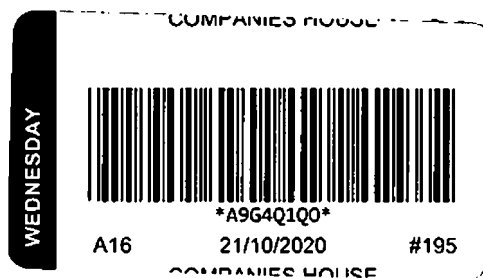


Registered number: 01801708

Charity number: 519540

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020



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 2020

Trustees	Dr R E Aldridge Mr S Beeley Mr J Davis Dr H Godridge Mr R W Jones Dr C S Kang Ms H Macdonald Mr D J Millington Mr S Mitchell Mr A Perkins Mr A Sarda, Treasurer Dr M Swanwick Mr A Wardle Mr M Fox (resigned 22 January 2020) Dr S Miller (resigned 30 April 2019)
Company registered number	01801708
Charity registered number	519540
Registered office	Treetops Hospice Derby Road Risley Derbyshire DE72 3SS
Company secretary	C Munton
Chief executive	Mrs J Heath
Independent auditor	BHP LLP Chartered Accountants Statutory Auditor 2 Rutland Park Sheffield S10 2PD
Bankers	Santander Bridle Road Bootle Merseyside G1R 0AA

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Solicitors	Ellis Fermor & Negus 2 Devonshire Avenue Beeston Nottingham NG9 1BS
Investment managers	Rathbone Brothers Plc Temple Point 1 Temple Row Birmingham B2 5LG

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2020

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2019 to 31 March 2020. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Since the group and the Company qualify as small under section 383 of the Companies Act 2006, the Group strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

a. Policies and objectives

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

Vision

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

Mission

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

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

Values

Respecting the unique worth of every person

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

Exercising responsible stewardship

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

Working with hope

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

Sustaining a culture of trust, warmth and safety

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Objectives and activities (continued)

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance 'Public benefit: running a charity (PB2)'.

b. Strategies for achieving objectives

The Board of Trustees have agreed the strategic direction of the charity through the preparation of a five-year rolling plan. The plan is approved and reviewed each year by the Trustees. The Chief Executive, with departmental managers, continues to develop operation plans and organisational objectives that are encapsulated in the annual budget, which has been approved by the Board. Progress towards achieving objectives is monitored and reviewed through the respective Board and Sub-Committee meetings of the Trustees. All activities of the organisation are monitored and reviewed by the Trustees through the production of monthly management accounts, care service delivery statistics and bi-monthly reports to the Board by the Chief Executive and departmental managers.

c. Activities undertaken to achieve objectives

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

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

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Objectives and activities (continued)

d. Volunteers

Treetops Hospice Care would not be able to achieve what we do without the support given by our volunteers and we are indebted to them for their contribution.

Our main objective in Volunteer Services is to ensure that our volunteer resource remains integrated in operational issues and plans, to meet the present and future needs of the organisation.

Since March 2019, the former Day Care service has been transitioned to a Wellbeing model aimed at reaching and supporting more and a more diverse range of people in our community who are suffering a life limiting illness. The new format offers support, information and care from the time of diagnosis and throughout the progression of their condition. We now offer a more educational and interactive approach alongside the traditional care and support. The Wellbeing Café proved a huge success with the number of attendees growing week upon week, as did the Men's Branch. As with all our services, we could not have achieved these changes without the commitment and support of our volunteers. All of whom have worked with us patiently, supportively and flexibly over the last 12 months to improve and fine tune the services and activities on offer.

We see similar dedication to supporting the hospice from all our volunteers in every department; with the valuable gift of their time, they have made and continue to make a significant contribution to improving the support available to individuals and their families, who are facing the challenge of life limiting illness. Our retail volunteers continue to grow in number with opening of new shops and the refurbishment of others.

To maintain and grow volunteer support, volunteer induction, mandatory and role related training and retraining remain imperative to maintain and improve our standard of services and care.

All of this requires a planned and focused approach to volunteer support, understanding the added value that volunteers bring to the organisation and ensuring that this is embraced by the management team and reflected in our day to day contact with volunteers.

The Volunteer of the Year Award for outstanding contribution was presented for the first time, at the Annual General Meeting. However, the overwhelming feedback from volunteers and staff was that it was impossible to single out individual volunteers as each one contributes so much; we have agreed not to continue with individual awards but continue to improve communication to keep volunteers engaged and find different but appropriate ways to show each individual volunteer how much the organisation values their contribution.

Achievements and performance

a. Review of activities

Provision of Care

The hospice was last inspected by the Care Quality Commission (CQC) in April 2016. The final report awarded the rating of "Good" across the five domains of Safe, Effective, Caring, Responsive and Well Led. The exemplary report can be found on Treetops' website and on the CQC website. It was anticipated that an inspection would be undertaken during the year.

Philippa Shreeve (Director of Clinical Services) is the registered manager for the organisation and is responsible for the delivery of all clinical activity that is commissioned by Derbyshire and Nottinghamshire CCGs.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

The priorities that we set for 2019-20

1 – Wellbeing, Support and Information Service

The priority for this year was to embed the changes to the model of care and the establishment of the Wellbeing Services. All staff and volunteers have been trained in how to utilise the LISTEN model to facilitate person-centred conversations. Work is still ongoing with the University of Derby to research the impact of this approach.

The Wellbeing Space has delivered a weekly programme of groups and activities for patients based on a model of enablement. Groups have included dedicated Men's and Women's sessions, healthy minds, chair based exercise, art, gardening, singing and a social club. Monthly breakfast meetings have also been held for referrers to increase awareness of the new service, aid communication and improve care planning. These have been well attended by care coordinators, district nurses, community staff and palliative care teams. The aim has been to increase access to services and also earlier referral.

Support and Information Wellbeing Café

The Support and Information Wellbeing Café on a Thursday has grown from strength to strength with over 1500 attendees during the year. The Café is open to anyone with a life-limiting illness or bereaved – and their family, carers and friends. Individuals do not need to be referred and can just turn up at any time during the day. The relaxed environment of the Café has proved a great success attracting people from a wider geographical range and broader spectrum of ages. For many the café is their first contact with the hospice and an easy way in which to gain information and support.

Spa Days (Assisted Bathing)

The Spa Days were introduced this year and have been accessed people by a wide variety of people. Following the original day service review it was identified that the bathroom was being rarely used so the space was given a makeover turning the bathroom into a relaxing and welcoming environment in which someone can have a bath with full assistance whilst enjoying the 'spa' experience of relaxing sounds and lights. This too has proved extremely popular and referral numbers for this service have grown steadily. Again feedback on the impact of this service for individuals has been wonderful to hear.

2 – Hospice at Home Service and Fast Track CHC

Over the year the activity levels within Hospice at Home have been maintained at the contracted levels. This is in contrast to a previous year when performance was significantly above contract. Over performance carries a cost pressure for the charity and it was felt that this level of delivery was not sustainable for the organisation. As a result it was anticipated that the team would work to deliver activity levels in line with the NHS contract again this year.

This means that priority is given to those patients who are classified as Red and Amber using the Gold Standard Framework. This ensures support to those who are rapidly deteriorating, or requiring symptom control, and less is offered to those settled patients or where families require respite care only.

