Registered number: 01801708
Charity number: 519540

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2026

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TREETOPS HOSPICE TRUST

(A company limited by guarantee)

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TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2026

Trustees	Dr R E Aldridge Mr S Beeley Mr C Glynn, Treasurer Mrs Y Hobday Mr R W Jones Dr C S Kang Ms S Khalid Mrs C Webster Dr C Potts Dr M Swanwick Mr D J Boutcher
Company registered number	01801708
Charity registered number	519540
Registered office	Treetops Hospice Derby Road Risley Derbyshire DE72 3SS
Company secretary	R Bostock (appointed 16 January 2026)
Chief executive	J Knight (appointed 6 October 2025)
Independent auditor	UHY Hacker Young Chartered Accountants 14 Park Row Nottingham NG1 6GR
Bankers	Santander Bridle Road Bootle Merseyside GIR 0AA
Solicitors	Ellis Fermor & Negus 2 Devonshire Avenue Beeston Nottingham NG9 1BS

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT

FOR THE YEAR ENDED 31 MARCH 2026

The Trustees (who are also directors of the Company for the purposes of company law) present their annual report together with the audited consolidated financial statements of the charity and its subsidiaries for the year 1 April 2025 to 31 March 2026. The annual report serves the purposes of both a Trustees' report and a Directors' report under company law. The Trustees confirm that the annual report and financial statements comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019 and updated October 2019).

Objectives and activities

a) Policies and objectives

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

Vision

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

Mission

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

Values

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

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

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

Sustaining a culture of trust, warmth and safety
Everyone coming into contact with Treetops is treated with compassion, care and respect.

We value the strength that comes with inclusion, and we welcome equality and diversity as a creative opportunity to embrace, respond to and be relevant to our local community.

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Objectives and activities (continued)

b) Strategies for achieving objectives

We launched our new three-year strategy, Crafting the Future of Hospice Care, in April 2026.

This plan will help us expand our specialist community-based end-of-life care for people across central and southern Derbyshire.

Demand for end-of-life care is rising, and pressure on both bedded hospice and NHS services continues to grow. Our new strategy sets out a clear and sustainable way for our non-bedded model to support local health and care systems, while ensuring people receive the compassionate, expert care they deserve.

Over the next three years, we will strengthen and develop our clinical services by:

- Evolving our Hospice at Home service into a 24/7 operational model;
- Enhancing our specialist expertise, enabling us to reach more patients;
- Deepening our collaboration with NHS and social care partners.

Our approach is designed to complement the evolving hospice landscape offering a modern, financially sustainable model that aligns with patient preferences and supports long-term resilience.

c) Activities for achieving objectives

- These objectives are met through the provision of care services as follows:
    - Wellbeing Provision;
    - Wellbeing Days with Activity Programmes;
    - Out-Patient Clinic;
    - Drop-In Café.
- Support and Information
    - Carer Support and Signposting.
- Therapeutic Services
    - Pre and Post Bereavement Support;
    - Complementary Therapy.
- Hospice at Home
- Roaming Nurse Service
- Education

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

Objectives and activities (continued)

d. Volunteers

In March, alongside communications to staff, we held a series of in-person and online events to launch our three-year strategy, Crafting the Future of Hospice Care, to our volunteers. The events were well attended, generating valuable feedback and strong support for our future plans and ambitions.

As of 14 August 2026, Treetops benefits from the support of 611 active volunteers, with more than 450 contributing within our retail operation. Our shops continue to be a focal point within their local communities, attracting both volunteers and donations while raising awareness of the charity and its work.

Our Gardening Team extended its offer to host the local Britain in Bloom Awards and have applied to rejoin the Open Garden Scheme. These initiatives will welcome visitors to our beautiful grounds, showcasing the care and dedication of the team while providing opportunities for people to learn more about Treetops and the services we provide. Regular collaboration between the Gardening and Fundraising teams continues to generate new ideas to increase income, strengthen community engagement and promote the work of the hospice.

Counselling and Emotional Support continues to attract volunteers and students from across the UK, including international students. The service is recognised as a centre of excellence for bereavement and loss counselling, delivered from a trauma-informed perspective. Many students who train with us choose to remain as volunteers following qualification, alongside experienced practitioners working in private practice who value the high-quality supervision, professional support and networking opportunities offered by the Treetops team.

For volunteer complementary therapists, the service provides a unique opportunity to adapt and apply their existing skills within the specialist context of life-limiting illness, end-of-life care, bereavement and loss. Through this work, therapists deepen their understanding of the complex emotional and physical needs of those affected, enhancing their practice within this important field.

Our annual volunteer recognition event, held during National Volunteers' Week, was a great success. Volunteers enjoyed a wonderful afternoon including food generously donated by The Harrington Arms, Thulston, and entertainment provided by a local male voice choir. The event was a fitting opportunity to celebrate and thank volunteers for the invaluable contribution they make to Treetops.
We recognise the importance of creating a warm and welcoming environment for everyone who visits Treetops. Our volunteer receptionists and Meet and Greet team play a vital role in ensuring visitors receive a positive experience from the moment they arrive.

Volunteers supporting our community bereavement hubs provide a compassionate and welcoming presence for those coping with grief and loss. As part of a dedicated team, they offer a listening ear, help attendees feel comfortable and supported, and play an important role in creating safe spaces where people can connect with others who have experienced bereavement. Through their commitment, these volunteers help extend the reach of Treetops' bereavement support within local communities, ensuring people receive support when they need it most.

Volunteers supporting our on-site cafés also contribute to the welcoming environment that is highly valued by patients, families and visitors alike.

Treetops could not deliver the breadth and quality of services we provide without the time, dedication and expertise of our volunteers. Their contribution is fundamental to our success, and we remain deeply grateful to everyone who generously gives their time, energy and skills in support of our patients, families and communities.

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Achievements and Performance

Review of activities

Provision of Care

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

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

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

The priorities that we set for 2025/26

1 – Wellbeing Service

Our Wellbeing Service is designed to provide responsive advice and support to individuals, families and loved ones from the point of diagnosis, through periods of ill health and deterioration into more supportive care as needs become increasingly complex. Throughout the year, the service continued to focus on enablement, emotional wellbeing, peer support and practical advice, helping people to access the right support at the right time in a way that promotes independence and improves quality of life.

At the start of the year, a reconfiguration of the staff team led to a more structured programme of peer support sessions for patients and clients. This change enabled the service to place greater emphasis on planned group activities, shared learning and social connection, recognising the value of peer relationships in helping people adjust to life-limiting illness and bereavement.

Within this model, the Wellbeing Space prioritised the weekly Support and Information Café as the main route by which people newly diagnosed with a life-limiting illness or newly bereaved came into the hospice for advice, information and support. The café has become an important early access point, offering a warm and welcoming environment where people can feel heard, receive guidance, plan ahead and connect with wider services available through the hospice.

Alongside this, strong collaborative relationships continued to grow with both the Huntington's Disease Association and the MND charity, providing monthly support groups offering vital support to local people living with these conditions. These partnerships strengthened the hospice's ability to respond to diagnosis specific need and created additional opportunities for information sharing, peer connection and specialist support.

The weekly Tears to Laughter bereavement support group continued to grow over the year, demonstrating the value of accessible peer and volunteer led support for people who are grieving. Building on the success of this format, a number of community bereavement hubs were also established during the year across the locality, enabling support to be offered closer to people's homes and helping to widen access.

The occupational therapy programme, with its focus on rehabilitation and enablement, also continued to establish. This work aims to support people to maintain function, adapt to change, and maximise independence for as long as possible, contributing to the wider aim of helping individuals live as fully as they can despite the impact of advancing illness.

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Achievements and Performance (continued)

To support this evolving programme, emphasis was also placed on effective volunteer recruitment, training and development. Volunteers play an important role in sustaining activity across the Wellbeing Space, contributing to the welcoming atmosphere of the café and supporting the delivery of groups and peer-based activities.

During the year, a decision was made to combine the Wellbeing at Home respite support service into the Hospice at Home service and to sharpen the focus of care provision towards people in the last weeks of life. This reflected the increasing demand for more intensive end of life care at home and the need to ensure available resources were directed towards those with the greatest level of clinical need.

As a result, the emphasis moved away from a broader respite offer and towards supporting those in the final weeks of life, while continuing to provide personalised, holistic care in the home. This included nursing interventions, emotional support, future care planning and support to help people remain in their preferred place of care and death wherever possible.

Taken together, these changes reflect a year of transition and refocus for the Wellbeing Service, with a stronger emphasis on structured peer support, earlier access to advice and information, community partnership working, rehabilitation, volunteer development and targeted care for those with the greatest need.

2 – Hospice at Home

This year saw another consistent year of activity across the Hospice at Home service, with staff continuing to provide high quality care and support to patients, families and carers during the last days and hours of life. The service remains a vital part of the hospice offer, enabling people to be cared for at home at the end of life and providing reassurance and skilled support at a time of significant need.

