit Services Limited

## Tynedale Hospice at Home

### Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
<b>Income and Endowments from:</b>					
Donations and legacies	3	312,550	53,854	366,404	364,498
Charitable activities	4	-	68,137	68,137	97,471
Other trading activities	5	665,510	-	665,510	273,940
Investment income	6	2,960	-	2,960	3,053
Other income	7	170,601	33,364	203,965	277,844
Total Income		<u>1,151,621</u>	<u>155,355</u>	<u>1,306,976</u>	<u>1,016,806</u>
<b>Expenditure on:</b>					
Raising funds	8	(680,770)	-	(680,770)	(518,988)
Charitable activities	9	<u>(276,343)</u>	<u>(155,355)</u>	<u>(431,698)</u>	<u>(411,843)</u>
Total Expenditure		(957,113)	(155,355)	(1,112,468)	(930,831)
Gains/losses on investment assets		<u>(20,686)</u>	<u>-</u>	<u>(20,686)</u>	<u>-</u>
Net income		173,822	-	173,822	85,975
Transfers between funds		<u>15,195</u>	<u>(15,195)</u>	<u>-</u>	<u>-</u>
Net movement in funds		189,017	(15,195)	173,822	85,975
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>931,501</u>	<u>15,195</u>	<u>946,696</u>	<u>860,721</u>
Total funds carried forward	23	<u>1,120,518</u>	<u>-</u>	<u>1,120,518</u>	<u>946,696</u>

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

The funds breakdown for 2021 is shown in note 23.

## Tynedale Hospice at Home

### Comparative Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	289,249	75,249	364,498
Charitable activities	4	-	97,471	97,471
Other trading activities	5	273,940	-	273,940
Investment income	6	3,053	-	3,053
Other income	7	95,648	182,196	277,844
Total income		<u>661,890</u>	<u>354,916</u>	<u>1,016,806</u>
<b>Expenditure on:</b>				
Raising funds	8	(518,988)	-	(518,988)
Charitable activities	9	(69,667)	(342,176)	(411,843)
Total expenditure		<u>(588,655)</u>	<u>(342,176)</u>	<u>(930,831)</u>
Net income		<u>73,235</u>	<u>12,740</u>	<u>85,975</u>
Net movement in funds		73,235	12,740	85,975
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>858,266</u>	<u>2,455</u>	<u>860,721</u>
Total funds carried forward	23	<u><u>931,501</u></u>	<u><u>15,195</u></u>	<u><u>946,696</u></u>

## Tynedale Hospice at Home

### (Registration number: 02870776) Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
<b>Fixed assets</b>			
Intangible assets	16	-	-
Tangible assets	17	21,539	18,534
Investments	18	379,314	-
		<u>400,853</u>	<u>18,534</u>
<b>Current assets</b>			
Debtors	19	163,174	52,616
Cash at bank and in hand		662,602	947,280
		825,776	999,896
<b>Creditors: Amounts falling due within one year</b>	20	<u>(106,111)</u>	<u>(71,734)</u>
<b>Net current assets</b>		<u>719,665</u>	<u>928,162</u>
<b>Net assets</b>		<u>1,120,518</u>	<u>946,696</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds	23	-	15,195
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>1,120,518</u>	<u>931,501</u>
<b>Total funds</b>	23	<u>1,120,518</u>	<u>946,696</u>

The financial statements on pages 28 to 52 were approved by the trustees, and authorised for issue on ~~14/11/22~~ and signed on their behalf by:

  
.....  
J. Harrison  
Trustee

## Tynedale Hospice at Home

### Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
<b>Cash flows from operating activities</b>			
Net cash income		173,822	85,975
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation	8	6,385	7,261
Amortisation	8	-	940
Investment income	6	(2,960)	(3,053)
Revaluation of investments		20,686	-
		<u>197,933</u>	<u>91,123</u>
<b>Working capital adjustments</b>			
(Increase)/decrease in debtors	19	(110,558)	50,884
Increase/(decrease) in creditors	20	34,377	(23,217)
		<u>121,752</u>	<u>118,790</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	6	2,960	3,053
Purchase of tangible fixed assets	17	(9,390)	(7,927)
Purchase of investments	18	(400,000)	-
Cash into/(out of) endowment funds from the acquisition and disposal of investments		-	454,138
		<u>(406,430)</u>	<u>449,264</u>
Net cash flows from investing activities		<u>(406,430)</u>	<u>449,264</u>
Net (decrease)/increase in cash and cash equivalents		(284,678)	568,054
Cash and cash equivalents at 1 April		<u>947,280</u>	<u>379,226</u>
Cash and cash equivalents at 31 March		<u><u>662,602</u></u>	<u><u>947,280</u></u>

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

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### 1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: 1 Legion House, Beaufront Business Park, Anick Road, Hexham, Northumberland, NE46 4TU

### 2 Accounting policies

#### Summary of significant accounting policies and key accounting estimates

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

#### Statement of compliance

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

#### Basis of preparation

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

#### Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

#### Estimation uncertainty and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

#### Income and endowments

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

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### ***Donations and legacies***

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

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

### ***Grants receivable***

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

### ***Gifts in kind***

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.

### ***Gift aid***

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

### ***Other trading activities***

Shop income is recognised at point of sale.

### ***Investment income***

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

### ***Expenditure***

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

All expenditure is inclusive of irrecoverable VAT.

### ***Raising funds***

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

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

### Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

### Taxation

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

### Intangible assets

Intangible assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are initially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

### Amortisation

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

<b>Asset class</b>	<b>Amortisation method and rate</b>
Computer software	20% straight line

### Tangible fixed assets

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

### Depreciation and amortisation

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

<b>Asset class</b>	<b>Depreciation method and rate</b>
Leasehold property improvements	10% straight line
Equipment	25% straight line
Fixtures and fittings	15% straight line

### Fixed asset 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 fair 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 shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities incorporating income and expenditure account.

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### Trade debtors

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

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

### Cash and cash equivalents

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

### Trade creditors

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

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

### Fund structure

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

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

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

### Hire purchase and finance leases

Assets held for use in operating leases are included as a separate category in fixed assets at cost and depreciated over their useful life.

Rental income from operating leases is recognised on a straight line basis over the term of the lease.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

#### Financial instruments

##### Classification

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.

### 3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Donations and legacies;				
Donations and gifts in kind	283,923	-	283,923	216,305
Legacies	-	-	-	14,077
Grants, including capital grants;				
Grants	28,627	53,854	82,481	134,116
	<u>312,550</u>	<u>53,854</u>	<u>366,404</u>	<u>364,498</u>
Total for 2021	<u>289,249</u>	<u>75,249</u>	<u>364,498</u>	

In 2022 grants above £5k were generously received from the following funders:

- Hexham Council
- Net Community Foundation
- Sir Jules Thorn Charitable Trust
- Ray Wind Farm

In 2021 we also received similar grants from

- Net Community Foundation
- February Foundation
- Barbour Foundation
- Newcastle Building Society
- The Albert Hunt Trust
- Forsters Belford Trust

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Nursing Care - Northumberland Care Trust	-	68,137	68,137	68,001
Family Support	-	-	-	29,470
	<u>-</u>	<u>68,137</u>	<u>68,137</u>	<u>97,471</u>
Total for 2021	<u>-</u>	<u>97,471</u>	<u>97,471</u>	

#### 5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2021 £
Trading income;				
Shop income	563,213	-	563,213	210,367
Fundraising events	102,297	-	102,297	63,573
	<u>665,510</u>	<u>-</u>	<u>665,510</u>	<u>273,940</u>
Total for 2021	<u>273,940</u>	<u>-</u>	<u>273,940</u>	

#### 6 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Interest receivable and similar income;				
Interest receivable on bank deposits	2,960	-	2,960	2,865
Other investment income	-	-	-	188
	<u>2,960</u>	<u>-</u>	<u>2,960</u>	<u>3,053</u>
Total for 2021	<u>3,053</u>	<u>-</u>	<u>3,053</u>	

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 7 Other income

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2022 £</b>	<b>Total 2021 £</b>
Other income	<u>170,601</u>	<u>33,364</u>	<u>203,965</u>	<u>277,844</u>
Total for 2021	<u>95,648</u>	<u>182,196</u>	<u>277,844</u>	

Other income is made up of NHSE/Hospice UK income of £33,364, (2021 - £182,196), COVID-19 CJRS income of £884 (2021- £51,806), COVID-19 Business Support of £11,387 (2021 - £43,507), insurance claims of £158,330 (2021 - £nil) and sundry income of £nil (2021 - £335).

#### 8 Expenditure on raising funds

	<b>Direct costs £</b>	<b>Total 2022 £</b>	<b>Total 2021 £</b>
Costs of raising funds	<u>680,770</u>	<u>680,770</u>	<u>518,988</u>
Total for 2022	<u>680,770</u>	<u>680,770</u>	<u>518,988</u>
Total for 2021	<u>518,988</u>	<u>518,988</u>	

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 9 Expenditure on charitable activities

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2022 £</b>
Nursing Care	143,654	134,760	278,414
Family Support	105,486	20,595	126,081
Patient Transport	27,203	-	27,203
	<u>276,343</u>	<u>155,355</u>	<u>431,698</u>
	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2021 £</b>
Nursing Care	(3,951)	272,646	268,695
Family Support	48,817	68,030	116,847
Patient Transport	24,791	1,500	26,291
	<u>69,657</u>	<u>342,176</u>	<u>411,833</u>
	<b>Activity undertaken directly £</b>	<b>Activity support costs £</b>	<b>2022 £</b>
Nursing Care	182,363	96,051	278,414
Family Support	81,891	44,190	126,081
Patient Transport	20,739	6,464	27,203
	<u>284,993</u>	<u>146,705</u>	<u>431,698</u>
	<b>Activity undertaken directly £</b>	<b>Activity support costs £</b>	<b>2021 £</b>
Nursing Care	167,635	101,059	268,694
Family Support	72,374	44,473	116,847
Patient Transport	17,701	8,591	26,292
	<u>257,710</u>	<u>154,123</u>	<u>411,833</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 10 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2022 £
Nursing Care	51,762	1,553	42,736	96,051
Family Support	24,252	653	19,285	44,190
Patient Transport	3,661	82	2,721	6,464
	<u>79,675</u>	<u>2,288</u>	<u>64,742</u>	<u>146,705</u>

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2021 £
Nursing Care	63,849	1,934	35,276	101,059
Family Support	44,473	-	-	44,473
Patient Transport	8,591	-	-	8,591
	<u>116,913</u>	<u>1,934</u>	<u>35,276</u>	<u>154,123</u>

#### 11 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Audit fees	5,250	5,280
Other non-audit services	1,500	1,930
Depreciation of fixed assets	<u>6,385</u>	<u>8,201</u>

#### 12 Trustees remuneration and expenses

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

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

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 13 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
<b>Staff costs during the year were:</b>		
Wages and salaries	655,841	565,301
Social security costs	44,914	37,987
Pension costs	10,941	9,642
	<u>711,696</u>	<u>612,930</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2022 No	2021 No
Retail, fundraising and administrative staff	21	15
Family support staff	3	4
Nursing staff	17	20
	<u>41</u>	<u>39</u>

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

	2022 No	2021 No
£60,001 - £70,000	<u>1</u>	<u>-</u>

The total employee benefits of the key management personnel of the charity were £122,765 (2021 - £98,373).