Work continues to improve the scope and quality of the service and this year saw the introduction of competency training for the clinical staff in medication administration. This has enabled the staff team to support patients with their medication and avoid the need for call outs to the out of hours service. The training programme was developed in collaboration with Marie Curie in order to ensure continuity of care for patients and their families.

Referral numbers for Nottingham residents have also remained low over the year. Patients are referred via Nottingham Hospice for those residents in the Treetops Hospice catchment area, however they have also reported lower than expected referral numbers into their service.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

The workstream to review provision of end of life care across Derby and Derbyshire in relation to Hospice providers and Continuing Health Care was placed on hold by the Clinical Commissioning Group. This work as yet has not resumed.

3 - Compassionate Communities

A priority for this year was to secure funding for the project, and this was successful following an application to the Nationwide Building Society community fund. Treetops was awarded £47,744.00 over 2 years starting January 2020 to deliver a network of volunteer community befrienders. This enabled the team to build on the work already achieved through the previous pilot project.

Further work has been carried out with diverse communities to find culturally appropriate ways of engaging them in conversations and events. An assets-based approach was adopted to focus on what works best for communities, building on local capacity to support those at the end of life or who are bereaved.

Treetops also established links and networks with other hospices working within community development to share best practice. The organisation is proud to have started the conversations about death, dying and bereavement in communities and endeavour to continue breaking down fears and taboos to enable people to plan better and support each other at the end of life.

4 – Therapeutic Services Project for Traumatically Bereaved Children

Following a successful bid to the Masonic Lodge (via Hospice UK) the Mollitiam Projix 'non-talking' therapies project for children and young people who have been traumatically bereaved commenced. This project aimed to reach children/young people who struggle to benefit from traditional 1-2-1 talking therapy.

The project created a group-work programme providing a range of 'non-talking' therapies such as drumming therapy, equine therapy, trauma yoga, meditation/mindfulness and complementary therapy and worked in partnership with other local charities/specialists. The Director of the Nottingham-based Centre for Trauma, Resilience and Growth, Steve Regel OBE, has been acting as a consultant in the development, monitoring and review of the project. Group sessions started in September. Feedback has been extremely positive and Treetops is now looking to embed this approach as part of its ongoing emotional support offer.

5 – To progress to construction of an In-Patient Unit on our Risley campus

Following a successful planning application for the proposed 12 bedded In-Patient Unit, the focus for the year was on the capital campaign to raise £5 million pounds to fund the build and initial set up and running costs.

The aim was to nurture new relationships to secure significant gifts from philanthropists, companies and grant making trusts and foundations. Communication with the organisation and wider community was also undertaken in order to ensure that much-needed income currently given to fund the £3.5 million annual revenue costs was not diverted to the Campaign.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

Review of Services

From 1 April 2019 to 31 March 2020, Treetops Hospice Care was commissioned to provide Wellbeing Day Service and Hospice at Home to the Derby and Derbyshire CCG and the four CCGs in Nottinghamshire.

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

Treetops Hospice Care raises 68% of the funding for these services through retail outlets, lottery and fundraising. The remaining 32% comes from the NHS via the above CCGs through block grant and cost and volume contracts.

Treetops Hospice Care offers a Support and Information Service, Complementary Therapy and Art Therapy. We also host outpatient clinics for the Royal Derby Hospital. The clinics are run by a Clinical Nurse Specialist and two consultants and support patients with non-malignant respiratory diseases and palliative care needs.

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

Participation in Clinical Audits

During 2019–2020, Treetops Hospice Care did not participate in any national or local clinical audits.

Research

During 2019–2020, the hospice was involved in one research project in conjunction with Derby University.

NHS Quality Improvement and Innovation Goals

Treetops Hospice Care has quality requirements set by the Derbyshire CCGs:

- All quality requirements for 2019-2020 were met (Quality Schedule available)
- To be an active participant in the Derbyshire Sustainability and Transformation Programme (STP) End of Life Care Group and The Derbyshire Alliance for End of Life Education.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

Quality Overview

Activity data across the year reveals the following trends

Wellbeing Service

Wellbeing Service Data

	2018 – 2019	2019-2020	
	Treetops Hospice Care	Treetops Hospice Care	Percentage Change
Total number of sessions delivered	2,778	2,597	-6.5%
Total number of referrals	99	207	109%

This year has seen the full introduction of the new service model and the team have worked extremely hard to deliver a new programme structure. Sessions delivered on Monday, Wednesday and Friday are aimed at providing a more person-centred approach. Individuals are offered access to group sessions that are tailored to support their physical and emotional wellbeing. Groups include men and women's sessions, get moving, healthy minds, relaxation, gardening and creative activities as well as a social club. In addition open sessions including knit and natter, singing and a carers group have also been established that run monthly. Group attendance has been at the levels anticipated. Tuesday has remained as a day for guests with higher dependency, but the number of referrals to this group has declined over the year and this will be reviewed into the forthcoming year.

The data shows that referral numbers have increased significantly over the year whilst attendance levels have declined. This could reflect the change in working that patients are now reviewed every 12 weeks to ensure that the service is still appropriate for them and then referred on or discharged if hospice support is no longer considered appropriate. However there is also concern that some patients are referred late to the service and as a result do not attend for long before moving to other services such as Hospice at Home. This aspect requires further analysis over the coming year.

Wellbeing Programme Data

As part of the changes in the Wellbeing Space the Wellbeing Day was reformatted to a programme of 8 structured education sessions. This programme unfortunately continued to under-perform to the level originally anticipated and although the feedback from attendees is positive a decision was taken to stop delivering it.

Spa Bath sessions

Access to the assisted bathing sessions has proved extremely popular with 97 baths being offered over the course of the year. The spa day programme was offered one day per week.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

Support and Information Wellbeing Café

The Café opened its doors for business at the beginning of 2019 and attendance has grown steadily. Over the course of the year 1,263 people attended the café. Of those who completed the feedback forms the following data has been extracted.

Attendance Data - obtained from feedback forms			
Male	168	Age Range	
Female	412	18 - 29	6
Not Specified	53	30 - 49	76
		50 - 69	233
		70+	154
		Not Specified	5
Attendee profile			
Patient	512		
Bereaved	219		
Carer	225		
Friend	184		
Family	186		
Support Worker	15		
Not Specified	17		

The attendance data has identified that the café has been successful in attracting a younger profile of people not previously seen by the hospice.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

Hospice at Home Service

Hospice at Home Data



	2018 - 2019	2019 - 2020	
	Treetops Hospice Care	Treetops Hospice Care	Percentage change
Total number of hours of care Derbyshire	26,745	24,182	-9.5%
Total number of hours of care Nottinghamshire	5,224	3,888	-25.5%
Total number of referrals Derbyshire	516	618	20%
Total number of referrals Nottinghamshire	272	284	4%
% Home deaths	90%	90%	0%

The Hospice at Home service has continued to deliver an exceptionally high standard of care throughout the year. However there are notable changes that have impacted on activity levels. Although the criteria for support from Hospice at Home remains the same (patient must be considered to be in the last six months of life) the provision of care has meant that only patients who are considered to be classified as red or amber are prioritised for care. Patients classified as being green are not routinely being offered care, unless there is a need to support the carer, in order to maintain their health and wellbeing. As a result, many patients are only being supported for a short length of time, days rather than weeks. This is borne out by the increase in referral numbers across the year but reduction in hours of care. The average number of night support sessions delivered is 6 per patient. The number of patients who died at home has remained consistent with previous years at 90%.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

The number of people supported across Derbyshire was in line with contracted hours, but across Nottinghamshire the level of activity fell again. Prior to this year Treetops has held a contract for Hospice at Home service for Nottingham City Care patients, but this contract ended and was not recommissioned hence a reduction in activity.

