



Tynedale Hospice at Home

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023



Charity Number: 1034170, Company Number: 02870776

Tynedale Hospice at Home

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Tynedale Hospice at Home

Reference and Administrative Details

Trustees	K Fadden Dr L Carrie J J Harrison G Benjamin A Galbraith Prof J Shucksmith (resigned 31 October 2023) M G Urwin Dr B L Herdan P J Johnston G Jones S E Miller (resigned 18 August 2022) E C Hogg (resigned 30 May 2023)
Registered Office	1 Legion House Beaufront Business Park Anick Road Hexham Northumberland NE46 4TU The charity is incorporated in England and Wales.
Company Registration Number	02870776
Charity Registration Number	1034170
Bankers	Barclays Bank plc Hexham Priestpopple Hexham NE46 1PE CAF Bank Limited Head Office Kings Hill West Malling Kent ME19 4TA
Auditor	Azets Audit Services Bulman House Regent Centre Gosforth Newcastle upon Tyne NE3 3LS
Investment broker	AYP Financial Planning Ltd 2b Tanners Yard Hexham Northumberland NE46 3NL

Trustee Annual Report 2023



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 2023.

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 - Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need.

Our mission – Enable all those impacted by life limiting illness, or death, to live and die well.

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CHARITABLE 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 nursing care in patients' own homes or their care home.

Our nursing care team is made up of 18 registered nurses and 5 hospice support workers who deliver care 365 days per year, 7 days per week, day and night.

We work very closely with the GP Practices, Community NHS Nursing teams and other health providers within the West Northumberland area. Referrals are received from all healthcare professionals but also direct from individuals requiring support or their families/carers to ensure equity of provision.

Our aim is to respond to referrals within 24 hours of the request, and to carry out a first visit within 3 days.

Our services were inspected by the CQC in June of 2022 and we maintained "GOOD" across all of our services.

Clinical services provided by the Hospice support NHS community healthcare professionals ensuring the service is embedded in NHS referral pathways and encourage earlier referrals into the service for patients.

We continue to encourage twilight shifts, ie support between 5pm and 10pm, for those who decline overnight care.

New patients referred at weekends are now offered support immediately with systems in place to manage risks for staff and patients.

Staff recruitment has been positive within the Hospice, in comparison to recruitment within the health sector as a whole.

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

- the introduction of further modules for 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 mobile digital systems incorporating policies, Standard Operating Procedures and patient handover documents, and
- E-referrals, to improve communication between care co-ordinators and nurses.

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Family Support

The Family Support Team (FST) provides bereavement support, following a diagnosis of a life-limiting illness, or death of a loved one. We provide support either through Active Listening techniques or with formal counselling. 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. We have a dedicated team of Family Therapists, Counsellors and Volunteers who provide support following bereavement to adults and children.

Referrals are 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.

We also provide sessions for teachers from local schools who have bereaved children in their classes. A Family Support Coordinator provides practical advice and a support session for the teachers to help them address some of the problems the children present with.

The continuation of Children in Need funding is invaluable to service delivery.

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.

Developments in the service

Bereavement Cafe

An additional Bereavement Café opened in Ponteland. In addition to the Cafes in Hexham/ Ponteland and Prudhoe we anticipate opening a further café in Haltwhistle in 2023.

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 the Hospice'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.

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Creative Memories Group

This group is currently under review due to low numbers of attendees. We are aiming to enhance the services within creative memories to include a diverse range of activities for children and adults to remember loved ones.

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.

Transport

During the past year the Hospice has:

- introduced transport at weekends, and
- improved communication with the Community NHS teams and as a result the service has received referrals from a wider range of professionals who are now aware of the service, ensuring the clients receive timely access to the Transport service.

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.

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

In 2022/23 we were able to establish two additional services as part of our Care Offering;

- **Counselling service.** For clients who require more intensive support pre and post bereavement we have appointed a full time Counsellor who delivers sessions within community hubs and directly into GP practices across West Northumberland.
- **Complementary Therapy service.** Our Complementary Therapist works with patients in their own home and with clients in our Wellbeing Hub. Our Complementary Therapist also provides therapy sessions for staff members as part of our Staff Wellbeing offer.

We have progressed one of the key elements of our strategy to bring care for people at End of Life closer to home. We have successfully negotiated a Wellbeing Hub within Corbridge working very closely with community leaders and Church circuits. We aim to establish a number of Wellbeing Hubs across West Northumberland to increase access to our services for people in remote areas.

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We established Service Level Agreements with three Universities to enable Student Nurses and Medical Students to undertake clinical placements with our nurses and Family Support team. Our first student nurses will arrive on clinical placement in July of 2023, our first cohort of medical students will start in October 2023.

COMPLIANCE

The Hospice's compliance with regulation/legislation governing its activities is kept under review by the Care Committee and the risk register is reviewed by Trustees on a regular basis.

PERFORMANCE OF OUR CARE SERVICES

FAMILY SUPPORT	2022/23	2021/22
Number of new and re-referrals of children to Facility Support services	72	37
Number of new and re-referrals of adults to Facility Support services	120	77
REASONS FOR NEW and Re REFERRALS TO SERVICE		
Post bereavement (Adult)	103	59
Pre-bereavement (Adult)	17	9
Post bereavement (Child)	63	39
Pre-bereavement (Child)	9	10
Bereavement café Prudhoe (visitors)	61	0
Bereavement café Hexham (visitors)	278	117
Bereavement café Ponteland started November 2022 (visitors)	48	4

TRANSPORT	2022/23	2021/2
Number of new referrals	33	35
Number of journeys	388	318
Numbers of recommendations	7	6

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NURSING CARE	2022/23	2021/22
Total number of patients supported by the care service	248	215
Number of nights care provided by Registered Nurses (RN)	187	205
Number of nights care provided by Hospice Support Workers (HSWO)	50	28
Number of respite shifts provided - RNs	100	31
Number of respite shifts provided - HSWs	84	19
Number of new referrals	169	144

Complementary Therapy Data from January 30th – March 31st 2023

COMPLEMENTARY THERAPY – JAN 30 TH – MARCH 31 ST	
Patients/Clients	18 patients/clients
Patient/Main Carer (couples)	6 couples
Bereaved Clients	3 patients

There is a steady increase in activity within all of our services 22/23, markedly so within Family Support services, where complexity is a consistent feature.

