

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 2023



TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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TREETOPS HOSPICE TRUST**(A company limited by guarantee)**

**REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees	Dr R E Aldridge Mr S Beeley Mr C Glynn, Treasurer Dr H Godridge (resigned 26 September 2022) Ms S Harris-Christensen (resigned 5 June 2023) Mrs Y Hobday (appointed 13 June 2022) Mr R W Jones Dr C S Kang Ms S Khalid (appointed 26 September 2023) Ms H Macdonald Mr D J Millington (resigned 5 June 2023) Mr S Mitchell Mr A Perkins Dr C Potts (appointed 3 July 2023) Dr M Swanwick Dr G Walton Mrs C Webster (appointed 13 June 2022)
Company registered number	01801708
Charity registered number	519540
Registered office	Treetops Hospice Derby Road Risley Derbyshire DE72 3SS
Company secretary	C Munton
Chief executive	Mrs J Heath
Independent auditor	BHP LLP Chartered Accountants 2 Rutland Park Sheffield S10 2PD
Bankers	Santander Bridle Road Bootle Merseyside GIR 0AA

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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
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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2022 to 31 March 2023. The annual report serves the purposes of both a Trustees' report and a Directors' report under company law. The Trustees confirm that the annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Objectives and activities

a. Policies and objectives

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

Vision

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

Mission

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

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

Values

Respecting the unique worth of every person

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

Exercising responsible stewardship

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

Working with hope

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

Sustaining a culture of trust, warmth and safety

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

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 an updated three-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 Wellbeing at Home
 - 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
- Hospice at Home
- Roaming Nurse Service
- Education
- Compassionate Communities Work

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

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Objectives and activities (continued)

d. Volunteers

An extract of the Time Well Spent report has been attached at the bottom of this section to provide an indication of the national volunteering picture. As we look towards volunteering at Treetops, we can see a combination of the factors mentioned.

We have 438 active volunteers and over 100 inactive (either through own ill health or as no active role).

We have commenced profiling work this year. The majority of our volunteers are within Retail (56%) and of these the majority are in the 60-79 age bracket (mostly female) so we can instantly see that with our age demographic that recruiting more volunteers is key.

Recruitment of volunteers has remained a challenge this year. There have been difficulties recruiting into shops, it is a mixed bag with some shops have waiting lists to volunteer, whilst others have had success recruiting volunteers. A couple of shops have really struggled with gaps most days.

At the beginning of the year on campus there were significant challenges within our Wellbeing, Kitchen and Reception areas. Several volunteers went abroad to see family (Australia had only just reopened its borders) and typically these absences were for longer periods. This had the knock-on effect of staff members having to cover Reception. Supporting the Café in the Wellbeing Space, the Tears to Laughter groups and Kitchen was also challenging. We ran a social media campaign and inducted 3 new reception volunteers and 6 for the Wellbeing Space Café/groups. Two former volunteer drivers are taking staff to and from the Derby drop in every week.

Several training courses have been held to recruit volunteer befrienders this year albeit numbers attending the training courses have been much lower. Getting volunteers started has also been difficult with illness from Covid, room and volunteer availability making onboarding times longer than usual. We have recruited another 9 volunteers so far with another training course to be held in the Autumn.

This year we have received dedicated support from Marketing to help with our recruitment of volunteers. The website has been redesigned and enquiry forms added thus making it more user friendly and we have had more enquiries since changes were put in place.

We have looked at volunteer retention this year. There were negative comments being made about the lack of people attending the Wellbeing Space. The reintroduction of volunteer support meetings with the Reception and Gardening volunteers sought to explain how our services have changed with the introduction of the Wellbeing at Home service as well as other developments, and these were very positive with a renewed appreciation of the services that we provide.

We held several recognition events this year. Four events were held over a Saturday and Sunday which included long service award presentations although not quite as well attended as pre-Covid (showing nervousness still exists), it was enjoyed by those that came. As it is our 40th year we took the opportunity during Volunteers Week in June to say thank you to our volunteers on social media and visited all of our shops with 'thank you biscuits' and to each volunteer area on campus. A volunteer social evening has held during the week which was very successful with over 80 volunteers attending.