Demand for Hospice at Home remains high and, as a result, the service continues to prioritise those with the highest level of need. Increasingly, patients are referred later in the course of their illness and require more intensive support over a shorter period of time. This means the team must focus available capacity on those who are in greatest need of urgent end of life care.

The Roaming Nurse Service has continued to grow and remains in high demand, reflecting the value of a flexible overnight response that can provide timely support across the community. Roaming nurses offer urgent symptom management, medication administration, personal care, psychological support and verification of death, helping to avoid unnecessary hospital attendance and supporting people to remain in their usual place of care.

In order to align the service with other hospice providers, Hospice at Home also transitioned this year to accepting direct referrals. This has opened up access to the service and created a more responsive route into care, enabling patients and professionals to connect more quickly with the support they need. The team also worked closely with Derbyshire Health United (DHU), the statutory out of hours provider, to establish a strong working relationship and support the coordinated management of patient care. This has worked well and has strengthened collaboration across services, helping to ensure patients receive timely and joined up support out of hours. Alongside these developments, the team has continued to strengthen documentation, care coordination and service responsiveness in order to meet growing demand as effectively as possible.

Achievements and performance (continued)

3 - Compassionate Communities Volunteer Befriending

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

Through structured volunteer recruitment, training and careful matching, the programme provides companionship for people affected by illness or bereavement. Additional volunteers were recruited across the year and matched into befriending relationships with clients in need of regular contact and support. These relationships continue to offer valued companionship, helping to reduce isolation, build confidence and improve wellbeing.

Consistently positive feedback from clients and their families reflects the emotional and practical value of the service, with many describing how regular contact has helped them feel less alone and more supported during difficult times.

The programme is now operating at capacity within the available volunteer cohort and funding constraints, but it continues to provide trusted, consistent support through strong volunteer client relationships.
The Compassionate Communities team complements this direct support by contributing to wider system efforts to build Compassionate Neighbourhoods across the ICB, while also delivering spiritual care across the organisation and leading reflective events such as 'Time to Remember'.

In line with Treetops ambition to improve engagement with communities historically underrepresented in our services, Treetops has continued to strengthen these connections.

During the year, support was provided to the Derbyshire Black and Minority Ethnic (BME) Forum to strengthen engagement with underrepresented communities, and a number of engagement events were held. This work has helped build trust and understanding, alongside partnerships such as Erewash Social Prescribers, which have supported locally led initiatives including the development of the Bereavement Hub.

4 – Therapeutic Services

Demand for counselling services across all age groups continues to be high, and the team has now reached the limits of what it can offer within existing resources. Managing this level of demand requires careful oversight and prioritisation, but the team remains committed to providing timely, compassionate trauma informed support wherever possible.

The M Project continues to offer valuable group bereavement support to children and young people, providing a safe and supportive space in which they can connect with others who have had similar experiences. This group approach remains an important part of the wider therapeutic offer, complementing individual counselling.

The Cheetham Centre refresh is now underway and represents a much-needed investment in the environment from which this work is delivered. Thanks to the support of the charity CRASH, design expertise and resources have been secured to support this development, helping to create a more suitable and welcoming space for children, young people and families accessing the service.

The team continues to maintain its Centre of Excellence status for trauma-informed counselling and emotional support, reflecting its sustained commitment to high-quality, specialist practice. Education continues to grow alongside this, with demand for student placements extremely high and increasing interest in access to training from local schools and external agencies. This growing appetite for learning reflects both the team's expertise and the increasing recognition of Treetops as a valued source of specialist knowledge and support.

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Achievements and performance (continued)

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

This year, the project continued to strengthen palliative and end of life care across the residential care home sector by combining direct clinical support, workforce development and practical quality improvement activity. Its delivery has helped care homes move towards a more proactive and planned approach to care, while also strengthening relationships between the hospice, care homes and wider community services.

During the project the team engaged all 18 residential care homes in Erewash and extended its reach beyond the original scope, with 22 homes engaged in total. This demonstrates both the level of unmet need within the sector and the value placed on the support offered. By December 2025, the project had supported 613 residents, exceeding its original target and showing the breadth of its impact across the locality.

A major area of impact has been workforce development. Training attendance significantly exceeded expectations, with 547 staff attending education sessions against a target of 300 by Year 2. Evaluation data showed increased confidence among care home staff in recognising deterioration, having conversations about future care wishes, and supporting people and families at the end of life. This is an important marker of impact, as it reflects the development of more sustainable skills and confidence within the care home workforce itself.

The project also supported meaningful improvements in practice. The introduction of palliative care registers in 14 homes helped shift care away from reactive crisis management towards earlier identification, better planning and more coordinated support. In parallel, the DELQUA quality framework was adapted for use within residential care homes, creating a more realistic and achievable model for quality improvement in this setting.

Alongside these achievements, the project has generated valuable learning. Demand for support exceeded capacity, particularly from homes outside the original target area, and the team identified that frailty alone was not always a reliable way to identify people nearing the end of life. The realities of staffing pressures within the sector also continued to affect training attendance, with cancellations remaining common. These insights have been important in shaping future approaches and identifying where models of support need to be adapted to remain effective and sustainable.

Although the original delivery model cannot continue in full due to funding pressures, the work has laid strong foundations for longer term impact. Learning from the project is now being taken forward through the integration with the Derbyshire Alliance End of Life Care toolkit, champion network and wider training offer, ensuring that the knowledge, relationships and practice improvements established during the two year project continue to influence care.

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Achievements and performance (continued)

6 – Clinical Quality and Education

This year, we have continued to evolve our education and development offer, enhancing internal staff development while extending training opportunities to partners across the wider healthcare system, along with embracing public education and awareness. This focus has been on essential to role clinical skill development and creating both a face to face and online offer with 89 courses delivered and 512 delegates trained over the year.

RealTalk – Growth, Engagement, and National Recognition
The RealTalk platform, co-licensed with Loughborough University, has continued to expand with a growing national profile. This has been supported through contributions to key national conferences, presenting at both Hospice UK in Liverpool and Strathcarron Hospice National Conference in Edinburgh, further strengthening our reputation and reach.

As part of our commitment to safe, high quality implementation, a comprehensive review of all registered RealTalk facilitators has taken place over the past 12 months. Facilitators were contacted to confirm their continued engagement, willingness to retain access, and adherence to the required safeguards and standards. Where individuals did not respond to prompts, access has been appropriately removed. As a result, the current cohort represents a more accurate, actively engaged, and safely governed facilitator base. The year closed with 352 registered users.

To support implementation and shared learning, quarterly RealTalk Community of Practice sessions are now established. Co-designed with users and attended by facilitators nationally, these sessions offer a valuable forum for applied learning, reflective discussion, and peer support, with topics shaped directly by user need.

Importantly, Treetops has continued to play a central leadership role in the platform's development and spread, providing mentorship and implementation support to teams in Edinburgh and Northampton during 2025, further strengthening both regional and national impact.

Our three-tier communication skills framework remains a cornerstone of our education delivery, this tiered approach to communication skills is building confidence across the workforce:

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

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

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

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

We have been commissioning across the system for wide ReSPECT Authorship training online. We are also establishing the free webinars to social care and the public heath approach to future care planning , examples of Last Days Matter, No Barriers Here and Myth busting on line workshops.

We were also proud to be part of the new three ICB Cluster Education meetings across Derbyshire, Lincolnshire and Nottinghamshire, Treetops' leadership in this initiative has significantly enhanced our regional profile and influence. We are working across the 3 systems developing discussions around the Essential to Role Training passport , and more locally, our staff clinical competency guidance has been developed.

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Achievements and performance (continued)

Review of Services

From 1 April 2025 to 31 March 2026, Treetops Hospice was commissioned to provide the Wellbeing Service, Hospice at Home and Counselling and Emotional Support for those who have been bereaved and those facing, or supporting someone who has been diagnosed with, a life-limiting illness by the Derby and Derbyshire Integrated Care Board.

Treetops Hospice raises 80% of the funding for these services through retail outlets, lottery and fundraising. The remaining 20% comes from the NHS via the above ICBs through a block grant contract.

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

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

Participation in Clinical Audits

During 2025/26, Treetops Hospice did not participate in any national or local clinical audits.

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

The regulations require providers to complete the following two statements:

1. The reports of **zero** national clinical audits were reviewed by the provider in **2025/26** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]
2. The reports of **zero** local clinical audits were reviewed by the provider in **2025/26** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]

Research

During 2025/26, the Hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

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

- All quality requirements for 2025/26 were met (Quality Schedule available);
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life Programme Board, with representation on the End of Life Operational Group, Informed Workforce, Demand and Capacity workstreams and The Derbyshire Alliance for End of Life Education clinical reference group;
- Treetops Hospice currently chair the End of Life Operational Group and the People Driving Change workstream for Derbyshire;
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit;

Achievements and performance (continued)

Quality Overview
Activity data across the year reveals the following trends.