Transport referrals have reduced slightly compared with year end activity 21/22 although the number of journeys made has increased.

Within our Nursing services the number of respite hours provided by both HSW and RNs has increased threefold.

There is a general increase in referrals from Community colleagues and an associated increase in the number of first visits enabled following referral.

Bereavement café attendances remain consistent within Hexham, and following restarting of Prudhoe café to an alternative location there is consistency of attendance. Ponteland attendances are relatively low and team are investigating ways to increase awareness and attendance at the café.

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Case Study 1.

John

John came for support following the death in October 2022 of his wife, Mary, to whom he had been married for over 30 years. They had three children and one grandchild. Mary died suddenly from a heart attack while at work. She had an undiagnosed heart condition and John later found out that nothing would have saved her. John is struggling with his grief and, after speaking to his family, decided to seek support.

John arrived for the first session anxious and was unsure what would happen. I explained that during the first session I carry out an initial assessment: this enables me to find out about John and his story. I need to build the therapeutic relationship and develop a sense of who John is, including a theoretical assessment of psychosocial development, intersectionality, personality adaptation and attachment style. The assessment takes place as we build the relationship, and what I learn here will inform my practice and enable me to look at what I feel John needs, and to understand how he thinks, feels and reacts.

During the first session John told me his story. Mary had gone to work as normal but had complained of feeling tired. John received a phone call from one of Mary's colleague to say that she had collapsed and that an ambulance had been called. He arrived as she was being put into the ambulance and had to follow, only to be informed when arriving at the hospital that she had already died.

John felt guilty that she died without him there and was angry that he was unable to say goodbye. This formed our first few sessions: John described sitting at home feeling numb while the children helped organise the funeral. John and Mary weren't religious, but he did want Mary to have a church service and he hoped that Mary was waiting for him. This gave John comfort.

John was able to say how he was feeling. He felt angry at the world and guilty at not knowing how ill Mary felt. He questioned why she didn't say anything but then felt guilty for blaming her. He wanted to talk about his grief: the impact of the loss of Mary, the effect it had on his life, and what he expected his life to look like in the future.

During our sessions John told his story and I learnt about his and Mary's relationship. It felt important to be able to share Mary with me. I use various models of grief but the one I chose to use with John was the dual process model which gave him an understanding of how the grief process can develop and move between loss and restorative. John spoke about going home to an empty house and talking to Mary: for him the hardest time was going to bed where he would let his emotions out and cry.

John found family and friends very supportive and found joy in his grandchild but would feel that Mary should be there to share that joy. As the sessions progressed John began to understand his grief and how, at times, it might be overwhelming but at other times it would be in the distance. Grief is an individual journey and no two people grieve in the same way. John has the support of his family and friends, and this has helped.

(Names have been changed to protect the individuals)

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Case Study 2.

No child should feel isolated and bewildered when someone they love dies – and, in an ideal world, grieving children should feel supported at home, in school and in their local communities.

But we don't live in an ideal world – and the harsh reality is that for many bereaved children the world can be a frightening and lonely place when you're struggling to understand what has happened and there is no-one to talk to about how you feel.

When we take a new child referral at Tynedale Hospice at Home we know that our very best outcomes depend on the strength of the surviving parent and how engaged they are in our work. Helping families to open up to each other and brave difficult and often painful conversations around death and dying can make all the difference to a bewildered child, giving them a secure platform from which to explore their feelings.

But, understandably, many grieving parents are simply not resilient enough to engage with our work for a whole variety of reasons. Many live in isolated, rural communities and many don't drive so asking them to come to our Rainbow Room on the edge of Hexham, where rural transport links are sparse and unreliable, is just not practical. For some, unhealthy coping strategies including drinking and drugs have started to consume them, meaning they can barely look after themselves properly, let alone their children.

Here at Tynedale Hospice at Home we are passionate about ensuring that the most vulnerable children are given support against all the odds – and we are building partnerships with local schools in our most remote rural areas to support families in their local communities.

A recent collaboration with a local school has led to regular support sessions for 3 young boys bereaved by suicide, alcohol related issues and covid.

Family Support Practitioners are working closely with Head Teacher and her team to run fortnightly sessions for the boys and their mothers – with back up provided to staff as and when needed.

“We recognise that these mothers would struggle to bring their boys to us, so we are taking our service to their doorstep, to a place where they feel safe and where we can build a better understanding of their needs.

“Last week one of the boys wasn't in school when I turned up so the Head Teacher ran to his house just a few minutes down the road. It's not unusual for this boy to be off school – and his mother rarely answers the phone. The Head Teacher found him and he came back with her. His mother wasn't well enough to join us, but she had helped her son to start work on his memory box, finding photographs of his Dad, a bottle of his favourite aftershave and some of his tools. It was moving to see just how excited the boy was to show me his treasures and to talk about Dad.”

Working closely with TAs in the school means that, even if parents are unable to turn up to sessions, work can continue with support ongoing for these boys so they don't miss out.

On her first visit, our practitioner took the school a support pack which included various books and resources to be used in school. The TA photocopied pages from the Muddles, Puddles and Sunshine workbook for each of the 3 boys – and has started making feeling volcanoes as a fun, creative way of opening up conversations around the death of their loved ones.

“One little boy was so eager to fill in the All About Me page in his Muddles, Puddles book he spent his pocket money on a tape measure so he could measure and write in his height,”.

“It was so touching to see how excited he was about getting involved with the work.

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“Sometimes the boys find it really hard to engage in our sessions. One boy paced up and down the room, unable to sit, make eye contact or focus. He was upset that his mother, who had promised to be there, hadn’t turned up. In a previous session this same boy had cuddled up to mum as she talked about how dad died.

“We understand that it’s going to take time with these boys and we are patient and understanding. We are not giving up on them – or their families.

“In his first session, another boy hung his head and fiddled nervously with the sleeve of his jumper as we started gently to explore what had happened on the day that his grandmother died. It took another 3 sessions for him to lift his head and make eye contact.

“We have kept his memory box at school as we know that it may get lost at home – and he is determined to keep it safe.”

Over time, we work through child friendly versions of established grief models to help children not only explore the truth of what has happened and how they feel, but to find a way to manage their grief.