Counselling and Emotional Support

Our commissioned Bereavement Support Service is unusual in hospice terms as we accept referrals from anyone in the community regardless of any previous association with Treetops Hospice Care. Our team of counsellors have worked extremely hard during the year to ensure that emotional support can be offered to those in need.

Adult Bereavement Service Data

	2018 - 2019	2019 - 2020	
	Treetops Hospice Care	Treetops Hospice Care	Percentage change
Total number of counselling sessions	2,919	2,926	0.2%
Total number of new users	306	313	2.3%

Children and Families Bereavement Service Data

We also provide Bereavement Support to children and young people under 18 years old and this service, has seen increasing demand.

	2018 - 2019	2019 - 2020	
	Treetops Hospice Care	Treetops Hospice Care	Percentage change
Total number of counselling sessions	1,140	1,000	-12%
Total number of new users	125	151	21%

Life-Limiting Illness Counselling Support Data

	2018 - 2019	2019 - 2020	
	Treetops Hospice Care	Treetops Hospice Care	Percentage change
Total number of counselling sessions	603	519	-14%
Total number of new users	92	57	-38%

Again, this service is not only for people who have accessed end of life care at the hospice but is for anyone in our community facing life-limiting illness.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

In 2013, the Bereavement Services Association and Cruse Bereavement Care Services introduced the Bereavement Care Service Standards as a national evaluation tool. This tool has been now endorsed by the National Bereavement Alliance, to which Treetops Hospice Care is affiliated, and sets three levels of achievement within seven separate standards. These are Planning, Awareness and Access, Assessment, Support and Supervision, Education and Training, Resources, and Monitoring and Evaluation.

Our team are dedicated to working to this standard and we are confident that we are achieving the highest level across all seven of the standards. Work has been undertaken nationally by the Association of Bereavement Service Co-ordinators to develop a new service audit tool which incorporates the Bereavement Care Service Standards. It is our intention to use this tool to evaluate our service in the future.

What others say about us

1. Care Quality Commission

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

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

2. What our patients and carers say about us

Wellbeing Space Evaluations

Our aim is that our guests' privacy and dignity is maintained, especially during intimate procedures. That they feel treated as individuals, their needs are addressed, and that they find it to be a safe and secure environment.

Your Care

We always aim to meet guests' clinical and emotional needs unobtrusively and with care and compassion.

Catering in Wellbeing

We offer a range of catering options across the week ranging from a two-course meal to café style options.

Counselling and Emotional Support Service and Art Therapy

Since last year, all clients who finish receiving support during the year from the Counselling and Emotional Support and Art Therapy Services are asked to complete an evaluation of their experience.

What our staff say about the organisation

For many years we have used the Birdsong staff survey for employee feedback/engagement. In 2017, we branched out and used the Sunday Times Best Not for Profit survey at the same time entering the Sunday Times Best 100 Not for Profit Company Awards and we came 4th.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

The following year we entered again; with an even higher score, we came 6th. However, we are concerned not to send out the message that, as a company, we are only interested in employee feedback/engagement to win awards and also the feedback from Best Companies was limited. We decided to step back to review all the options such as a bespoke survey, other providers, a return to Birdsong or repeat Best Companies. In the meantime, we ensure regular two-way communication through 121s and appraisals, an active staff meeting open to all employees, every 3 months, a management group that meets every 2 months and a Senior Leadership Team that meets every month.

Complaints and Compliments

Complaints

During 2019–2020, we received four clinical service complaints. All incidents were investigated, documented and action taken if required. Feedback on the outcome and action was provided to the complainant.

Compliments

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

We do not at present have a comprehensive way to capture and log all this feedback. In total 62% of our in-memoriam donations came from the families and carers of those who were cared for by our services.

Patient Safety Indicators

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

We have a Health and Safety Committee made up of staff and trustees, who meet quarterly and receive departmental reports. They review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During the period April 2019 – March 2020, there were 9 fall incidents recorded: 6 reported by our Hospice at Home service and 3 by the Wellbeing service. Of the Hospice at Home incidents, one fall had happened to a patient living alone and before the Treetops nurse was in attendance, two were falls from bed and three were falls from standing or walking. The Treetops nurse called for assistance in four of these cases and assisted the patient themselves in two cases. One patient was attended and assisted by paramedics and by family in the other three cases. Of the three falls reported by Wellbeing, all patients were assisted by either staff or volunteers. In every case reviews of the manual handling and/or transport needs of the patients were reviewed and other health professionals involved in their care were informed.

Achievements and performance (continued)

b. Impact of Covid-19 on activities

The Board of Trustees appreciate that we are living in extraordinary times due to the advent of Corona virus and the impact that it is having upon many of our activities. The priority of the Board and the Senior Leadership Team is the welfare of staff, patients, volunteers, the maintenance of our operations and the financial sustainability of the charity.

To this end we have taken the following measures:

- Launched a successful Emergency Appeal which raised approx. £200k
- Applied to Trusts and Foundations who are providing funding opportunities to deal with the challenges presented by Covid 19
- Made the decision to concentrate our efforts upon raising revenue and not to pursue a capital appeal for a bedded unit.
- Have established an Emergency Appeal Board which will stimulate and encourage corporate support and promote networking opportunities
- We have reviewed the structure of our Fund Raising Department and have shifted the emphasis away from traditional community events and are investing in digital fund raising
- We have adapted and introduced innovative ways of providing our clinical services which have captured the imagination of the public
- Embarked upon a campaign to promote and market "Treetops" which has led to a greater awareness of the organisation and increased donations
- All Departments are reviewing their staffing structures and resources are being reinvested, where appropriate, with the aim of increasing our effectiveness
- We have introduced a legacy strategy
- Have grown the number of lottery players
- Pursued funding/grant opportunities provided by the Government
- Increased our reserves
- Have reopened all of our shops and are establishing a presence on eBay.

Whilst we are working in unprecedented times, we have seen that there have been opportunities for Treetops. We are being prudent and have invested in the right skills and technologies to help us develop further. No one can anticipate what the future holds or how long we will have to live with the effects of Corona virus but these measures will enable us to meet the challenges of the future.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Achievements and performance (continued)

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

If Treetops Hospice Trust is notified of third party fundraising events, any person from a group or any individual holding that event, completes a registration form 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 fundraising team.

Treetops Hospice Trust fundraising department organise fundraising events and co-ordinate the activities of our supporters both in the Hospice and in the wider community on behalf of the charity. The fundraising 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 marketing department to ensure that it is not unreasonably intrusive or persistent. All marketing material contains clear instructions on how a person can be removed from mailing lists as do all letters of thanks.

Treetops Hospice Lottery does use a third party canvassing company to recruit members of the Lottery. A Data Protection Agreement is in place with that company (Burden and Burden), which confirms that they adhere to the Fundraising Regulator's Code of Fundraising Practice and the General Data Protection Regulations.

d. Investment policy and performance

During 2015 the Board of Trustees decided that due to the low interest rates, it was now the appropriate time to move some of our reserves from interest bearing accounts to be managed by investment brokers. The amount invested is the surplus over the minimum amount set aside for reserves. The total amount of investment income received in the year was £6,007.

Other investments are £10,000 invested in Treetops Funding Limited and £1,000 in Treetops Retail Limited.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Financial review

a. Results for the year

The Charity's gross income rose from £4,043,674 to £4,803,571, an increase of £759,897. Gross costs decreased from £4,331,582 to £4,221,322. There was continued increase of investment within Fundraising, Lottery and Retail but costs savings in charitable activities.

The charity had funds carried forward at 31 March 2020 of £3,327,527 (2019: £2,805,591) of which £74,875 (2019: £40,412) are restricted funds, £976,550 (2019: £435,198) are unrestricted funds and £2,276,092 (2019: £2,329,981) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

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

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

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover rose from £565,186 to £657,681 (16%), profit increase from £203,079 to £343,394 (69%). Although a robust recruitment campaign was in place during the year, which led to a peak membership of over 12,900 members, further recruitments were paused from March onwards due to lockdown restrictions.

Retail Company

Treetops Retail Limited made an operating profit of £10,162 compared to a profit of £15,056 for 2018/19.

Fundraising

Fundraising includes income from the community, events, individual donations, corporate support and trusts. Net contribution has risen to a record level in the current year).

Legacy income has experienced a further increase of income rising from £422,720 to £1,113,573. This increase in legacy income is welcome as although at present it only is depended on upon a small way, the nature of Charity finances is changing and legacies are becoming more critical to operations. To this end a legacy marketing programme is being implemented in co-ordination with an external Fundraising specialist we are currently working with. This is to develop awareness within the public domain of the need for gifts in wills and the impact that such generosity can have on service development.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Financial review (continued)

b. Going concern

The Trustees' have considered the impact of COVID-19 on the charity's income and operating cost base. They have prepared forecasts of income and expenditure and cash flow for the period to 31 March 2024 which shows that they have sufficient reserves and cash to be able to continue for the foreseeable future. However, these forecasts are based on a number of assumptions which are sensitive to the future impact of Covid-19 and the success of a new fundraising strategy. The Trustees' will continue to monitor the impact on income and take appropriate action as necessary.

The Trustees' recognise the uncertainty around future income generation and the inherent risk regarding the success and sustainability of their plans, however the Trustees' have concluded that the entity remains a going concern whilst such viable options are available to it. The Trustee's therefore continue to adopt the going concern basis of preparation for these financial statements.

c. Reserves policy

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

To develop long term objectives and ensure the continuation of current services, the Charity needs to have an appropriate level of reserves. The Board of Trustees have calculated and agreed an acceptable level to be £800,000. This accounts for any major loss of income, such as statutory funding, to allow services to continue running for 6 months and fund redundancy costs. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the Charity to discharge its obligations and long-term plans in these uncertain financial times.

At the year end, the free reserves figure was £976,550, which is above the level set. The Trustees believe it appropriate to hold a higher level of reserves at this time due to the additional financial risks arising from the Covid-19 pandemic.

d. Principal risks and uncertainties

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

The most recent review showed that the highest risks as:

- Increased operating costs
- Loss or reduction of Statutory income
- Failure to generate sufficient income
- Reserves at insufficient level and/or not justified
- Loss or reduction of Fundraising income

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Structure, governance and management

a. Constitution

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

b. Methods of appointment or election of Trustees

The management of the Group and the Company is the responsibility of the Trustees who are elected and co-opted under the terms of the Memorandum of Association.

c. Organisational structure and decision-making policies

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

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

d. 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.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Structure, governance and management (continued)

e. Pay policy for key management personnel

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

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

f. Risk management

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

g. Governance

In 2012 the Trustees took place in the Help the Hospices (Hospice UK) Board Development Programme run by Cass Business School. The Help the Hospices Board development programme, funded by the Monument Trust, focused on effective governance (i.e. the systems, processes and behaviours that enable trustees/non executive directors to hold the organisation in trust, steer its work and optimise the benefit to its current and future beneficiaries). The key framework used in the programme was Good Governance – a code for the voluntary and community sector (2nd edition October 2010), which sets out six key principles of effective governance.

The key indicators used to assess the success of the programme included:

- The board has a better understanding of good governance (including clinical)
- The board has reflected on its governance strengths and weaknesses
- The board has greater self awareness of its culture and behaviours
- The board, led by the Chair has agreed, and is implementing a clear action plan to improve its governance.

The programme consisted of: a document review; interviews with Chair, Chief Executive and two Trustees; three visits to the Hospice, including Board meetings and some interim contact.

The Board considered the 11 recommendations in the board development report. It was decided that the Board wanted to focus on:

- 1 Ensuring the Board focuses on strategic matters
- 2 Improving the effectiveness of meetings
- 3 Induction, training and recruitment of trustees
- 4 Assessing the Board's own performance

Clinical Governance is the remit of the Clinical Sub Committee, who report to the Board.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Plans for future periods

In March 2020 all services were impacted by the Covid 19 pandemic and national lockdown restrictions. As a result any planned developments for 2020 – 2021 were put on hold as emergency measures were taken and this included the capital campaign to fund the proposed inpatient facility.

1 – Wellbeing, Support and Information Service

Due to lockdown and the need to shield vulnerable patients Treetops stopped all day hospice activity on site and converted to a community-based support service called 'Cake and Care'

- The service commenced on the 23rd of March 2020.
- It provides support to existing and new patients approaching end of life.
- Staff make daily welfare phone calls
- Care Packages are made up daily for delivery. These contain essential supplies of food, toiletries and treats such as homemade cake. Activities that reflect an individual's character and interests.
- One to one home visits are being provided if patient requires direct support

Benefits of the service include:

Physical Care

Care package deliveries allow staff to assess a patient's condition, arrange for medical and emergency care if required and to liaise with other providers if changes to planned care are required.

Emotional Support

Service provides emotional Support via social interaction by phone and in person (albeit at a distance) when care package is delivered

Mental Wellbeing

The contents of the weekly treat bag (such as magazines, puzzle or colouring books, mini gardening kits and toiletries as well as cake) will boost a patient's wellbeing by distracting them from their anxieties and bringing some enjoyment to their day.

Practical Support

Our volunteers and staff identify when practical support is needed and plan accordingly (such as arranging for repairs to be done or medicines to be collected).

Treetops is evaluating the scheme by the number of incidents they have been able to assist with by referring patients for a medical and emergency care, the number of times they have sourced practical support; and by the comments received from patients, their families, GPs, social and community care providers etc.

Longer term aim is to return to a Wellbeing programme that is delivered via remote group sessions and some face to face once safe to do so.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Plans for future periods (continued)

2 – Hospice at Home – Roaming Nursing Service

Treetops Hospice Care has continued to provide as normal its full Hospice at Home service providing overnight and day support for patients at the end of life in their own homes during the Covid pandemic.

In order to support our service and reduce demand on DHU we have temporarily introduced a roaming nursing team at night working from 9.30pm until 6.30am. The team consist of a registered nurse and a health care assistant.

Normally our Hospice at Home HCA nurses would call DHU if they needed assistance with PRN medication, syringe driver support, verification, catheter care or other nursing care procedures. Currently they can call our roaming team instead and this has reduced pressure on the 111 OOH service.

Treetops Hospice Care have been extremely fortunate that Toyota at Burnaston have supported this initiative with the loan of a car for the team to use. This is for a 6 month period until October.

Since this service started some families have opted just to have support from the roaming service, preferring that model of support to a full 9 hour night time visit.

3 – Compassionate Communities

Following the successful application to the Nationwide Building Society for grant funding, the planned befriending service has had to be modified in order to comply with social distancing and safety measures in place as a result of the Covid 19 pandemic. As a result befriender training is now being delivered via Zoom and befrienders will provide support either over the phone or via technology such as zoom, facetime etc. Face to face contacts will only start once restrictions allow.

Plans are still in place to work with diverse communities to find culturally appropriate ways of engaging them in conversations and events. An assets-based approach will be adopted focusing on what works best for communities, building on local capacity to support those at the end of life or who are bereaved.

Treetops will continue to work with other hospices working within community development to share best practice and develop the compassionate communities model. The organisation is proud to have started the conversations about death, dying and bereavement in communities and will endeavour to continue breaking down fears and taboos to enable people to plan better and support each other at the end of life.

4 – Counselling and Emotional Support

Prior to the national lock down all Counselling and Emotional support services were delivered via face to face counselling sessions. With social distancing and shielding this was not possible and the majority of adult counselling switched to being provided using IT based solutions such as Zoom or telephone support.

This has proved extremely successful and most existing clients have now adopted this format. All new assessments are being conducted in this way and this will be the chosen way of working for the foreseeable future. Activity levels are returning to agreed contract levels.

The service is hoping to resume some face to face sessions in the near future to support those clients who cannot work remotely and ensure our students meet their counselling training requirements.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Plans for future periods (continued)

Work is due to commence with University Hospitals of Derby and Burton NHS Foundation Trust to support staff from across the acute hospital who have been impacted by the recent pandemic impact. This will be provided via small groups and one to one sessions. Support has also been offered to care home sector staff who have been impacted by the pandemic.

5 – Syringe Driver Training for Nursing Care Homes

Treetops Hospice Care was asked by the DDCCG to host two staff for a year long contract to deliver syringe-driver training for nursing homes.

Fifty-six nursing homes across Southern Derbyshire required training on how to draw up and administer medication for delivery using a syringe driver. This was a business-critical project for DDCCG prior to the Covid 19 pandemic due to the contractual changes with Derby Royal Aseptic department. Training was due to be delivered for each home over the coming financial year with additional trouble shooting support each time a home required a driver.

The training had just started to roll out when lockdown started and Nursing homes subsequently closed to visitors and introduced strict procedures to protect patients and staff.

Although some of the training could be delivered remotely using Skype, Zoom or through videos there was still a need for detailed demonstrations and competency checks to be carried out.

In order to do this, it was identified that training could be delivered outside at the home at reduced risk to all and Treetops have stepped in to support this delivery. The Treetops team now drive to the nursing home in the minibus and erect one of our gazebos and put out chairs and a table. The syringe driver nurse can then deliver the training safely and effectively, after which everything is disinfected and packed away, ready for use the next time.

Using this approach, no staff need to enter the home and the training is delivered at a safe distance under the gazebo with everyone wearing PPE during the practical workshop.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditor

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

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

Auditor

The auditor, BHP LLP, has indicated his willingness to continue in office. The designated Trustees will propose a motion reappointing the auditor at a meeting of the Trustees.

Approved by order of the members of the board of Trustees and signed on their behalf by: Oct 6, 2020


Anil Sarda (Oct 6, 2020 17:15 GMT+1)

Mr A Sarda
(Trustee)
Date:

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

Opinion

We have audited the financial statements of Treetops Hospice Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2020 which comprise the Consolidated Statement of Financial Activities, the Consolidated balance sheet, the Company balance sheet, the Consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group's and of the parent charitable company's affairs as at 31 March 2020 and of the Group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Group's or the parent charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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

Other information

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

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report (incorporating the Directors' Report) for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Directors' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

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

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Directors' Report and from the requirement to prepare a Strategic Report.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

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.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

BHP LLP

Jane Marshall (Oct 6, 2020 18:23 GMT+1)

Jane Marshall (Senior statutory auditor)

for and on behalf of

BHP LLP

Chartered Accountants

Statutory Auditor

2 Rutland Park

Sheffield

S10 2PD

Date: Oct 6, 2020

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2020

	Note	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Income from:					
Donations and legacies	4	222,716	1,610,810	1,833,526	1,495,035
Charitable activities	7	7,112	834,647	841,759	880,958
Other trading activities	8	-	2,122,279	2,122,279	1,658,699
Investments	9	-	6,007	6,007	8,982
Total income		229,828	4,573,743	4,803,571	4,043,674
Expenditure on:					
Raising funds:	10,11				
Voluntary income		-	353,693	353,693	339,331
Fundraising trading		-	1,540,057	1,540,057	1,499,194
Charitable activities	12	195,365	2,132,207	2,327,572	2,493,057
Total expenditure		195,365	4,025,957	4,221,322	4,331,582
Net losses on investments		-	(60,313)	(60,313)	(301)
Net movement in funds		34,463	487,473	521,936	(288,209)
Reconciliation of funds:					
Total funds brought forward		40,412	2,765,179	2,805,591	3,093,800
Net movement in funds		34,463	487,473	521,936	(288,209)
Total funds carried forward		74,875	3,252,652	3,327,527	2,805,591

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

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

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2020

	Note	2020 £	2019 £
Fixed assets			
Tangible assets	16	2,276,092	2,329,981
Investments	17	472,151	155,789
		<u>2,748,243</u>	<u>2,485,770</u>
Current assets			
Stocks	18	63,005	77,642
Debtors	19	291,990	196,635
Cash at bank and in hand		454,931	305,871
		<u>809,926</u>	<u>580,148</u>
Creditors: amounts falling due within one year	20	(230,642)	(260,327)
Net current assets		<u>579,284</u>	<u>319,821</u>
Total assets less current liabilities		<u>3,327,527</u>	<u>2,805,591</u>
Total net assets		<u>3,327,527</u>	<u>2,805,591</u>
Charity funds			
Restricted funds	21	74,875	40,412
Unrestricted funds	21	3,252,652	2,765,179
Total funds		<u>3,327,527</u>	<u>2,805,591</u>

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

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2020

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

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

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

Anil Sarda

Anil Sarda (Oct 6, 2020 17:15 GMT+1)

Mr A Sarda

Date: Oct 6, 2020

The notes on pages 34 to 62 form part of these financial statements.