Wellbeing Service

The Wellbeing Service supported **518 people overall** during the year, providing a broad range of advice, emotional wellbeing support, peer connection, practical information, enablement and care. The service continued to offer both hospice based and home based support, with activity delivered through the Wellbeing Space, Wellbeing at Home and a range of condition-specific and bereavement-focused groups.

Wellbeing at Home data covers a six-month period only, as the service was reconfigured during the year and incorporated into the Hospice at Home service. This change supported a clearer focus on people with more intensive care needs while preserving the holistic principles of the wider Wellbeing offer.

Within the Wellbeing Space, **258 people/referrals** were supported during the year. This equated to **3,178 hours of care** and **3,089 support contacts**, demonstrating the continued value of hospice based support for people living with life-limiting illness, those who are bereaved, and families seeking early advice and connection.

For the six months reported, Wellbeing at Home supported **314 people**, received **208 referrals** and completed **77 assessments**. The team delivered **2,502 hours of care** and recorded **7,277 contacts**, reflecting the intensity and personalised nature of support provided to people in their own homes.

- The Support and Information Café welcomed **1,434 visitors**, continuing to provide an accessible front door for information, advice and connection.
- Tears to Laughter supported **27 participants** and recorded **345 contacts**, maintaining an important peer-led bereavement pathway.
- Mollie's MND group supported **18 people** across **79 sessions**, providing **158 hours** of support.
- The Huntington's group supported **24 people** across **112 sessions**, providing **224 hours** of support.

The data below captures the range of activities provided across the year and the transition in service model, including the six-month reporting period for Wellbeing at Home.

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Achievements and performance (continued)

Activity	2024/25 Activity	2025/26 Activity	Comments
Number of individual patients supported in the Wellbeing Space	**264**	**258**	The Wellbeing Space supported 258 people/referrals during the year as the service continued to focus on advice, enablement, peer support and group-based activity. This activity forms part of the overall Wellbeing Service total of 518 people supported.
Number of individual support contacts delivered across the year within the Wellbeing Space.	**5,220**	**3,089**	This is a drop of 2,131 contacts, a 41% reduction in activity.
Hours of care delivered across the programme Included activities: • SPRING programme • Mollie's MND Support group • Huntington's Disease Support Group • Support and Information Café • Tears to Laughter group	**4,560**	**3,178**	Hours of care delivered across the programme reduced from 4,560 to 3,178, a decrease of 1,382 hours, representing a 30% reduction on the previous year.
Number of Individuals supported at Home by the Wellbeing at Home Service care visits	**477**	**314**	Wellbeing at Home supported 314 people during a three-month reporting period only. During this three-month period, 208 referrals were received and 77 assessments were completed.

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Achievements and performance (continued)

Activity	2024/25 Activity	2025/26 Activity	Comments
Number of hours of care delivered by the Wellbeing at Home Service	**4,391 hours of care**	**2,502 hours of care**	Wellbeing at Home delivered 2,502 hours of care during the six-month reporting period. The service also recorded 7,277 contacts, reflecting the level of coordination and direct support provided in the home environment.

Over the year, we continued to monitor activity levels and seek the views of attendees to our Wellbeing services. Feedback showed that, while people valued the support they received from Treetops, many preferred to access support directly within their own communities, reducing the need to travel and enabling them to engage in everyday activities closer to home.

This feedback has helped shape the ongoing review and remodelling of the service, ensuring that future provision remains responsive to local need, supports independence and reflects how people want to access wellbeing support.

Hospice at Home Service

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

The Hospice at Home service supported **1,161 people** during the year and received **1,222 referrals**. Across planned Hospice at Home care, the Roaming Nurse Service, and care planning and triage, combined reported Hospice at Home activity totalled **18,785 hours**.

Planned Hospice at Home delivered **13,321 hours of care** and **12,836 care contacts**, with an average of **3.03 full-night shifts per patient**. The service enabled **98%** of people to die in their preferred place of care, which was home.

The Roaming Nurse Service received **2,184 telephone calls**, **1,503 home visits** and **4,974 hours of care**. A further **490 hours** were delivered through care planning and triage, supporting safe coordination, prioritisation and timely response across the service.

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

Achievements and performance (continued)

Activity	2024/25 Activity	2025/26 Activity	Comment
Patient Numbers All Hospice at Home Services	**1,122**	**1,161**	The Hospice at Home service supported 1,161 people during the year and received 1,222 referrals. This reflects sustained demand for end of life care at home and the continued need to prioritise people with the highest level of need.
Points of Contact All Hospice at Home Services	**25,700**	**27,553**	Points of contact increased from 25,700 to 27,553, an increase of 1,853 contacts, representing a 7.2% increase on the previous year.
Number of hours of care	**18,719**	**19,690**	Hours of care increased from 18,719 to 19,690, an increase of 971 hours, representing a 5.2% increase on the previous year.

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

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

Because people are generally more poorly on admission, they move through the service more rapidly: support now typically lasts days rather than weeks, with an average commitment of 3.03 full-night shifts per patient.

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

The Hospice at Home Service enabled **98%** of individuals to die in their preferred place of care, which was home.

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Achievements and performance (continued)

Therapeutic Services

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

Our Life-Limiting Illness (LLI) Counselling support service is not only for people who are accessing end-of-life care at the hospice but is for anyone in our community facing a life-limiting illness or their family.

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

Over the past year, Complementary Therapy (CT) capacity has become more consistent, supporting more stable service delivery. Alongside this, the team has been developing volunteer opportunities within the service to further strengthen the CT offer and support future capacity.

Over the course of the year, Therapeutic Services supported **702 people** through counselling, emotional support, non-talking therapy and Complementary Therapy pathways.

- **3,495** adult counselling sessions were delivered, supporting **432 adults**. There were **388 referrals** to the service and **304 assessments**.
- **1,450** counselling sessions were delivered for children and young people, supporting **203 under-18s**. There were **192 referrals** to the service and **141 assessments**.

5,122 counselling, emotional support and non-talking therapy sessions were delivered across adult counselling, children and young people's counselling and the Mollitiam non-talking therapy project.

Adult Bereavement and LLI Service Data

	2024/25	2025/26	
	Sessions	Sessions	Percentage change
Total number of counselling sessions (including assessments)	3,421	3,495	2.2% increase

Achievements and performance (continued)

Children and Families Bereavement Service Data

	2024/25	2025/26	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	1,581	1,450	8.3% decrease

The wider therapeutic offer also included the Mollitiam non-talking therapy project, which supported **20 children**, completed **30 assessments**, delivered **24 group sessions** and provided **177 delivery hours**.

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

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

Complementary Therapy Service Data

This service is not a commissioned service. During the year, Complementary Therapy supported **58 adults** and **21 children and young people**. Adult activity included **95 referrals**, **76 assessments** and **286 sessions**. Children and young people's activity included **27 referrals**, **23 assessments** and **88 sessions**.

- **122 referrals** were received for Complementary Therapy across adults, children and young people.
- **374 sessions/hours** of Complementary Therapy were delivered across adults, children and young people.

Compassionate Community Befriending Service

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

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

Over the year, the Befriending Service supported **20 people** through volunteer befriending. The service delivered **238 visits**, providing **451 hours** of befriending support.

The service received **5 referrals** during the year.

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Achievements and performance (continued)

What others say about us

Care Quality Commission

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

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

What our patients and carers say about us

Wellbeing service

Wellbeing Service evaluations are gathered via comment cards completed at time of visit or via the feedback form on the hospice website.

Of those that commented on services (Monday and Thursday support Café, Tears to Laughter group, MND & HD support groups) 95% responses were positive with 5% negative or no comments. Negative comments were linked to service changes and the withdrawal of free food.

Comment themes included:

Safe place to talk, value of the emotional support, access to information about other community support available, support of staff and volunteers, enablement of peer support, and environment – peaceful, restful, wonderful grounds.

Direct quotes extracted include:-

"I came to visit with the lovely staff and forget all the worries in the world and forthcoming hospital visits."

"After my husband died, I was very lonely. I was advised about the good work Treetops does. I came and they were right; this has helped me very much. Thank you."

"A peaceful place to just be - no judgement supportive and comfortable."

"After bereavement I was very lonely. Coming here has helped me to become myself again. I now have people to talk to".

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Achievements and performance (continued)

Hospice at Home Service – Family or Carer Evaluation

During the year, the Hospice at Home service supported **1,161 people** and received **154 completed feedback questionnaires**, representing a **13.3% return rate**. Feedback indicates a consistently compassionate, respectful and clinically confident service. Families reported very high levels of sensitive communication, feeling at ease with care, and support to remain in the preferred place of care. The clearest quantitative gap is information pack reach: 71.8% of valid respondents recalled receiving one, although every valid respondent who rated the information found it helpful. Capacity and access pressures, particularly overnight availability and call-back reliability, also appear in a small but important group of comments and should inform the 2026/27 improvement plan.

SURVEY RESPONSES	COMMENTS RECEIVED	PREFERRED PLACE OF CARE AND DEATH MET	FAMILIES TOTALLY AT EASE
153	**126**	**95.0%**	**100.0%**
Populated responses rows	82.4% of responses	132 of 139 valid responses	141 of 141 valid responses

REFERRAL SOURCES		
Source	**Response**	**Share of all Reponses**
District nurse	64	41.8%
Palliative care nurse	46	30.1%
District and palliative nurse	17	11.1%
Hospital	14	9.2%
Other	7	4.6%
GP	1	0.7%
Not record/unclear	4	2.6%

Achievements and performance (continued)

POSITIVE RESPONSE RATES	
Measure	**Positive rates**
Information pack received	71.8%
Day care sufficient	92.5%
Night care sufficient	93.0%
Preferred place of care met	95.0%
Roaming care sufficient	97.1%
Referral timely	98.6%
Knowledge always appropriate	99.3%
Family totally at ease	100.0%

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

Quotes from Hospice at Home - Carer evaluations 2025/26:

"During a difficult time, the Treetops night time service was invaluable, allowing family members to get much needed rest knowing someone was there."

"We are supremely grateful for the gently supportive care from Treetops — just the right amount, from the right people, at just the right time. It helped more than you will know."

"Knowing the roaming service was available during the night gave me immense peace of mind when I felt isolated, alone and frightened. The night sitter provided one-to-one care for my mum and gave my dad much needed respite."

"The nurses were professional at all times and wonderful with my mum and our family. Your service was excellent and exceeded all expectations."

"I honestly would not have coped mentally or physically without the amazing help from your staff. You helped me fulfil my husband's last wish — to be at home at the end of his life."

"The team cared for my mother in such a caring and understanding way. Their support was invaluable, and I would recommend Treetops to anyone going through a difficult time."

"I received excellent support which helped both me and my late partner. Everyone was professional and worked to high standards."

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Achievements and performance (continued)

Counselling and Emotional Support Service

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

Adult Bereavement

137 evaluation forms were sent out and 68 forms were returned (41%). This is down on last year where 172 from were sent out and 68 forms returned.

- 100% said that the support they received had been helpful in their experience of bereavement.
- 100% said they were satisfied with how quickly the service was provided.
- 100% said that they had the right number of sessions.
- 100% said that they were happy with the service provided.
- 100% said they would recommend the service to other people.

Quotes from evaluations, 2025/26 Bereaved Adults:

"I felt supported, understood and listened to."

"I will admit it was difficult at first, but the people are so caring it became somewhere that felt safe."

"I am so grateful for the Treetops service. It's allowed me to feel listened to about my bereavement journey. I've also been able to use the resources provided to help me from a day-to-day perspective. The service has been invaluable for me."

"Having someone who actively listens and shows empathy clearly provided a safe and trusted environment to explore my feelings."

"I was initially unsure how the process was going to look, and wasn't sure if it was for me. However, L was amazing and made me feel at ease straightaway."

"The support has been invaluable in respect of being able to talk about loss and family challenges. The sessions became my safe space in which I could talk without judgement and grieve my sister."

"I came to Treetops at what I would describe as the low part of my grief rollercoaster and was helped back to the highest point and feeling positive."

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Achievements and performance (continued)

Parents/Carers of Bereaved Children

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

- 100% were happy or very happy with the speed of response to the referral. This is reassuring considering the demand for the service and the waiting list system.
- 90% reported a decrease in their level of concern about their child after the period of counselling support had finished.
- 96% were happy or very happy with the extent to which the support had addressed their child's bereavement needs.
- 96% were happy or very happy with the number of sessions/length of support their child received.
- 100% would recommend the service to other people.

Quotes from evaluations, 2025/26 Bereaved Children/Young People:

"It's helped me speak to people more and when I first came, I didn't like to talk and now because of F I can talk a bit more to people about how I feel."

"Really friendly place that made me feel welcome as soon as I turned up for my first session. Every session I went to was really good."

"Very friendly and kind."

"It was a safe space for me to talk and helpful for learning some new ways of coping."

"I'm so grateful for the help and the peace I found within the sessions, from inhabiting the techniques and positive outlooks. I think Treetops is a great organisation."

"It made me feel more confident and comfortable with the passing of my best friend."

"Helped me be happier and feel less stress."

"J was great and she was calm, honest, very supportive and understanding. There was a lot to unpack within my sessions; there was more than just grief and she helped me do that. My life is so much better having had J there to help me. I will be forever grateful for the positive impact she has made to my life and the time and effort she has put in to support me."

Achievements and performance (continued)

Children/Young People

80 evaluation forms were sent out of which 17 were returned (21%). We ask children/young people to rate how they were feeling at the beginning and the end of the support.

- 90% were happy or very happy with the number of sessions they had.
- 10% felt they had not had enough sessions
- 100% said the sessions had been helpful or very helpful.
- 94% said they would recommend the service to other people.

Quotes from evaluations, 2025/26 Bereaved Children/Young People

"It's helped me speak to people more and when I first came, I didn't like to talk and now because of F I can talk a bit more to people about how I feel."

"Really friendly place that made me feel welcome as soon as I turned up for my first session. Every session I went to was really good."

"Very friendly and kind."

"It was a safe space for me to talk and helpful for learning some new ways of coping."

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Life-limiting Illness Counselling

14 evaluation forms were sent out and 3 (21%) were returned.

The Life-Limiting Illness (LLI) work represents only a small part of our overall service delivery. The return rate could be a reflection of the health needs of these clients.

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

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Achievements and performance (continued)

Quotes from evaluations, 2025/26 Life-Limiting Illness Clients:

"Feel able to cope better with my problems and thoughts".

"It helped me face the fact that the future was going to be different from the one we had hoped for. I am more accepting of facing changes and dealing with the unpredictability of my husband's illness."

"J's counselling sessions have given me the understanding (around windows of tolerance, anxiety & pain) and confidence (new techniques) to manage the uncertainties and challenges of my terminal cancer as it progresses. It means I can continue to go out, engage with others and work to improve my quality of life. It has helped me to be able to sleep at night - using some breathing/relaxation techniques that calm me and I can use Sleepscapes to help. I use the breathing techniques when my pain peaks - and it helps to lower/ reduce the time I'm in distress."

Complementary Therapy

53 evaluation forms were sent out and 21 (40%) were returned.

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

Quotes from evaluations, 2025/26 Complementary Therapy:

"It really helped me for relaxation and helping me sleep. talking through techniques that would help was a real benefit."

"A was professional at all times. I found the massage really beneficial as it enabled me to unwind, empty my mind of all the things going around in it. And generally, it enabled me to relax."

"She was brilliant, so kind and caring. The treatment made me feel so much better physically and emotionally."

"Helped me to completely relax which in turn helped me cope better each day."

"I really struggle to allow myself to slow down and feel my emotions. A was paramount in me beginning my journey of allowing this and taking time out for myself. I am very grateful to her, I have continued with some of the therapies that we did."

"Made me feel young again after the treatment very comfortable and relaxed after."

Achievements and performance (continued)

What our staff say about the organisation

There was a 63% response rate to this year's Birdsong Employee Engagement Survey.

Treetops Highest Ten Engagement Factors:

- 98% agreed with the statement - If a friend or relative needed treatment I would be happy with the standard of care provided by this hospice.
- 96% are proud to work for this charity.
- 99% believe in the aims of this charity.
- 89% would like to be working for Treetops in a year's time
- 89% said that they enjoyed the work they do.
- 92% said they felt like they were making a difference.
- 77% felt appreciated in their role
- 88% are comfortable being themselves at work
- 84% felt that the chief executive and senior leadership team were committed to making the charity a great place to work
- 78% felt they would recommend the charity as an employer

Factors that resulted in high Employee Engagement are pride in Treetops reputation for excellent care, believing in the values of the charity and feeling comfortable being themselves at work.

Factors that require further development are communication particularly between different teams. Training and development opportunities for example, 49% of people agree they feel supported in developing their career (the benchmark is 57%). Work-related stress and pay and job security.

It has been a year of change at Treetops with the appointment of a new Chief Executive. Some colleagues have been unsettled by change but overall the workforce is positive and looking forward to a new era.

Complaints and Compliments

Complaints

During 2025/26, Treetops received **five complaints** relating to Clinical Services and associated support functions. Each complaint or concern was reviewed, investigated and responded to in line with the hospice complaints process, with actions taken where learning was identified.

Achievements and performance (continued)

The underlying reasons for the complaints were:

- Concern about the conduct and communication approach of a healthcare assistant, which was investigated and followed up through reflective practice with the staff member.
- A poor welcome experience at the Support and Information Café, which was found to be linked to incorrect information being provided about the café.
- Concern about the length and communication of the volunteer recruitment process for the Wellbeing Space, with learning identified about communication between HR and Wellbeing teams.
- A concern about the attitude of an external provider's support worker towards a client attending Treetops services; this was escalated to and investigated by the external provider.
- A concern about communication between a staff member and a volunteer, where the interaction was perceived as disrespectful and rude; this was reviewed and actioned through the complaints process.