“We use a ping pong ball and a series of stacking bowls to help explore a child-friendly version of Dr Lois Tonkin’s Growing with Grief model,” The ball represents the raw, painful feelings around the death of a loved one. The bowls are a powerful visual tool to help explain the principle that life moves forward, growing around the grief. The grief doesn’t shrink, it doesn’t disappear – it stays with you but, over time, we learn to manage and live with it.

“Life, in those first frightening few weeks after a death, can feel consumed by grief. There is just no space for hope, peace or moments of joy and happiness. But, as time goes on, there is more space to live, to breathe, to adjust to who you are now without your loved one.

“An anniversary, song on the radio or even a whiff of a favourite perfume or aftershave can take you right back to that first small stacking bowl with barely any space around the grief. But you begin to understand that those intense moments don’t last forever. You find a way out of them – and as you do, the heat and panic dissipate, allowing you to accept those painful moments as part of the process.”

Dancing mats that change colour help our practitioner explore the principle of puddle hopping with children, as they leap from one feeling to the next, sometimes with rapid speed, sometimes at a gentler pace.

Other older children create their own versions of Stroebe and Schut’s Dual Process Model as they list their raw, instinctive feelings of “loss” while exploring the routines of their daily lives at school and home alongside things to look forward to in “restoration”.

At first, it’s normal and healthy to swing (puddle hop) from loss to restoration at rapid speed as you struggle to come to terms with the enormity of what has happened. It’s not unusual for people to feel they are going “crazy with grief” in those early few weeks and months. But, over time, you tend to spend more time in restoration, dipping in to the raw pain of loss just now and then as you adjust to life without your loved one. An increased awareness and understanding of the grief process helps to take the fear and intensity out of the experience, helping people to live with grief, build resilience and confidence and find hope for the future.

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ACHIEVEMENTS

During the reporting year the Hospice operated a 1-year Business Plan, in order to consolidate the Hospice's position and gain understanding of the operating environment, which would inform the development of a new strategy for the period 2023-28.

The Business Plan continued to focus on the goals from the previous strategic plan (2019-2022):

- 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 CQC Inspection Report awarding the Hospice an overall rating of "Good".

IN ADDITION THE HOSPICE HAS BEEN SUCCESSFUL IN DELIVERING KEY ELEMENTS OF ITS BUSINESS PLAN:

Care Services

- Recruited a Counsellor and Complementary Therapist.
- Introduced a new Bereavement Cafe.
- 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.

Income generation

- Fundraising programmes were successfully delivered including the return of many challenge and community events to exceed income expectations.
- Shops exceeded income expectations for the year and generated over £785,000.
- Further investment was made in THH's digital fundraising activity to increase efficiencies and maximise donor engagement.

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- The Fundraising Team recruited a Digital Communications Manager and an additional Fundraising and Events Coordinator.

Good governance

- 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 Committees, with delegated authority from the Board, on a rolling basis.

Staffing and volunteering

- A permanent, full time, Head of Finance was recruited during the year. This role merged the former Office Manager role with the part-time consultant accountant who had supported the hospice since the start of the COVID-19 pandemic.
- During the year a number of wellbeing activities were introduced to the team, in order to promote a good work-life balance among the staff.
- A short pulse survey was completed during the year which identified that 94% of staff would recommend the Hospice as a good place to work and felt they were listened to; 100% of staff believed in the approach of the leadership team to achieve the vision, mission and values of the organisation.
- A Volunteer Coordinator was recruited in March, to commence work in May. This role will play a significant part in the Hospice's aspirations to significantly increase the number of volunteers engaged and ensure they have a good experience with the Hospice.
- During the year, THH was supported by 253 volunteers, across all of our services and activities, after successful recruitment drives increased our complement by 23.
- Volunteers provided over 22,000 hours of support during the year.

Sustainability

During the year the CEO and Executive Assistant to the Board inaugurated a Sustainability Group, involving staff members who had an interest in environmental sustainability. Immediate actions included identifying actions that were already in place to support sustainability; identify appropriate training to improve the knowledge of the staff group around this topic; start to consider actions that could contribute to a sustainability strategy, to be embedded in the new Hospice strategy 2023-28.

INCOME GENERATION

Fundraising and Publicity

2022/23 continued the return to pre-COVID times with a growing calendar of challenge and community-led events. We continue to maintain a high profile in the community with strong PR and social media

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coverage. We are seeing the beginning of the effects of the cost of living crisis and are working hard to minimise the effects on fundraising income.

Our annual Light up a Life campaign was live streamed and the event itself was very well attended. A further re-designed online dedication page complemented the campaign, offering supporters a different way to support the charity and continue the developments of our digital giving offer.

The Open Garden at The Riding, owned by our Patron Charles Enderby with food provided by Saathi Indian Restaurant, once again sold out and will take place again for 2023. Charles Enderby also talked about his time as a bodyguard to the Queen and about Bird Ringing at Lunch events at The Beaumont - both events sold out.

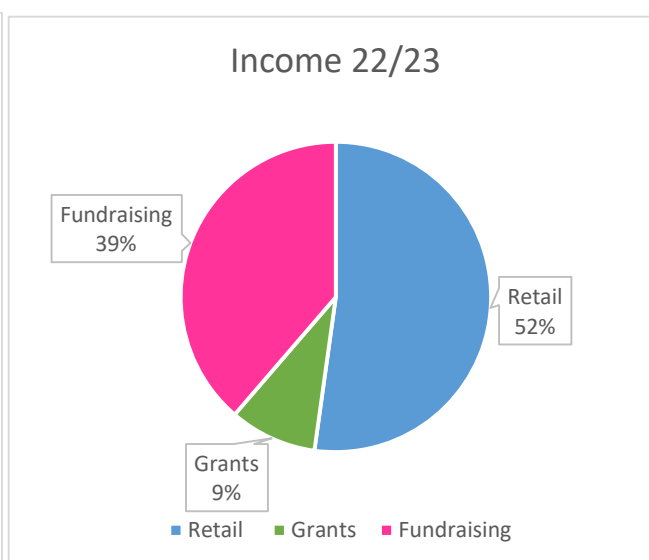
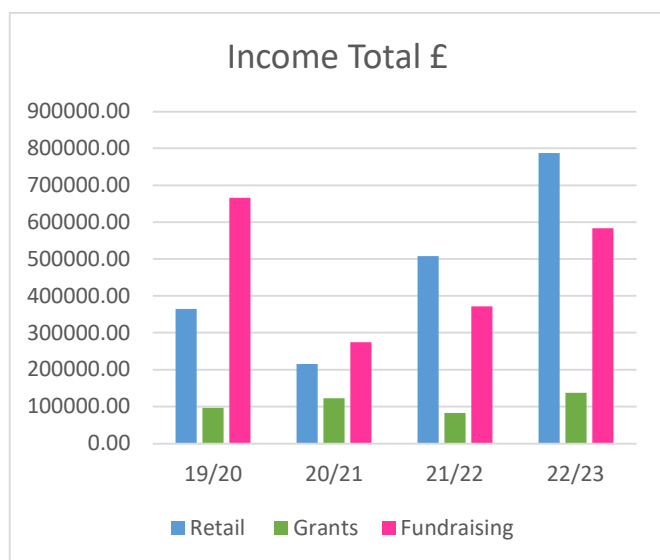
Our first Disco in March 2022 was a great success and also sold out.