Alongside the invites a volunteer survey was attached and although the response wasn't huge (43 responded), those that did respond were favourable, they volunteered to give something back and for the social interaction. Those that responded but didn't attend the social due to other circumstances or due to location. A few suggestions were to offer incentives (such as food vouchers at local businesses) which we are unable to do. With the cost of living crisis we perhaps

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Objectives and activities (continued)

need to revisit volunteer travel expenses in the next budget to ensure that no volunteer is out of pocket. Volunteers can claim travel expenses but this isn't readily offered when onboarding volunteers.

Due to the challenges in recruiting to the Events Manager role no Fundraising events have been held. The Community Relations team held a meet and greet in August to introduce themselves to previous fundraising volunteers that haven't been active since Covid, only 13 turned up as most had other roles. It is clear that to support events in the future we will need to recruit event volunteers to help the Community Relations team.

Loved ones of volunteers that have died have been invited to have a leaf dedicated on the memory tree by the Community Relations team. Anna Bown, Volunteer Services Coordinator attended both days, this has resulted in a couple of people wanting to volunteer.

Anna is also a founder member of the Wellbeing focus group and the Equality, Diversity and Inclusion group and in her role champions the volunteers at both groups so that our offer is as equal as it can be to both paid staff and volunteers.

Serena Newham has been recruited as Volunteer Services Administrator concentrating on Retail and Income Generation/Events volunteers. With her background as Shop Manager she has an invaluable insight into all things Retail.

Training remains sporadic with no real face to face training in place. We have a stop gap with printed workbooks but no consistent admin to deal with the backlog. Stacey Sangster has taken up the post of Training Administrator to consolidate training for HR and Volunteer Services across our e-Training platform, workbooks and face to face. The e-Training platform offers better reporting capabilities than other software being used so it will be easier to track those not completing mandatory training.

Clare Radmore has been recruited as Reception Support Administrator and will support volunteer receptionists.

These roles will provide continuity and resource and give Anna a chance to step back from everyday 'fire-fighting' and last minute requests to looking at the volunteer needs of all the departments of the organisation and the volunteers themselves.

Time Well Spent report

The National picture from the Time Well Spent report (published by NCVO) shows that volunteering has deteriorated in the UK, the proportion of the UK population who had volunteered at least once a month in 2021/22 was 16%. This was down from about 23% in 2019/20, reflecting the impact of the covid-19 pandemic.

The analysis suggests several contributing factors.

- Volunteers are now more likely to think their volunteering is becoming too much like paid work (up from 19% in 2018 to 26% in 2022).
- More volunteers felt their volunteering group or organisation had unreasonable expectations of how much they did (17% in 2018 compared to 24% in 2022).

Additionally, among recent volunteers, the overall likelihood to continue volunteering declined slightly from 80% in 2018 to 77% in 2022.

Most people said less time due to changes in circumstances is the main reason they're stopping. Being unhappy with the way their volunteering group is managed and organised is much less common (10%).

This data suggests we need more focus on retaining volunteers, as well as recruiting them.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Objectives and activities (continued)

This is especially true given the cost of living crisis and changing expectations around flexibility.

The issue of expenses is particularly notable.

- 14% of those who haven't volunteered through a group, club or organisation in the last 12 months are worried about out-of-pocket expenses (up from 9% in 2018). This figure was higher among 18-24- year-olds (20%).
- Only 55% of volunteers say their volunteer group, club or organisation would reimburse their expenses if they wanted them to. 16% don't know if they would.

This indicates organisations need to do more to ease concerns about volunteering expenses, particularly if they want to attract younger volunteers.

As well as the financial impact of volunteering, time is also an important factor. Among those who had considered volunteering in the last 12 months, the most common barriers were:

- thinking it involved more time than they could commit (21%)
- it was not flexible (14%)
- the opportunities did not match their skills, interests or experience

***Notes:**

- *All figures, unless otherwise stated, are from YouGov Plc. The survey was carried out online. The figures have been weighted and are representative of all GB adults (aged 18+). The figures presented from the online survey have been analysed independently by NCVO.*
- *2018 survey: Total sample size was 10,103 adults. Fieldwork was undertaken between 4 May and 15 May 2018. 2022 survey: Total sample size was 7,006 adults. Fieldwork was undertaken between 23 November and 6 December 2022.*
- *It should be noted that while we have sought to replicate the methodology and sample, it is only possible to draw reasonable comparisons between the two because of methodological and sample limitations. In particular, relating to the participation data.*

Strategic report

Achievements and performance

a. Review of activities

Provision of Care

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

During the course of the Covid pandemic CQC undertook a consultation exercise and subsequent reconfiguration of its regulatory process. CQC have now implemented this new form of regulation and inspection, and as part of this they undertook direct monitoring activity (DMA) with the hospice early in 2022 and again in 2023.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

This involved gathering information from a wide range of sources and reviewing this in relation to data held by CQC registration and ratings information. This helped them determine our ongoing rating.