#### 14 Auditors' remuneration

	2022 £	2021 £
Audit of the financial statements	<u>5,250</u>	<u>5,280</u>
<b>Other fees to auditors</b>		
The auditing of accounts of any associate of the charity	5,250	5,280
Taxation compliance services	-	385
All other non-audit services	1,500	1,345
	<u>6,750</u>	<u>7,010</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 15 Taxation

The charity is 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.

#### 16 Intangible fixed assets

	Software costs £	Total £
<b>Cost</b>		
At 1 April 2021	<u>7,050</u>	<u>7,050</u>
At 31 March 2022	<u>7,050</u>	<u>7,050</u>
<b>Amortisation</b>		
At 1 April 2021	<u>7,050</u>	<u>7,050</u>
At 31 March 2022	<u>7,050</u>	<u>7,050</u>
<b>Net book value</b>		
At 31 March 2022	<u><u>-</u></u>	<u><u>-</u></u>
At 31 March 2021	<u><u>-</u></u>	<u><u>-</u></u>

The intangible assets relates to software purchased by the charity. The Trustees have deemed the useful life of this software to be 5 years, and as such this is the period of amortisation per the accounting policy.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 17 Tangible fixed assets

	Furniture and equipment £	Leasehold property improvements £	Total £
<b>Cost</b>			
At 1 April 2021	93,344	29,164	122,508
Additions	5,840	3,550	9,390
At 31 March 2022	<u>99,184</u>	<u>32,714</u>	<u>131,898</u>
<b>Depreciation</b>			
At 1 April 2021	84,505	19,469	103,974
Charge for the year	4,444	1,941	6,385
At 31 March 2022	<u>88,949</u>	<u>21,410</u>	<u>110,359</u>
<b>Net book value</b>			
At 31 March 2022	<u>10,235</u>	<u>11,304</u>	<u>21,539</u>
At 31 March 2021	<u>8,839</u>	<u>9,695</u>	<u>18,534</u>

#### 18 Fixed asset investments

	2022 £	2021 £
Other investments	<u>379,314</u>	<u>-</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### Other investments

	Listed investments £	Total £
<b>Cost or Valuation</b>		
Additions	400,000	400,000
Revaluation	<u>(20,686)</u>	<u>(20,686)</u>
At 31 March 2022	<u>379,314</u>	<u>379,314</u>
<b>Net book value</b>		
At 31 March 2022	<u><u>379,314</u></u>	<u><u>379,314</u></u>

The cost value of the listed investments at 31 March 2022 was £400,000 (2021 - £Nil).

The investment balance comprises listed investments and Open Ended Investment Company (OEIC) funds.

The following investments accounted for more than 5% of the total:

- 7IM Sustainable Balance C (Acc) £36,804
- ASI Ethical Corporate Bond P1 £34,700
- AXA Framlington Health Z £19,202
- EdenTree Responsible and Sustainable Sterling Bd Cls B £37,223
- Janus Henderson Global Responsible Managed I £19,643
- Janus Henderson Global Sustainable Equity I £19,726
- Jupiter Ecology Fund I £19,008
- Legal & General MSCI Wld Socially Resp Inv £20,952
- Premier Miton Responsible UK Equity Class C £34,774
- Royal London Ethical Bond Fund II M £37,014
- Schroder QEP Global Core I £21,230

#### 19 Debtors

	2022 £	2021 £
Prepayments and accrued income	153,835	44,743
VAT recoverable	<u>9,339</u>	<u>7,873</u>
	<u><u>163,174</u></u>	<u><u>52,616</u></u>

#### 20 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	8,310	1,740
Other taxation and social security	13,737	10,886
Other creditors	2,258	-
Accruals	<u>81,806</u>	<u>59,108</u>
	<u><u>106,111</u></u>	<u><u>71,734</u></u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	2022 £	2021 £
Deferred income at 1 April 2021	6,457	17,244
Resources deferred in the period	5,066	6,457
Amounts released from previous periods	<u>(6,457)</u>	<u>(17,244)</u>
Deferred income at year end	<u>5,066</u>	<u>6,457</u>

Deferred income relates to events which have not yet taken place.

#### 21 Obligations under leases and hire purchase contracts

##### Operating lease commitments

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

	2022 £	2021 £
<b>Land and buildings</b>		
Within one year	105,421	79,839
Between one and five years	235,820	173,106
After five years	<u>109,000</u>	<u>19,226</u>
	<u>450,241</u>	<u>272,171</u>
<b>Other</b>		
Within one year	6,359	7,142
Between one and five years	<u>6,145</u>	<u>9,788</u>
	<u>12,504</u>	<u>16,930</u>

#### 22 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £10,941 (2021 - £9,642).

Contributions totalling £2,257 (2021 - £Nil) were payable to the scheme at the end of the year and are included in creditors.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 23 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>						
<b>General</b>						
General fund	537,254	1,151,621	(957,113)	55,131	(20,686)	766,207
<b>Designated</b>						
Dorothy Moore Legacy	244,247	-	-	-	-	244,247
Retail and Business Strategy	150,000	-	-	(39,936)	-	110,064
	<u>394,247</u>	<u>-</u>	<u>-</u>	<u>(39,936)</u>	<u>-</u>	<u>354,311</u>
<b>Total unrestricted funds</b>	<u>931,501</u>	<u>1,151,621</u>	<u>(957,113)</u>	<u>15,195</u>	<u>(20,686)</u>	<u>1,120,518</u>
<b>Restricted funds</b>						
The Rainbow Project	30	-	-	(30)	-	-
EC Graham - Belford Trust	1,425	-	-	(1,425)	-	-
Hexham Town Council	-	10,000	(10,000)	-	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-	-
Postcode Lottery	11,600	-	-	(11,600)	-	-
Other Restricted Funds	1,000	-	-	(1,000)	-	-
Children in Need	1,140	-	-	(1,140)	-	-
NHSE/Hospice UK	-	33,364	(33,364)	-	-	-
NHS Palliative Care	-	68,137	(68,137)	-	-	-
Hardwick Trust	-	200	(200)	-	-	-
Warburtons	-	400	(400)	-	-	-
Hadrian Trust	-	1,000	(1,000)	-	-	-
						46

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
RW Mann	-	1,000	(1,000)	-	-	-
Haltwhistle & District	-	300	(300)	-	-	-
Rothley Trust	-	1,200	(1,200)	-	-	-
Handley Trust	-	2,000	(2,000)	-	-	-
NET via Community Foundation	-	5,000	(5,000)	-	-	-
Harrison Foundation	-	10,000	(10,000)	-	-	-
William Leech Foundation	-	2,500	(2,500)	-	-	-
Ray Wind Farm	-	9,754	(9,754)	-	-	-
St James Place	-	2,500	(2,500)	-	-	-
Newcastle Diocese	-	3,000	(3,000)	-	-	-
<b>Total restricted funds</b>	<b>15,195</b>	<b>155,355</b>	<b>(155,355)</b>	<b>(15,195)</b>	<b>-</b>	<b>-</b>
<b>Total funds</b>	<b>946,696</b>	<b>1,306,976</b>	<b>(1,112,468)</b>	<b>-</b>	<b>(20,686)</b>	<b>1,120,518</b>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>					
<i>General</i>					
General fund	409,019	661,890	(588,655)	55,000	537,254
<i>Designated</i>					
Dorothy Moore Legacy	244,247	-	-	-	244,247
Business Rate Support Grant	55,000	-	-	(55,000)	-
Retail and Business Strategy	150,000	-	-	-	150,000
	<u>449,247</u>	<u>-</u>	<u>-</u>	<u>(55,000)</u>	<u>394,247</u>
<b>Total unrestricted funds</b>	<b>858,266</b>	<b>661,890</b>	<b>(588,655)</b>	<b>-</b>	<b>931,501</b>
<b>Restricted</b>					
The Rainbow Project	30	-	-	-	30
EC Graham - Belford Trust	1,425	-	-	-	1,425
Wellesley Trust	-	8,000	(8,000)	-	-
Hexham Town Council	-	1,500	(1,500)	-	-
Percy Hedley Charitable Trust	-	500	(500)	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-
Postcode Lottery	-	20,000	(8,400)	-	11,600
Parish Council Donations	-	1,750	(1,750)	-	-
Freemasons of Northumberland	-	5,000	(5,000)	-	-
Souter Charitable Trust	-	3,000	(3,000)	-	-
Masonic Trust	-	500	(500)	-	-
Freemasons Grand Charity	-	5,000	(5,000)	-	-
JGW Pattison Foundation	-	15,000	(15,000)	-	-
Vardy Foundation	-	10,000	(10,000)	-	-

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Other Restricted Funds	1,000	-	-	-	1,000
Children in Need	-	29,470	(28,330)	-	1,140
NHSE/Hospice UK	-	182,196	(182,196)	-	-
NHS Palliative Care	-	68,000	(68,000)	-	-
<b>Total restricted funds</b>	<b>2,455</b>	<b>354,916</b>	<b>(342,176)</b>	<b>-</b>	<b>15,195</b>
<b>Total funds</b>	<b>860,721</b>	<b>1,016,806</b>	<b>(930,831)</b>	<b>-</b>	<b>946,696</b>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

The specific purposes for which the funds are to be applied are as follows:

#### Designated funds

The Trustees have designated the assets received from the Dorothy Moore Legacy towards the future strategic developments of the charity. In the current year some of the reserves will be expended to fund a planned retail expansion and the post of a Community Engagement Officer for an initial year. The Trustees have designated £150,000 from the Legacy fund towards future retail and service provision opportunities.

#### Restricted funds

The Rainbow Project - donations received in the year towards the Children's Bereavement Service (Rainbow Project).

EC Graham - The Belford Trust - a donation towards resources to enhance the work of the Children's Bereavement Service (Rainbow Project).

Wellesley Trust - a grant towards family support.

Hexham Town Council - a grant towards transport services.

Jules Thorn Trust - grants towards nursing costs.

Children In Need - a grant towards our family support and bereavement services.

J G W Pattinson - a donation towards our family support service.

Percy Hedley Foundation - a donation towards nursing costs.

Parish council donations - donations towards the family support service.

Postcode Lottery - a grant received towards our Children's Support service.

Freemasons of Northumberland - a grant towards nursing costs.

Souter Charitable Trust - a grant received towards our Children's Support service.

Masonic Trust - a grant towards nursing costs.

Freemasons Grand Charity - Ta grant towards family support.

NHS Palliative Care - a grant towards our nursing care services.

NHSE/Hospice UK - 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 2022 for the same purpose.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 24 Analysis of net assets between funds

	Unrestricted			Total funds at 31 March 2022 £
	General £	Designated £	Restricted £	
Tangible fixed assets	21,539	-	-	21,539
Fixed asset investments	379,314	-	-	379,314
Net current assets/(liabilities)	<u>365,354</u>	<u>354,311</u>	<u>-</u>	<u>719,665</u>
Total net assets	<u>766,207</u>	<u>354,311</u>	<u>-</u>	<u>1,120,518</u>

	Unrestricted			Total funds at 31 March 2021 £
	General £	Designated £	Restricted £	
Tangible fixed assets	18,264	-	270	18,534
Net current assets/(liabilities)	<u>518,990</u>	<u>394,247</u>	<u>14,925</u>	<u>928,162</u>
Total net assets	<u>537,254</u>	<u>394,247</u>	<u>15,195</u>	<u>946,696</u>

#### 25 Analysis of net funds

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
	Cash at bank and in hand	947,280	(284,678)
Current asset investments	-	379,314	379,314
Net funds	<u>947,280</u>	<u>94,636</u>	<u>1,041,916</u>

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
	Cash at bank and in hand	379,226	568,054
Current asset investments	454,138	(454,138)	-
Net funds	<u>833,364</u>	<u>113,916</u>	<u>947,280</u>

## **Tynedale Hospice at Home**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **26 Related party transactions**

Trustees supported the charity through donations and participation in fundraising efforts totalling £3,237 (2021: £3,417) but no expenses were paid to the Trustees in the year.

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Tynedale Hospice at Home

## Trustees Annual Report 2022



Charity Number: 1034170, Company Number: 02870776

# Tynedale Hospice at Home

## Contents

Trustees' Report	1 to 23
Reference and Administrative Details	24
Independent Auditors' Report	25 to 27
Statement of Financial Activities	28
Statement of Financial Activities	29
Balance Sheet	30
Statement of Cash Flows	31
Notes to the Financial Statements	32 to 52

The trustees, who act as directors for the purposes of company law, are pleased to present their annual report together with the audited financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

## **OBJECTIVE AND ACTIVITIES**

Tynedale Hospice at Home's (THH) objective is "the relief of sickness, in particular end of life care and associated services in Tynedale, West Northumberland and Ponteland".

**Our vision** - Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life-limiting illnesses or sudden death.

**Our services** - will be maintained at an outstanding level and funded by a combination of community support and statutory funding.

**Our mission** – Easing the end-of-life journey for people in our community.

## MAIN ACTIVITIES

### Nursing Care

Our nursing team is available to all patients over 18 who are registered with GPs in West Northumberland and who are on the palliative care register. We provide care in patients' own homes including residential care homes.

Our nursing care team is made up of 15 registered nurses and 5 hospice support workers, who are overseen by a Deputy Head of Care and Head of Care.

To identify needs in the Community we work closely with the GP Practices, Community NHS Nursing teams and other providers within the area. Referrals are received from these healthcare professionals but also direct from individuals requiring support or their families/carers to ensure equity of provision.

### Family Support

The Family Support Team (FST) provides support, following a diagnosis of a life-limiting illness, or death of a loved one. We aim to help those left behind to cope and adapt in their new situation through an active listening service as opposed to formal counselling, but comply with the same guidelines, policies and safeguarding. The service provides pre and post bereavement support to adults and children who are a resident in West Northumberland and registered with a GP in our area.

Referrals can be made via the GP, community nurses, THH nurses, Macmillan services, living well co-ordinators and mental health practitioners. Individuals may also self-refer.

The team consists of three practitioners, two of whom are qualified to support children and families, and 17 trained volunteers.

## MAIN ACTIVITIES (CONTINUED)

### Transport

Our transport team provides a door-to-door service taking patients from their home to appointments, which for some people in rural areas can often be difficult due to the distance to treatment centres.

The transport service is managed by the Transport co-ordinator and operated by a team of volunteer drivers, who use their own vehicles to drive clients to hospital appointments for treatment to address their life-limiting condition, which can include consultations, scans, radiotherapy and chemotherapy.

### Public Benefit

The trustees have followed Charity Commission Guidance on public benefit as stated in the Charities Act 2011 and believe that the objectives and activities described throughout this report demonstrate this compliance.

## PARTNERSHIP WORKING

A zoom presentation was developed on Grief and Loss and delivered in November, in partnership with the Northumberland Recovery College. The session was evaluated positively, and the College will maintain links with THH.

We provided a session with teachers from a local school who had two bereaved children in their classes. A Family Support Coordinator provided practical advice and a support session for the teachers to help them address some of the problems the children presented with.

The team secured funding from Children in Need this year which will enable the team to provide and update resources in our "Rainbow Room", used for child and family sessions, as well as funding one practitioner for children's bereavement support.

## ACHIEVEMENTS

Our three-year strategic plan (2019-2022) ended in March 2022 and was developed to progress the hospice to towards its vision:

*“Tynedale Hospice at Home will ensure that everyone in our community has access to the resources and care they need to reduce the distress caused by life limiting illness and sudden death. Our services will be maintained at an outstanding level and funded by a combination of community support and statutory funding”*

The strategic plan identified goals, objectives and milestones from April 2019 until March 2022. The plan was developed through consultation with staff, volunteers, stakeholders and partners who contributed to goals and objectives that were approved by Trustees. It was separated into four key areas:

- People at our core: patients, clients, supporters and staff.
- Outstanding services: provide an outstanding experience in all that we do.
- Provide more support to more people: provide the most holistic service possible.
- Grow our reputation: ensure everyone in our community knows who we are and what we do.

**The plan was delivered successfully achieving increases in beneficiaries supported, increased income and improved quality of services, evidenced by the return of the “Friends and Family Test” feedback forms.**

**DURING THE LAST 12 MONTHS THE HOSPICE HAS BEEN SUCCESSFUL IN DELIVERING KEY ELEMENTS OF ITS STRATEGY:**

**Care Services**

- Recruited a new Head of Care, alongside a Hospice Support Worker and 6 Registered Nurses, one of whom is on contracted hours.
- Underwent an Interim Monitoring Assessment by the CQC in June 2022, resulting in the Engagement Officer being satisfied that THH was operating effectively.
- Expanded our referral pathways to enable individuals to self-refer.
- Introduction of referrals at weekends.
- Provision of “twilight shifts”, which provide support to patients after the completion of the Community NHS shifts at 5pm and enable patients to be comfortable at night, thus replacing the patient’s need for overnight care.
- Wider communication with Community Nursing teams, GPs, Specialist Nurses, secondary care and social care in the locality raising the profile of THH to embed referral pathways.
- Increased use of digitisation by the Nursing team.
- Seamless provision of care throughout the COVID-19 pandemic.
- Opened two Bereavement Support cafés, in Hexham and Prudhoe.

**Income generation**

- Fundraising programmes were successfully delivered including the return of many challenge and community events to exceed income expectations.
- £97,000 grant funding was secured over three years from Children in Need to support Family Support Services from 2022/23.
- Shops re-opened in April 2021 following a third national lockdown and have exceeded income expectations for 2021/22.
- A fifth shop was opened, selling pre-loved furniture and homewares on the outskirts of Hexham, Northumberland.
- Further investment was made in THH’s digital fundraising activity to increase efficiencies and maximise donor engagement.
- To reflect the increasing importance of data analysis, a Systems Administrator was recruited to ensure maximisation of our CRM system.
- Restructure of the Retail Management Team took place, due to increased pressure, as a result of opening another store.

### Good governance

- Trustees and the Executive Management Team were buoyed by the recruitment of 3 new Trustees who came from varied backgrounds and have added significant depth in experience and skills to the existing group of Trustees.
- The Board and Committees continued to meet, remotely via video conferencing and in person to receive reports from the Executive Team, ensuring the hospice continued to operate effectively throughout the period.

THH's compliance with regulation/legislation governing its activities is kept under review by the Committees on a rolling basis.

### Staffing and volunteering

- The Head of Care resigned in August 2021. Two Deputy Heads of Care and the CEO covered the position until a replacement was recruited in February 2022.
- THH introduced a wellbeing strategy and inaugurated a staff wellbeing group, involving staff, who represent each department within THH.
- A staff survey was conducted at the end of 2021.
- Three volunteers received the High Sherriff of Northumberland Award in 2021/22.
- During the year, THH was supported by 230 volunteers, across all of our services and activities, after successful recruitment drives increased our complement by 47.
- Volunteers provided over 22,000 hours of support during the year.

## PERFORMANCE OF CARE SERVICES

### Nursing

As lockdowns for COVID-19 ended the nursing team continued to provide the highest quality of care to patients, as it had throughout the pandemic. The team ensures the utmost safety of all of patients by using the requisite Personal Protective Equipment every time care is provided.

	2021/22	2020/21
New patient referrals	144	153
Hours of care provision	2,861	2,068
Deaths at home	42%	58%
Above with nurse present	26%	33%
Recommendations	40	41
Episodes of care provided	410	Not available

*The table shows referrals at 95% of the levels of the previous year but the hours of care provided increased. This is due to patients being referred to THH earlier and enabling the team to care for patients longer at the end of their lives. The table shows that the service received a significant number of “recommendations” evidencing the high-quality care provided by the Nursing team and that we were able to provide over 400 episodes of care, during day and night.*

### Developments in the service

New systems have been implemented to capture the number of shifts provided for patients rather than hours which will help produce a clearer picture of care provided in coming years.

We have promoted the services provided by THH by visiting healthcare professionals to embed the referral pathways into the different services and encourage earlier referrals.

We continue to encourage twilight shifts for those who decline overnight care.

New patients referred at weekends are now being accepted with systems in place to manage risks for staff and patients.

Staff recruitment and retention over the last year has been problematic in many healthcare settings. Earlier in the year we held an open day inviting anyone with an interest in THH to come and gain insight into hospice work. This generated some interest and over the last year we have recruited a further 6 Registered Nurses (RN) and 1 Hospice Support Worker (HSW) to the nursing team, although some of these were offset by other staff resignations.

We appointed a new Head of Care in February 2022 who is the Registered Manager with CQC. Prior to her appointment the CEO and Deputy Head of Care – Nursing, maintained regular communication with the CQC Engagement Officer who was satisfied with the quality of care.

With the increasing number of staff, further governance systems have been implemented to facilitate the maintenance of high-quality care. These include:

- additional end of life training for all nurses
- a buddy shift document which must be completed during the probationary period before any unsupervised care is given
- greater use of tablets incorporating policies, SOPs and patient handover documents
- computerised referrals, to improve communication between care co-ordinators and nurses.

## TRANSPORT SERVICES

At the beginning of the pandemic the number of appointments dropped significantly with fewer requests for drives. This year has seen us return to normality and we have experienced a steady increase in the number of appointments and new referrals.

### Developments in the service

- Introduction of drives at weekends
- Improved communication with the Community NHS teams.
- Increasing number of referrals from a wider range of professionals who are now aware of the service
- Increased flexibility of provision, due to an increase in urgent requests, apparent since COVID19.

	2021/22	2020/21
New referrals	56	17
Return journeys	318	224
Miles covered	16,126	8,795
Volunteers	18	13
Hours	922	408



**FAMILY SUPPORT TEAM**

Despite the challenges COVID-19 posed for the service, staff and volunteers were able to provide support sessions via telephone and video platforms. As restrictions have lifted we have been able to introduce more face-to-face support in line with government guidelines.

The new Head of Care has had a positive impact on the support we provide, enabling the team to develop the service and create new networks. This has raised the service’s profile, and enabled us to respond to the changing needs of the local population.

	2021/22	2020/21
Adult referrals	71	63
Child referrals	49	29
Client Contact house	1,055	1,102

### Developments in the service

Two Bereavement cafés opened - one in Hexham and one in Prudhoe. The purpose of the cafés is to provide a safe, welcoming environment for those people who have been bereaved, either recently or some time ago. Anyone can attend the cafés regardless of whether a person has previously benefitted from THH's services. Attendees can have a cup of tea or coffee and are able to speak with others who have had similar experiences to their own. The service is free of charge and a steady number of clients have attended.

The cafés also act as a bridge to other activities and friendships as well as an opportunity to move away from 1 to 1 support. This allows the client to still feel supported and not cast adrift once individual sessions are ended. Clients from the cafés have formed strong friendships, eg. a group of women meeting for coffee and lunch regularly, whilst two of the male clients meet for breakfast once a week.

One of our male clients attended the Christmas Day lunch at the Community Centre as he did not want to choose between his two daughters as to who to spend the day with. Research has shown that the surviving spouse can experience intense feelings of loneliness and find it difficult to go out and forge new friendships and this has a negative impact on their mental health. The cafés can help individuals to re-integrate into social groups again.

### Adult Support Group

A group took place for the first time since COVID-19 lockdowns were initiated. These groups have a similar aim to the bereavement cafes, but in smaller numbers 6-8 clients per group. They are intended to address the isolation of grief, bringing people together who have shared experiences. The groups run on a weekly basis for 6 weeks and there is a thematic programme, with the content mainly driven by the participants themselves.

### Creative Memories Group

This group has continued throughout COVID-19 over zoom with a small core of participants. This group will develop further during the coming year, by expanding the range of activities to appeal to a wider audience.

### Forest school for children

Families were invited to take part in weekly activities over a four week period. The activities take place in a designated area in a local wood and the aim is to bring children and their families together to reduce the feeling of isolation in their grief. The forest school helps to build confidence and resilience in the children. Our experience and research show that bereavement can shatter self-esteem in young (and old) people so any activity to help to create personal connections, find a voice and share their stories is hugely beneficial. Feedback from parents following this event has been very positive, which has led to plans for similar activities for adults.

### COPING WITH GRIEF DURING THE PANDEMIC - Case Study

Haydon Bridge school girl given vital support by Tynedale Hospice at Home after the death of 3 family members within days of each other during the pandemic.

'Working with Family Support Practitioner Emma Andrews, Darcy, her mother and close family friend Margaret made a "Darcy First Aid kit" with everyone writing down ideas of what helps when you are struggling from running up a hill and screaming to sharing, talking and cooking. Darcy also made a memory box which she treasures.'



The death of three family members within days of each other in the pandemic was devastating for 11-year old Darcy Skene



'Darcy is much more confident now', say her teachers, and has "found her voice." She will ask questions and answer, even when she's not sure of the answer, which is hugely significant.

"The support from Tynedale Hospice at Home gave us our daughter back," said Mum Alison, "and we could not be more proud of Darcy and what she has achieved. She is a star."

## INCOME GENERATION

### Fundraising and Publicity

2021/22 saw the return of many events, established prior to COVID-19 lockdowns, including challenge and community-led events. We continue to maintain a high profile in the community with strong PR and social media coverage. Evidence of this has been via the up take in many challenge events and fundraising activity led by THH.

The team still had to operate within new COVID-19 regulations/protocols to deliver some fundraising activity. Our annual Light up a Life campaign was live streamed to ensure we could maximise community engagement and participation. A re-designed online dedication page complemented the virtual service, further adding to developments of our digital giving offer.

We engaged in a partnership with Team Marvel to improve our website and digital giving. This included a:

- website upgrade to ensure our IT infrastructure can support growing digital fundraising
- search engine optimisation (SEO) campaign to increase our online presence and drive traffic to our website.

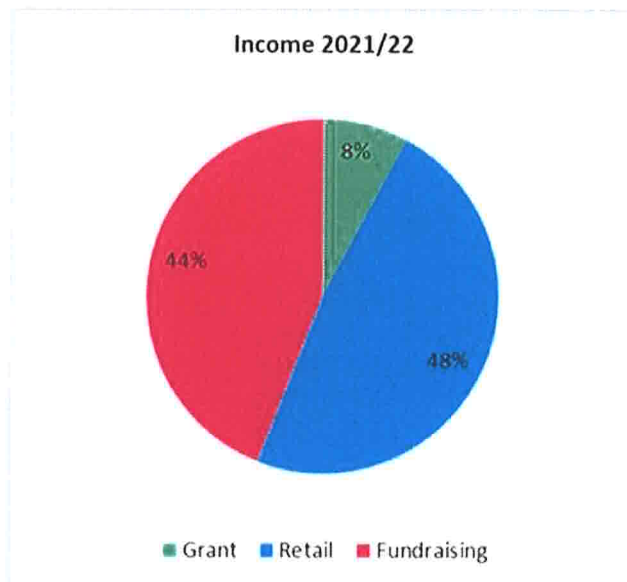
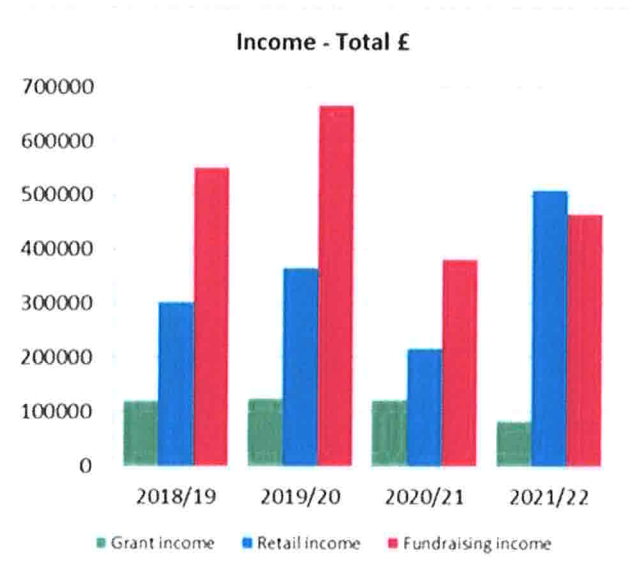
We recruited a Digital Fundraiser role to increase opportunities for digital giving, maximise social media engagement and further increase efficiencies.

We continue to maintain excellent corporate partnerships with sponsorships in place for Clarty Bairns, Great North Run, Annual Raffle, Light up a Life and a Will Writing Service during 2021/22.

A vacant Community Fundraiser post was re-titled to a Fundraising and Events Officer position to further develop our hospice-led and community income streams. An appointment was made to this post in March 2022.

The team supported the inauguration of a furniture shop including management of PR, volunteer recruitment, securing £12,000 in capital funding and support in-kind via discounted goods and services.

### Income generation statistics 2021/22



## Fundraising

The charity is required to report how it deals with fundraising from the public. The charity does not use a professional fundraiser or commercial participator to raise funds. Any monies raised direct from the public follows all guidelines set out by the Charity Commission and UK law in every respect. We respect the privacy and contact preferences of all public donors.

## Public Benefit

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

## Retail

The shops re-opened in April 2021, following a third national lockdown due to COVID-19. Retail has performed well after this closure period, continuing to grow whilst developing, reviewing and implementing COVID-19 secure procedures and processes. Each shop has exceeded budget expectations, including our Prudhoe shop which saw its first full year of trading since it opened.

Following approval from the Board to expand our range of shops, in October 2021 we opened a new furniture and homewares shop on Bridge End Industrial Estate, Hexham. We recruited a Furniture Shop Manager, Retail Supervisor and team of volunteers to support the new operation. New procedures and retail practices have been implemented including a collection and delivery service (via a third party). The first 6 months has been a great success for 'Tynedale Hospice Furniture at Home'.

Our e-commerce operation was moved to this new premises to maximise online sales and ensure effective operating procedures.

Following a flexible working request by the Retail Operations Manager, the retail team have had a small re-organisation which has included the appointment of a part-time Retail Supervisor and additional responsibilities given to the Deputy Retail Operations Manager (previously Retail Support Manager).

## Central Support

The Central Support team has continued its work on streamlining and improving processes to maximise the efficiency of the department. Various contracts have been reviewed throughout the year to ensure value for money and that they continue to meet the needs of the organisation. Additionally, the team improved internal policies and procedures which ensured strengthened controls.

## STAFFING

### Wellbeing Strategy

A staff wellbeing strategy was implemented during the year to recognise the duty of care that THH has towards its employees. The strategy's purpose is to "create an environment which allows all employees to flourish and achieve their full potential for the benefit of themselves, the organisation and our beneficiaries."

The strategy makes commitments in 7 areas:

- 1. Promotes positive physical and mental health**
- 2. Enables good, safe working practices**
- 3. Is values-led**
- 4. Fosters collaboration and positive social interaction**
- 5. Facilitates personal growth and creativity**
- 6. Offers advice and resources to enable positive lifestyle choices**
- 7. Strives to support employees to enjoy financial wellbeing.**

As a result of the strategy a number of initiatives have been implemented within THH, eg. training to promote positive mental health at work, access to mindfulness training, ongoing personal development budgets for all staff.

### Staff Survey

The staff survey, completed by approximately 60% of employees, at the end of 2021 identified very positive feedback on experiences working for THH with over 90% of respondents stating, for example:

- THH is clear about its vision, mission and values
- I feel inspired to do my best
- I believe I have the knowledge, skills and potential for personal development within my role
- I would recommend THH as a good place to work
- I am proud to work for THH.

### PLANS FOR THE FUTURE

Following the last strategic plan ending in March 2022 and there still being a level of uncertainty at the beginning of the year as a result of COVID-19 the Trustees opted for a year of consolidation as we consider how we deliver our services over the next strategic period.

There were two services set out in the 2019-2022 strategic plan which were not achieved; Dementia Services and Complementary Therapies. It was thought prudent to delay the implementation of these due to the COVID-19 lockdowns. These services will be revisited during the financial year 2022-23.

## FINANCIAL REVIEW

THH has had another positive year seeing an increase in income to £1.3m (2021 - £1.0m) and an overall surplus of £174k (2021 - £86k).

The surplus was generated as a result of:

- accessing government funds at the start of the financial year.
- periodic funding from NHSE to hospices in recognition of the support hospices provided to the core NHS services during waves of COVID-19 infections.
- two unexpected legacies totalling £97k.
- underspending as a result of excellent financial controls and vacancies across THH.
- amounts of £158k received from our insurers to indemnify THH for retail income lost during COVID-19 lockdowns.

In the last 4 years we have made significant progress with our retail operation. Retail income has grown rapidly and it now accounts for half our overall income. Shops reopened in April 2021 when national restrictions were lifted and non-essential retail could trade. Our shops perform exceptionally well and we continue to monitor and analyse income and make improvements.

During 2020/21 THH received less than 10% of its income from the NHS, which is not guaranteed and is negotiated annually. The Trustees recognise more reliable and secure income streams are needed to ensure its services can be delivered to the local community. The expansion of our retail operations and increased focus on digital fundraising are strategic actions to address this.

We are extremely grateful to our community who continue to support the work of THH. This has been evident in donor engagement in 2021/22 despite the re-scheduled/roll over of many popular events and activities. We received three legacies totalling over £100,000 accounting for the positive budget variance in philanthropic income.

Following a repeat grant application to Children in Need, we were successful in being awarded £97,000 grant funding for 2022/23, split over three years to contribute to our ongoing Family Support work with children and young people. We continue to receive support from Trusts and Foundations regionally and nationally to support our work. This included £12,000 of capital funding to support the refurbishment and development of the new furniture shop.

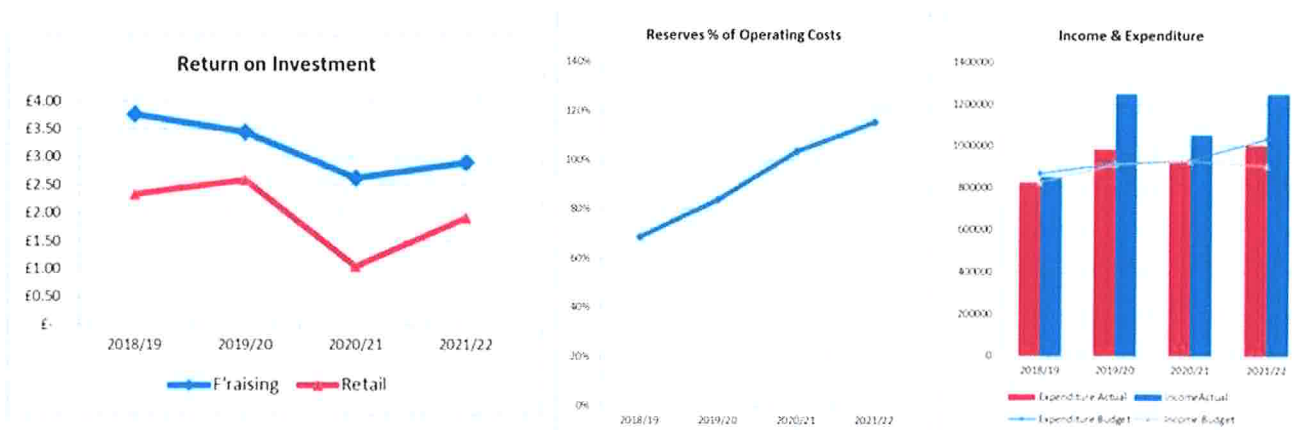
Due to the positive results from the last two years the charity is in a strong position and the board made the decision to invest £400k via a third party broker.

Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity 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.

Reserves policy

The Board of Trustees has considered the financial position of the charity. It recognises that it is critically dependent on the support of the local community. The Trustees regularly review the financial risks of the charity to ensure there are sufficient reserves to meet any risks that may occur. The Trustees consider the key risks to the financial stability of the charity to be a significant reduction of income. The Trustees consider the minimum level of free reserves to be 3 months’ of operational costs and to ensure continuity of service, at least 6 months’ operational costs should be maintained. At the 31 March 2022, *free reserves of £365,354 were held which is 32.8% of planned operational costs.*



*From the charts above it can be seen that the “return on investment” from the two income generating departments is good in spite of the impact of Covid-19. Reserves continue to increase, thanks to the work of all departments in maximising income and controlling expenditure, which can be seen in the final chart.*

## Constitution

Tynedale Hospice at Home is a company limited by guarantee, and a registered charity governed by its Memorandum and Articles of Association dated 10th November 1993 and amended by special resolution dated in November 2021. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

## Method of appointment or election of trustees

The directors of the company are also charity trustees for the purposes of charity law, and under the company's Articles are known as members of the Management Committee, and/or the Board of Trustees. Under the requirements of the Memorandum and Articles of Association, the members of the Management Committee are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

The Management Committee membership comprises a mix of traditional business, professional and medical skills.

## Organisational structure and decision making

The Board of Trustees meets bi-monthly and is responsible for governance and oversight of charity operations. There are four committees with clear terms of reference and delegated powers:

- Care
- Finance
- Community
- Governance

The Chief Executive Officer and/or relevant Head of Department attend all meetings and are responsible for ensuring that decisions made by the Board and Committees are carried out.

## **POLICIES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES**

A recruitment process commenced in February 2021 for three new Trustees, who were elected to the Board in May 2021. Induction and training were updated from the last recruitment drive, which included a copy of the THH service user guide together with the Statement of Purpose and set of the latest published accounts. New trustees were invited to attend a series of induction meetings, led by the Chair of the Management Committee. The meetings delivered operational information via presentations by senior staff and the Chief Executive Officer. Further guidance was provided by various documents published by the Charity Commission and Trustee training provided by Hempsons Solicitors.

### **Risk management**

The Trustees review a strategic register of the main risks which the charity faces, maintained by the CEO. The risk register is regularly reviewed in meetings between the CEO and Department Heads, Committees and at Board level. The charity purchased, as it is within its remit through powers granted by the Charity Act, insurance for the Board of Trustees and employees during the year. This included an amount to indemnify them against liabilities arising in the course of the performance of their duties provided the liability does not arise from fraud, wrong doing or wilful neglect or default on the part of the Board of Trustees and employees.

### **Statement of Trustee's responsibilities**

The Trustees (who are also the directors of the charity 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 charity and of its incoming resources and application of resources, including its 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 charity will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. **Disclosure of information to auditors**

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 charity's auditors are 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 charity's auditors are aware of that information.

### Reappointment of Auditor

During the year Azets Audit Services Limited, trading as Azets Audit Services, were appointed auditor to the company replacing Armstrong Watson Audit Limited.

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of Azets Audit Services as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on 16.11.22 and signed on its behalf by:



J J Harrison  
Trustee

# Tynedale Hospice at Home

## Reference and Administrative Details

<b>Trustees</b>	K Fadden Dr L Carrie (appointed 25 May 2021) J J Harrison G Benjamin (appointed 25 May 2021) A Galbraith Prof J Shucksmith A M Francis (resigned 23 November 2021) M G Urwin Dr B L Herdan (appointed 25 May 2021) P J Johnston G Jones S E Miller E C Hogg
<b>Registered Office</b>	1 Legion House Beaufront Business Park Anick Road Hexham Northumberland NE46 4TU The charity is incorporated in England and Wales.
<b>Company Registration Number</b>	02870776
<b>Charity Registration Number</b>	1034170
<b>Bankers</b>	Barclays Bank plc Hexham Priestpopple Hexham NE46 1PE  CAF Bank Limited Head Office Kings Hill West Malling Kent ME19 4TA
<b>Auditor</b>	Azets Audit Services Bulman House Regent Centre Gosforth Newcastle upon Tyne NE3 3LS
<b>Investment broker</b>	AYP Financial Planning Ltd 2b Tanners Yard Hexham Northumberland NE46 3NL

# Tynedale Hospice at Home

## Independent Auditor's Report to the Members of Tynedale Hospice at Home

### Opinion

We have audited the financial statements of Tynedale Hospice at Home (the 'charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements were authorised for issue.

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

### Other information

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

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

## Tynedale Hospice at Home

### Independent Auditor's Report to the Members of Tynedale Hospice at Home

We have nothing to report in this regard.

#### **Opinion 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 our knowledge and understanding of the charity 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 where 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.

#### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 22 and 23), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

#### **Auditor responsibilities for the audit of the financial statements**

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

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:

## Tynedale Hospice at Home

### Independent Auditor's Report to the Members of Tynedale Hospice at Home

- Enquiries with management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing board minutes;
- Challenging assumptions and judgements made by management in their significant accounting estimates; and
- Auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements: Health and Safety; employment laws; compliance with the Care Quality Commission; and compliance with the UK Companies Act and Charities Act.

Owing to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with ISAs (UK). For instance, the further removed non-compliance is from the event and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to recognise the non-compliance.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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 trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Brown BA ACA DChA (Senior Statutory Auditor)

For and on behalf of  
Azets Audit Services  
Chartered Accountants  
Statutory Auditor  
Bulman House  
Regent Centre  
Gosforth  
Newcastle upon Tyne  
NE3 3LS

Date: 23.11.22

Azets Audit Services is a trading name of Azets Audit Services Limited

## Tynedale Hospice at Home

### Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
<b>Income and Endowments from:</b>					
Donations and legacies	3	312,550	53,854	366,404	364,498
Charitable activities	4	-	68,137	68,137	97,471
Other trading activities	5	665,510	-	665,510	273,940
Investment income	6	2,960	-	2,960	3,053
Other income	7	170,601	33,364	203,965	277,844
Total Income		<u>1,151,621</u>	<u>155,355</u>	<u>1,306,976</u>	<u>1,016,806</u>
<b>Expenditure on:</b>					
Raising funds	8	(680,770)	-	(680,770)	(518,988)
Charitable activities	9	<u>(276,343)</u>	<u>(155,355)</u>	<u>(431,698)</u>	<u>(411,843)</u>
Total Expenditure		(957,113)	(155,355)	(1,112,468)	(930,831)
Gains/losses on investment assets		<u>(20,686)</u>	<u>-</u>	<u>(20,686)</u>	<u>-</u>
Net income		173,822	-	173,822	85,975
Transfers between funds		<u>15,195</u>	<u>(15,195)</u>	<u>-</u>	<u>-</u>
Net movement in funds		189,017	(15,195)	173,822	85,975
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>931,501</u>	<u>15,195</u>	<u>946,696</u>	<u>860,721</u>
Total funds carried forward	23	<u>1,120,518</u>	<u>-</u>	<u>1,120,518</u>	<u>946,696</u>

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

The funds breakdown for 2021 is shown in note 23.

## Tynedale Hospice at Home

### Comparative Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	289,249	75,249	364,498
Charitable activities	4	-	97,471	97,471
Other trading activities	5	273,940	-	273,940
Investment income	6	3,053	-	3,053
Other income	7	95,648	182,196	277,844
Total income		<u>661,890</u>	<u>354,916</u>	<u>1,016,806</u>
<b>Expenditure on:</b>				
Raising funds	8	(518,988)	-	(518,988)
Charitable activities	9	(69,667)	(342,176)	(411,843)
Total expenditure		<u>(588,655)</u>	<u>(342,176)</u>	<u>(930,831)</u>
Net income		<u>73,235</u>	<u>12,740</u>	<u>85,975</u>
Net movement in funds		73,235	12,740	85,975
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>858,266</u>	<u>2,455</u>	<u>860,721</u>
Total funds carried forward	23	<u><u>931,501</u></u>	<u><u>15,195</u></u>	<u><u>946,696</u></u>

## Tynedale Hospice at Home

### (Registration number: 02870776) Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
<b>Fixed assets</b>			
Intangible assets	16	-	-
Tangible assets	17	21,539	18,534
Investments	18	379,314	-
		<u>400,853</u>	<u>18,534</u>
<b>Current assets</b>			
Debtors	19	163,174	52,616
Cash at bank and in hand		662,602	947,280
		825,776	999,896
<b>Creditors: Amounts falling due within one year</b>	20	<u>(106,111)</u>	<u>(71,734)</u>
<b>Net current assets</b>		<u>719,665</u>	<u>928,162</u>
<b>Net assets</b>		<u>1,120,518</u>	<u>946,696</u>
<b>Funds of the charity:</b>			
<b>Restricted income funds</b>			
Restricted funds	23	-	15,195
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>1,120,518</u>	<u>931,501</u>
<b>Total funds</b>	23	<u>1,120,518</u>	<u>946,696</u>

The financial statements on pages 28 to 52 were approved by the trustees, and authorised for issue on ~~14/11/22~~ and signed on their behalf by:

  
.....  
J. Harrison  
Trustee

## Tynedale Hospice at Home

### Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
<b>Cash flows from operating activities</b>			
Net cash income		173,822	85,975
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation	8	6,385	7,261
Amortisation	8	-	940
Investment income	6	(2,960)	(3,053)
Revaluation of investments		20,686	-
		<u>197,933</u>	<u>91,123</u>
<b>Working capital adjustments</b>			
(Increase)/decrease in debtors	19	(110,558)	50,884
Increase/(decrease) in creditors	20	34,377	(23,217)
		<u>121,752</u>	<u>118,790</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	6	2,960	3,053
Purchase of tangible fixed assets	17	(9,390)	(7,927)
Purchase of investments	18	(400,000)	-
Cash into/(out of) endowment funds from the acquisition and disposal of investments		-	454,138
		<u>(406,430)</u>	<u>449,264</u>
Net cash flows from investing activities		<u>(406,430)</u>	<u>449,264</u>
Net (decrease)/increase in cash and cash equivalents		(284,678)	568,054
Cash and cash equivalents at 1 April		<u>947,280</u>	<u>379,226</u>
Cash and cash equivalents at 31 March		<u><u>662,602</u></u>	<u><u>947,280</u></u>

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

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### 1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: 1 Legion House, Beaufront Business Park, Anick Road, Hexham, Northumberland, NE46 4TU

### 2 Accounting policies

#### Summary of significant accounting policies and key accounting estimates

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

#### Statement of compliance

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

#### Basis of preparation

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

#### Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

#### Estimation uncertainty and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

#### Income and endowments

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

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### ***Donations and legacies***

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

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

### ***Grants receivable***

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

### ***Gifts in kind***

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.

### ***Gift aid***

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

### ***Other trading activities***

Shop income is recognised at point of sale.

### ***Investment income***

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

### ***Expenditure***

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

All expenditure is inclusive of irrecoverable VAT.

### ***Raising funds***

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

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

### Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Statement of financial activities as the related expenditure is incurred.

### Taxation

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

### Intangible assets

Intangible assets are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Intangible assets are initially recognised at cost and are subsequently measured at cost net of amortisation and any provision for impairment.

### Amortisation

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

<b>Asset class</b>	<b>Amortisation method and rate</b>
Computer software	20% straight line

### Tangible fixed assets

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

### Depreciation and amortisation

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

<b>Asset class</b>	<b>Depreciation method and rate</b>
Leasehold property improvements	10% straight line
Equipment	25% straight line
Fixtures and fittings	15% straight line

### Fixed asset 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 fair 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 shown in the heading 'Gains/(losses) on investments' in the Statement of financial activities incorporating income and expenditure account.

# Tynedale Hospice at Home

## Notes to the Financial Statements for the Year Ended 31 March 2022

### Trade debtors

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

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

### Cash and cash equivalents

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

### Trade creditors

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

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

### Fund structure

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

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

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

### Hire purchase and finance leases

Assets held for use in operating leases are included as a separate category in fixed assets at cost and depreciated over their useful life.

Rental income from operating leases is recognised on a straight line basis over the term of the lease.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

#### Financial instruments

##### Classification

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.

### 3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Donations and legacies;				
Donations and gifts in kind	283,923	-	283,923	216,305
Legacies	-	-	-	14,077
Grants, including capital grants;				
Grants	28,627	53,854	82,481	134,116
	<u>312,550</u>	<u>53,854</u>	<u>366,404</u>	<u>364,498</u>
Total for 2021	<u>289,249</u>	<u>75,249</u>	<u>364,498</u>	

In 2022 grants above £5k were generously received from the following funders:

- Hexham Council
- Net Community Foundation
- Sir Jules Thorn Charitable Trust
- Ray Wind Farm

In 2021 we also received similar grants from

- Net Community Foundation
- February Foundation
- Barbour Foundation
- Newcastle Building Society
- The Albert Hunt Trust
- Forsters Belford Trust

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Nursing Care - Northumberland Care Trust	-	68,137	68,137	68,001
Family Support	-	-	-	29,470
	<u>-</u>	<u>68,137</u>	<u>68,137</u>	<u>97,471</u>
Total for 2021	<u>-</u>	<u>97,471</u>	<u>97,471</u>	

#### 5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2021 £
Trading income;				
Shop income	563,213	-	563,213	210,367
Fundraising events	102,297	-	102,297	63,573
	<u>665,510</u>	<u>-</u>	<u>665,510</u>	<u>273,940</u>
Total for 2021	<u>273,940</u>	<u>-</u>	<u>273,940</u>	

#### 6 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Interest receivable and similar income;				
Interest receivable on bank deposits	2,960	-	2,960	2,865
Other investment income	-	-	-	188
	<u>2,960</u>	<u>-</u>	<u>2,960</u>	<u>3,053</u>
Total for 2021	<u>3,053</u>	<u>-</u>	<u>3,053</u>	

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 7 Other income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Other income	<u>170,601</u>	<u>33,364</u>	<u>203,965</u>	<u>277,844</u>
Total for 2021	<u>95,648</u>	<u>182,196</u>	<u>277,844</u>	

Other income is made up of NHSE/Hospice UK income of £33,364, (2021 - £182,196), COVID-19 CJRS income of £884 (2021- £51,806), COVID-19 Business Support of £11,387 (2021 - £43,507), insurance claims of £158,330 (2021 - £nil) and sundry income of £nil (2021 - £335).

#### 8 Expenditure on raising funds

	Direct costs £	Total 2022 £	Total 2021 £
Costs of raising funds	<u>680,770</u>	<u>680,770</u>	<u>518,988</u>
Total for 2022	<u>680,770</u>	<u>680,770</u>	<u>518,988</u>
Total for 2021	<u>518,988</u>	<u>518,988</u>	

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 9 Expenditure on charitable activities

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2022 £</b>
Nursing Care	143,654	134,760	278,414
Family Support	105,486	20,595	126,081
Patient Transport	27,203	-	27,203
	<u>276,343</u>	<u>155,355</u>	<u>431,698</u>
	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total 2021 £</b>
Nursing Care	(3,951)	272,646	268,695
Family Support	48,817	68,030	116,847
Patient Transport	24,791	1,500	26,291
	<u>69,657</u>	<u>342,176</u>	<u>411,833</u>
	<b>Activity undertaken directly £</b>	<b>Activity support costs £</b>	<b>2022 £</b>
Nursing Care	182,363	96,051	278,414
Family Support	81,891	44,190	126,081
Patient Transport	20,739	6,464	27,203
	<u>284,993</u>	<u>146,705</u>	<u>431,698</u>
	<b>Activity undertaken directly £</b>	<b>Activity support costs £</b>	<b>2021 £</b>
Nursing Care	167,635	101,059	268,694
Family Support	72,374	44,473	116,847
Patient Transport	17,701	8,591	26,292
	<u>257,710</u>	<u>154,123</u>	<u>411,833</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 10 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2022 £
Nursing Care	51,762	1,553	42,736	96,051
Family Support	24,252	653	19,285	44,190
Patient Transport	3,661	82	2,721	6,464
	<u>79,675</u>	<u>2,288</u>	<u>64,742</u>	<u>146,705</u>
	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2021 £
Nursing Care	63,849	1,934	35,276	101,059
Family Support	44,473	-	-	44,473
Patient Transport	8,591	-	-	8,591
	<u>116,913</u>	<u>1,934</u>	<u>35,276</u>	<u>154,123</u>

#### 11 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Audit fees	5,250	5,280
Other non-audit services	1,500	1,930
Depreciation of fixed assets	<u>6,385</u>	<u>8,201</u>

#### 12 Trustees remuneration and expenses

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

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

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 13 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
<b>Staff costs during the year were:</b>		
Wages and salaries	655,841	565,301
Social security costs	44,914	37,987
Pension costs	10,941	9,642
	<u>711,696</u>	<u>612,930</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year was as follows:

	2022 No	2021 No
Retail, fundraising and administrative staff	21	15
Family support staff	3	4
Nursing staff	17	20
	<u>41</u>	<u>39</u>

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

	2022 No	2021 No
£60,001 - £70,000	<u>1</u>	<u>-</u>

The total employee benefits of the key management personnel of the charity were £122,765 (2021 - £98,373).

#### 14 Auditors' remuneration

	2022 £	2021 £
Audit of the financial statements	<u>5,250</u>	<u>5,280</u>
<b>Other fees to auditors</b>		
The auditing of accounts of any associate of the charity	5,250	5,280
Taxation compliance services	-	385
All other non-audit services	1,500	1,345
	<u>6,750</u>	<u>7,010</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 15 Taxation

The charity is 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.

#### 16 Intangible fixed assets

	Software costs £	Total £
<b>Cost</b>		
At 1 April 2021	<u>7,050</u>	<u>7,050</u>
At 31 March 2022	<u>7,050</u>	<u>7,050</u>
<b>Amortisation</b>		
At 1 April 2021	<u>7,050</u>	<u>7,050</u>
At 31 March 2022	<u>7,050</u>	<u>7,050</u>
<b>Net book value</b>		
At 31 March 2022	<u><u>-</u></u>	<u><u>-</u></u>
At 31 March 2021	<u><u>-</u></u>	<u><u>-</u></u>

The intangible assets relates to software purchased by the charity. The Trustees have deemed the useful life of this software to be 5 years, and as such this is the period of amortisation per the accounting policy.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 17 Tangible fixed assets

	Furniture and equipment £	Leasehold property improvements £	Total £
<b>Cost</b>			
At 1 April 2021	93,344	29,164	122,508
Additions	5,840	3,550	9,390
At 31 March 2022	<u>99,184</u>	<u>32,714</u>	<u>131,898</u>
<b>Depreciation</b>			
At 1 April 2021	84,505	19,469	103,974
Charge for the year	4,444	1,941	6,385
At 31 March 2022	<u>88,949</u>	<u>21,410</u>	<u>110,359</u>
<b>Net book value</b>			
At 31 March 2022	<u>10,235</u>	<u>11,304</u>	<u>21,539</u>
At 31 March 2021	<u>8,839</u>	<u>9,695</u>	<u>18,534</u>

#### 18 Fixed asset investments

	2022 £	2021 £
Other investments	<u>379,314</u>	<u>-</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### Other investments

	Listed investments £	Total £
<b>Cost or Valuation</b>		
Additions	400,000	400,000
Revaluation	<u>(20,686)</u>	<u>(20,686)</u>
At 31 March 2022	<u>379,314</u>	<u>379,314</u>
<b>Net book value</b>		
At 31 March 2022	<u>379,314</u>	<u>379,314</u>

The cost value of the listed investments at 31 March 2022 was £400,000 (2021 - £Nil).

The investment balance comprises listed investments and Open Ended Investment Company (OEIC) funds.

The following investments accounted for more than 5% of the total:

- 7IM Sustainable Balance C (Acc) £36,804
- ASI Ethical Corporate Bond P1 £34,700
- AXA Framlington Health Z £19,202
- EdenTree Responsible and Sustainable Sterling Bd Cls B £37,223
- Janus Henderson Global Responsible Managed I £19,643
- Janus Henderson Global Sustainable Equity I £19,726
- Jupiter Ecology Fund I £19,008
- Legal & General MSCI Wld Socially Resp Inv £20,952
- Premier Miton Responsible UK Equity Class C £34,774
- Royal London Ethical Bond Fund II M £37,014
- Schroder QEP Global Core I £21,230

#### 19 Debtors

	2022 £	2021 £
Prepayments and accrued income	153,835	44,743
VAT recoverable	<u>9,339</u>	<u>7,873</u>
	<u>163,174</u>	<u>52,616</u>

#### 20 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	8,310	1,740
Other taxation and social security	13,737	10,886
Other creditors	2,258	-
Accruals	<u>81,806</u>	<u>59,108</u>
	<u>106,111</u>	<u>71,734</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	2022 £	2021 £
Deferred income at 1 April 2021	6,457	17,244
Resources deferred in the period	5,066	6,457
Amounts released from previous periods	<u>(6,457)</u>	<u>(17,244)</u>
Deferred income at year end	<u>5,066</u>	<u>6,457</u>

Deferred income relates to events which have not yet taken place.

#### 21 Obligations under leases and hire purchase contracts

##### Operating lease commitments

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

	2022 £	2021 £
<b>Land and buildings</b>		
Within one year	105,421	79,839
Between one and five years	235,820	173,106
After five years	<u>109,000</u>	<u>19,226</u>
	<u>450,241</u>	<u>272,171</u>
<b>Other</b>		
Within one year	6,359	7,142
Between one and five years	<u>6,145</u>	<u>9,788</u>
	<u>12,504</u>	<u>16,930</u>

#### 22 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £10,941 (2021 - £9,642).

Contributions totalling £2,257 (2021 - £Nil) were payable to the scheme at the end of the year and are included in creditors.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 23 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>						
<b>General</b>						
General fund	537,254	1,151,621	(957,113)	55,131	(20,686)	766,207
<b>Designated</b>						
Dorothy Moore Legacy	244,247	-	-	-	-	244,247
Retail and Business Strategy	150,000	-	-	(39,936)	-	110,064
	<u>394,247</u>	<u>-</u>	<u>-</u>	<u>(39,936)</u>	<u>-</u>	<u>354,311</u>
<b>Total unrestricted funds</b>	<u>931,501</u>	<u>1,151,621</u>	<u>(957,113)</u>	<u>15,195</u>	<u>(20,686)</u>	<u>1,120,518</u>
<b>Restricted funds</b>						
The Rainbow Project	30	-	-	(30)	-	-
EC Graham - Belford Trust	1,425	-	-	(1,425)	-	-
Hexham Town Council	-	10,000	(10,000)	-	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-	-
Postcode Lottery	11,600	-	-	(11,600)	-	-
Other Restricted Funds	1,000	-	-	(1,000)	-	-
Children in Need	1,140	-	-	(1,140)	-	-
NHSE/Hospice UK	-	33,364	(33,364)	-	-	-
NHS Palliative Care	-	68,137	(68,137)	-	-	-
Hardwick Trust	-	200	(200)	-	-	-
Warburtons	-	400	(400)	-	-	-
Hadrian Trust	-	1,000	(1,000)	-	-	-
						46

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
RW Mann	-	1,000	(1,000)	-	-	-
Haltwhistle & District	-	300	(300)	-	-	-
Rothley Trust	-	1,200	(1,200)	-	-	-
Handley Trust	-	2,000	(2,000)	-	-	-
NET via Community Foundation	-	5,000	(5,000)	-	-	-
Harrison Foundation	-	10,000	(10,000)	-	-	-
William Leech Foundation	-	2,500	(2,500)	-	-	-
Ray Wind Farm	-	9,754	(9,754)	-	-	-
St James Place	-	2,500	(2,500)	-	-	-
Newcastle Diocese	-	3,000	(3,000)	-	-	-
<b>Total restricted funds</b>	<b>15,195</b>	<b>155,355</b>	<b>(155,355)</b>	<b>(15,195)</b>	<b>-</b>	<b>-</b>
<b>Total funds</b>	<b>946,696</b>	<b>1,306,976</b>	<b>(1,112,468)</b>	<b>-</b>	<b>(20,686)</b>	<b>1,120,518</b>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>					
<i>General</i>					
General fund	409,019	661,890	(588,655)	55,000	537,254
<i>Designated</i>					
Dorothy Moore Legacy	244,247	-	-	-	244,247
Business Rate Support Grant	55,000	-	-	(55,000)	-
Retail and Business Strategy	150,000	-	-	-	150,000
	<u>449,247</u>	<u>-</u>	<u>-</u>	<u>(55,000)</u>	<u>394,247</u>
<b>Total unrestricted funds</b>	<u>858,266</u>	<u>661,890</u>	<u>(588,655)</u>	<u>-</u>	<u>931,501</u>
<b>Restricted</b>					
The Rainbow Project	30	-	-	-	30
EC Graham - Belford Trust	1,425	-	-	-	1,425
Wellesley Trust	-	8,000	(8,000)	-	-
Hexham Town Council	-	1,500	(1,500)	-	-
Percy Hedley Charitable Trust	-	500	(500)	-	-
Jules Thorn Trust	-	5,000	(5,000)	-	-
Postcode Lottery	-	20,000	(8,400)	-	11,600
Parish Council Donations	-	1,750	(1,750)	-	-
Freemasons of Northumberland	-	5,000	(5,000)	-	-
Souter Charitable Trust	-	3,000	(3,000)	-	-
Masonic Trust	-	500	(500)	-	-
Freemasons Grand Charity	-	5,000	(5,000)	-	-
JGW Pattison Foundation	-	15,000	(15,000)	-	-
Vardy Foundation	-	10,000	(10,000)	-	-

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2021 £
Other Restricted Funds	1,000	-	-	-	1,000
Children in Need	-	29,470	(28,330)	-	1,140
NHSE/Hospice UK	-	182,196	(182,196)	-	-
NHS Palliative Care	-	68,000	(68,000)	-	-
<b>Total restricted funds</b>	<u>2,455</u>	<u>354,916</u>	<u>(342,176)</u>	<u>-</u>	<u>15,195</u>
<b>Total funds</b>	<u>860,721</u>	<u>1,016,806</u>	<u>(930,831)</u>	<u>-</u>	<u>946,696</u>

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

The specific purposes for which the funds are to be applied are as follows:

#### Designated funds

The Trustees have designated the assets received from the Dorothy Moore Legacy towards the future strategic developments of the charity. In the current year some of the reserves will be expended to fund a planned retail expansion and the post of a Community Engagement Officer for an initial year. The Trustees have designated £150,000 from the Legacy fund towards future retail and service provision opportunities.

#### Restricted funds

The Rainbow Project - donations received in the year towards the Children's Bereavement Service (Rainbow Project).

EC Graham - The Belford Trust - a donation towards resources to enhance the work of the Children's Bereavement Service (Rainbow Project).

Wellesley Trust - a grant towards family support.

Hexham Town Council - a grant towards transport services.

Jules Thorn Trust - grants towards nursing costs.

Children In Need - a grant towards our family support and bereavement services.

J G W Pattinson - a donation towards our family support service.

Percy Hedley Foundation - a donation towards nursing costs.

Parish council donations - donations towards the family support service.

Postcode Lottery - a grant received towards our Children's Support service.

Freemasons of Northumberland - a grant towards nursing costs.

Souter Charitable Trust - a grant received towards our Children's Support service.

Masonic Trust - a grant towards nursing costs.

Freemasons Grand Charity - Ta grant towards family support.

NHS Palliative Care - a grant towards our nursing care services.

NHSE/Hospice UK - 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 2022 for the same purpose.

## Tynedale Hospice at Home

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 24 Analysis of net assets between funds

	Unrestricted			Total funds at 31 March 2022 £
	General £	Designated £	Restricted £	
Tangible fixed assets	21,539	-	-	21,539
Fixed asset investments	379,314	-	-	379,314
Net current assets/(liabilities)	<u>365,354</u>	<u>354,311</u>	<u>-</u>	<u>719,665</u>
Total net assets	<u>766,207</u>	<u>354,311</u>	<u>-</u>	<u>1,120,518</u>

	Unrestricted			Total funds at 31 March 2021 £
	General £	Designated £	Restricted £	
Tangible fixed assets	18,264	-	270	18,534
Net current assets/(liabilities)	<u>518,990</u>	<u>394,247</u>	<u>14,925</u>	<u>928,162</u>
Total net assets	<u>537,254</u>	<u>394,247</u>	<u>15,195</u>	<u>946,696</u>

#### 25 Analysis of net funds

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
	Cash at bank and in hand	947,280	(284,678)
Current asset investments	<u>-</u>	<u>379,314</u>	<u>379,314</u>
Net funds	<u>947,280</u>	<u>94,636</u>	<u>1,041,916</u>

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
	Cash at bank and in hand	379,226	568,054
Current asset investments	<u>454,138</u>	<u>(454,138)</u>	<u>-</u>
Net funds	<u>833,364</u>	<u>113,916</u>	<u>947,280</u>

## **Tynedale Hospice at Home**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **26 Related party transactions**

Trustees supported the charity through donations and participation in fundraising efforts totalling £3,237 (2021: £3,417) but no expenses were paid to the Trustees in the year.

Tynedale Hospice at Home  
1 Legion House  
Beaufront Business park  
Anick Road  
Hexham  
Northumberland  
NE46 4TU

Azets Audit Services  
Bulman House  
Regent Centre  
Gosforth  
Newcastle upon Tyne  
NE3 3LS

Date: 11 November 2022

Dear Sirs

This representation letter is provided in connection with your audit of the financial statements of the charity for the year end 31 March 2022, for the purpose of expressing an opinion as to whether the financial statements are presented fairly, in all material aspects, (or give a true and fair view) in accordance with applicable financial reporting framework (FRS102).

We confirm that the following representations are made on the basis of enquiries of the trustees, management and staff with relevant knowledge and experience (and, where appropriate, of inspection of supporting documentation) sufficient to satisfy ourselves that we can properly make each of the following representations to you:

1. We have fulfilled our responsibilities as trustees under the Companies Act 2006 and Charities Act 2011 for preparing financial statements, in accordance with the applicable financial reporting framework (FRS 102 and the FRS 102 Charity SORP).

We confirm that in our opinion the financial statements give a true and fair view and in particular that where any additional information must be disclosed in order to give a true and fair view that information has in fact been disclosed. We confirm that the selection and application of the accounting policies used in the preparation of the financial statements are appropriate, and we approve these accounts for the year ended 31 March 2022.

2. We confirm that all accounting records have been made available to you for the purpose of your audit, in accordance with your terms of engagement, and that all the transactions undertaken by the charity have been properly reflected and recorded in the accounting records. All other records and related information, including minutes of all management, trustees' and members' meetings, have been made available to you. We have given you unrestricted access to persons within the charity in order to obtain audit evidence and have provided any additional information that you have requested for the purposes of your audit.
3. We confirm the charity has satisfactory title to all assets and there are no liens or encumbrances on the assets, except for those disclosed in the financial statements.
4. We confirm that significant assumptions used by us in making accounting estimates, including those measured at fair value, are reasonable.
5. We confirm that we have no plans or intentions that may materially alter the carrying value and, where relevant, the fair value measurements or classification of assets and liabilities reflected in the financial statements.
6. We confirm that the charity has no liabilities or contingent liabilities other than those disclosed in the financial statements.

We confirm that all known actual or possible litigation and claims whose effects should be considered when preparing the financial statements have been disclosed to you and accounted for and disclosed in accordance with the applicable financial reporting framework.

7. We confirm that there have been no events since the balance sheet date which require disclosing or which would materially affect the amounts in the financial statements, other than those already disclosed or included in the financial statements.
8. We confirm that we are aware of the definition of a related party for the purpose of the accounting framework being applied in the preparation of the accounts.

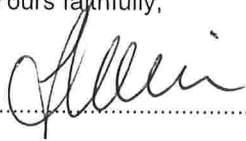
We confirm that the related party relationships and transactions set out below are a complete list of such relationships and transactions and that we are not aware of any further related parties or transactions.

<b>Party</b>	<b>Relationship</b>	<b>Nature of transaction</b>
Trustees	Trustees of charity	Donations and fundraising contributions of £3,237

9. We confirm that all related party relationships and transactions have been accounted for and disclosed in accordance with the applicable financial reporting framework.
10. We confirm that the charity neither had, at any time during the year, any arrangement, transaction or agreement to provide credit facilities (including advances and credits granted by the charity) for trustees, nor provided guarantees of any kind on behalf of the trustees.
11. We confirm that the charity has not contracted for any capital expenditure other than as disclosed in the financial statements.
12. We confirm that the charity has complied with all aspects of contractual agreements that could have a material effect on the financial statements in the event of non-compliance.
13. We confirm that we are not aware of any possible or actual instance of non-compliance with those laws and regulations which provide a legal framework within which the charity conducts its activities and which are central to the charity's ability to conduct its activities, except as explained to you and as disclosed in the financial statements.
14. We acknowledge our responsibility for the design, implementation and maintenance of internal controls to prevent and detect fraud. We confirm that we have disclosed to you the results of our risk assessment of the risk of fraud in the organisation.  
  
There have been no deficiencies in internal control of which we are aware.
15. We confirm that there have been no actual or suspected instances of fraud involving trustees, management or employees who have a significant role in internal control or that could have a material effect on the financial statements. We also confirm that we are not aware of any allegations of fraud by trustees, former trustees, analysts, employees, former employees,
16. We confirm that disclosures in note 2 to the financial statements are an accurate reflection of our plans and the reasons for our confirmation of the charity's ability to continue operating.
17. We confirm the unadjusted misstatements (as per the Audit Highlights memo) and we confirm that there are no adjusting items reported.
18. We confirm that we are not aware of any matters of material significance that should be reported to regulators. We confirm that all correspondence with the Charity Commission have been made available to you.

19. We confirm that all grants, donations and other income, including those subject to special terms or conditions or received for restricted purposes, have been notified to you. There have been no breaches of terms or conditions during the period regarding the application of such income.
20. We confirm there was no specific representations made to you during the course of your audit.
21. We acknowledge our legal responsibilities regarding disclosure of information to you as auditors and confirm that:
- so far as each trustee is aware, there is no relevant audit information of which you as auditors are unaware; and
  - each trustee has taken all the steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that you are aware of that information.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Allen', is written over a dotted line.

Signed on behalf of the board of trustees

Date.....16.11.22.....