We continue to maintain excellent corporate partnerships with Gibson & Co as well as Sage Wealth Management (Hexham), MKM (Hexham), Dodds of Hexham to name but a few.

Our Fundraising and Events Officer (appointed March 2022) has begun formal Level 3 Corndel Diploma in Fundraising and this will complete in November 2023.

In February 2023 we appointed a Fundraising and Events Coordinator to offer support to the team as activity grows.

We also appointed a Digital Communications Manager who is tasked with social media, website, marketing and promotion of the charity.



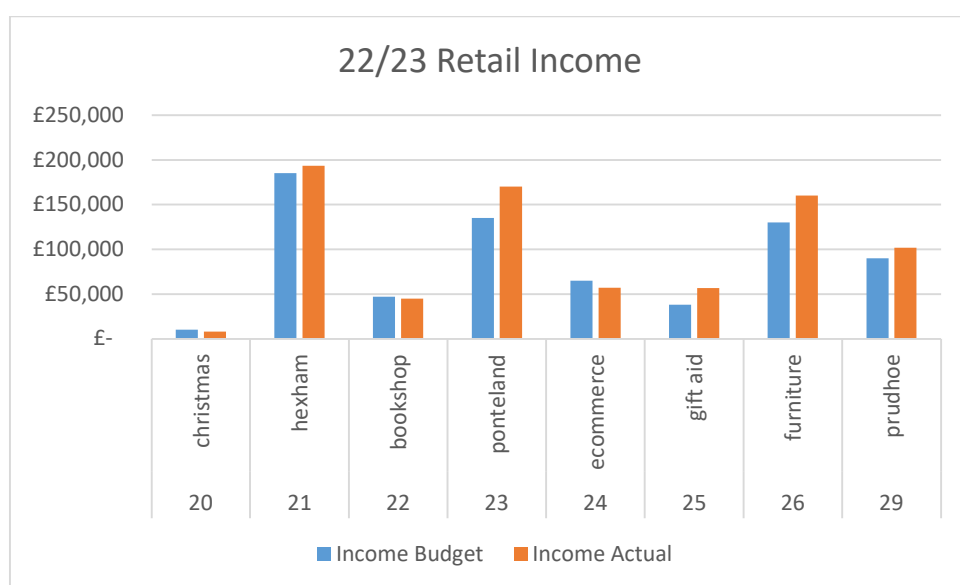
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The first chart above shows a steady increase in income from Fundraising and a significant increase from Retail activities during the past 3 years. Trust/Grant income remains almost constant at circa £100,000 per annum but reduces as a proportion of overall income. A goal that the Hospice has pursued during the past 5 years due to the unpredictability of this income stream.

The second chart above shows income from each stream as a proportion of overall income. Retail income now contributes over 50% of the annual return for the Hospice and double its total contribution from pre-COVID 19.

Retail



Income has been strong across the board in retail this year. We have really focused on processes and procedures to make our shops more profitable and make sure we are raising as much money as possible from donations.

Ponteland has experienced the highest increase on budget as well as the best return on investment. As this is a small shop, we have analysed the departments and this year we have removed some items that generate low income but occupy a lot of space, eg. household & electricals, which has created more space for higher selling products, such as ladieswear.

All of our shops are now seeing the benefits of the improvement works that were carried out during the closures enforced by the COVID-19 pandemic. Ponteland, Hexham and the bookshop are now all much brighter and airier and easier to shop. This is resulting in more transactions per day and a higher average transaction value across the board.

Gift Aid has been a real success for us this year; we have achieved our aim of converting 30% of our sales to Gift Aid, which is a nationwide goal. With a total this year of £56,000 Gift Aid is now bringing in more than the bookshop in its own right. This is a huge achievement and is the result of training and the proactive mindset of both staff and volunteers. Gift Aid is now an integral part of our operation of which everyone in the retail department plays their part.

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The main leap forward we have taken this year has been the acquisition of our first ever van for furniture deliveries and collections – previously our logistics were outsourced. This has been very successful so far as we are able to move furniture inhouse faster, which helps donors and buyers and means that we have a greater turnover in stock resulting in higher sales and income.

Early 2023 saw an increase in our staffing, including a full-time van driver/furniture store supervisor.

Our Relief Shop Supervisor was successful in applying to be the Hexham Shop Manager and a former volunteer obtained her vacated post. Both members of staff work 4 days each to enable the Hexham shop to be open 7 days/week.

In January we also started to sell brand new white goods from Whirlpool direct. This was a very big leap as this was an area new to us. Until this point, we had received requests for white goods, but we were cautious to accept donated items, as normally these are only replaced when faulty in some way. We believe our new partnership with Whirlpool is the perfect solution, consequently we now offer almost everything you need for the home in one place.

We have been able to introduce effective stock rotation across all of our shops, as a result of our new van. Moving stock that is saleable to another location, after it hasn't sold in the shop that received the donation, is an additional way of generating greater income for the hospice. Previously, if an item had been on sale for a month it was sent to our Rag Merchant, who would pay a fixed small sum per kilo of unsold items.

Central Support

The team have gone through a period of change over the financial year with changes in staff members, processes and procedures. The team has been extremely resilient and has embraced new processes and procedures that have resulted in greater efficiencies in the way we process and review the financials.