As a result, the hospice continues to be rated as GOOD. There continues to be 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 yet another very challenging year.

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

The priorities that we set for 2022/23

1 – Wellbeing, Support and Information Service

Since the pandemic the Wellbeing Team have been focused on establishing a robust programme of enablement / reablement focused on personalised support and intervention plans. Over the course of the year, we reopened all our services fully and relaxed all lockdown restrictions. This was welcomed by individuals who were keen to return to services on site.

Our Wellbeing offer delivers support to people from the point of diagnosis, through maintenance of wellbeing and recovery following periods of ill health, through to more assisted support as health declines.

The Support and Information Café which proved so successful prior to the pandemic was finally able to fully re-open and in its first full year of normal operation we saw 1,023 visitors to the café. This weekly session provides a relaxed environment in which individuals, families and carers can talk through worries and concerns, seek advice and guidance and where appropriate gain access to other hospice services along with signposting to other relevant services, organisations and groups.

Our ambition this year was to strengthen our community presence, and this has delivered mixed results. We opened a weekly Wellbeing Drop In in Derby City Centre in collaboration with Derby Cathedral Centre which delivered mixed results. Although the concept seems sound the venue and location proved not to be ideal and the drop in has since moved location to the Sacred Bean Café. We are currently evaluating the impact of this change of location.

Our Wellbeing at Home Service grew steadily over the year and we have now had to introduce a waiting list to manage demand. We continue to support those individuals who live with a life limiting condition and struggle to access our onsite services alongside those entering the terminal phase. When capacity permits, we also provide valuable respite support to carers. This is sadly an area of unmet need.

2 – Hospice at Home Service and Roaming Nurse Service

Our Hospice at Home service continues to provide valuable support to individuals, their families and their carers in their own homes over night at the end of life. Demand remains consistent and the high level of positive feedback received about the difference our staff make highlights the impact that the service makes.

Our Roaming Service which had initially been a Covid response measure has now become an embedded part of our Hospice at Home model with many families expressing a preference for this method of responsive support.

Workforce capacity continues to impact on availability and as a result patients have to be prioritised based on acuity. As result those individuals with a lower level of need are not able to access the service in the way in which they would have prior to the pandemic.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)**Achievements and performance (continued)**

During the course of the year, we took a focused approach to re-establish our education and training programme for the staff as this had been so badly disrupted by the pandemic. Education is based on a blended learning approach using a variety of learning approaches. The programme is based on essential to role criteria and core competencies in line with the agreed criteria of the Derbyshire Alliance for End of Life Care.

We also invested in ensuring that all staff within the service would have full access to IT support to enable them to work remotely and access SystmOne our clinical data base system. This is now being embedded across the team and aligned with standard operating procedures.

3 - Compassionate Communities Volunteer Befriending

Our befriending programme grew from strength to strength with an established group of befrienders regularly providing valuable support to individuals living in isolation due to a life limiting condition or bereavement. The service successfully reduces social isolation and builds confidence, enabling people to stay at home while they wish to do so and supporting them to thrive in the home environment. The volunteers enable people to have conversations about death, dying, loss and bereavement, overcoming taboos and fears, and helping people be more prepared and able to express their wishes whilst engaging in meaning activities.

The Compassionate Communities programme has also continued to deliver spiritual support over the year offering 'Time to Remember' events once a quarter. These have been held online offering individuals, families, and friends time to remember a loved one and take a moment to share and come together for support.

Treetops also set a strategic ambition to improve engagement with communities that do not currently access our services. Over the year connections were made with community groups and faith leaders engaging in conversations and local community events. Through this work Treetops also took a lead strategically for the Derby and Derbyshire ICB leading on the work of Compassionate Communities and People Driving change workstream.

4 – Therapeutic Services

We continued to see exceptional high demand for children and young people's counselling throughout the year. The team undertook a comprehensive children's training programme with both staff and volunteers to increase confidence in working with children and young people and this helped increase capacity.