Learning from these complaints included the need to strengthen communication between teams, ensure clear information is provided to visitors and volunteers, and reinforce expectations about respectful communication and professional conduct. Where issues involved external providers, concerns were appropriately escalated for investigation and follow-up.

Compliments

In addition to the positive evaluations of our services, we continue to receive many emails, Facebook comments, individual cards and letters of thanks across the full range of services during the year. These compliments are shared with relevant service leads and teams so that good practice can be recognised and celebrated.

We do not at present have a comprehensive way to capture and log all this feedback, and this position has not changed. However, where individual staff members are named in compliments, time is taken to personally thank them for their good practice. Staff who are recognised as having gone above and beyond are also issued with Star Cards, helping to reinforce positive practice and acknowledge the impact of compassionate care.

Investment Policy and Performance

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

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Financial Review

a) Going Concern

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

b) Results for the year

The Charity's gross income increased from £5,162,288 to £5,706,548, an increase of £544,260. Gross costs increased from £5,453,525 to £6,068,296, an increase of 11.27%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2026 of £4,810,030 (2025: £5,171,778) of which £113,745 (2025: £155,468) are restricted funds, £2,020,600 (2025: £2,401,924) are unrestricted funds and £2,675,685 (2025: £2,614,386) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

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

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

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover fell from £692,664 to £684,966 (1.11%), profit decreased from £417,591 to £378,166 (9.44%). Membership levels were over 12,400 active members by the year end. As these numbers have stagnated and fallen slightly in recent years due to in part to the recent economic crisis, a new strategy is in place to encourage these numbers to grow again, which will see the price per ticket increase for the first time in the 30 years since the Lottery started operation.

Retail Company

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

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Financial Review (continued)

Fundraising

Legacy income has experienced an increase rising from £238,793 to £410,693. The legacy strategy implemented a few years ago is still in place and showing signs of keeping legacy donations at a strong level, especially given early performance in the new financial year.

c) Principal risks and uncertainties

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

The most recent review showed that the highest risks as:

- Employment Issues;
- Ineffective Organisational Governance Structure at Senior Level;
- Poor Practices of Third Party Suppliers;
- Loss or reduction of Lottery, Retail or Fundraising income.

d) Reserves policy

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

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

At the last review, this methodology produced a Free Reserves range of £1.35m - £1.85m. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the organisation to discharge its obligations and long-term plans.

Structure, governance and management

a) Constitution

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

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Structure, governance and management (continued)

b) Method of appointment or election of Trustees

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

c) Policies adopted for the induction and training of Trustees

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

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

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

d) Pay policy for senior staff

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

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

e) Organisational structure and decision making

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

The Chief Executive, who leads the SLT, is responsible to the Board of Trustees for the day to day management of the charity and the execution of the policies and strategies defined by the Board.

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Structure, governance and management (continued)

f) Risk management

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

Plans for Future Periods

Our priorities for 2026/27 are shaped by Treetops' new three year strategy, *Crafting the Future of Hospice Care*, which has now moved from development into implementation and delivery. The strategy sets out a clear ambition for Treetops to be recognised as central and southern Derbyshire's modern community specialist hospice: delivering expert clinical care in the community, strengthening our role as a centre of excellence for trauma informed emotional and psychological support, and developing our position as a trusted provider of palliative and end of life care education. Operational development and delivery will be measured against the ambitions and priorities set out in the strategy so that progress, resource allocation and impact can be monitored consistently as we move forward.

The strategy recognises the changing context in which hospice care is delivered and aligns with the national direction of travel for palliative and end of life care. Demand and complexity are increasing, traditional hospice bed capacity is reducing nationally, and more people wish to receive care and die in the place they call home. At the same time, national policy and NHS priorities are increasingly focused on care closer to home, earlier identification of need, equitable access, personalised care, reduced avoidable hospital admission and stronger community based support. Treetops will therefore continue to align its future developments with the emerging Modern Service Framework for Palliative and End of Life Care, consolidating its clinical offer, strengthening specialist skills, improving access and responsiveness, and demonstrating impact through outcomes as well as activity.

In 2026/27, we will focus on the following priorities, each of which reflects the opportunities and development areas identified within the strategy and is intended to support alignment with emerging national expectations.

To support delivery, each priority will be translated into measurable operational objectives, with clear ownership, milestones and reporting routes through the senior leadership team, Clinical Sub-committee and Board of Trustees. This will ensure that progress against the strategy is visible, that risks and dependencies are identified early, and that service development remains aligned with quality, workforce capacity and financial sustainability.

Establishing a clear community specialist hospice model

We will develop and embed a clear, evidence based clinical model that describes what Treetops provides as a progressive community hospice. This will bring together specialist home based palliative and end of life care, dynamic assessment of need, future care planning, emotional wellbeing and trauma informed therapeutic support. The model will clarify target populations, referral pathways, access criteria, service standards and measurable outcomes so that patients, families, professionals, commissioners and the public understand what Treetops offers and where it can make the greatest impact. This work will be informed by the Modern Service Framework's emphasis on earlier identification, equitable access, integrated community models and outcomes that reflect what matters to people and those important to them.

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Plans for future periods (continued)

Improving access, triage and care coordination

We are working to strengthen routes into our clinical services so that there is a clearer, more responsive and more consistent experience for people seeking support. This will include developing a single point of access approach delivered through a coordination hub. This will improve first contact conversations, strengthening triage and prioritisation, and ensuring that people are either connected to the right Treetops service or signposted effectively to other appropriate support. The aim is to create a “no wrong door” approach while ensuring specialist clinical capacity is focused where need is greatest.

Care coordination will also be strengthened across Hospice at Home, the Roaming Nurse Service, therapeutic services and community-based support. This will help improve handover, reduce duplication, support timely decision making and ensure patients and families receive coordinated care during periods of deterioration, crisis or increasing complexity.

Developing specialist home based palliative and end of life care

A central priority for 2026/27 is to further develop specialist care delivered at home and in the community. This includes strengthening Hospice at Home and the Roaming Nurse Service, supporting people with complex symptom management, enabling rapid response during periods of crisis, and helping more people remain in their preferred place of care wherever possible. We will continue to use our data to evidence the value of home based intervention, including its contribution to patient choice, carer reassurance, admission avoidance and wider system benefit.

- Review referral patterns, acuity, demand and response times across Hospice at Home and Roaming Nurse activity.
- Further develop care planning, triage and clinical coordination so that specialist resource is used safely and effectively.
- Strengthen links with out-of-hours providers, primary care, community services, acute partners and the Integrated Care Board.

Preparing for extended access and future 24/7 provision

The strategy sets a longer-term ambition for Treetops to move towards a 24-hour, seven day community specialist hospice model, subject to workforce and funding capacity. During 2026/27, we will lay the foundations for this by reviewing demand, workforce requirements, skill mix, rotas, escalation pathways and affordability. We will explore phased extension of access where there is clear evidence of need and where provision can be delivered safely and sustainably within our available resources.

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Plans for future periods (continued)

Embedding trauma-informed emotional and psychological support

Therapeutic Services will remain central to the Treetops offer. We will continue to strengthen our trauma informed counselling and emotional support for adults, children, young people and families affected by life-limiting illness, death and bereavement. This includes sustaining our centre of excellence approach, developing pathways for those with the greatest complexity, supporting student placement models and using evaluation and outcomes data to demonstrate impact. During 2026/27, we will also work in collaboration with University Hospitals of Derby and Burton to establish a counsellor position on the Nightingale Macmillan Unit, providing vital counselling and emotional support to patients and families on the unit. In addition, we will further develop the Complementary Therapy service to support student placements and practice placement time for newly qualified therapists. This will help grow the service, strengthen future capacity and position Treetops as a trailblazer in developing supported practice opportunities within hospice based Complementary Therapy.

Positioning Treetops as a system education provider

Education is a core strategic opportunity. We will continue to develop Treetops' role as a trusted education partner within the Integrated Care System, providing high quality learning for our own workforce and for partners across care homes, primary care, community services, domiciliary care and wider health and social care settings. Priorities include advanced communication skills, future care planning, recognising deterioration, symptom management, verification and trauma informed practice. This will support system wide improvement while strengthening Treetops' profile, influence and commissioning credibility.

Building a skilled, flexible and supported workforce

Delivery of the strategy depends on the skills, resilience and commitment of our staff and volunteers. During 2026/27, we will align workforce planning with our future clinical model, strengthen specialist palliative care capability, ensure staff receive regular support and appraisal, and continue to develop training, supervision and reflective practice. We will also support the implementation of the revised clinical structure and use staff feedback to inform improvements in communication, wellbeing, development and culture.