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

COMPANY BALANCE SHEET
AS AT 31 MARCH 2020

	Note	2020 £	2019 £
Fixed assets			
Tangible assets	16	2,276,092	2,329,981
Investments	17	483,151	166,789
		<u>2,759,243</u>	<u>2,496,770</u>
Current assets			
Stocks	18	59,337	74,572
Debtors	19	275,572	181,069
Cash at bank and in hand		419,391	278,362
		<u>754,300</u>	<u>534,003</u>
Creditors: amounts falling due within one year	20	(547,603)	(443,317)
Net current assets		<u>206,697</u>	<u>90,686</u>
Total assets less current liabilities		<u>2,965,940</u>	<u>2,587,456</u>
Total net assets		<u>2,965,940</u>	<u>2,587,456</u>
Charity funds			
Restricted funds	21	153,483	40,412
Unrestricted funds	21	2,812,457	2,547,044
Total funds		<u>2,965,940</u>	<u>2,587,456</u>

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

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2020

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

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Anil Sarda (Oct 6, 2020 17:15 GMT+1)

Mr A Sarda

Date: Oct 6, 2020

The notes on pages 34 to 62 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2020

	Note	2020 £	2019 £
Cash flows from operating activities			
Net cash used in operating activities	24	588,885	(239,056)
Cash flows from investing activities			
Dividends, interests and rents from investments		6,007	8,982
Purchase of tangible fixed assets		(69,157)	(120,595)
Proceeds from sale of investments		189,917	171,815
Purchase of investments		(566,592)	(113,847)
Net cash used in investing activities		(439,825)	(53,645)
Change in cash and cash equivalents in the year		149,060	(292,701)
Cash and cash equivalents at the beginning of the year		305,871	598,572
Cash and cash equivalents at the end of the year	25	454,931	305,871

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

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 COVID-19 on the charity's income and operating cost base. They have prepared forecasts of income and expenditure and cash flow for the period to 31 March 2024 which shows that they have sufficient reserves and cash to be able to continue for the foreseeable future. However, these forecasts are based on a number of assumptions which are sensitive to the future impact of Covid-19 and the success of a new fundraising strategy. The Trustees' will continue to monitor the impact on income and take appropriate action as necessary.

The Trustees' recognise the uncertainty around future income generation and the inherent risk regarding the success and sustainability of their plans, however the Trustees' have concluded that the entity remains a going concern whilst such viable options are available to it. The Trustee's therefore continue to adopt the going concern basis of preparation for these financial statements.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

2. Accounting policies (continued)

2.3 Income

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

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

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

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

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

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

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

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.

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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

2. Accounting policies (continued)

2.4 Expenditure (continued)

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

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

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

2.7 Tangible fixed assets and depreciation

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

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

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

Depreciation is provided on the following bases:

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

2. Accounting policies (continued)

2.8 Investments

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

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

2.9 Stocks

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

2.10 Debtors

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

2.11 Cash at bank and in hand

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

2.12 Liabilities and provisions

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

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

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

2.13 Financial instruments

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

2. Accounting policies (continued)

2.14 Operating leases

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

2.15 Pensions

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

2.16 Fund accounting

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

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

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

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

2.17 Employee benefits

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

3. Critical accounting estimates and areas of judgment

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

Critical accounting estimates and assumptions:

The Company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

4. Income from donations and legacies

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2020	2020	2020	2019
	£	£	£	£
Donations and sponsorship	256,202	-	256,202	596,363
Legacies and bequests	1,113,573	-	1,113,573	422,720
Income from charitable trusts (note 5)	31,317	47,744	79,061	106,917
Income from other clubs and organisations	41,508	-	41,508	28,098
Christmas appeal	13,650	-	13,650	9,996
Business club	312	-	312	2,375
Car boot sales	9,251	-	9,251	17,886
Light Up a Life	7,658	-	7,658	9,776
Easter appeal	4,327	-	4,327	4,921
Recycling	159	-	159	5,848
Prize draw	-	-	-	11,083
Starlight Strut	32,399	-	32,399	42,734
Colour run	-	-	-	7,362
Gift aid	74,864	-	74,864	63,925
BBC Children in Need	-	10,000	10,000	10,000
Community events	18,319	-	18,319	44,030
Tea for Treetops	5,690	-	5,690	3,618
Big Lottery	-	72,000	72,000	70,608
Compassionate Communities Project	-	92,972	92,972	34,286
Support groups	1,581	-	1,581	2,489
Total 2020	<u>1,610,810</u>	<u>222,716</u>	<u>1,833,526</u>	<u>1,495,035</u>
Total 2019	<u>1,311,541</u>	<u>183,494</u>	<u>1,495,035</u>	

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

5. Charitable trusts

	2020 £
The Cecil Rosen Foundation	300
Cumberland Trust	200
The Fifty Fund	1,000
Institute of Our Lady of Mercy	1,000
Mark Armitage Charitable Trust	500
Masonic Charitable Foundation	1,000
The Percy Billton Charity	5,417
The Sawley Charities	500
The Sir John Eastwood Foundation	2,000
The Sobell Foundation	10,000
The Souter Foundation	1,000
The Thomas J Horne Memorial Trust	6,000
The Winnifred Potter Charitable Trust	2,000
The Woodroffe Benton Foundation	400
Nationwide Community Grant	47,744
	79,061

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

6. Donations and legacies - restricted funds

	2020 £	2019 £
Children in Need	10,000	10,000
Nationwide Community Grant	47,744	-
Derbyshire CC Compassionate Communities Project	92,972	34,286
Big Lottery Fund	72,000	70,608
Children's Bereavement Project	-	1,500
The Sir Jules Thorn Charitable Trust	-	5,000
Jane Tomlinson	-	2,000
The Francis Whinham Foundation	-	5,000
The Lynn Foundation	-	500
Thomas Farr Charity	-	6,000
The Kobler Trust	-	300
The February Foundation	-	7,500
The Edgar E Lawley Foundation	-	1,500
The Annandale Charitable Trust	-	4,300
Santander	-	5,000
The Jessie Spencer Trust	-	5,000
The Albert Hunt Trust	-	10,000
The Derbyshire Community Foundation	-	5,000
The Sobell Foundation	-	10,000
	222,716	183,494

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

7. Income from charitable activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Erewash CCG	180,050	-	180,050	212,383
Derby City CCG	497,758	-	497,758	492,107
Hardwick CCG	1,532	-	1,532	2,553
Nottingham County Teaching CCG	69,894	-	69,894	108,327
SDCCG LLI	25,135	-	25,135	23,983
Erewash LLI	3,467	-	3,467	3,178
	777,836	-	777,836	842,531
<i>Other income</i>				
Education	2,218	-	2,218	10,332
Meals and refreshments	15,629	-	15,629	15,014
Trustee membership fees	387	-	387	400
NHS pension rebate	8,500	-	8,500	8,500
Trauma CES	12,055	7,112	19,167	-
Miscellaneous	18,022	-	18,022	4,181
Total 2020	834,647	7,112	841,759	880,958
Total 2019	880,958	-	880,958	

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

8. Income from other trading activities

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Shop sales	1,292,149	1,292,149	925,063
Hospice lottery income	657,681	657,681	565,186
Catering income	172,449	172,449	168,450
	<u>2,122,279</u>	<u>2,122,279</u>	<u>1,658,699</u>
Total 2019	<u>1,658,699</u>	<u>1,658,699</u>	

9. Investment income

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Bank interest	2,750	2,750	3,847
Listed investments income	3,257	3,257	5,135
	<u>6,007</u>	<u>6,007</u>	<u>8,982</u>
Total 2019	<u>8,982</u>	<u>8,982</u>	

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

10. Raising funds - voluntary income

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Direct costs - other	95,772	95,772	101,035
Direct costs - staff	257,921	257,921	238,296
Total 2020	353,693	353,693	339,331
Total 2019	339,331	339,331	

11. Raising funds - fundraising trading

	Direct staff costs 2020 £	Direct other costs 2020 £	Support costs 2020 £	Total funds 2020 £	Total funds 2019 £
Hospice lottery	70,961	243,326	-	314,287	362,107
Shops	639,948	423,535	-	1,063,483	983,693
Catering	92,161	70,126	-	162,287	153,394
Total 2020	803,070	736,987	-	1,540,057	1,499,194
Total 2019	750,012	749,182	-	1,499,194	

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

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

12. Cost of charitable activities

	Direct staff costs 2020 £	Direct other costs 2020 £	Support costs 2020 £	Total costs 2020 £	Total costs 2019 £
Wellbeing	315,500	68,171	220,361	604,032	570,288
Bereavement support	268,365	57,005	186,876	512,246	431,807
Complementary therapy	1,460	22,031	13,492	36,983	16,928
Hospice at home	662,165	18,983	391,217	1,072,365	1,225,579
Training	12,912	15,485	16,310	44,707	48,029
Clinical information & support centre	23,588	-	13,548	37,136	87,299
In Patient Unit	-	-	-	-	85,135
Governance costs (note 13)	11,308	8,795	-	20,103	27,992
Total 2020	1,295,298	190,470	841,804	2,327,572	2,493,057
Total 2019	1,837,151	393,358	262,548	2,493,057	

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% (2019: 24%), bereavement support 22% (2019: 18%), complementary therapy 2% (2019: 1%), hospice at home 46% (2019: 51%), training 2% (2019: 2%) and support centre 2% (2019: 4%).

Restricted expenditure totalling £195,365 (2019: £176,534) is included in the total expenditure of £2,327,572 (2019: £2,493,057).

Support costs

	2020 £	2019 £
Administration	750,384	597,628
Marketing	91,420	97,422
	841,804	695,050

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

13. Governance costs

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Direct costs - other	8,795	8,795	16,883
Direct costs - staff	11,308	11,308	11,109
Total 2020	20,103	20,103	27,992
Total 2019	27,992	27,992	

Other governance costs represent audit fees, investment management fees, legal costs and health & safety audit costs. Staff costs represent company secretarial and chief executive governance costs.

14. Net income/(expenditure)

This is stated after charging:

	2020 £	2019 £
Depreciation of tangible fixed assets: - owned by the charity	123,046	133,798
Auditor's remuneration - other services	5,260	4,640
Auditor's remuneration - audit	9,090	7,960

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

15. Staff costs

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Wages and salaries	2,466,962	2,436,200	2,323,985	2,305,725
Social security costs	168,901	181,469	159,591	172,838
Contribution to defined contribution pension schemes	226,627	211,155	215,792	203,183
	<u>2,862,490</u>	<u>2,828,824</u>	<u>2,699,368</u>	<u>2,681,746</u>

The average monthly number of employees was 160 (2019: 159) and the average monthly number of employees expressed as full time equivalents was as follows (including casual and part time staff):

	Group 2020 No.	Group 2019 No.
Direct charitable	43	45
Fundraising and publicity	48	47
Management and administration	15	13
	<u>106</u>	<u>105</u>

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

15. Staff costs (continued)

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

	Group 2020 No.	Group 2019 No.
In the band £60,001 - £70,000	1	-
In the band £70,001 - £80,000	1	-

The total amount of employee benefits received by key management personnel, including employers' NI and pension, is £300,659 (2019: £301,589). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance and Volunteer & Support Services Manager and HR Manager.

No Trustees were paid any remuneration during the year. 1 Trustee was reimbursed travel expenses during the year for their participation in volunteering in line with the charitable company's expense policy £1,065 (2019: £1,234 to 1 trustee).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £226,627 (2019: £211,155). At the year end, contributions of £15,306 (2019: £11,401) were outstanding.

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

16. Tangible fixed assets

Group

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
<i>Cost or valuation</i>					
At 1 April 2019	2,630,762	118,230	555,194	82,090	3,386,276
Additions	-	-	55,287	13,870	69,157
At 31 March 2020	2,630,762	118,230	610,481	95,960	3,455,433
<i>Depreciation</i>					
At 1 April 2019	427,983	109,689	464,160	54,463	1,056,295
Charge for the year	49,755	8,538	53,208	11,545	123,046
At 31 March 2020	477,738	118,227	517,368	66,008	1,179,341
<i>Net book value</i>					
At 31 March 2020	2,153,024	3	93,113	29,952	2,276,092
At 31 March 2019	2,202,779	8,541	91,034	27,627	2,329,981

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

16. Tangible fixed assets (continued)

Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
<i>Cost or valuation</i>					
At 1 April 2019	2,630,762	118,230	555,194	82,090	3,386,276
Additions	-	-	55,287	13,870	69,157
At 31 March 2020	2,630,762	118,230	610,481	95,960	3,455,433
<i>Depreciation</i>					
At 1 April 2019	427,983	109,689	464,160	54,463	1,056,295
Charge for the year	49,755	8,538	53,208	11,545	123,046
At 31 March 2020	477,738	118,227	517,368	66,008	1,179,341
<i>Net book value</i>					
At 31 March 2020	2,153,024	3	93,113	29,952	2,276,092
At 31 March 2019	2,202,779	8,541	91,034	27,627	2,329,981

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

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

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

16. Tangible fixed assets (continued)

	2020 £	2019 £
Original costs	246,882	246,882
Improvements to freehold property	1,310,694	1,310,694
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
In patient unit	139,700	139,700
	<u>2,630,762</u>	<u>2,630,762</u>

17. Fixed asset investments

<i>Group</i>	Listed securities £
Market value	
At 1 April 2019	155,789
Additions	566,592
Disposals	(761,414)
Revaluations	511,184
At 31 March 2020	<u>472,151</u>
Net book value	
At 31 March 2020	<u>472,151</u>
At 31 March 2019	<u>155,789</u>
All investments are held in the UK.	

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

17. Fixed asset investments (continued)

<i>Company</i>	Investments in subsidiary companies £	Listed securities £	Total £
<i>Cost or valuation</i>			
At 1 April 2019	11,000	155,789	166,789
Additions	-	566,592	566,592
Disposals	-	(761,414)	(761,414)
Revaluations	-	511,184	511,184
At 31 March 2020	11,000	472,151	483,151
<i>Net book value</i>			
At 31 March 2020	11,000	472,151	483,151
At 31 March 2019	11,000	155,789	166,789

All fixed asset investments are held in the UK. The investment in listed securities represents a portfolio investment. This is held by Rathbones Investment Management Ltd. An investment management company registered in England and Wales.

Principal subsidiaries

The following were subsidiary undertakings of the Company:

Names	Class of shares	Holding
Treetops Retail Limited	Ordinary	100%
Treetops Funding Limited	Ordinary	100%

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss)/ Surplus/ (Deficit) for the year £	Net assets £
Treetops Retail Limited	172,449	(162,287)	10,162	19,193
Treetops Funding Limited	657,681	(314,287)	343,394	353,394

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

18. Stocks

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Retail Stock	3,668	3,070	-	-
Donated Stock	59,337	74,572	59,337	74,572
	63,005	77,642	59,337	74,572

19. Debtors

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Trade debtors	41,110	52,025	34,254	50,374
Other debtors	23,674	29,255	19,992	25,481
Prepayments and accrued income	227,206	115,355	221,326	105,214
	291,990	196,635	275,572	181,069

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

20. Creditors: Amounts falling due within one year

	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Trade creditors	50,099	103,039	35,172	66,988
Amounts owed to group undertakings	-	-	401,513	287,824
Other taxation and social security	44,233	43,939	44,233	40,971
Other creditors	76,030	77,949	17,652	22,828
Accruals and deferred income	60,280	35,400	49,033	24,706
	230,642	260,327	547,603	443,317
	Group 2020 £	Group 2019 £	Company 2020 £	Company 2019 £
Deferred income at 1 April 2019	8,388	3,540	8,388	3,540
Resources deferred during the year	38,058	8,388	38,058	8,388
Amounts released from previous periods	(8,388)	(3,540)	(8,388)	(3,540)
	38,058	8,388	38,058	8,388

Deferred income relates to grants received in advance for future periods.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

21. Statement of funds

Statement of funds - current year

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2020 £
Unrestricted funds						
Designated funds						
Fixed assets	2,329,981	-	-	(53,889)	-	2,276,092
General funds						
General Funds	214,514	3,743,613	(3,339,279)	(3,875)	-	614,973
Treetops Funding	203,079	657,681	(517,366)	-	-	343,394
Treetops Retail	15,056	172,449	(169,312)	-	-	18,193
Revaluation reserve	2,549	-	-	57,764	(60,313)	-
	435,198	4,573,743	(4,025,957)	53,889	(60,313)	976,560
Total Unrestricted funds	2,765,179	4,573,743	(4,025,957)	-	(60,313)	3,252,652
Restricted funds						
Grounds fund	25,784	-	(8,313)	-	-	17,471
Children's bereavement	1,500	10,000	(10,000)	-	-	1,500
Support and information	13,128	72,000	(66,112)	-	-	19,016
Derbyshire CC Compassionate Communities	-	92,972	(92,972)	-	-	-
Nationwide Compassionate Communities	-	47,744	(5,968)	-	-	41,776
Trauma fund	-	7,112	(12,000)	-	-	(4,888)
	40,412	229,828	(195,365)	-	-	74,875
Total of funds	2,805,591	4,803,571	(4,221,322)	-	(60,313)	3,327,527

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21. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2019 £
Unrestricted funds						
Designated funds						
New build	23,877	-	-	(23,877)	-	-
Fixed assets	2,343,185	-	-	(13,204)	-	2,329,981
	<u>2,367,062</u>	<u>-</u>	<u>-</u>	<u>(37,081)</u>	<u>-</u>	<u>2,329,981</u>
General funds						
General Funds	497,120	3,126,544	(3,448,501)	39,351	-	214,514
Treetops Funding	177,595	565,186	(539,702)	-	-	203,079
Treetops Retail	13,451	168,450	(166,845)	-	-	15,056
Revaluation reserve	5,120	-	-	(2,270)	(301)	2,549
	<u>693,286</u>	<u>3,860,180</u>	<u>(4,155,048)</u>	<u>37,081</u>	<u>(301)</u>	<u>435,198</u>
Total Unrestricted funds	<u>3,060,348</u>	<u>3,860,180</u>	<u>(4,155,048)</u>	<u>-</u>	<u>(301)</u>	<u>2,765,179</u>

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

21. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2019 £
<i>Restricted funds</i>						
Grounds fund	33,452	-	(7,668)	-	-	25,784
Children's bereavement	-	11,500	(10,000)	-	-	1,500
Support and information	-	70,608	(57,480)	-	-	13,128
Derbyshire CC Compassionate Communities	-	34,286	(34,286)	-	-	-
Hospice at Home	-	32,100	(32,100)	-	-	-
Day care	-	35,000	(35,000)	-	-	-
	<u>33,452</u>	<u>183,494</u>	<u>(176,534)</u>	<u>-</u>	<u>-</u>	<u>40,412</u>
<i>Total of funds</i>	<u>3,093,800</u>	<u>4,043,674</u>	<u>(4,331,582)</u>	<u>-</u>	<u>(301)</u>	<u>2,805,591</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

21. Statement of funds (continued)

Designated Funds

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

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

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

Support and information - to assist in the provision of support and information.

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 at Home - established to offer nursing and emotional support for patients in their own homes.

Day care - established to provide improvements to the daycare, a wellbeing area within the Hospice.

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 and fixed asset investment revaluation reserve.

Funds in deficit

The Trauma fund is in deficit due to expenditure being incurred in advance of future funding being received.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

22. Summary of funds

Summary of funds - current year

	Balance at 1 April 2019 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2020 £
Designated funds	2,329,981	-	-	(53,889)	-	2,276,092
General funds	435,198	4,573,743	(4,025,957)	53,889	(60,313)	976,560
Restricted funds	40,412	229,828	(195,365)	-	-	74,875
	<u>2,805,591</u>	<u>4,803,571</u>	<u>(4,221,322)</u>	<u>-</u>	<u>(60,313)</u>	<u>3,327,527</u>

Summary of funds - prior year

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2019 £
Designated funds	2,367,062	-	-	(37,081)	-	2,329,981
General funds	693,286	3,860,180	(4,155,048)	37,081	(301)	435,198
Restricted funds	33,452	183,494	(176,534)	-	-	40,412
	<u>3,093,800</u>	<u>4,043,674</u>	<u>(4,331,582)</u>	<u>-</u>	<u>(301)</u>	<u>2,805,591</u>

23. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Restricted funds 2020 £	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	-	2,276,092	2,276,092
Fixed asset investments	-	472,151	472,151
Current assets	74,875	735,051	809,926
Creditors due within one year	-	(230,642)	(230,642)
Total	<u>74,875</u>	<u>3,252,652</u>	<u>3,327,527</u>

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23. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Restricted funds 2019 £	Unrestricted funds 2019 £	Total funds 2019 £
Tangible fixed assets	-	2,329,981	2,329,981
Fixed asset investments	-	155,789	155,789
Current assets	40,412	539,736	580,148
Creditors due within one year	-	(260,327)	(260,327)
Total	40,412	2,765,179	2,805,591

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

	Group 2020 £	Group 2019 £
Net income/expenditure for the period (as per Statement of Financial Activities)	521,936	(288,209)
Adjustments for:		
Depreciation charges	123,046	133,798
(Losses)/ gains on investments	60,313	301
Dividends, interests and rents from investments	(6,007)	(8,982)
Decrease/(increase) in stocks	14,637	(9,575)
Increase in debtors	(95,355)	(70,723)
Increase/(decrease) in creditors	(29,685)	4,334
Net cash provided by/(used in) operating activities	588,885	(239,056)

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FOR THE YEAR ENDED 31 MARCH 2020

25. Analysis of cash and cash equivalents

	Group 2020 £	Group 2019 £
Cash in hand	454,931	305,871
Total cash and cash equivalents	454,931	305,871

26. Analysis of changes in net debt

	At 1 April 2019 £	Cash flows £	At 31 March 2020 £
Cash at bank and in hand	305,871	149,060	454,931
	305,871	149,060	454,931

27. Operating lease commitments

At 31 March 2020 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2020 £	Group 2019 £
Not later than 1 year	153,588	132,588
Later than 1 year and not later than 5 years	410,271	342,733
Later than 5 years	383,792	237,417
	947,651	712,738

28. Related party transactions

During the year 11 trustees made donations totalling £5,429 (2019: 7 trustees, £3,543). A number of trustees also donate goods to the retail shops.

There were no other related party transactions during the year (2019: £nil).

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

29. Controlling party

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