The team also delivered a number of very successful school education programmes to support school staff working with bereaved children and young people. Demand for these sessions grew steadily throughout the year.

A review of complementary therapy resulted in service redesign in order to ensure capitalising on the available capacity. This resulted in a suspension of the CT at home service in order to ensure delivery of sessions on the campus site. In addition a service for children and young people was established as part of emotional support and this innovative way of working started to deliver some very exciting outcomes.

Our ambition was to establish Treetops Hospice as a Centre of Excellence for Trauma Informed Counselling and Emotional Support. During the course of the year the team achieved all of the milestones that had been set, and we were confident that the requirement for centre of excellence had been met. This approach has been delivered across Children and Young People's and adults counselling services.

Our student counselling placement had another very successful year and continues to be extremely popular with available places heavily oversubscribed. Student feedback highlights the value they associate with their placement at Treetops and

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

the experience that they gain.

5 – Syringe Driver training for Nursing Care Homes

Following the success of the Syringe Driver Education programme the CCG / ICB contracted for a further year support for nursing homes across Southern Derbyshire.

The demand for training and support remained high with excellent feedback received.

Training was focused on the following key areas:

- **Drug calculations workshop** – feedback from nurses identified limited confidence when working out drug calculations
- **Syringe driver training** – adapted to suit the needs of senior carers to increase confidence when being asked to second check controlled drugs
- **Symptom management training** – focusing on the basic principles of symptom control
- **Mouth care training** – developed as findings show staff wanted access to mouth care training which was not available locally
- **Saf-T-Intima cannula training** – this was developed as clinical observations found nurses were either not using saf-T-intima cannulas or using old fashioned nickel cannulas

In addition to the training sessions, the Syringe Driver Support nurses offered direct support to homes if they were managing a resident on a driver. This intervention ensured that a number of homes were able to safely manage individuals at the end of life and facilitate them remaining in their care home and preventing a hospital admission.

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

Treetops Hospice was keen to build on the learning gained from the Syringe Driver programme and to apply this learning to support the Residential Care Home sector. Through collaboration the team identified how the hospice could support residential homes to identify residents who may be reaching end of life and to provide the skills, knowledge and additional support when required to ensure residents could remain in their own homes and die in their place of choice.

During the year the team established links with three residential homes initially as a pilot. Each home was offered education aimed at enhancing knowledge and skills whilst also providing practical support to help staff recognise deterioration and plan accordingly. Alongside this access to Hospice at Home out of hours was offered to support home staff caring for residents who wished to die in the place they called home. Initial findings of the pilot proved positive with a number of individuals supported at end of life.

7 – Virtual Education Centre, Palliative and End-of-Life Care Education

Our plan for this year was to build on the collaboration between University Hospital Derby and Burton and Treetops in the delivery of communication skills training from entry level to advance skills. This would be underpinned by the RealTalk communication skills programme developed by Loughborough University. Our aim was to create a virtual Palliative Care Education Centre delivering high quality comprehensive educational programmes covering the Southern Derbyshire locality.

During the course of the year we successfully delivered our priority areas of:-

- Alignment of the education programme with the Derbyshire ICB End of Life strategy along with NHS England and NHS Improvement Palliative and End of Life Care workforce priorities.
- Promoted the reputation and scope of the two partner organisations as leading providers of high-quality education across a range of sectors.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)**Achievements and performance (continued)**

- Ensured that our model of education and training was developing towards financially sustainable for the long term.
- Development of a comprehensive programme of communication skills training mapped to TIER 1,2 and 3 national levels of core competence.
- Played an active role in supporting the wider strategic workforce development and education by supporting the work of the Derbyshire Alliance and the associated End of Life resource toolkit.

b. Review of services

From 1 April 2022 to 31 March 2023, Treetops Hospice was commissioned to provide the Wellbeing Service and Hospice at Home Service to the Derby and Derbyshire Integrated Care Board along with the Nottingham and Nottinghamshire Integrated Care Board.

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 Integrated Care Board.

Treetops Hospice raises 70% of the funding for these services through retail outlets, lottery and fundraising. The remaining 30% comes from the NHS via the above ICBs through block grant and cost and volume contracts.

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

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

Participation in Clinical Audits

During 2022/23, Treetops Hospice did not participate in any national or local clinical audits.