Reviewing and developing volunteering opportunities

Volunteers remain at the heart of Treetops and continue to make a significant contribution across clinical services. In 2026/27, we will review how volunteering is managed and supported so that opportunities are clearly aligned to the future strategy, make best use of volunteer skills and continue to offer meaningful ways for volunteers to contribute to the clinical services of our hospice.

Strengthening partnerships, commissioning and system influence

We will continue to work closely with Derby and Derbyshire Integrated Care Board and the newly formed ICB cluster, acute trust, primary care, community providers, care homes and voluntary sector partners. Our aim is to co-design integrated pathways for home based end of life care, crisis response, education and emotional support. This partnership work will be aligned with national expectations for strategic commissioning of hospice and palliative care services, including integrated needs assessment, sustainable contracting, reducing unwarranted variation and demonstrating the contribution Treetops can make to admission avoidance, discharge facilitation, patient choice, quality of care and system resilience.

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Plans for future periods (continued)

Improving equity of access and community reach
We recognise from our own data that there remains more to do to improve equity of access across the communities we serve, particularly in areas of deprivation and among communities that have historically been underrepresented in hospice services. During 2026/27, we will strengthen community engagement, develop relationships with local networks, use data to understand gaps in reach, and ensure service development is informed by the experiences and preferences of patients, families, carers and communities.

A key priority for the coming year will be to deliver the homelessness project in Derby and use this to enhance awareness, access and engagement with people who may not traditionally access hospice support. The project will improve early identification of people experiencing homelessness who are living with serious ill-health and strengthen equitable access to palliative and end of life care.

Working in partnership with Derby City lead GPs, local homelessness services and using the No Barriers Here model, Treetops will in-reach to people facing financial hardship, identify unmet needs earlier and gather data to evaluate the project's impact on removing barriers to care. The project will pilot new collaborative approaches, train frontline professionals and hospice staff, and co-create patient-centred care conversations that help prevent crisis presentations and trauma-related deaths.

Information on Fundraising Practices

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

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

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

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

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

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

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

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2026

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditor

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

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

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

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

Colin Glynn
.....

Mr C Glynn

Date: 06/10/2026

UHY Hacker Young
14 Park Row
Nottingham
NG1 6GR

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

Opinion

We have audited the financial statements of Treetops Hospice Trust ('the charitable group') for the year ended 31 March 2026 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cashflows and notes to the financial statement, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2026, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 33, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor responsibilities for the audit of the financial statements

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

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Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

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

Audit procedures performed by the engagement team included:

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

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

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

Use of our report

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

Dallum

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

for and on behalf of

UHY Hacker Young
14 Park Row
Nottingham
NG1 6GR

Date: 08/10/2026

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)

FOR THE YEAR ENDED 31 MARCH 2026

	Note	Unrestricted funds 2026 £	Restricted funds 2026 £	Total funds 2026 £	Total funds 2025 £
Income from:					
Donations and legacies	4	1,389,923	67,748	1,457,671	1,274,413
Charitable activities	6	1,132,546	-	1,132,546	1,079,308
Other trading activities	7	3,063,899	-	3,063,899	2,735,331
Investments	8	46,803	-	46,803	72,569
Other income	9	5,629	-	5,629	667
Total income		5,638,800	67,748	5,706,548	5,162,288
Expenditure on:					
Raising funds:					
Voluntary income	10	739,646	-	739,646	632,837
Fundraising trading	11	2,060,170	-	2,060,170	1,875,286
Charitable activities	12	3,157,009	111,471	3,268,480	2,945,402
Total expenditure		5,956,825	111,471	6,068,296	5,453,525
Net (expenditure)/income before net (losses)/gains on investments		(318,025)	(43,723)	(361,748)	(291,237)
Net (losses)/gains on investments	17	-	-	-	-
Net (expenditure)/income before taxation		-	-	-	(291,237)
Taxation		-	-	-	-
Net (expenditure)/income after taxation		(318,025)	(43,723)	(361,748)	(291,237)
Transfers between funds	22	(2,000)	2,000	-	-
Net movement in funds		(320,025)	(41,723)	(361,748)	(291,237)
Reconciliation of funds:					
Total funds brought forward		5,016,310	155,468	5,171,778	5,463,015
Net movement in funds		(320,025)	(41,723)	(361,748)	(291,237)
Total funds carried forward		4,696,285	113,745	4,810,030	5,171,778

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CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2026

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

All income and expenditure derive from continuing activities.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)
REGISTERED NUMBER: 01801708

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2026

	Note		2026 £		2025 £
Fixed assets					
Intangible assets	16		4,106		-
Tangible assets	17		2,675,685		2,614,386
			2,679,791		2,614,386
Current assets					
Stocks	19	141,701		111,395	
Debtors	20	393,588		324,205	
Cash at bank and in hand		1,896,564		2,408,546	
Creditors: amounts falling due within one year	21	(301,614)		(286,754)	
Net current assets			2,130,239		2,557,392
Total assets less current liabilities			4,810,030		5,171,778
Total net assets			4,810,030		5,171,778
Charity funds					
Restricted funds	22		113,745		155,468
Unrestricted funds					
Designated funds	22	2,675,685		2,614,386	
General funds	22	2,020,600		2,401,924	
Unrestricted funds	22		4,696,285		5,016,310
Total funds			4,810,030		5,171,778

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2026

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

Colin Glynn

Mr C Glynn

Date: 06/10/2026

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

TREETOPS HOSPICE TRUST

(A company limited by guarantee)
REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET
AS AT 31 MARCH 2026

	Note	2026 £	2025 £
Fixed assets			
Intangible assets	16	4,106	-
Tangible assets	17	2,675,685	2,614,386
		2,679,791	2,614,386
Current assets			
Stocks	19	141,701	111,395
Debtors	20	572,424	433,676
Cash at bank and in hand		1,683,767	2,249,010
Creditors: amounts falling due within one year	21	(753,840)	(722,886)
Net current assets		1,644,052	2,071,205
Total assets less current liabilities		4,323,843	4,685,591
Total net assets		4,323,843	4,685,591
Charity funds			
Restricted funds	22	113,745	155,468
Unrestricted funds			
Designated funds	22	2,675,685	2,614,386
General funds	22	1,534,413	1,915,737
Unrestricted funds		4,210,098	4,530,123
Total funds		4,323,843	4,685,591

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COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2026

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements. The Company's net movement in funds for the year was (£739,914) (2025: (£280,850)).

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

Colin Glynn

Mr C Glynn

Date: 06/10/2026

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

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CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2026

	Note	**2026** £	2025 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	25	(171,813)	(223,790)
Cash flows from investing activities			
Dividends and interest from investments		-	-
Purchase of tangible fixed assets		(346,555)	(126,321)
Proceeds from sale of investments		-	-
Purchase of intangible assets		(4,106)	-
Proceeds from disposal of tangible fixed assets		10,492	300
Taxes paid		-	-
Net cash used in investing activities		(340,169)	(126,021)
Change in cash and cash equivalents in the year		(511,982)	(349,811)
Cash and cash equivalents at the beginning of the year	26	2,408,546	2,758,357
Cash and cash equivalents at the end of the year		1,896,564	2,408,546

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2026

1. General information

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

2. Accounting policies

2.1 Basis of preparation of financial statements

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

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

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

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements.

The financial statements are prepared on the going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £1.

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

2.2 Going concern

The Trustees have considered the impact of the current economic situation, such as high inflation and cost of living increases. They have prepared forecasts of income and expenditure, and cash flow for the period up to 31 March 2026 and ensure that these are updated on a quarterly basis for review, as well as allowing for stress-testing differing financial circumstances over that period.

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

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

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2. Accounting policies (continued)

2.3 Income

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

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

Grants are included in the consolidated statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

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

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

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

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

2.4 Expenditure

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

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2. Accounting policies (continued)

2.4 Expenditure (continued)

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

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

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

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

2.7 Tangible fixed assets and depreciation

Tangible fixed assets costing £1,000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Freehold property	- 2% straight line
Motor vehicles	- 25% straight line
Fixtures and fittings	- 25% straight line
Office equipment	- 25% straight line

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

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2. Accounting policies (continued)

2.8 Investments

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

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

2.9 Stocks

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

Donated items of stock for resale are not included in the financial statements until they are sold as the Trustees consider it impractical to assess the amount of donated stock held, as there is no system in place to record these items or value them until they are sold. The value of these goods to the charity is instead recognised when they are sold in the shops.

2.10 Debtors

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

2.11 Cash at bank and in hand

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

2.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the group anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

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

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2. Accounting policies (continued)

2.13 Financial instruments

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

2.14 Operating leases

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

2.15 Pensions

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

2.16 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

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

2.17 Employee benefits

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

2.18 Agency arrangements

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

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

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3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The group makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year. The charity has valued the addition of the Saplings building and fixtures and fittings held within the building, using a best estimate judgement. The building has been based on the valuation provided by an external valuation entity and the internal fixtures based on expected market value of the assets.

4. Income from donations and legacies

	Unrestricted funds 2026 £	**Restricted funds 2026 £**	**Total funds 2026 £**	Total funds 2025 £
Donations				
Donations and sponsorship	721,214	2,761	723,975	644,958
Gift aid	137,941	-	137,941	72,789
Income from charitable trusts (note 5)	42,800	44,988	87,788	139,888
Income from other clubs and organisations	6,600	-	6,600	10
Saplings Building	-	-	-	-
Grants				
BBC Children in Need	-	-	-	47,475
NHS Charity fund	-	-	-	500
Legacies and bequests	410,693	-	410,693	238,793
Jules Thorne	-	-	-	100,000
UHDB Education	-	19,999	19,999	30,000
Education Fund	70,675	-	70,675	-
	1,389,923	67,748	1,457,671	1,274,413
Total 2025	1,069,866	204,547	1,274,413	

5. Charitable trusts

	Unrestricted Funds 2026 £	Restricted funds 2026 £	Total funds 2026 £	Total funds 2025 £
Albert Hunt Trust	15,000	25,000	40,000	-
Ardwick Trust	200	-	200	-
Cecil Rosen Foundation	500	-	500	500
Children in Need	-	-	-	-
Cumerland Trust	375	-	375	375
Institute of Our Lady of Mercy	1,000	-	1,000	1,000
The Hudson Charitable Trust	-	-	-	-
The Mary Robertson Trust	2,000	-	2,000	-
The Sir John Eastwood Foundation	2,000	-	2,000	2,000
Thomas J Thorne Memorial Trust	7,000	-	7,000	-
The Orr Macintosh Foundation	-	-	-	-
James Wise Charitable Trust	350	-	350	-
Hiscox Foundation UK	-	-	-	7,000
ShareGift, The Orr Mackintosh Foundation	5,000	-	5,000	-
The Adam Berry Foundation	-	3,000	3,000	-
The Duke of Devonshire Charitable Trust	-	5,000	5,000	-
The Hospital Saturday Fund Charitable Trust	-	2,000	2,000	-
The Jennian Foundation	1,200	-	1,200	-
The Sawley Charities	-	-	-	750
The Morgan (General) Charitable Trust	75	-	75	-
Wider Community Foundation / Wider Plan	100	-	100	-
Benefact Trust	-	-	-	250
Card Factory Foundation	-	-	-	5,000
Enterprise Mobility Foundation	2,500	-	2,500	2,500
Erewash Borough Foundation	-	-	-	1,500
Morrisons Foundation	-	9,988	9,988	178
Pavers Charitable Foundation	-	-	-	1,080
Postcode Community Trust	-	-	-	100,000
The Barratt Developments PLC Charitable Foundation	-	-	-	1,500
The Clarke Charitable Settlement	-	-	-	6,000
The Mary Potter Convent Hospital Trust	5,500	-	5,500	3,000
The Puddle Lane Trust	-	-	-	5,000
Toyota Motor Manufacturing UK Charitable Trust	-	-	-	2,255
	42,800	44,988	87,788	139,888

6. Income from charitable activities

	Unrestricted funds 2026 £	Restricted funds 2026 £	Total funds 2026 £	Total funds 2025 £
Derby & Derbyshire CCG	1,048,483	-	1,048,483	1,019,627
Nottingham County Teaching CCG	2,067	-	2,067	9,609
Education	63,836	-	63,836	33,991
Meals and refreshments	2,202	-	2,202	2,605
Miscellaneous	15,958	-	15,958	13,476
	1,132,546	-	1,132,546	1,079,308
Total 2025	1,079,308	-	1,079,308	

7. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2026 £	Total funds 2026 £	Total funds 2025 £
Shop sales	2,097,566	**2,097,566**	1,615,200
Hospice lottery income	966,333	**966,333**	1,120,131
	3,063,899	**3,063,899**	2,735,331
Total 2025	2,735,331	2,735,331	

8. Investment income

	Unrestricted funds 2026 £	Total funds 2026 £	Total funds 2025 £
Bank interest	46,803	46,803	72,569
	46,803	46,803	72,569
Total 2025	72,569	72,569	

9. Other income

	Unrestricted funds 2026 £	Total funds 2026 £	Total funds 2025 £
Financing income	-	-	667
Profit on disposals	5,629	5,629	-
	5,629	5,629	667
Total 2025	668	668	

10. Raising funds - voluntary income

	Unrestricted funds 2026 £	Total funds 2026 £	Total funds 2025 £
Direct costs - other	242,794	242,794	169,491
Direct costs - staff	496,852	496,852	463,346
	739,646	739,646	632,837

11. Raising funds - fundraising trading

	Direct staff costs 2026 £	Direct other costs 2026 £	Total funds 2026 £	Total funds 2025 £
Hospice lottery	274,698	347,352	622,050	547,294
Shops	808,958	579,425	1,388,383	1,286,720
Catering	-	49,737	49,737	41,272
	1,083,656	976,514	2,060,170	1,875,286
Total 2025	1,047,720	827,566	1,875,286	

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

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12. Cost of charitable activities

	Direct staff costs 2026 £	Direct other costs 2026 £	Support Cost 2026 £	Total funds 2026 £	Total funds 2025 £
Wellbeing	453,799	54,407	355,869	864,075	762,542
Bereavement support	325,422	15,478	238,713	579,613	555,472
Complementary therapy	30,701	267	21,685	52,653	50,110
Hospice at home	737,336	13,953	542,661	1,293,950	1,362,386
Training	265,457	1,868	187,193	454,518	198,494
Governance costs (note 13)	23,671	-	-	23,671	16,398
	1,836,386	85,973	1,346,121	3,268,480	2,945,402
Total 2025	1,644,999	43,887	1,256,516	2,945,402	

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

The relevant proportions are wellbeing 26.4% (2025: 25.9%), bereavement support 17.7% (2025: 18.9%), complementary therapy 1.6% (2025: 1.7%), hospice at home 40.3% (2025: 46.8%) and training 13.9% (2025: 6.7%).

Restricted expenditure totalling £111,471 (2025: £94,341) is included in the total expenditure of £3,268,480 (2025: £2,945,402).

Support costs

	2026 £	2025 £
Administration	1,288,130	1,207,580
Marketing	57,911	49,221
	1,346,041	1,256,801

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13. Governance costs

	2026	2025
	£	£
Direct costs - other	23,671	16,398
	23,671	16,398

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

14. Net income/(expenditure)

	2026	2025
	£	£
Depreciation of tangible fixed assets - owned by the charity	233,345	169,977
Auditor's remuneration – audit	28,000	28,600
Amortisation of intangible software	1,369	-

15. Staff costs

	Group 2026	Group 2025	**Company 2026**	Company 2025
	£	£	**£**	£
Wages and salaries	3,586,448	3,350,092	3,538,643	3,350,092
Social security costs	407,735	270,519	400,927	270,519
Contribution to defined contribution pension schemes	304,226	330,738	251,821	330,738
	4,298,409	3,951,349	4,191,391	3,951,349

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15. Staff costs (continued)

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

	Group 2026 No.	Group 2025 No.
Direct charitable	**64**	72
Fundraising and publicity	**64**	65
Management and administration	**25**	26
	153	163

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

	Group 2026 No.	Group 2025 No.
In the band £60,001 - £70,000	**1**	1
In the band £70,001 - £80,000	**0**	1
In the band £80,001 - £90,000	**-**	-

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £375,774 (2025: £418,375). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance and Director of Income Generation and Marketing,.

No Trustees were paid any remuneration during the year. No Trustees were reimbursed travel expenses during the year for their participation in volunteering in line with the charitable company's expense policy.

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financial Activities represents contributions payable by the charity to the funds and amounts to £304,226 (2025: £330,738). At the year end, contributions of £25,999 (2025: £27,706) were outstanding.

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16. Intangible asset

	Total 2026 £	Total 2025 £
Cost or valuation		
At 1 April 2025	-	-
Additions	5,475	-
At 31 March 2026	5,475	-
Amortisation		
At 1 April 2025	-	-
Charge for the year	1,369	-
At 31 March 2026	1,369	-
Net Book Value	4,106	-

17. Tangible fixed assets

Group and Company

	Freehold property £	Assets under construction £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation						
At 1 April 2025	**3,084,385**	**139,700**	**111,330**	**937,980**	**132,086**	**4,405,481**
Additions	**33,600**	**-**	**23,462**	**277,668**	**11,825**	**346,555**
Disposals	**-**	**(139,700)**	**(34,753)**	**(232,987)**	**(40,409)**	**(447,849)**
At 31 March 2026	**3,117,985**	**-**	**100,039**	**982,661**	**103,502**	**4,304,187**
Depreciation						
At 1 April 2025	**832,278**	**-**	**51,780**	**793,086**	**113,951**	**1,791,095**
Charge for the year	**62,655**	**-**	**26,531**	**125,460**	**18,699**	**233,345**
On disposals	**-**	**-**	**(29,892)**	**(232,986)**	**(40,409)**	**(303,287)**
Impairment reversal	**(92,651)**	**-**	**-**	**-**	**-**	**(92,651)**
At 31 March 2026	**802,282**	**-**	**48,419**	**685,560**	**92,241**	**1,628,502**
Net book value						
At 31 March 2026	**2,315,703**	**-**	**51,620**	**297,101**	**11,261**	**2,675,685**
At 31 March 2025	2,252,107	139,700	59,550	144,894	18,135	2,614,386

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

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17. Tangible fixed assets (continued...)