Partnership Working

During the year the CEO and Head of Care split their time between the Hospice and Hospice Care North Northumberland (HCNN) – another Hospice at Home service, operating in an adjacent area – via a Service Level Agreement that reimbursed Tynedale Hospice at Home (THH) for their staff's time. HCNN's CEO and Care Services Manager both departed at the same time and the Trustees approached THH to request interim leadership support. The CEO and Head of Care supported HCNN for two days per week, with other staff at THH taking on operational responsibilities as appropriate to release their time.

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This work proved successful and enabled both Hospices to share experiences, learning and ultimately improved ways of working to improve efficiencies and increase effectiveness, which ensured better economies at both hospices.

As a result of the success of this initiative, it has been agreed by Trustees that the CEO and Head of Care will continue to operate across both Hospices for the long term – ratified by a formal partnership agreement between the Hospices. At the same time, both Hospices will seek to further embed the partnership via development of strategic projects/activities that will be considered by a Joint Steering Committee involving several Trustees from each organisation.

Both hospices remain independent, ensuring that all income generated is deployed to provide services to individuals residing in the community supported by the respective hospice.

PLANS FOR THE FUTURE

As previously referenced, during the year the Hospice adopted a 1-year Business Plan in order to take time to reflect on the impact of COVID-19 on the community served, the economy and partner organisations of the Hospice to ensure a new strategy would be well-informed and realistic with its goals.

During the year Trustees, working with the Senior Management Team, consulted with stakeholders, beneficiaries, partners, staff and volunteers to develop a new strategy for the period 2023-28. The review also included a reflection on the Hospice's Vision, Mission and Values.

The outcome of this work has produced new Vision, Mission and Values and expanded the previous strategic goals for the Hospice. These have been expanded into a 3-year Business Plan incorporating benefits realisation, workforce planning linked to expenditure/income plans and effective risk management.

Our vision: Everyone in our community can die where they choose and all those affected by life limiting illness, or death, receive the support they need

Our mission: Enable all those impacted by life limiting illness, or death, to live and die well.

Values:

- Caring and Compassionate
- Collaborative and Innovative
- Inclusive and Community Focussed
- Accountable and Trustworthy
- Positive and Can Do

Strategic Objectives:

- Everyone Matters – people are at our core
- Provide more support to more people
- Deliver exemplar services
- We are the charity and provider of choice across our community

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FINANCIAL REVIEW

THH has had another positive year seeing an increase in income to £1.66m (2022 - £1.3m) and an overall surplus of £285k (2022 - £195k).

The surplus was generated as a result of:

- Unexpected Legacies totalling £322K.
- Retail Income outperforming all expectations by £94K.
- Underspending as a result of excellent financial controls, vacant posts and delayed care services.

In the last 5 years significant progress has been made within our retail operation going from strength to strength. The income generated is 52% of the total income.

Trusts and Grants now represent 9% of the total income, a fall of 3% on previous year, falling as the proportion of Retail income increases.

Awarded in the year was a Grant of £40K from St James Place Charitable Foundation, via Hospice UK, to enable us to offer holistic care to our clients via the development of Rural Psychotherapeutic Services. We also received grants from The Barbour Foundation and JGW Patterson Foundation of £20K each.

Other income has been generated from recharging staff time for working with HCNN in Alnwick.

We are extremely grateful to our community who continue to support the work of THH. This has been evident in donor engagement in 2022/23 in many events and activities. We received two legacies totalling over £322K accounting for the positive budget variance in Legacy income.

We continue to receive support from Trusts and Foundations regionally and nationally to support our work, receiving £137K in the year.

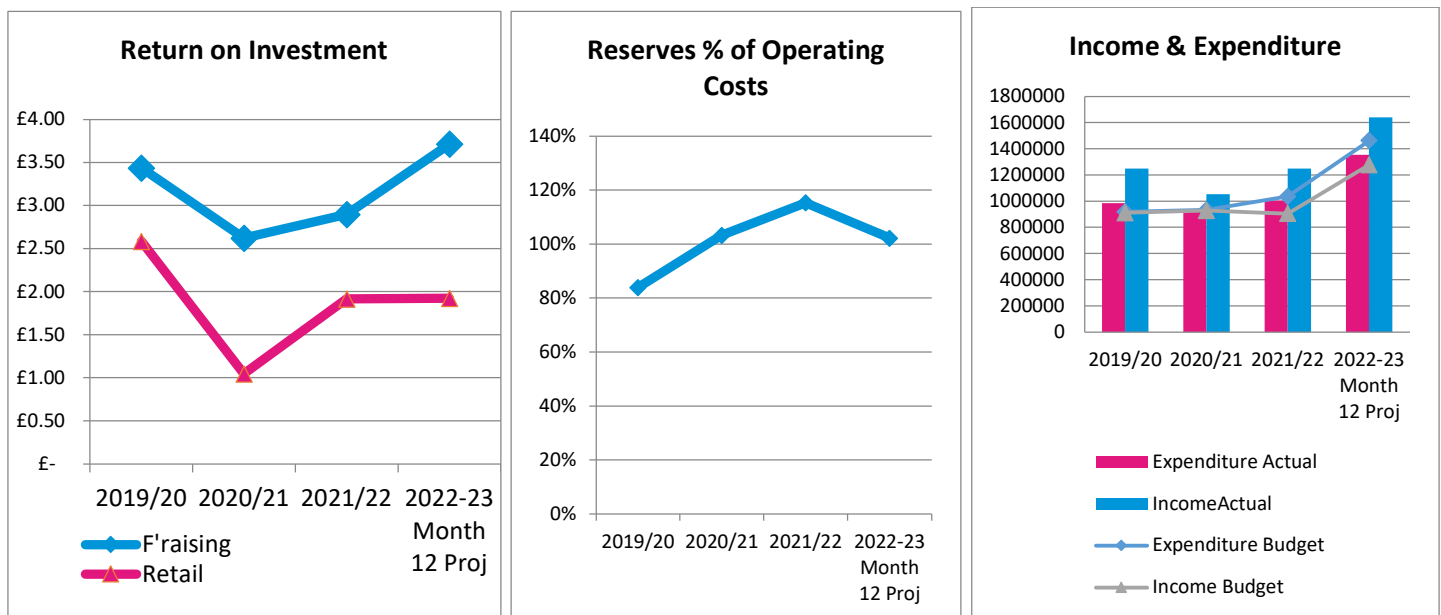
Trustee Annual Report 2023

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 2023, free reserves were £639,536 and unrestricted reserves of £1,405,734 were held which is 86% of planned 2023/24 operational costs.