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

Research

During 2022/23, the Hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Integrated Care Board formally the Clinical Commissioning Group:

- All quality requirements for 2022/23 were met (Quality Schedule available)
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

- Programme Board, The End of Life Operational Group and The Derbyshire Alliance for End of Life Education
- Treetops Hospice chaired the Derbyshire End of Life workstreams for Single Point of Access / Coordinated Care and Compassionate Communities
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit

Quality Overview

Activity data across the year reveals the following trends

Wellbeing Service

Over the course of the year **568 individuals** were supported by the Wellbeing Team on their clinical programmes. This is an increase of 36% on last years activity.

This equated to **7,704 hours** of care and support given to individuals.

- **156** referrals were received for the Wellbeing Space. A reduction of 26% on last years activity
- **392** referrals were received for Wellbeing at Home which is an 87% increase on last years activity
- The Support and Information Café had **1,023** visitors across the year

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

Activity	2021/22 Activity	2022/23 Activity	Comments
Number of individual support contacts delivered across the year within the Wellbeing Space. Included activities: • Adapted Tai Chi, chair based and <u>standing</u> • SPRING programme • Mollie's MND Support group • <u>Huntingtons</u> Support Group • Support and Information Café • Assisted <u>bathing</u> • Tears to Laughter group	3,675 individual contacts	3,034 individual contacts 4,517 hours of care and support	The Wellbeing Service provides enablement and reablement for individuals living with a life limiting illness. The programme structure aims to support the maintenance of health and wellbeing and adjustment after periods of ill health and deterioration.
Number of Wellbeing at Home care visits	1,083 hours of care 7 months of data only	3,188 hours of care 361 Individuals supported by the service	Provision of 1:1 care in the home environment by either an HCA or RN

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TRUSTEES' REPORT (CONTINUED)
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Strategic report (continued)

Achievements and performance (continued)

Activity	Number of individuals	Number of contacts	Hours of care
Adapted Tai Chi / Exercise	68	451	451
Wellbeing SPRING Face to Face Delivery	34	109	119
Wellbeing SPRING Support Group	10	29	30
Wellbeing SPRING Telephone delivery	38	111	36
Tears to Laughter Group	69	1,272	3,101
Occupational Therapy Service	50	106	30
Mollie group MND support	11	34	65
Triage / welfare contact	182	332	58
Assisted Bathing Service	16	41	53
Wellbeing at Home Assessments	121	132	277
Wellbeing at Home Telephone Support	267	495	120
Wellbeing at Home Visits	322	1,127	2,791
	<i>*NOTE** Some individuals will access more than one activity</i>		

Hospice at Home Service

The Hospice at Home service consists of the roaming service which provides a flexible response to care needs across the night shift alongside the provision of 1:1 nursing support for 9 hours throughout the night.

Over the course of the year, the service delivered nursing care and support to **968 individuals**. This equated to:

- **14,411** hours of Hospice at Home support
- **3,411** hours of Roaming Nurse Service support
- **338** hours of care planning and triage

During the year the **972 referrals** were made to the service. This is 6% increase on last years activity.

The Hospice at Home Service has continued to deliver an exceptionally high standard of care throughout the year. However, capacity continues to be influenced by several extenuation circumstances.

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) available capacity within the service has meant that only patients prioritised as red or amber under a traffic light system are routinely scheduled for care.

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

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Strategic report (continued)

Achievements and performance (continued)

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. In 2021/22 the average number of night support sessions was 3 per patient, this has now dropped further to 2 per patient across 2022/23.

The Roaming Nurse Service, a team of two staff, one RGN and one HCA respond to calls received throughout the night, visiting patients and their families and carers to solve problems and deliver care. This service is now often requested as the preferred model of delivery for families

Roaming Service activity	2021/22	2022/23
Telephone calls received by Treetops Roaming Nurse Service and families requesting support	1,273	1,878
Care planning and triage	1,493	1,680
Total calls made or received in support of a patient at end of life	2,766	3,952
Liaison with other health care professionals	Not collected	99
Stood down, patient admitted to hospital, care not required as DHU in attendance	Not collected	22
Frequency of common interventions		
Anticipatory medication given	754	847
Catheter care	12	42
Syringe Driver support	39	48
Verification of death	147	124
Wound check	Not delivered	23
Personal care/Wellbeing support	622	623
Wellbeing check	Not collected	238
Carer support	59	455
Total number of individual patients supported in financial year	511	610

The Hospice at Home Service enabled 96% of individuals to achieve their preferred place of death at home.

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.

Due to a noted change in the complexity of referrals received the team have worked hard over the year to meet the requirements of a centre of excellence in Trauma Informed therapeutic interventions. In order to meet the demand for children's bereavement counselling a comprehensive programme of education has delivered to all team members to increase available capacity.

Over the course of the year the service provided:

- **4,072** hours of counselling
- **521** hours of Complementary Therapy

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

485 referrals were received for counselling services and this is a 3% increase on last years activity.

Adult Bereavement Service Data

	2021/22	2022/23	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	3,031	2,923	-3%

Long term staff sickness and periods of Covid have impacted on the available capacity within the staff team. This is reflected in the activity figures for the year.

Children and Families Bereavement Service Data

The last year has seen a steady growth in demand for children and young people's counselling service.

	2021/22	2022/23	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	1,173	1,288	10%

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.

	2021/22	2022/23	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	262	317	21%

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

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

Complementary Therapy Service Data

This year saw a service review of Complementary Therapy to ascertain demand in order to maximise the available capacity. After much consideration it was decided that the service should focus on the provision of sessions on the campus site and as a result the delivery of community-based service was disbanded. A period of embedding this approach was required. Alongside this staff wellbeing was also prioritised as part of the Covid recovery plan.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

This service is not a commissioned service.

- **95 referrals** were received for Complementary Therapy
- **473 hours** of complementary therapy were delivered across adults and children

Community Befriending Service

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

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

Over the year the Befriending Service supported **29 individuals** with a volunteer befriender, **435 support visits/calls** were made which equates to **453 hours** of support delivered.

The service received **39 referrals**, a 15% increase on last years activity. Referrals from other Treetops services were stopped half way through the year due to the growing waiting list. By the end of the year we had 20 people waiting for a befriender to become available.

15 new volunteers were trained with 10 becoming active and joining the workforce.

What others say about us

Care Quality Commission

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

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

What our patients and carers say about us

Compassionate Communities Befriending Programme

All clients in receipt of the befriending programme are asked to complete an evaluation of their experience to date. From the existing cohort of 27 clients, 11 responded.

100% reported that they looked forward to their befriending visit.

100% reported that the contact had a benefit / positive impact on.

100% felt it gave them something to look forward to.

92% reported that very frequently they feel happy or well after the visit

92% reported that they very frequently feel less isolated after the visit

79% reported that they very frequently enjoy the conversation or mental stimulation

100% said they would recommend the Befriending service to someone else in a similar position to themselves

My befriender has introduced me to other experiences I can try e.g. the drop in cafe at Derby. Also keeps me in touch with what is happening in the outside world, and he has given me some practical tips.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

I look forward to every Thursday! It's done me the world of good.

I feel down when she's gone. She's a very nice lady.

She is absolutely beautiful, lovely, a real gem. I'm glad I've met her

Have enjoyed playing games together and chatting. I look forward to seeing her.

It has been lovely having X visit me. I really feel I can trust her and tell her everything.

She is a wonderful person and we easily chat and have a few laughs together. Recently had a visit out together which was wonderful.

X is great, we enjoy a lot of the same things like sport and he seems to enjoy listening to my stories. He brings cream cakes every time which we eat together.

Having X visit is lovely, she brings flowers from her garden and cake. She is a very generous person and we talk about all sorts of things. She's very easy to talk to, and patient when I can't find the right words.

We access the befriending service from Treetops Hospice and the service is amazing, everything has been professional and well explained and the lady that comes to see my gran, X, is so good with her. My gran was very reluctant at 1st to want the service but she really adores X now and looks forward to her visits, this service has been life changing for us and really helped to give my gran some company.

Wellbeing Space Evaluations

Wellbeing service

Wellbeing service evaluations are gathered on a one to one basis through the use of outcome stars. This records the impact sessions have on an individual basis. As yet the team have not created a system to collate this feedback into a service wide evaluation. Instead service feedback was obtained via questionnaires, and comments received are outlined below.

The services at Treetops are outstanding, the staff are fantastic very helpful and understanding. My wife attends the drop in cafe, tai chi and the spa bath day and all these activities have helped her greatly

We come to a monthly meeting for MND carers and sufferers. The staff are very welcoming. It's a lovely meeting room and the staff quickly rearrange it to accommodate people as we arrive.

I attend the tai chi class which I have found both good for my physical and mental wellbeing. The teacher is very friendly and is able to adapt the exercises to suit everyone's abilities.

The wellness team got me back on my feet after being poorly after radiotherapy and radio iodine therapy. The class is well balanced and caters for all levels of abilities within the group. I never realised sitting down exercises could be so hard but worthwhile. X is very inclusive when you first join and the group helps as you are with other people going through their own cancer journey who understand what you are going through which is a massive bonus. I look forward to every class as it makes me feel almost normal doing exercises that I enjoy and help me get stronger

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

It's a lovely environment, with a great atmosphere and very helpful, patient staff and volunteers. They provide an ideal environment for people with life-affecting illness (and their carers) to spend a relaxing hour or two. Nothing is too much trouble for them

Treetops have supported my husband and myself whilst he was dealing with motor neurone disease now that he has passed away they are giving me ongoing support

Wellbeing SPRING Program Evaluation

Our staffing challenges continued this year as our occupational therapist and our assistant practitioner both went on maternity leave. We employed an occupational therapist on a temporary contract to cover 3 days per week to support the registered nurse in the team to maintain the programme. Our staff returned from leave in September 22 and February 23.

We also had a prolonged period of sickness from our occupational therapist, meaning our capacity in August and September was down to one staff member. The team was also experiencing high levels of sickness resulting in reduction in our numbers of attendances.

Our current position is a whole time equivalent occupational therapist (2 people in a job share), a registered nurse (also deputy manager) and part time assistant practitioner (0.7 WTE). Each team member gives a portion of their time to running the spring programme amongst their other role responsibilities.

I am on the 12 week Spring Programme, it's been very supportive and informative and also directing me to any other services I may need. Each week there is a specific area to cover in my journey having secondary breast cancer. Without this I would feel isolated and may miss out on important support and information eg., emotional, finance, other services offered such as Tai Chi and complementary therapy along with external services too. The Occupational Therapist who is guiding me is brilliant and listens and advises me as required leading me through the programme. It's wonderful knowing I have this amazing place to go to if I need help, would be lost without it

I have found all aspects of the 'Spring Programme' very helpful. My OT is a great support, both practically and emotionally. She has a background in occupational therapy, which has been useful. I have also benefited from counselling and complementary therapy services at Treetops. The buildings and gardens are well maintained, providing a pleasant and relaxing environment. Volunteer receptionists are polite and respectful.

Hospice at Home Service

Families / carers of patients in our care between the 1st January and 31st December 2022 and who die during this period are invited to complete a questionnaire to provide feedback on their experience. In this period 551 questionnaires were sent out to identified families/carers. Only 29% completed questionnaires were returned and the findings are presented below.

Referral Source identified as:-

- 72% District Nursing
- 1% GP
- 10% Hospital
- 15% Other
- 50% palliative care team

All evaluations are anonymised. Of those who returned the questionnaire:

Strategic report (continued)

Achievements and performance (continued)

- 94% thought that the referral to the service was timely
- 5% felt that the referral was made too late
- 98% of respondents who utilised the Roaming Nurse Service felt that it had been helpful and met the needs required
- 93% felt phone calls had been handled sensitively and professionally
- 74% said that the amount of night-time care provided was enough
- 7% said the amount of care was too little
- 98% were totally at ease or comfortable about the way we cared for their loved ones
- 95% felt that the Treetops nurses had the appropriate knowledge to care for their loved one
- 94% felt that the Treetops nurse always took time to listen to their concerns
- 88% said that the service from the Hospice at Home service enabled them to care for their loved ones at home

The significant reduction in the number of completed returns makes service evaluation problematic as it is hard to gain a true picture of the impact of the service on families and carers. The late stage at which referrals to the service may also be impacting on the number of service evaluation forms being returned.

Hospice at Home - Carer evaluations, March 2023

Extremely grateful for the treatment my wife and I received. It could not be better. You do a fantastic job.

Faster and probably more understanding than a random duty doctor when needing certification. Area perhaps a little large for one team only. Treetops take the strain and fear out of losing a loved one at home.

Had the occasion to use the roaming service 3 times. What a fantastic service and our needs were met. However, Marie Curie felt the need to call the roaming and it was hours before anyone could become available. