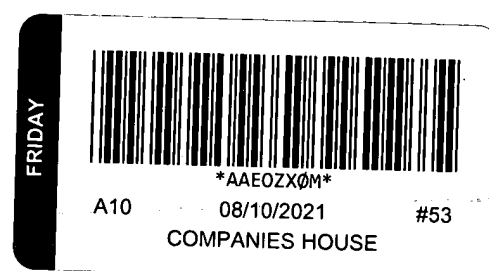


Registered number: 01801708
Charity number: 519540

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021



TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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TREETOPS HOSPICE TRUST
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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Dr R E Aldridge Mr S Beeley Mr J Davies (resigned 31 May 2021) Dr H Godridge Mr R W Jones Dr C S Kang Ms H Macdonald Mr D J Millington Mr S Mitchell Mr A Perkins, Treasurer Mr A Sarda Dr M Swanwick Mr A Wardle Dr G Walton (appointed 1 June 2021) Ms S Watson (appointed 1 June 2021)
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Company registered number	01801708
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Charity registered number	519540
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Registered office	Treetops Hospice Derby Road Risley Derbyshire DE72 3SS
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Company secretary	C Munton
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Chief executive	Mrs J Heath
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Independent auditor	BHP LLP Chartered Accountants Statutory Auditor 2 Rutland Park Sheffield S10 2PD
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Bankers	Santander Bridle Road Bootle Merseyside GIR 0AA
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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 2021

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

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their annual report together with the audited financial statements of the company for the year 1 April 2020 to 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

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

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

Objectives and activities

a. Policies and objectives

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

Vision

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

Mission

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

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

Values

Respecting the unique worth of every person

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

Exercising responsible stewardship

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

Working with hope

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

Sustaining a culture of trust, warmth and safety

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

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

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)**b. Strategies for achieving objectives**

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

c. Activities undertaken to achieve objectives

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

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

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

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Objectives and activities (continued)**d. Volunteers**

This has been a challenging year for volunteers and the Volunteer Services department, with many of our volunteering opportunities suspended due to the impact of Covid 19 on our service and business activity. With no service users coming on campus, drivers and wellbeing volunteers were stood down; as were fundraisers and lottery volunteers. Our biggest volunteer group in retail, were also inactive for most of the year due to the closure of the shops. Older volunteers were advised to self isolate very early on in the pandemic and this necessitated recruiting new volunteers into the activities that continued such as reception, befriending and cake and care.

For volunteers who were inactive during the pandemic, we set up a "keeping in touch" programme, initially contacting every volunteer on a regular basis, then phasing this down to those who needed help and support during the lockdown. Even now, we are still in touch with several of our most vulnerable inactive volunteers.

Due to low volunteer activity we lost two staff members in the Volunteer Services department and have continued to operate with the hard work and commitment of the Volunteer Services Co-Ordinator (Anna), who has worked tirelessly throughout to ensure that none of the essentials were missed.

Volunteer recognition has also been a challenge; having now missed three of our traditional volunteer socials due to Covid, Anna has continued to find different ways to express appreciation to our volunteers and recognise their service, such as a virtual presentation for long service awards.

We now find ourselves at a crossroads, to determine which traditional volunteer roles will return and which will not and with the changing shape of service delivery and fundraising, what new volunteer opportunities will arise and how these will need supporting in terms of recruitment, induction and training. We are working very closely with the line managers to progress this and are communicating developments to volunteers as soon as we can.

Throughout all this, we remain committed to maintaining the wellbeing and engagement of all our volunteers in the future, both our long standing and new supporters.

The new role of Volunteer Support Co-ordinator is co-ordinating day to day volunteer activity within the hospice including recruitment, administration, training, legal compliance and volunteer recognition; also ensuring the delivery of consistent and high-quality volunteer support within the hospice.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

a. Review of activities

Provision of Care

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

It was anticipated that an inspection would be undertaken during this year, but due to the Covid pandemic this did not happen. Instead, there was regular liaison between the hospice and our designated inspector, which has facilitated the sharing and monitoring of care delivery. These regular communications have been extremely welcome and supportive as services have had to adapt and change during a very challenging year.

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

In March 2020, all services were impacted by the Covid pandemic and national lockdown restrictions.

As a result any planned developments for 2020–2021 were put on hold as emergency measures were taken. This included the capital campaign to fund the proposed In-patient facility.

The priorities that we set for 2020-21

1 – Wellbeing, Support and Information Service

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

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

Benefits of the service included:

Physical Care

- Care package deliveries, individual and or group sessions allowed staff to assess a patient's condition, arrange for medical and emergency care if required and to liaise with other providers if changes to planned care were required.

Emotional Support

- The sessions provided offered emotional support via social interaction by phone, Zoom or in person if required. For many this was vital as it came at a time when normal social interactions were not possible.

Mental Wellbeing

- The contents of the weekly treat bag (such as magazines, puzzle or colouring books, mini gardening kits and toiletries as well as cake) provided a boost to patients' wellbeing, offering a distraction from the anxieties of shielding and bringing some enjoyment to their day.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Practical Support

- Our volunteers and staff also identified if practical support was required such as arranging for repairs, or for medicines to be collected.

During the course of the year Treetops Wellbeing team continued to support on average 80 patients at a time.

Changes through the year saw the need to evolve the service again and as the challenges of the pandemic continued the team moved to structured support sessions delivered via 'Zoom'. These consisted of exercise sessions, chair based, Otago and Tai Chi and a structured 1:1 education programme called (SPRING). This is an interactive digital program for 12 weeks where patients can be supported with practical tips on how they can embrace their own wellbeing from home.

Each session has a different subject and the aim is to develop personalized goals throughout the 12 weeks. To guide the program and assist the learning, there are suggested tasks to do at the end of each session. These sessions are very practical so patient participation and motivation is key.

- To support people with living well at home
- Practical tips on how to promote wellbeing
- Support people with their diagnosis
- Support people with symptom management
- Assist people with goal setting and achieving
- Supporting people in carrying out their occupations

These sessions are delivered over Zoom on a 1-1 basis, this gives us the opportunity to really focus in on the individual needs of the clients. There is a group call once a week so that participants are able to receive peer support and create relationships and a monthly peer support meeting on site.

Some face to face contact has now returned to the campus site but this is still in a limited format due to Covid restrictions. This includes the delivery of the Support and Information Café based on a booking system and a newly formed bereavement support group called Tears to Laughter.

2 – Hospice at Home Service and Roaming Nurse Service

Throughout the pandemic Treetops Hospice has continued to deliver its full Hospice at Home service, providing overnight and day support for patients at the end of life in their own homes.

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

Normally our Hospice at Home HCA nurses would call DHU if they needed assistance with PRN medication, syringe driver support, verification, catheter care or other nursing care procedures. The introduction of the Roaming Service meant that they could call this service instead, so reducing pressure on the 111 OOH service.

Treetops Hospice was extremely fortunate that Toyota at Burnaston stepped up to support this initiative with the loan of a car for the team to use. They have been extremely generous in extending this offer throughout the year.

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

3 - Compassionate Communities

A priority for this year was to secure funding for the project, and this was successful following an application to the Nationwide Building Society community fund. Treetops was awarded £47,744 over 2 years starting January 2020 to deliver a network of volunteer community befrienders. This enabled the team to build on the work already achieved through the previous pilot project.

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

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

4 – Counselling and Emotional Support

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

This proved extremely successful and most existing clients opted for this format in order to continue their therapy. All new assessments were also conducted in this way and this continued to be the chosen way of working for the majority of the year.

For the children and young people the use of Zoom was not as easy and for the younger children in particular this meant that therapy sessions were paused. In order to ensure that these children were still supported the team worked hard to provide them with care packs that included creative activities and games to play in order to remember their loved one and provide support and guidance with managing their grief. These proved extremely popular and successful.

The service has now resumed Covid-safe face to face sessions for adults and children, but some clients are still choosing to work remotely. The team have also continued to provide student placements, which are very highly sought after and they have worked hard to ensure our students meet all their counselling training requirements.

Work also commenced with University Hospitals of Derby and Burton NHS Foundation Trust to support staff from across the acute hospital who were being impacted by working pressures of the pandemic. The team provided small group and one to one sessions for staff. Sessions proved popular and evaluated well. This offer was also made to the care home sector staff, but sadly there was not any take up from this group of staff.

Due to the financial pressures faced by the organisation following the loss of predicted income generation from large events, a decision was taken that the Art Therapy service, offered by Treetops for many years, would need to be suspended. This resulted in the two Art Therapy staff being made redundant. This was an exceptionally difficult and sad decision for all involved.

5 – Syringe Driver training for Nursing Care Homes

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

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Fifty-six nursing homes across Southern Derbyshire required training on how to draw up and administer medication for delivery using a syringe driver.

This was a business-critical project for DDCCG prior to the Covid pandemic due to the contractual changes with Derby Royal Aseptic Department. Training was due to be delivered for each home over the coming financial year with additional trouble shooting support each time a home required a driver.

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

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

In order to do this, it was identified that training could be delivered outside at the home at reduced risk to all and the Treetops facilities team stepped in to support this delivery.

The team utilised the Treetops minibus, driving to the nursing home, erecting one of our gazebos, providing chairs a table and PPE.



The syringe driver nurses could then deliver the training safely and effectively outside, after which everything was disinfected and packed away, ready for use the next time.

Using this approach, no staff needed to enter the home and the training could go ahead as planned. This proved to be an extremely popular solution and continued well into the winter, before the team then adapted the minibus to be a mobile classroom for use over the winter months.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

The syringe driver support nurses have since developed the service further and offer direct support to care homes who are managing a patient on a driver. This has included providing support to access equipment, supporting staff to spot changes in a person's condition and how to plan future care accordingly.

Review of Services

From 1 April 2020 to 31 March 2021, Treetops Hospice Care was commissioned to provide Wellbeing Service and Hospice at Home to the Derby and Derbyshire CCG and the four CCGs in Nottinghamshire.

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

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

Treetops Hospice offers a Support and Information Service, Complementary Therapy and Befriending / Compassionate Communities Service. We have also continued to host an outpatient clinic for the Royal Derby Hospital during the pandemic. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

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

Participation in Clinical Audits

During 2020-21, Treetops Hospice Care did not participate in any national or local clinical audits.

Research

During 2020–2021, the hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Clinical Commissioning Group:

- All quality requirements for 2020-2021 were met (Quality Schedule available).
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life Board, The End of Life Operational Group and The Derbyshire Alliance for End of Life Education.
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web based toolkit.

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)**Quality Overview**

Activity data across the year reveals the following trends:

Wellbeing Service**Wellbeing Service Data**

During the pandemic and the associated 'Lockdown' periods, the Wellbeing service has had to adapt many times in order to continue to deliver a service. The data below captures the range of activities provided across the year.

Activity	2020/21 Activity Levels	Comments
Number of individual support contacts made across the <u>year</u> (excluding carers and family members) at any one time	3,495 sessions of contact with Wellbeing services	The Wellbeing service saw a drop in referrals during all of the lockdown periods. On average 80 people were in receipt of care at any one time, across the year.
Episodes of well-being activity via zoom/ in community including • Chair based exercise • Otago exercise • Tai Chi • SPRING programme • <u>Carers</u> support • Support and Information Cafe	1,100 activities delivered by Zoom	Initially there was reluctance for clients to engage with technology in order to access sessions virtually. Over time this has improved. Funding support received from the Big Lottery enabled us to provide equipment such as tablet computers to connect with clients.
Number of welfare calls	Over 1,500 calls made	These were one to one <u>calls</u> made either over the phone, WhatsApp, Zoom or Skype to check on welfare and address any issues identified.
Number of peer support sessions including • Bereavement support • Mollie's Group	550 sessions of support	On average 6 to 10 people attend per session
Number of packages of care and care delivered & given to patients	821 care packs delivered	

Wellbeing Programme

Unfortunately due to the Covid restrictions, it was not possible to provide the Spa Day sessions of assisted bathing.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Hospice at Home Service

Hospice at Home Data	2019/20	2020/21	Percentage change
	Treetops Hospice Care	Treetops Hospice Care	
Total number of hours of care Derbyshire	24,182	22,037	-8.87%
Total number of hours of care Nottinghamshire	3,888	1,777	-54.3%
Total number of referrals Derbyshire	618	812	31.3%
Total number of referrals Nottinghamshire	284	260	-8.45%
% Home deaths	90%	95%	5.5%

The Hospice at Home service has continued to deliver an exceptionally high standard of care throughout the year. However there are notable changes that have impacted on activity levels.

Although the criteria for support from Hospice at Home remains the same (patient must be considered to be in the last six months of life) the available capacity within the service has meant that only patients who are considered to be classified as red or amber were prioritised for care.

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

As a result, many patients are only being supported for a short length of time, days rather than weeks. This is borne out by the increase in referral numbers across the year but reduction in hours of care. The average number of night support sessions delivered is 6 per patient. The number of patients who died at home has increased slightly to 95%.

Roaming Service

The Roaming Service was introduced in April 2020 as part of our response to Covid and to assist in the reduction of pressure on other service providers. The service consists of a team of two staff, one RGN and one HCA. They respond to calls received throughout the night, visiting patients and their families and carers to solve problems and deliver care. They also make a number of pre-planned calls to patients and families who require support but who do not wish to have the full night H@H support.

Activity Data from 19/4/20 – 31/3/21	Family	Treetops staff	DHU, DN, Paramedics	Marie Curie	Domiciliary Care Agency	Total Calls Rec'd
Calls Received from	513	558	70	80	37	1,258
Telephone calls made by roaming team						960

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Types of care provided		
Anticipatory's given	760	
Catheter care	16	(We have not offered this support since June 2020 due to access to training and consumables)
Syringe Driver issues	46	
Deceased patients/Last offices/Verification	98	
TOTAL	920	This equates to calls to DHU that were prevented.
Additional support provided		
Personal care/ wellbeing checks/oral medications	334	
Support over the phone to families and carers	115	
TOTAL	449	These are episodes of support given that may have prevented a call to either 111, DHU or prevented a hospital admission
Number of nights roaming service not run due to staff capacity	25 nights	
Number of nights no calls received to the service	1 night	
Number of visits where unable to provide care due to lack of equipment in the home	20 visits	

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Counselling and Emotional Support

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

Our team of counsellors have worked extremely hard during the year to ensure that emotional support could still be offered to those in need. Many clients chose to work over zoom during the lock down period. During the lockdown periods referrals fell considerably, but once restrictions were lifted the rate of referral grew significantly.

Adult Bereavement Service Data

	2019/20	2020/21	Percentage change
	Treetops Hospice Care	Treetops Hospice Care	
Total number of counselling sessions	2,926	3,163	8.1%

Children and Families Bereavement Service Data

We also continued to provide Bereavement Support to children and young people under 18 years old. For some children it was not possible to continue therapy over zoom so the team worked hard to also continue to offer them support via the provision of care packs.

	2019/20	2020/21	Percentage change
	Treetops Hospice Care	Treetops Hospice Care	
Total number of counselling sessions	1000	939	-6.1%

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who have accessed end of life care at the hospice but is for anyone in our community facing life-limiting illness. The year saw a significant reduction in the people accessing this service especially during the three lockdown periods.

Due to the pandemic, we did not provide any LLI work for children and young people.

	2019/20	2020/21	Percentage change
	Treetops Hospice Care	Treetops Hospice Care	
Total number of counselling sessions	519	270	-48%

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

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Monitoring and Evaluation.

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

What others say about us

1. Care Quality Commission

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

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

2. What our patients and carers say about us

Wellbeing Space Evaluations

Wellbeing service

Due to the many service changes in Wellbeing the normal service evaluations were not possible this year. Instead feedback was obtained via questionnaire and comments received are outlined below. We did not receive any negative comments on the service offered.

What impact have our regular phone calls had on you?

- I found it comforting that you thought to ring me and "check" on my welfare. Thankyou. It was lovely to stay in touch with Treetops which has helped me so much. Keep up the good work.
- Made me feel less alone and that someone cares about me.
- Positive and reassuring.
- Very helpful. Nice to know someone is available if needed.
- Made me look forward to talking to someone other than my bubble. Gave me something to aim for.
- Good to have a friendly chat when I have been in isolation for such a longtime.
- I have only had a few phone calls from Treetops during lockdown, but they were very much appreciated and helped me feel less isolated and depressed.
- Is very nice to hear a different voice whilst in lockdown. You never get fed up with hearing friends and family, but you do run out of things to say when nothing different has happened to you recently.
- Positive. Lifted my spirits. Made me feel happy. Thankful.
- It is nice to have regular contact from someone who cares as opposed to the doctors' surgery who doesn't have regular contact and takes 7-10 days to book a telephone call.
- It has been good to know someone is asking how I am doing and cares.

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

What did it mean to you to receive our care packages?

- A wonderful surprise and a great uplifting experience – I couldn't wait to explore the content of the package. It meant a lot to think that someone had taken the trouble to organize and bake for the care package. Lovely to talk

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- to the person delivering it. I will REALLY miss them.
- It was exciting to see what was inside them. Sometimes seeing the person who delivered them was the only outside contact that week.
- I was overwhelmed with the Christmas package I received.
- A pleasant surprise to sort out the package and end up with a cup of tea and cake.
- It meant somebody was thinking of me and I like to share with my son. He likes anything with Chocolate as he is aware of my allergy.
- I thought them a real expression of friendship as well as some little activities and enjoyed the naughty treats too.
- The care packages were very uplifting and took away focus from Covid-19, allowing lovely moments of escape and joy. We loved growing the sunflowers from seeds, gave us new hope.
- It was a nice little treat. I did the quizzes and then sent them down to our Granddaughter in Cornwall who is a Primary School Teacher and has been in work all through the pandemic, which not many people realise.
- Happy and remembered as a person/individual is so important with my illness as I don't see many people.
- All care packages were very well received and was always a lovely surprise.
- The care packages have been a delight and have made me feel very special. The cakes have been yummy – nothing beats a homemade cake!

What is your favourite memory of receiving our Cake and Care service?

- Each package had been thoughtfully put together and each was different. I love the "Bird" Package and also the Crocus Plant which lasted over a week. All the cakes etc were very tasty. Thankyou.
- I loved the afternoon tea package as that is something I used to go out to enjoy when cafes etc. were open.
- Just answering the door to someone. Lovely and caring.
- Seeing and talking to other people on the yard and odd times outside in the sun.
- Some lovely tasting goodies.
- Making my favourite coffee and enjoying cake doing the puzzles.
- Growing the Sunflowers and Crocus, we have some lovely pictures and it was lovely to have focus on something pretty. It also reminded us of new hope.
- My favourite memory is the first one, so unexpected but then the bottles of Wine went down a treat.
- The feeling of someone care. A contact to my home bringing a smile.
- Probably V.E day and Christmas one.
- The surprise of so much stuff being in the Christmas care bag – it was amazing!

Have you had any other contact with Treetops during the COVID pandemic?

- Yes. I have joined the "keep fit" class and found it very uplifting thanks to Clare and Natalie.
- Weekly contact with SPRING sessions, exercise class over Zoom. Managed to get in 3 times to speak to Alison when we were able to.
- Yes. 3-4 times for lunch appointments.
- Yes. Leah is doing her best to drag me into the 21st Century with her Zoom calls, and two other young ladies who run the keep fit sessions when I get online and join in.
- Wednesday chair exercises. 2x visits to the coffee morning
- Only some lovely phone calls enquiring how I was feeling.

Do you feel there are other ways that Treetops can support you?

- No, because I know they are there when I need them.
- Just having someone knock at the door to check you're okay even without Cake & Care package – that could be the only "outside the house" contact that many people have.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- No, you are wonderful!
- Not really until we can get back to normal?
- If there is I can't think what it is.
- You are doing fine.
- I have very much appreciated all what Treetops have done for me during Covid-19 (and before of course), but I understand the strain that Covid-19 has put on charities and I am thinking of ways to help.
- I think you have done more than enough. I only wish I could help you more, but we will be back soon for a session in your lovely hydrotherapy bath as soon as we can.
- Not really, but Treetops are always available by telephone.
- Low impact exercise classes would be good, and maybe some craft activities.

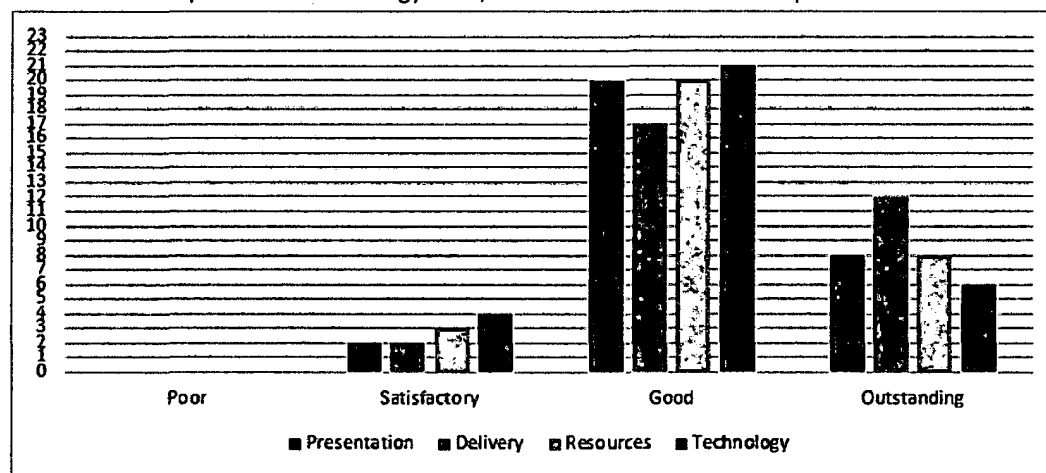
Wellbeing Service Feedback Form Quotes, 2020-2021

Wellbeing SPRING Program Evaluation.

This feedback is based on 8 patients participating in the 12 week Spring wellbeing pilot, the patients vary on which week they are completing. Ranging from weeks – 5-7. The ages of the participant range from 55-85.

Presentation, delivery, resources and technology

The below graphs present the evaluation of the feedback regarding the presentation of the sessions, the delivery, the resources in the packs and technology used, with the numbers of the responses down the left side.

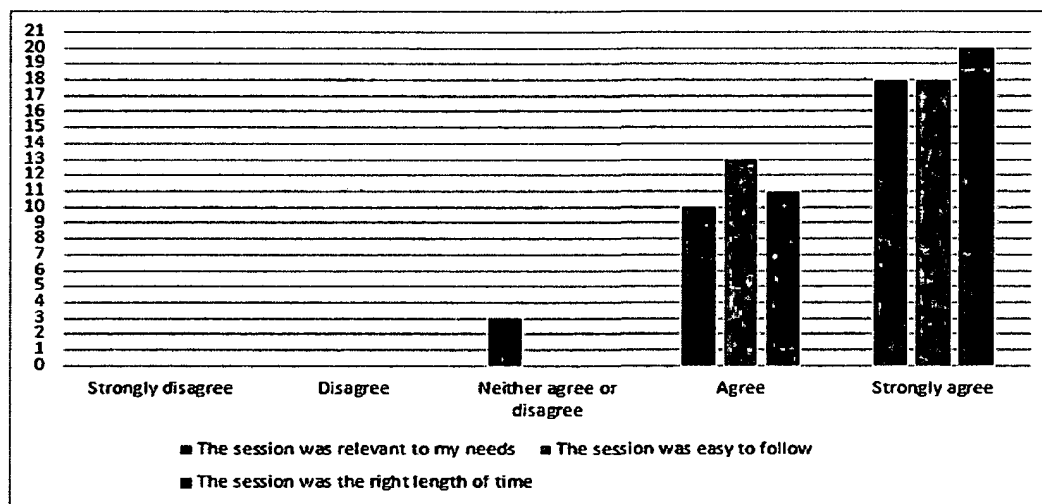


Relevant to needs, Length of time, easy to follow

This graph shows if the participants found the content relevant to their needs, if the session was the right length of time and if they found the session easy to follow.

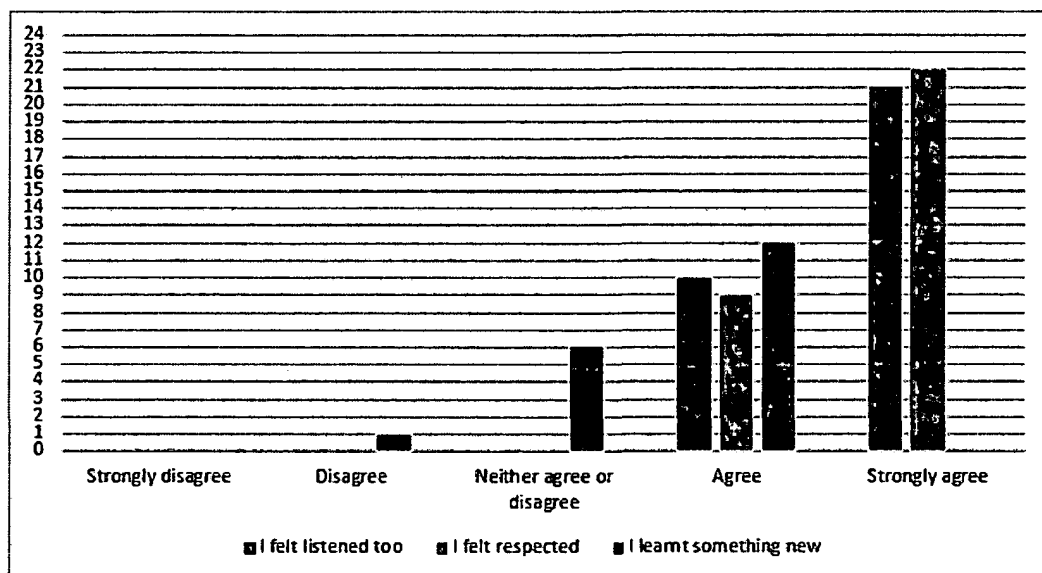
TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)



Time, respect, learning

This graph presents if the patient felt listened to and respected throughout the session and also if they learnt something new



Comments/ free written feedback

The below are some responses and comments taken from the individuals' evaluations

- Very informative-you don't realise what things you can do to relax your mind and be positive.
- The session was covered well and in depth. I liked the resources with activities to try.
- Prompted me to think more about memories I could leave for my family
- I have learnt how to focus on one thing to keep my mind positive.
- Although I haven't learnt new things it has brought things to my attention that I hadn't done in a long time

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- I cope better than I give myself credit for
- The importance of leaving a legacy and little snippets of life for others to enjoy.

Hospice at Home Service

Family or Carer Evaluation

Each year we send out a service evaluation to the carers of (1 in 4) patients who died under our care during the year.

146 evaluations were sent out between January and December 2020 to carers of patients who died under our care and 69% were returned.

Referrals are received from many sources but predominantly they come from health professionals with 46% from district nurses, 25% from Community palliative care nurses and hospitals referrals, which increased this year to 13%.

Of those who returned the questionnaire:

- 88% thought that the referral to the service was timely.
- 10% felt that the referral was made too late.
- 85% said that the amount of day-time care provided was enough.
- 15% felt they did not receive enough care during the day.
- 91% said that the amount of night-time care provided was enough.
- 99% were totally at ease or comfortable about the way we cared for their loved ones.
- 97% felt that the Treetops nurses had the appropriate knowledge to care for their loved one effectively.
- 100% felt that the Treetops nurse always took time to listen to their concerns.
- 98% said that the service from Treetops Hospice at Home service enabled them to care for their loved ones at home.
- *All the carers/nurses were very compassionate to my wife always. When my wife passed away the carer was so caring and professional, she did everything she could and made my wife look right for the undertakers*
- *Cannot thank enough for support, compassion, kindness and care.*
- *Could not have wished for better care.*
- *During the nine days my husband was at home. The night time care provided by Treetops was exemplary. My only wish is that the hospital would have allowed him home sooner.*
- *Every member of staff was excellent, kind and caring. We could not have managed without your support.*
- *Grateful for night care nurses, service was amazing wish we had it earlier, I don't think the hospital realised how poorly my dad was on discharge, if they had the care help would have been in place earlier.*
- *Having Treetops nurses saved my life. I could sleep at night. Without them I could not have coped. They enabled G to die at home with me, which was the best way. Thankyou.*
- *I can't speak highly enough of the care and thoughtfulness you showed and gave to Pete and I when the NHS let us down. Thank you again.*
- *I felt totally at ease having a Treetops nurse. I was frightened to be on my own. Their support was invaluable.*
- *I looked forward to the arrival of the nurses. They were caring, efficient and personable. They treated my wife with great care and respect. They were ultimate professionals. I know without them my life would have been a nightmare. I can't thank them enough.*
- *I would have been unable to care for my husband without your help. Your nurses provided both physical and emotional relief at a time when I was exhausted and struggling to cope.*
- *Nurses were extremely professional and caring. Listened to what family and myself had to say. Could not have had better nursing care from them.*

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- *Our family received just the one night. Thank goodness we accepted your help that one night. Excellent care for ALL of us from the moment she arrived till she left.*
- *The ladies who cared for our Mum were compassionate, professional and caring, not only to Mum but also to the family. It was a great relief to know Mum was in safe hands. We will never forget what they did for our Mum and she got to stay at home as she wished. When Mum passed she was treated with utmost respect and dignity. Treetops Hospice at Home will always have our gratitude for the help we received.*
- *The service from Treetops was an enormous help and without them our Dad would have been alone. Our regret is that we were not told of the work you do by the hospital. The only alternative was to go in to a care home. The hospital should be making relatives aware of the excellent service.*
- *The word Hospice is misleading. I was not aware of help at home. My husband needed night care and I was stressed at the uncertainty of whether a nurse was available every night.*
- *This service meant everything for me and my husband. I was his sole carer and it allowed me to have some time out and get some rest to restore my energy.*

Hospice at Home - Carer evaluations, March 2021

Counselling and Emotional Support Service and Art Therapy

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

Adult Bereavement:

116 evaluation forms were sent out and 73 forms were returned (63%):

- 100% said that the support they received had been helpful in their experience of bereavement.
- 98% said they were satisfied with how quickly the service was provided.
- 100% said they would recommend the service to other people.
- *"I would like to thank so much for all the help and the support given by my counsellor. You supported me just at the right time and my counsellor helped me to talk through things and become so much stronger, he was brilliant."*
- *"Your service has provided myself and other family members amazing support. You have helped us in so many ways, thank you."*
- *"A fantastic service really, I only wish I had accessed it 20 years ago. Many thanks. My counsellor did everything he could for me in a thoroughly professional and competent & humane way."*
- *"This has been the best service I have ever had. I felt understood, and guided towards a better understanding of my childhood, loss and how this impacted on the loss of my mother."*
- *"I think Treetops is a wonderful organisation, as did my late husband. Keep the good work up."*
- *"I am and always will be extremely grateful for the help and support I received. I think I would be in a very bad place right now without it."*
- *"I must say I think great care was shown in placing me with someone I could relate to and open up to."*
- *"The service was amazing from start to finish. I would not be where I am today without it. My total heartfelt thanks to my counsellor."*
- *"I would like to thank everyone at Treetops for their support, especially my counsellor, she is a very kind, understanding & truthful person. Please pass on my kind words to her."*
- *"Fantastic, I appreciate the continuity and care I received during the COVID outbreak."*
- *"It really helped me when I thought I was drowning, I accept it will take time to fully accept the situation, but I feel much stronger now and able to cope. Thank you."*
- *"I have valued each session, my counsellor has been absolutely wonderful, gentle and kind. This service is invaluable. Thank you for sorting me."*

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Quotes from evaluations, 2020-2021 Bereaved Adults

Parents/Carers

38 evaluation forms were sent and 13 were returned (34%):

- 100% were happy or very happy with the speed of response to the referral.
- 89% reported a decrease in their level of concern about their child after the support had finished.
- 100% were happy or very happy with the extent to which the support had addressed their child's bereavement needs.
- 92% were happy or very happy with the number of sessions/length of support their child received.
- 100% would recommend the service to other people.
- *"Great help and support both this time and the time before. Really good you were able to make changes to stay available."*
- *"My child's counsellor was wonderful. The best bit for me was my child had the confidence to say when she was happy to end the sessions. A big step and pride for me that she could see a happier place."*
- *"Thank you. Treetops has helped my family immensely."*
- *"My child's counsellor was fantastic. I can't thank her enough for all she has done to support my child."*
- *"Prior to counselling things were quite fraught within the family owing to my son's behaviour and our reactions to this. Since, his behaviour is so much improved and in turn we have adapted our reactions and we are now a much more functional family."*
- *"Thank you for all the support Treetops gave to my child, we are so very grateful."*

Quotes from evaluations, 2020-2021

Parents/Carers of Bereaved Children

Children/Young People

38 evaluation forms were sent out of which 13 were returned (34%):

- 100% were happy or very happy with the number of sessions they had.
- 100% said the sessions had been helpful or very helpful.
- 100% said they would recommend the service to other people.
- *"Relaxed, helpful and understood what I was feeling. My counsellor was very kind and nice to me."*
- *"All the workers were kind. The rooms were very welcoming. I felt as if it was helpful. Everyone was just really friendly."*
- *"It picked me up when I was in a very dark place and has pointed me in a positive direction."*
- *"They were there when I needed them most."*
- *"It made me not be sad so much. Also, it made me not think of the worse thing about not having my dad."*
- *"It helped me come out of very dark times and believe in myself."*
- *"Treetops is really nice place; it is calm and it makes you feel safe to talk about things. Everyone there is really nice, positive and supportive."*
- *"It made me more aware of my emotions."*
- *"It was fun, everyone was so nice. My counsellor helped me a lot. I was never scared to talk because my counsellor had all the trust because she helped me and made me feel comfortable."*
- *"It helped to put feelings into words."*

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

- *"The support was amazing, my counsellor was amazing, Treetops is amazing. Thank you!"*

Quotes from evaluations, 2020-2021

Bereaved Children/Young People.

Life-limiting Illness

5 evaluation forms were sent out, 4 were returned (80%). Due to the pandemic, we did not provide any LLI work for children and young people.

- 100% said the support they had received was helpful.
- 100% were happy or very happy with the speed of response of the service.
- 100% said the number of sessions provided was just right.
- 100% said they would recommend the service to others.
- *"The effectiveness of the counsellors' skills were appropriate from the onset and the sessions always went well."*
- *"Thank you for your support, I appreciate it so much. I would like to thank the whole team."*
- *"Thank you for existing. Without access to the counselling the loss and stress and worry of my mum dying from cancer would have been so much harder for me to process. I will always be grateful."*

Quotes from evaluations, 2020-2021

Life-Limiting Illness clients

What our staff say about the organisation

Over the last year our staff have been well and truly pushed to the limit as they have responded to the challenges presented by the pandemic. We have therefore not engaged in any formal staff consultation but have instead focused on staff wellbeing and safety.

Despite some initial challenges of equipment availability all staff have been provided appropriate PPE and access to testing during this time. Support to staff wellbeing has been maintained with regular time to reflect and mindfulness sessions, along with a book club and online yoga. Any staff off sick or isolating were also supported with welfare calls and care packs as and when required.

We have also worked hard to ensure regular two-way communication through 121s and appraisals, an active staff meeting open to all employees has been held every 3 months, along with additional update meetings at times of significant change. Our operational management group meets every 2 months and a Senior Leadership Team has met weekly.

Complaints and Compliments

Complaints

During 2020–2021, we received two clinical service complaints. These incidents were investigated, documented and action taken as required. Feedback on the outcome and action was provided to the complainants.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance (continued)

Compliments

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

We do not at present have a comprehensive way to capture and log all this feedback. In total 60% of our in-memoriam donations came from the families and carers of those who were cared for by our services.

Patient Safety Indicators

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

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

During the period April 2020 – March 2021, there was only one fall incident recorded. There were 7 further incidents reported two of which involved verbal and physical aggression towards a staff member by agitated patients, two slips and trips by staff members inside or entering a property, one flagged medication concern that was resolved with the District Nurse and one involving a dent to the car. All incidents were fully investigated and any action taken documented and reported the Clinical Sub Group of the board of trustees along with the Derby and Derbyshire Clinical Commissioning Group.

b. Investment Policy and Performance

During 2015 the Board of Trustees decided that due to the low interest rates, it was now the appropriate time to move some of our reserves from interest bearing accounts to be managed by investment brokers. The amount invested is the surplus over the minimum amount set aside for reserves. The total amount of investment income received in the year was £9,505.

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

Financial review

a. Going concern

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

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

b. Results for the year

The Charity's gross income rose from £4,803,571 to £5,715,981, an increase of £912,410. Gross costs decreased from £4,221,322 to £4,029,533, a decrease of 4.5%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2021 of £5,043,699 (2020: £3,327,527) of which £41,384 (2020: £74,875) are restricted funds, £2,803,937 (2020: £976,560) are unrestricted funds and £2,198,378 (2020: £2,276,092) are designated funds.

Treetops Funding Limited and Treetops Retail Limited

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

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

Funding Company – Treetops Hospice Lottery

The Funding Company's turnover rose from £657,681 to £709,159 (7.8%), profit increase from £343,394 to £449,378 (3.1%). Although the pandemic led to an initial drop in membership numbers, remote recruitment campaigns led to a peak membership of over 13,300 members during the year.

Retail Company

Treetops Retail Limited made an operating loss of £36,562 compared to a profit of £10,162 for 2019/20.

Fundraising

Legacy income has experienced a further increase of income rising from £1,113,573 to £1,237,783. This increase in legacy income is welcome as although at present it only is depended on upon a small way, the nature of Charity finances is changing and legacies are becoming more critical to operations. To this end a legacy strategy has been developed and is now being implemented to secure this future of this critical line of funding. This is to develop awareness within the public domain of the need for gifts in wills and the impact that such generosity can have on service development.

c. Principal risks and uncertainties

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

The most recent review showed that the highest risks as:

- Reserves at insufficient level and/or not justified
- Global pandemic
- Loss or reduction of statutory income
- Competition for funding
- Loss or inability to recruit volunteers
- Failure to generate sufficient income
- Increased operating costs

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

d. Reserves policy

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

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

At the year end, the free reserves figure was £2,803,937, which is above the level set. The Trustees will be reviewing the reserves policy in the forthcoming year.

Structure, governance and management**a. Constitution**

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

b. Methods of appointment or election of Trustees

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

c. Policies adopted for the induction and training of Trustees

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

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

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

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)**d. Pay policy for senior staff**

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

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

e. Organisational structure and decision making

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

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

f. Risk management

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

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management (continued)**g. Governance**

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

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

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

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

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

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

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

Plans for future periods

Living and working through the pandemic has undoubtedly taken its toll on everyone. Our staff, volunteers and our patients are all feeling the effects. This coming year has to focus on the need to regroup and recover.

1 – Wellbeing, Support and Information Service

Our focus for this year is to consolidate our current wellbeing offer, holding groups on site as and when we can safely. We continue to develop the model so that we can support people from the point of diagnosis, through maintenance of wellbeing and recovery following periods of ill health, through to more assisted support as they deteriorate.

The Support and Information café is a vital first contact for people accessing our services and our endeavour is to be able to return this to its original drop-in format. The café has proved that people find this relaxed form of access to the hospice easy to engage with, it is therefore vital that we return to this format as soon as is safely possible.

The exercise programme will continue to run in both a virtual and face-to-face format with focus on development of enablement approach. Our aim is to ensure that we can support patients to maintain and regain strength, mobility and confidence through participation in these sessions.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Plans for future periods (continued)

This last year saw the pilot of the SPRING program and following feedback and refinement our aim is to offer this format as a rolling programme. The engagement of individuals on a one to one basis has proved extremely successful and as such shaped the new format. We plan this year to further develop the reablement model and to embed Occupational Therapy into the service.

We plan to restart the SPA day assisted bathing sessions as soon as possible as we are receiving a significant number of requests for this service to resume.

We will also continue to develop our Wellbeing at Home service. This is aimed at those patients who are entering the terminal phase and who are unable or struggle to engage with the services outlined above. Their carers may also need support with respite care. The service provides one to one support to enable them to live the life they have and plan for their future care. We will take aspects from Wellbeing out into the home which include (but not limited to) legacy work, extended personal care such as manicures, hand massages, reading, sharing music, conversations around ReSPECT and other end of life planning.

The recent introduction of the Tears to Laughter group has been wonderful addition to our Wellbeing portfolio. The team had identified from individuals attending the café that there was a service gap for the newly bereaved. The group provides valuable support to those who are struggling, but who do not meet the criteria or require full bereavement counselling. The group is going from strength to strength and the peer support element, alongside the weekly group has certainly identified a format for future group delivery.

2 – Hospice at Home – Roaming Nursing Service

Treetops Hospice will continue to provide as normal its full Hospice at Home service providing overnight and day support for patients at the end of life in their own homes. Our level of activity has dropped as staff have left and decided to reduce their working hours, so our focus this year is to recruit to the bank so that we have more staff to call upon the deliver the contracted hours.

The Roaming Service has gone from strength the strength and the data, along with feedback from families and carers, clearly shows the impact the service is having. We are therefore keen to see this be commissioned as part of our ongoing services. We are currently working with the CCG and DHU to collect and evaluate data on the impact of the service.

The car is due to be returned to Toyota, which will present challenges, but we are working to find a longer term solution. Our community relationships income generation team are now exploring ways in which we can be supported further with the provision of a car.

We have been extremely fortunate to receive grant funding support from the Derby and Burton Charitable Hospital Fund to support delivery of this service for the next financial year. Without their support we could not have continued this very valuable service.

3 – Compassionate Communities

Following the success of the online training we now have a number of trained befrienders who are matched to clients. Feedback from recipients of this service has been extremely positive and with the introduction of face-to-face visits along with Zoom and telephone calls the service has the potential again to fulfil a vital unmet need.

Our intention this next year is to grow this service further with reach into many communities. The Nationwide grant funding ends this year and we are now looking for further financial support to ensure its continuation.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Plans for future periods (continued)

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

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

4 – Counselling and Emotional Support

Our Counselling and Emotional Support service has excelled as a provider for many years and our ambition this year is to start to work towards recognition as a centre of excellence for bereavement and trauma work.

The service has now resumed face-to-face sessions, but is keen to retain some of the new working practices that developed in response to Covid. Referral numbers are already increasing and it is anticipated that this year could see a real spike in demand for our service. The past year has seen a time when people have not been able to carry out the normal rituals associated with death, dying, loss and bereavement and the impact of this is already starting to play out. Our service is also seeing a rising rate of inappropriate referrals as people desperately seek mental health support and try every avenue. This will certainly be a challenge for us along with the wider mental health care system.

We are also looking to restart the Mollitiam Projix 'non-talking' therapies project for children and young people who have been traumatically bereaved. This project supports children and young people who struggle to benefit from traditional 1-2-1 talking therapy. Two cohorts of children had successfully completed the program prior to the pandemic, with great results, but due to its format it has not been possible to run it in the Covid restrictions. We are now looking to restart this programme along with applications to support the ongoing funding of this approach.

5 – Syringe Driver Training for Nursing Care Homes

Following the success of the one-year contract to deliver syringe-driver training for nursing homes this work has been commissioned for a further year.

The team of two nurses are continuing to work with the fifty-six nursing homes across Southern Derbyshire delivering training on the draw up and administering of medication via a syringe driver. In addition, they provide ongoing support to the homes which have a patient who is in need of a syringe driver and they combine this with wider training about managing that resident at end of life. The feedback from homes has been fantastic as they have engaged with this approach.

The transient nature of the staff in the care home sector highlights how training and support is required on a rolling basis in order to respond to staff changes. The two staff supporting this project have been extremely innovative, flexible and responsive in their approach and have again highlighted how much support homes require in order to ensure that they can deliver good end of life care and maintain residents in their own setting.

It is hoped over this coming year that the data gathered will support the initiative of retaining this type of direct support and that opportunity to work with the newly developed position of Manager of Virtual Education Centre will ensure that this work links to the wider initiative of developing a skilled workforce in these settings.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Information on Fundraising Practices

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

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

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

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

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

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

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

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Statement of Trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP 2019 (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in operation.

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

Disclosure of information to auditor

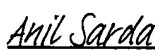
So far as the Trustees are aware:

- There is no relevant audit information of which the charitable group's auditor is unaware, and
- They have taken all the steps that they ought to have taken in order to be aware of any relevant audit information and to establish that the charitable group's auditor is aware of that information.

Auditor

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

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


Anil Sarda (Oct 1, 2021 06:04 GMT+1)

.....
Mr A Sarda
(Trustee)

Date: Oct 1, 2021

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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

Opinion

We have audited the financial statements of Treetops Hospice Trust (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2021 which comprise the consolidated statement of financial activities, the consolidated balance sheet, the company balance sheet, the consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and of the parent charitable company's affairs as at 31 March 2021 and of the group's incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 and Charities Act 2011 requires us to report to you if, in our opinion:

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

TREETOPS HOSPICE TRUST

(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

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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

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

We gained an understanding of the legal and regulatory framework applicable to the charitable company and the sector in which it operates, and considered the risk of such regulations, including fraud. We designed audit procedures to respond to the risk. We focused on laws and regulations relevant to the charitable company which could give rise to a material misstatement in the financial statements. Our testing included discussions with management, trustees, and those staff with direct responsibility for the compliance of laws and regulations. We also reviewed legal expenses. We addressed the risk of management override of internal controls, including the testing of journals and review of the nominal ledger. We evaluated whether there was evidence of bias by management or the trustees that represented a risk of material misstatement due to fraud.

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

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

Use of our report

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

BHP LLP

Jane Marshall (Senior statutory auditor)

for and on behalf of

BHP LLP

Chartered Accountants

Statutory Auditor

2 Rutland Park

Sheffield

S10 2PD

Date: 5 October 2021

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Note	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	4	736,788	2,209,969	2,946,757	1,833,526
Charitable activities	7	3,282	815,875	819,157	841,759
Other trading activities	8	-	1,526,852	1,526,852	2,122,279
Investments	9	-	9,505	9,505	6,007
Other income	10	-	413,710	413,710	-
Total income		740,070	4,975,911	5,715,981	4,803,571
Expenditure on:					
Raising funds:	11, 12				
Voluntary income		-	390,476	390,476	355,583
Fundraising trading		-	1,331,552	1,331,552	1,540,057
Charitable activities	13	773,561	1,533,944	2,307,505	2,325,682
Total expenditure		773,561	3,255,972	4,029,533	4,221,322
Net (expenditure)/income before net gains/(losses) on investments		(33,491)	1,719,939	1,686,448	582,249
Net gains/(losses) on investments	18	-	29,724	29,724	(60,313)
Net movement in funds		(33,491)	1,749,663	1,716,172	521,936
Reconciliation of funds:					
Total funds brought forward		74,875	3,252,652	3,327,527	2,805,591
Net movement in funds		(33,491)	1,749,663	1,716,172	521,936
Total funds carried forward		41,384	5,002,315	5,043,699	3,327,527

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

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

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	17	2,198,378	2,276,092
Investments	18	500,158	472,151
		2,698,536	2,748,243
Current assets			
Stocks	19	60,947	63,005
Debtors	20	1,032,629	291,990
Cash at bank and in hand		1,413,055	454,931
		2,506,631	809,926
Creditors: amounts falling due within one year	21	(161,468)	(230,642)
Net current assets		2,345,163	579,284
Total assets less current liabilities		5,043,699	3,327,527
Total net assets		5,043,699	3,327,527
Charity funds			
Restricted funds	22	41,384	74,875
Unrestricted funds (includes revaluation reserve of £5,625 (2020: (£21,762)))	22	5,002,315	3,252,652
Total funds		5,043,699	3,327,527

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REGISTERED NUMBER: 01801708

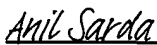
CONSOLIDATED BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

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

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

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



Anil Sarda (Oct 1, 2021 06:04 GMT+1)

Mr A Sarda

(Trustee)

Date: Oct 1, 2021

The notes on pages 42 to 69 form part of these financial statements.

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

COMPANY BALANCE SHEET**AS AT 31 MARCH 2021**

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	17	2,198,378	2,276,092
Investments	18	511,158	483,151
		2,709,536	2,759,243
Current assets			
Stocks	19	60,947	59,337
Debtors	20	1,030,732	275,572
Cash at bank and in hand		1,190,564	419,391
		2,282,243	754,300
Creditors: amounts falling due within one year	21	(422,484)	(547,603)
Net current assets		1,859,759	206,697
Total assets less current liabilities		4,569,295	2,965,940
Total net assets		4,569,295	2,965,940
Charity funds			
Restricted funds	22	41,384	74,875
Unrestricted funds (includes revaluation reserve of £5,625 (2020: (£21,762)))	22	4,527,911	2,891,065
Total funds		4,569,295	2,965,940

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

REGISTERED NUMBER: 01801708

COMPANY BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

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

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

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of financial activities in these financial statements. The Company only result for the year was a surplus of £1,603,355 (2020: £378,454).

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

Anil Sarda

Anil Sarda (Oct 1, 2021 06:04 GMT+1)

Mr A Sarda

(Trustee)

Date: Oct 1, 2021

The notes on pages 42 to 69 form part of these financial statements.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash provided by operating activities	25	981,180	588,885
Cash flows from investing activities			
Dividends, interests and rents from investments		9,505	6,007
Purchase of tangible fixed assets		(34,278)	(69,157)
Proceeds from sale of investments		331,348	219,092
Purchase of investments		(106,920)	(566,592)
Net cash provided by/(used in) investing activities		199,655	(410,650)
Change in cash and cash equivalents in the year		1,180,835	178,235
Cash and cash equivalents at the beginning of the year		484,106	305,871
Cash and cash equivalents at the end of the year	26	1,664,941	484,106

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

1. General information

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

2. Accounting policies

2.1 Basis of preparation of financial statements

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

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

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

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of financial activities in these financial statements. The Company's only result for the year was £1,603,355 (2020: £378,454)

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

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

2.2 Going concern

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

The Trustees' recognise the uncertainty around future income generation and the inherent risk regarding the success and sustainability of their plans, however the Trustees' have concluded that the entity remains a going concern whilst such viable options are available to it. The 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 2021

2. Accounting policies (continued)

2.3 Income

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

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

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

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

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

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

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

Income relating to the Coronavirus Job Retention Scheme is recognised in the period for which the funding is claimed.

2.4 Expenditure

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

2. Accounting policies (continued)

2.4 Expenditure (continued)

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

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

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

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

2.7 Tangible fixed assets and depreciation

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

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

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

Depreciation is provided on the following bases:

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

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 2021

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.

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4. Income from donations and legacies

	Unrestricted funds	Restricted funds	Total funds	Total funds
	2021	2021	2021	2020
	£	£	£	£
Donations and sponsorship	492,780	-	492,780	256,202
Legacies and bequests	1,237,783	-	1,237,783	1,113,573
Income from charitable trusts (note 5)	125,583	-	125,583	79,061
Income from other clubs and organisations	145,384	-	145,384	41,508
Christmas appeal	18,351	-	18,351	13,650
Business club	250	-	250	312
Car boot sales	-	-	-	9,251
Light Up a Life	25,273	-	25,273	7,658
Easter appeal	-	-	-	4,327
Recycling	-	-	-	159
Hospice UK	-	629,288	629,288	-
Starlight Strut	16,864	-	16,864	32,399
Gift aid	29,255	-	29,255	74,864
BBC Children in Need	2,000	7,500	9,500	10,000
Community events	3,633	-	3,633	18,319
Tea for Treetops	-	-	-	5,690
Big Lottery	112,688	-	112,688	72,000
Compassionate Communities Project	-	-	-	92,972
Barclays Roaming Nurse	-	100,000	100,000	-
Support groups	125	-	125	1,581
Total 2021	2,209,969	736,788	2,946,757	1,833,526
Total 2020	1,610,810	222,716	1,833,526	

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NOTES TO THE FINANCIAL STATEMENTS
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5. Charitable trusts

	2021 £
The Ardwick Trust	200
AW Lymn centenary foundation	3,115
Blakemore Foundation	100
The Cecil Rosen Foundation	1,000
Central England Co-operative Community Dividend Fund	2,058
Cumberland Trust	300
The Dennis Alan Yardy Charitable Trust	500
Derbyshire Freemasons	250
Dixie Rose Charitable Trust	3,000
East Midlands Airport Community Fund	3,000
Erewash voluntary action	2,000
The February Foundation	7,500
The Fifty Fund	1,000
Francis Winham Foundation	10,000
Groundworks - Tesco Bags of Help	500
The Henhurst Charitable Trust	500
The Hospital Saturday Fund Charitable Trust	2,000
Intu Derby	2,000
Institute of Our Lady of Mercy	1,000
Albert Hunt Trust	10,000
The Jessie Spencer Trust (Eversheds)	5,000
The Jones 1986 Charitable Trust	25,000
The Lynn Foundation	500
Mark Armitage Charitable Trust	500
The Manor House Charitable Trust	2,000
The Mary Robertson Trust c/o Natwest Nottingham Uni Branch	3,000
Masonic Charitable Foundation	1,000
May Hearnshaw Charitable Foundation	2,500
The Mears Foundation	500
Neighbourly Community Fund	400
Nottinghamshire Community Foundation	4,160
The Sawley Charities	500
The Sir Cliff Richard Charitable Trust	1,000
balance c/f	96,083

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5. Charitable trusts (continued)

	2021 £
balance b/f	96,083
The Sir John Eastwood Foundation	2,000
The Sir Jules Thorn Charitable Trust	5,000
The Sobell Foundation	10,000
The Thomas Farr Charity	5,000
The Thomas J Horne Memorial Trust	7,000
The Woodroffe Benton Foundation	500
	125,583

6. Donations and legacies - restricted funds

	2021 £	2019 £
Children in Need	7,500	10,000
Nationwide Community Grant	-	47,744
Derbyshire CC Compassionate Communities Project	-	92,972
Big Lottery Fund	-	72,000
Barclays Roaming Nurse Grant	100,000	-
Hospice UK	629,288	-
	736,788	222,716

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NOTES TO THE FINANCIAL STATEMENTS
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7. Income from charitable activities

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Derby & Derbyshire CCG	724,431	-	724,431	679,340
Nottingham County Teaching CCG	40,767	-	40,767	69,894
SDCCG LLI	23,996	-	23,996	25,135
Erewash LLI	3,467	-	3,467	3,467
	<u>792,661</u>	<u>-</u>	<u>792,661</u>	<u>777,836</u>
Other income				
Education	1,295	-	1,295	2,218
Meals and refreshments	688	-	688	15,629
Trustee membership fees	-	-	-	387
NHS pension rebate	8,500	-	8,500	8,500
Trauma CES	8,000	3,282	11,282	19,167
Miscellaneous	4,731	-	4,731	18,022
Total 2021	<u>815,875</u>	<u>3,282</u>	<u>819,157</u>	<u>841,759</u>
Total 2020	<u>834,647</u>	<u>7,112</u>	<u>841,759</u>	

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

8. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Shop sales	816,909	816,909	1,292,149
Hospice lottery income	709,159	709,159	657,681
Catering income	784	784	172,449
	<u>1,526,852</u>	<u>1,526,852</u>	<u>2,122,279</u>
Total 2020	<u>2,122,279</u>	<u>2,122,279</u>	

9. Investment income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Bank interest	4,713	4,713	2,750
Listed investments income	4,792	4,792	3,257
	<u>9,505</u>	<u>9,505</u>	<u>6,007</u>
Total 2020	<u>6,007</u>	<u>6,007</u>	

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NOTES TO THE FINANCIAL STATEMENTS
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10. Other incoming resources

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Coronavirus Job Retention Scheme Income	413,710	413,710	-
Total 2020	-	-	-

11. Raising funds - voluntary income

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Direct costs - other	53,362	53,362	95,772
Direct costs - staff	330,605	330,605	257,921
Investment management fees	6,509	6,509	1,890
Total 2021	390,476	390,476	355,583
Total 2020	355,583	355,583	-

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NOTES TO THE FINANCIAL STATEMENTS
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12. Raising funds - fundraising trading

	Direct staff costs 2021 £	Direct other costs 2021 £	Support costs 2021 £	Total funds 2021 £	Total funds 2020 £
Hospice lottery	99,160	160,621	-	259,781	314,287
Shops	668,098	330,075	-	998,173	1,063,483
Catering	65,916	7,682	-	73,598	162,287
Total 2021	833,174	498,378	-	1,331,552	1,540,057
Total 2020	803,070	736,987	-	1,540,057	

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

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NOTES TO THE FINANCIAL STATEMENTS
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13. Cost of charitable activities

	Direct staff costs 2021 £	Direct other costs 2021 £	Support costs 2021 £	Total costs 2021 £	Total costs 2020 £
Wellbeing	261,474	38,770	203,367	503,611	604,032
Bereavement support	317,943	108,129	288,595	714,667	512,246
Complementary therapy	866	8,744	6,509	16,119	36,983
Hospice at home	592,150	23,906	417,280	1,033,336	1,072,365
Training	6,088	7,699	9,338	23,125	44,707
Clinical information & support centre	-	-	-	-	37,136
Governance costs (note 14)	11,308	5,339	-	16,647	18,213
Total 2021	1,189,829	192,587	925,089	2,307,505	2,325,682
Total 2020	1,295,298	190,470	839,914	2,325,682	

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

The relevant proportions are wellbeing 22% (2020: 26%), bereavement support 31% (2020: 22%), complementary therapy 1% (2020: 2%), hospice at home 45% (2020: 46%), training 1% (2020: 2%) and support centre 0% (2020: 2%).

Restricted expenditure totalling £773,561 (2020: £195,365) is included in the total expenditure of £2,307,505 (2020: £2,325,682).

Support costs

	2021 £	2019 £
Administration	777,725	748,494
Marketing	147,364	91,420
	925,089	839,914

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14. Governance costs

	Unrestricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Direct costs - other	5,339	5,339	6,905
Direct costs - staff	11,308	11,308	11,308
Total 2021	16,647	16,647	18,213
Total 2020	18,213	18,213	

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

15. Net income/(expenditure)

This is stated after charging:

	2021 £	2020 £
Depreciation of tangible fixed assets: - owned by the charity	111,992	123,046
Auditor's remuneration - other services	5,420	5,260
Auditor's remuneration - audit	9,360	9,090

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NOTES TO THE FINANCIAL STATEMENTS
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16. Staff costs

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Wages and salaries	2,542,032	2,466,962	2,398,584	2,323,985
Social security costs	189,500	168,901	179,020	159,591
Contribution to defined contribution pension schemes	217,542	226,627	206,394	215,792
	2,949,074	2,862,490	2,783,998	2,699,368

Total redundancy payments made during the year amounted to £20,149 of which £17,445 were for statutory redundancy and £2,704 for payment in lieu of notice.

The average monthly number of employees was 155 (2020: 160) and the average monthly number of employees expressed as full time equivalents was as follows (including casual and part time staff):

	Group 2021 No.	Group 2020 No.
Direct charitable	39	43
Fundraising and publicity	48	48
Management and administration	15	15
	102	106

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NOTES TO THE FINANCIAL STATEMENTS
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16. Staff costs (continued)

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

	Group 2021 No.	Group 2020 No.
In the band £60,001 - £70,000	1	1
In the band £70,001 - £80,000	1	1

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £352,502 (2020: £300,659). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance and Volunteer & Support Services Manager and HR Manager.

No Trustees were paid any remuneration during the year. No Trustees were reimbursed travel expenses during the year for their participation in volunteering in line with the charitable company's expense policy (2020: £1,065 to 1 trustee).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £213,037 (2020: £226,627). At the year end, contributions of £17,672 (2020: £15,306) were outstanding.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

17. Tangible fixed assets

Group and Company

	Freehold property £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Assets under construction £	Total £
<i>Cost or valuation</i>						
At 1 April 2020	2,630,762	118,230	610,481	95,960	-	3,455,433
Additions	-	-	34,278	-	-	34,278
Transfers between classes	(139,700)	-	-	-	139,700	-
At 31 March 2021	2,491,062	118,230	644,759	95,960	139,700	3,489,711
<i>Depreciation</i>						
At 1 April 2020	477,738	118,227	517,368	66,008	-	1,179,341
Charge for the year	49,826	-	48,160	14,006	-	111,992
At 31 March 2021	527,564	118,227	565,528	80,014	-	1,291,333
<i>Net book value</i>						
At 31 March 2021	1,963,498	3	79,231	15,946	139,700	2,198,378
At 31 March 2020	2,153,024	3	93,113	29,952	-	2,276,092

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

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

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NOTES TO THE FINANCIAL STATEMENTS
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17. Tangible fixed assets (continued)

	2021 £	2020 £
Original costs	246,882	246,882
Improvements to freehold property	1,310,694	1,310,694
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
In patient unit	-	139,700
	<u>2,491,062</u>	<u>2,630,762</u>

18. Fixed asset investments

<i>Group</i>	Listed securities £
Cost or valuation	
At 1 April 2020	472,151
Additions	106,920
Disposals	(331,348)
Revaluations	29,724
Movement in cash	222,711
At 31 March 2021	<u>500,158</u>
Net book value	
At 31 March 2021	<u>500,158</u>
At 31 March 2020	<u>472,151</u>

All investments are held in the UK.

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

18. Fixed asset investments (continued)

<i>Company</i>	Investments in subsidiary companies £	Listed securities £	Total £
Cost or valuation			
At 1 April 2020	11,000	472,151	483,151
Additions	-	106,920	106,920
Disposals	-	(331,348)	(331,348)
Revaluations	-	29,724	29,724
Foreign exchange movement	-	222,711	222,711
At 31 March 2021	11,000	500,158	511,158
Net book value			
At 31 March 2021	11,000	500,158	511,158
At 31 March 2020	11,000	472,151	483,151

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

The historical cost of investments held is £494,533 (2020: £493,913).

Principal subsidiaries

The following were subsidiary undertakings of the Company:

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

The financial results of the subsidiaries for the year were:

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

18. Fixed asset investments (continued)

Names	Income £	Expenditure £	Profit/(Loss)/ Surplus/ (Deficit) for the year £	Net (liabilities)/ assets £
Treetops Retail Limited	37,036	(74,472)	(37,436)	(17,369)
Treetops Funding Limited	709,159	(259,781)	449,378	502,772

19. Stocks

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Retail stock	-	3,668	-	-
Donated stock	60,947	59,337	60,947	59,337
	60,947	63,005	60,947	59,337

20. Debtors

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Trade debtors	16,708	41,110	12,333	34,254
Amounts owed by group undertakings	-	-	20,375	-
Other debtors	24,470	23,674	12,958	19,992
Prepayments and accrued income	991,451	227,206	985,066	221,326
	1,032,629	291,990	1,030,732	275,572

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NOTES TO THE FINANCIAL STATEMENTS
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21. Creditors: Amounts falling due within one year

	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Trade creditors	34,482	50,099	31,903	35,172
Amounts owed to group undertakings	-	-	317,643	401,513
Other taxation and social security	44,078	44,233	44,078	44,233
Other creditors	68,683	76,030	18,298	17,652
Accruals and deferred income	14,225	60,280	10,562	49,033
	161,468	230,642	422,484	547,603
	Group 2021 £	Group 2020 £	Company 2021 £	Company 2020 £
Deferred income at 1 April 2020	38,058	8,388	38,058	8,388
Resources deferred during the year	-	38,058	-	38,058
Amounts released from previous periods	(38,058)	(8,388)	(38,058)	(8,388)
	-	38,058	-	38,058

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

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NOTES TO THE FINANCIAL STATEMENTS
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22. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds						
Fixed assets	2,276,092	-	-	(77,714)	-	2,198,378
General funds						
General Funds	614,973	4,529,716	(2,922,594)	77,714	29,724	2,329,533
Treetops Funding	343,394	409,159	(259,781)	-	-	492,772
Treetops Retail	18,193	37,036	(73,597)	-	-	(18,368)
	976,560	4,975,911	(3,255,972)	77,714	29,724	2,803,937
Total Unrestricted funds	3,252,652	4,975,911	(3,255,972)	-	29,724	5,002,315
Restricted funds						
Grounds fund	17,471	13	(2,401)	-	-	15,083
Children's bereavement	1,500	7,500	(10,000)	-	-	(1,000)
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	41,776	-	(23,872)	-	-	17,904
Trauma fund	(4,888)	3,269	(8,000)	-	-	(9,619)
Barclays Roaming Nurse	-	100,000	(100,000)	-	-	-
Hospice UK Grant	-	629,288	(629,288)	-	-	-
	74,875	740,070	(773,561)	-	-	41,384
Total of funds	3,327,527	5,715,981	(4,029,533)	-	29,724	5,043,699

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

22. Statement of funds (continued)

Statement of funds - prior year

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

22. Statement of funds (continued)

Designated Funds

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

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

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

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

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

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

Barclays Roaming Nurse - received from Barclays for the 'Roaming Nurse Service' set up as part of an emergency response to COVID 19.

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

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets.

Funds in deficit

The trauma fund and children's bereavement project are in deficit due to expenditure being incurred in advance of future funding being received.

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NOTES TO THE FINANCIAL STATEMENTS
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23. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2021 £
Designated funds	2,276,092	-	-	(77,714)	-	2,198,378
General funds	976,560	4,975,911	(3,255,972)	77,714	29,724	2,803,937
Restricted funds	74,875	740,070	(773,561)	-	-	41,384
	<u>3,327,527</u>	<u>5,715,981</u>	<u>(4,029,533)</u>	<u>-</u>	<u>29,724</u>	<u>5,043,699</u>

Summary of funds - prior year

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

24. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2021 £	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	-	2,198,378	2,198,378
Fixed asset investments	-	500,158	500,158
Current assets	41,384	2,465,247	2,506,631
Creditors due within one year	-	(161,468)	(161,468)
Total	<u>41,384</u>	<u>5,002,315</u>	<u>5,043,699</u>

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24. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

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

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

	Group 2021 £	Group 2020 £
Net income for the year (as per Statement of Financial Activities)	1,716,172	521,936
Adjustments for:		
Depreciation charges	111,992	123,046
(Losses)/ gains on investments	(29,724)	60,313
Dividends, interests and rents from investments	(9,505)	(6,007)
Decrease in stocks	2,058	14,637
Increase in debtors	(740,639)	(95,355)
Decrease in creditors	(69,174)	(29,685)
Net cash provided by operating activities	981,180	588,885

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26. Analysis of cash and cash equivalents

	Group 2021 £	Group 2020 £
Cash in hand	1,413,055	454,931
Cash held in investments	251,886	29,175
Total cash and cash equivalents	1,664,941	484,106

27. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	454,931	958,124	1,413,055
	454,931	958,124	1,413,055

28. Operating lease commitments

At 31 March 2021 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2021 £	Group 2020 £
Not later than 1 year	153,133	153,588
Later than 1 year and not later than 5 years	436,583	410,271
Later than 5 years	253,333	383,792
	843,049	947,651

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29. Related party transactions

During the year 5 trustees made donations totalling £5,883 (2020: 11 trustees, £5,429). A number of trustees also donate goods to the retail shops.

Treetops Hospice Trust incurs expenditure on behalf of the group. Any expenditure relating to the subsidiaries is recharged internally.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £20,375 (2020: £nil) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £317,643 at the year end (2020: £401,513), which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £300,000.

30. Controlling party

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