From the charts above it can be seen that the "return on investment" from the two income generating departments continues to improve, albeit that Retail has only increased moderately. 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. However, because of the continued growth of our services, reserves reduce as a proportion of our overall costs.

Trustee Annual Report 2023



STRUCTURE, GOVERNANCE AND MANAGEMENT

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 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

Trustee induction and training were updated at the last recruitment drive in March 2021. These 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.

Trustee Annual Report 2023



Pay Setting Arrangements

The pay of the key management personnel is reviewed annually and normally increased in accordance with average earnings. The trustees benchmark against pay levels of other charities and similar organisations within the sector and the region. Pay levels are set using this information together with the budget and forecast information, ensuring that the charity can afford any proposed increases. The board then agree any uplift to remuneration.

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).

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.
- make the arrangements for setting the pay and remuneration of the charity's key management personnel and any benchmarks, parameters or criteria used in setting their pay.

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.

Trustee Annual Report 2023



Reappointment of Auditor

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 29/11/2023..... and signed on its behalf by:

A handwritten signature in blue ink, appearing to read 'John Harrison', is written over a vertical line.

John Harrison 29 Nov 2023 23:32:22 GMT (UTC +0)
.....

J J Harrison

Trustee

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 2023, 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 2023 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 20 and 21), 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. 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 30 Nov 2023 10:06:49 GMT (UTC +0)

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: 30 November 2023.

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 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2023 £	Total 2022 £
Income and Endowments from:					
Donations and legacies	3	515,482	103,431	618,913	366,404
Charitable activities	4	-	64,014	64,014	68,137
Other trading activities	5	912,554	-	912,554	665,510
Investment income	6	5,738	-	5,738	2,960
Other income	7	67,858	-	67,858	203,965
Total Income		<u>1,501,632</u>	<u>167,445</u>	<u>1,669,077</u>	<u>1,306,976</u>
Expenditure on:					
Raising funds	8	(856,946)	-	(856,946)	(680,770)
Charitable activities	9	<u>(331,104)</u>	<u>(167,445)</u>	<u>(498,549)</u>	<u>(431,698)</u>
Total Expenditure		(1,188,050)	(167,445)	(1,355,495)	(1,112,468)
Gains/losses on investment assets		<u>(28,366)</u>	-	<u>(28,366)</u>	<u>(20,686)</u>
Net income		<u>285,216</u>	-	<u>285,216</u>	<u>173,822</u>
Net movement in funds		285,216	-	285,216	173,822
Reconciliation of funds					
Total funds brought forward		<u>1,120,518</u>	-	<u>1,120,518</u>	<u>946,696</u>
Total funds carried forward	24	<u>1,405,734</u>	-	<u>1,405,734</u>	<u>1,120,518</u>

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

The funds breakdown for 2022 is shown in note 24.

Tynedale Hospice at Home

Comparative 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 £
Income and Endowments from:				
Donations and legacies	3	312,550	53,854	366,404
Charitable activities	4	-	68,137	68,137
Other trading activities	5	665,510	-	665,510
Investment income	6	2,960	-	2,960
Other income	7	170,601	33,364	203,965
Total income		<u>1,151,621</u>	<u>155,355</u>	<u>1,306,976</u>
Expenditure on:				
Raising funds	8	(680,770)	-	(680,770)
Charitable activities	9	<u>(276,343)</u>	<u>(155,355)</u>	<u>(431,698)</u>
Total expenditure		(957,113)	(155,355)	(1,112,468)
Gains/losses on investment assets		<u>(20,686)</u>	<u>-</u>	<u>(20,686)</u>
Net income		173,822	-	173,822
Transfers between funds		<u>15,195</u>	<u>(15,195)</u>	<u>-</u>
Net movement in funds		189,017	(15,195)	173,822
Reconciliation of funds				
Total funds brought forward		<u>931,501</u>	<u>15,195</u>	<u>946,696</u>
Total funds carried forward	24	<u><u>1,120,518</u></u>	<u><u>-</u></u>	<u><u>1,120,518</u></u>

Tynedale Hospice at Home

(Registration number: 02870776)
Balance Sheet as at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Intangible assets	16	-	-
Tangible assets	17	44,042	21,539
Investments	18	448,156	379,314
		<u>492,198</u>	<u>400,853</u>
Current assets			
Debtors	19	129,269	163,174
Investments	20	183,000	-
Cash at bank and in hand		744,153	662,602
		<u>1,056,422</u>	<u>825,776</u>
Creditors: Amounts falling due within one year	21	<u>(142,886)</u>	<u>(106,111)</u>
Net current assets		<u>913,536</u>	<u>719,665</u>
Net assets		<u>1,405,734</u>	<u>1,120,518</u>
Funds of the charity:			
Unrestricted income funds			
Unrestricted funds		<u>1,405,734</u>	<u>1,120,518</u>
Total funds	24	<u>1,405,734</u>	<u>1,120,518</u>

The financial statements on pages 25 to 46 were approved by the trustees, and authorised for issue on 29/11/2023... and signed on their behalf by:



John Harrison 29 Nov 2023 23:32:22 GMT (UTC +0)

J J Harrison
Trustee

Tynedale Hospice at Home

Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash income		285,216	173,822
Adjustments to cash flows from non-cash items			
Depreciation	8	7,118	6,385
Investment income	6	(5,738)	(2,960)
Revaluation of investments		18,206	20,686
		<u>304,802</u>	<u>197,933</u>
Working capital adjustments			
Decrease/(increase) in debtors	19	33,905	(110,558)
Increase in creditors	21	36,775	34,377
		<u>375,482</u>	<u>121,752</u>
Cash flows from investing activities			
Interest receivable and similar income	6	5,738	2,960
Purchase of tangible fixed assets	17	(29,621)	(9,390)
Purchase of investments	18	(170,291)	(400,000)
Sale of investments		83,243	-
Cash placed into fixed term deposits	18	(183,000)	-
		<u>(293,931)</u>	<u>(406,430)</u>
Net cash flows from investing activities		<u>(293,931)</u>	<u>(406,430)</u>
Net increase/(decrease) in cash and cash equivalents		81,551	(284,678)
Cash and cash equivalents at 1 April		<u>662,602</u>	<u>947,280</u>
Cash and cash equivalents at 31 March		<u><u>744,153</u></u>	<u><u>662,602</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 2023

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 2023

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 2023

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:

Asset class	Amortisation method and rate
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:

Asset class	Depreciation method and rate
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 2023

Current asset investments

Current asset investments are cash balances that have been put into fixed term deposits of terms greater than 30 days.

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 2023

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 2023 £	Total 2022 £
Donations and legacies;				
Donations and gifts in kind	139,221	-	139,221	160,945
Legacies	322,617	-	322,617	122,978
Grants, including capital grants;				
Grants	53,644	103,431	157,075	82,481
	<u>515,482</u>	<u>103,431</u>	<u>618,913</u>	<u>366,404</u>
Total for 2022	<u>312,550</u>	<u>53,854</u>	<u>366,404</u>	

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Nursing Care - Northumberland Care Trust	-	64,014	64,014	68,137
Total for 2022	-	68,137	68,137	

5 Income from other trading activities

	Unrestricted funds General £	Restricted funds £	Total funds £	Total 2022 £
Trading income;				
Shop income	788,623	-	788,623	563,213
Fundraising events	123,931	-	123,931	102,297
	912,554	-	912,554	665,510
Total for 2022	665,510	-	665,510	

6 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Interest receivable and similar income;				
Interest receivable on bank deposits	1,673	-	1,673	2,960
Other investment income	4,065	-	4,065	-
	5,738	-	5,738	2,960
Total for 2022	2,960	-	2,960	

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

7 Other income

	Unrestricted funds General £	Restricted funds £	Total 2023 £	Total 2022 £
Other income	67,858	-	67,858	203,965
Total for 2022	170,601	33,364	203,965	

Other income is made up of NHSE/Hospice UK income of £7,118 (2022 - £33,364), insurance claims of £nil (2022 - £158,330), support services of £60,175 (2022 - £11,387) and sundry income of £525 (2022 - £nil).

8 Expenditure on raising funds

a) Investment management costs

	Total 2023 £	Total 2022 £
Costs of raising funds	854,264	680,770
Investment management costs	2,682	-
Total for 2023	856,946	680,770

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

9 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2023 £
Nursing Care	238,446	79,514	317,960
Family Support	63,621	82,931	146,552
Patient Transport	29,037	5,000	34,037
	<u>331,104</u>	<u>167,445</u>	<u>498,549</u>
	Unrestricted funds General £	Restricted funds £	Total 2022 £
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>
	Activity undertaken directly £	Activity support costs £	2023 £
Nursing Care	237,780	80,180	317,960
Family Support	110,382	36,170	146,552
Patient Transport	24,344	9,693	34,037
	<u>372,506</u>	<u>126,043</u>	<u>498,549</u>
	Activity undertaken directly £	Activity support costs £	2022 £
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>

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

10 Analysis of governance and support costs

Support costs allocated to charitable activities

	Staff costs £	Premises costs including depreciation £	Other support costs £	Total 2023 £
Nursing Care	66,995	320	12,865	80,180
Family Support	30,781	89	5,300	36,170
Patient Transport	4,718	-	4,975	9,693
	<u>102,494</u>	<u>409</u>	<u>23,140</u>	<u>126,043</u>
	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>

11 Net incoming/outgoing resources

Net incoming resources for the year include:

	2023 £	2022 £
Audit fees	6,000	5,250
Other non-audit services	1,600	1,500
Depreciation of fixed assets	<u>7,117</u>	<u>6,385</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 2023

13 Staff costs

The aggregate payroll costs were as follows:

	2023 £	2022 £
Staff costs during the year were:		
Wages and salaries	813,200	655,841
Social security costs	69,849	44,914
Pension costs	14,387	10,941
	<u>897,436</u>	<u>711,696</u>

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

	2023 No	2022 No
Retail, fundraising and administrative staff	21	21
Family support staff	4	3
Nursing staff	22	17
	<u>47</u>	<u>41</u>

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

	2023 No	2022 No
£60,001 - £70,000	-	1
£70,001 - £80,000	1	-
	<u>1</u>	<u>-</u>

The total employee benefits of the key management personnel of the charity were £155,249 (2022 - £122,765).

14 Auditors' remuneration

	2023 £	2022 £
Audit of the financial statements	<u>6,000</u>	<u>5,250</u>
Other fees to auditors		
All other non-audit services	<u>1,600</u>	<u>1,500</u>

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.

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

16 Intangible fixed assets

	Software costs £	Total £
Cost		
At 1 April 2022	<u>7,050</u>	<u>7,050</u>
At 31 March 2023	<u>7,050</u>	<u>7,050</u>
Amortisation		
At 1 April 2022	<u>7,050</u>	<u>7,050</u>
At 31 March 2023	<u>7,050</u>	<u>7,050</u>
Net book value		
At 31 March 2023	<u><u>-</u></u>	<u><u>-</u></u>
At 31 March 2022	<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 2023

17 Tangible fixed assets

	Furniture and equipment £	Motor vehicles £	Leasehold property improvements £	Total £
Cost				
At 1 April 2022	99,184	-	32,714	131,898
Additions	3,271	22,750	3,600	29,621
At 31 March 2023	<u>102,455</u>	<u>22,750</u>	<u>36,314</u>	<u>161,519</u>
Depreciation				
At 1 April 2022	88,949	-	21,410	110,359
Charge for the year	4,041	1,138	1,939	7,118
At 31 March 2023	<u>92,990</u>	<u>1,138</u>	<u>23,349</u>	<u>117,477</u>
Net book value				
At 31 March 2023	<u>9,465</u>	<u>21,612</u>	<u>12,965</u>	<u>44,042</u>
At 31 March 2022	<u>10,235</u>	<u>-</u>	<u>11,304</u>	<u>21,539</u>

18 Fixed asset investments

	2023 £	2022 £
Other investments	<u>448,156</u>	<u>379,314</u>

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

Other investments

	Listed investments £	Unlisted investments £	Total £
Cost or Valuation			
At 1 April 2022	371,305	8,010	379,315
Additions	149,152	21,139	170,291
Disposals	(83,243)	-	(83,243)
Revaluation	(18,207)	-	(18,207)
At 31 March 2023	<u>419,007</u>	<u>29,149</u>	<u>448,156</u>
Net book value			
At 31 March 2023	<u>419,007</u>	<u>29,149</u>	<u>448,156</u>
At 31 March 2022	<u>371,305</u>	<u>8,010</u>	<u>379,315</u>

The cost value of the listed investments at 31 March 2023 was £486,502 (2022 - £400,000).

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) £33,026
- ASI Ethical Corporate Bond P1 £30,594
- EdenTree Responsible and Sustainable Sterling Bd Cls B £32,390
- Premier Miton Responsible UK Equity Class C £33,231
- Royal London Ethical Bond Fund II M £32,382

19 Debtors

	2023 £	2022 £
Trade debtors	45,705	-
Prepayments and accrued income	75,131	153,835
VAT recoverable	8,433	9,339
	<u>129,269</u>	<u>163,174</u>

20 Current asset investments

	2023 £	2022 £
Cash on long term deposit	<u>183,000</u>	<u>-</u>

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

21 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	11,399	8,310
Other taxation and social security	24,879	13,737
Other creditors	3,911	2,258
Accruals	102,697	81,806
	<u>142,886</u>	<u>106,111</u>

	2023 £	2022 £
Deferred income at 1 April 2022	5,066	6,457
Resources deferred in the period	6,665	5,066
Amounts released from previous periods	<u>(5,066)</u>	<u>(6,457)</u>
Deferred income at year end	<u>6,665</u>	<u>5,066</u>

22 Obligations under leases and hire purchase contracts

Operating lease commitments

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

	2023 £	2022 £
Land and buildings		
Within one year	78,839	105,421
Between one and five years	206,981	235,820
After five years	<u>94,000</u>	<u>109,000</u>
	<u>379,820</u>	<u>450,241</u>
Other		
Within one year	1,746	6,359
Between one and five years	<u>4,220</u>	<u>6,145</u>
	<u>5,966</u>	<u>12,504</u>

23 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 £14,387 (2022 - £10,941).

Contributions totalling £3,911 (2022 - £2,257) 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 2023

24 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2023 £
Unrestricted funds						
General						
General fund	766,207	1,501,632	(1,188,050)	80,311	(28,366)	1,131,734
Designated						
Dorothy Moore Legacy	244,247	-	-	(244,247)	-	-
Retail and Business Strategy	110,064	-	-	(110,064)	-	-
New Services	-	-	-	107,000	-	107,000
Expansion of core services and supported infrastructure	-	-	-	20,000	-	20,000
Investment in income generation	-	-	-	22,000	-	22,000
Capital Spend	-	-	-	125,000	-	125,000
	<u>354,311</u>	<u>-</u>	<u>-</u>	<u>(80,311)</u>	<u>-</u>	<u>274,000</u>
Total unrestricted funds	<u>1,120,518</u>	<u>1,501,632</u>	<u>(1,188,050)</u>	<u>-</u>	<u>(28,366)</u>	<u>1,405,734</u>
Restricted funds						
Hexham Town Council	-	5,000	(5,000)	-	-	-
NHS Palliative Care	-	64,014	(64,014)	-	-	-
Family Support - CINN	-	60,431	(60,431)	-	-	-
Wellsley Trust Community Foundation	-	7,500	(7,500)	-	-	-
Prudhoe Town Council	-	2,000	(2,000)	-	-	-
JG Patterson	-	15,000	(15,000)	-	-	-
NVHL 2022 Community Foundation	-	5,000	(5,000)	-	-	-
Newcastle City Council	-	3,000	(3,000)	-	-	-
NEPACS	-	2,000	(2,000)	-	-	-

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2023 £
The D Oyly Carte Charitable Trust	-	3,500	(3,500)	-	-	-
Total restricted funds	-	167,445	(167,445)	-	-	-
Total funds	<u>1,120,518</u>	<u>1,669,077</u>	<u>(1,355,495)</u>	-	<u>(28,366)</u>	<u>1,405,734</u>

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 23/24 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. Also, the provision of Nursing care Fast Track services, Admiral Nursing and Link nurses and Complimentary therapy services.

Restricted funds

Children In need – a grant towards the family support services.

NHS Palliative Care – a grant towards our Nursing care services.

JGW Patterson – a grant to deliver holistic, clinical and emotional support to patients and towards the salaries of the registered nurses

Wellsley Trust Community Foundation – A grant for Children's Services. For people aged between 4-18. Creating a safe, caring environment for families to share experiences. The families we support say that grief is not about forgetting but about remembering.

NEPACS – A grant for Children's Bereavement Support for 60 children to give them a better understanding of what has happened and how they feel. Offering family groups, after School clubs and bereavement workshops, e.g. film club, forest school, dance therapy.

NVHL 2022 Community Foundation – A grant for Pre and post bereavement support for young people in West Northumberland

The D Oyly Carte Charitable Trust – A grant for Family Support Services. Core costs of pre and post bereavement sessions, events, and activities for young people.

Prudhoe Town Council – Grant for end of life care and pre and post bereavement services to local families in the Prudhoe area.

Hexham Town Council – A grant to support the increasing demand for end of life care and our holistic bereavement support to the wider family.

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

25 Analysis of net assets between funds

	Unrestricted		Total funds £
	General £	Designated £	
Tangible fixed assets	44,042	-	44,042
Fixed asset investments	448,156	-	448,156
Net current assets/(liabilities)	639,536	274,000	913,536
Total net assets	<u>1,131,734</u>	<u>274,000</u>	<u>1,405,734</u>

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

26 Analysis of net funds

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
	Cash at bank and in hand		662,602
Current asset investments	-	183,000	183,000
	<u>662,602</u>	<u>264,551</u>	<u>927,153</u>
Fixed asset investments	379,314	68,842	448,156
Net funds	<u>1,041,916</u>	<u>333,393</u>	<u>1,375,309</u>
	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>

Tynedale Hospice at Home

Notes to the Financial Statements for the Year Ended 31 March 2023

27 Related party transactions

Trustees supported the charity through donations and participation in fundraising efforts totalling £3,618 (2022: £3,237) but no expenses were paid to the Trustees in the year.