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

	2026	2025
	£	£
Original costs	**246,882**	246,882
Improvements to freehold property	**1,362,617**	1,329,017
Sandiacre premises	**167,941**	167,941
New build costs	**765,545**	765,545
Saplings building	**575,000**	575,000
	3,117,985	3,084,385

18. Fixed asset investments

Group

There are no fixed asset investments held at group level for the year end 2026 or 2025.

18. Fixed asset investments (continued)

Company

	Investment in subsidiary £	**Total 2026 £**	Total 2025 £
Cost or valuation			
At 1 April 2025	11,000	11,000	11,000
Additions	-	-	-
Disposals	-	-	-
Revaluations	-	-	-
At 31 March 2026	11,000	11,000	11,000
Investment cash	-	-	-
At 31 March 2025	11,000	11,000	11,000

The investment in listed securities represents a portfolio investment that was held by Rathbones Investment Management Ltd.

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Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Company:

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

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) for the year £	Net assets/ (liabilities) £
Treetops Retail Limited	-	-	-	**(35,582)**
Treetops Funding Limited	**684,966**	**(306,800)**	**378,166**	**532,769**

19. Stocks

	Group 2026 £	Group 2025 £	Company 2026 £	Company 2025 £
Donated stock	**141,701**	111,395	**141,701**	111,395

20. Debtors

	Group 2026 £	Group 2025 £	Company 2026 £	Company 2025 £
Trade debtors	116,845	73,503	116,845	73,503
Amounts owed by group undertakings	-	-	186,793	153,673
Other debtors	3,629	(3,934)	-	(6,851)
Prepayments and accrued income	273,114	254,636	268,786	213,351
	393,588	324,205	572,424	433,676

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21. Creditors: Amounts falling due within one year

	Group 2026 £	Group 2025 £	**Company 2026 £**	Company 2025 £
Amounts held under agency arrangement (note 29)	41,509	46,999	41,509	46,999
Trade creditors	124,818	125,588	118,698	103,801
Amounts owed to group undertakings	-	-	534,047	544,445
Other taxation and social security	59,156	42,200	59,156	42,200
Other creditors	29,907	35,612	(34,534)	(46,726)
Accruals and deferred income	46,224	36,355	34,964	32,157
	301,614	286,754	753,840	722,876

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22. Statement of funds

Statement of funds – current year

	Balance at 1 April 2025 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2026 £
Unrestricted						
Designated funds						
Fixed assets	**2,614,386**	**61,299**	-	-	-	**2,675,685**
General funds						
General funds	**1,915,737**	**4,892,535**	**(5,650,025)**	**376,166**	-	**1,534,413**
Treetops Funding	**522,769**	**684,966**	**(306,800)**	**(378,166)**	-	**522,769**
Treetops Retail	**(36,582)**	-	-	-	-	**(36,582)**
	2,401,924	**5,577,501**	**(5,956,825)**	**(2,000)**	-	**2,020,600**
Total Unrestricted funds	**5,016,310**	**5,638,800**	**(5,956,825)**	**(2,000)**	-	**4,696,285**
Restricted funds						
Grounds fund	**13,435**	**1,828**	**(5,499)**	-	-	**9,764**
Wellbeing Café	**37,365**	-	**(23,196)**	-	-	**14,169**
Wellbeing Therapy	**17,000**	**2,000**	**(14,613)**	**2,000**	-	**6,387**
Nationwide Compassionate Communities	**17,904**	**500**	-	-	-	**18,404**
Hospice UK Grant	**4,263**	-	-	-	-	**4,263**
Contemplation Courtyard	**5,367**	-	-	-	-	**5,367**
UHDB Education	**10,000**	**19,999**	**(29,999)**	-	-	-
Roaming Nurse Car Fund	**4,304**	-	-	-	-	**4,304**
Syringe Driver Grant	-	-	**(486)**	-	-	**(486)**
Children in Need	**(670)**	-	-	-	-	**(670)**

22. Statement of funds (continued)

Statement of funds – current year

	Balance at 1 April 2025 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2026 £
Jules Thorne	37,500	-	(37,500)	-	-	-
Cheetham Centre	9,000	18,331	(88)	-	-	27,243
Virtual Ward	-	25,000	-	-	-	25,000
	155,468	**67,658**	**(111,381)**	**2,000**	**-**	**113,745**
Total of funds	**5,171,778**	**5,706,458**	**(6,068,206)**	**-**	**-**	**4,810,030**

22. Statement of funds (continued)

Statement of funds – Prior year

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

22. Statement of funds (continued)

Statement of funds - prior year (continued)

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

22. Statement of funds (continued)

Designated Funds

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

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

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

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

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

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

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

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

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

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

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

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

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

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets. A transfer of £2,000 has been made between general funds and Welling being Therapy, relating to a misclassification of an grant in the prior year. A transfer of £376,199 (2025: 435,432) was also made between General Funds and Treetops Funding in unrestricted funds, representing the gift aid payment made from the subsidiary to the parent in the year. A transfer of £2,000 (2025: £nil) to reflect a prior year restricted income from Wellbeing Therapy that was classified as general funds as the Trust was unaware that the grant was restricted.

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23. Summary of funds

Summary of funds - current year

	Balance at 1 April 2025 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2026 £
Designated funds	2,614,386	61,299	-	-	-	2,675,685
General funds	2,401,924	5,577,501	(5,956,825)	(2,000)	-	2,020,600
Restricted funds	155,468	67,658	(111,381)	2,000	-	113,745
	5,171,778	5,706,458	(6,068,206)	-	-	4,810,030

Summary of funds - prior year

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

24. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2026 £	Restricted funds 2026 £	Total funds 2026 £
Intangible assets	4,106	-	4,106
Tangible assets	2,675,685	-	2,675,685
Current assets	2,318,108	113,745	2,431,853
Creditors due within one year	(301,614)	-	(301,614)
Total	4,696,285	113,745	4,810,030

24. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

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

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

	Group 2026 £	Group 2025 £
Net (expenditure)/ income for the year (as per Statement of Financial Activities)	(361,748)	(291,237)
Adjustments for:		
Depreciation charges	233,345	170,077
Impairment reversal	(92,651)	-
(Gains)/losses on disposals of fixed assets	134,070	(300)
(Increase)/decrease in stocks	(30,306)	(7,454)
(Increase)/decrease in debtors	(69,383)	(82,865)
Increase/(decrease) in creditors	14,860	(12,011)
Net cash (used in)/ provided by operating activities	(171,813)	(223,790)

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26. Analysis of cash and cash equivalents

	Group 2026 £	Group 2025 £
Cash in hand	**1,896,564**	2,408,546
Total cash and cash equivalents	**1,896,564**	2,408,546

27. Analysis of changes in net debt

	At 1 April 2025 £	Cash flows £	At 31 March 2026 £
Cash at bank and in hand	**2,408,546**	**(511,982)**	**1,896,564**
	2,408,546	**(511,982)**	**1,896,564**

28. Operating lease commitments

At 31 March 2026 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2026 £	Group 2025 £
Not later than 1 year	**235,900**	208,120
Later than 1 year and not later than 5 years	**768,050**	615,404
Later than 5 years	**159,150**	236,723
	1,163,100	1,060,247

There was £320,089 (2025: £274,190) of lease payments recognised as an expense in the statement of financial activities.

29. Agency arrangements

The charity acts as an agent in distributing EOLT project funds. In the accounting period ending 31 March 2026 the charity received £41,509 (2025: £46,999) and disbursed £nil (2025: £nil) from the fund. An amount of £41,509 (2025: £46,999) is included in note 21 related to undistributed funds that are repayable to NHS Nottingham and Nottinghamshire ICB and Derbyshire Community Health Services.

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30. Related party transactions

During the year, 11 trustees made donations totalling £482 (2025: 3 trustees, £3,437). A number of trustees also donate goods to the retail shops.

During the year the charity received income of £417,591 (2025: £1,085,961) from Treetops Funding Limited. The charity incurred expenses of £nil (2025: £1,087) on behalf of Treetops Funding Limited and £nil (2025: £13) on behalf of Treetops Retail Limited.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £186,794 (2025: £125,508) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £534,048 (2025: £526,604) at the year end, which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £378,166 (2025: £435,432).

Between the subsidiary companies there was a balance of £20,614 (2025: £21,045) owed by Treetops Retail Limited to Treetops Funding Limited.

31. Controlling party

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

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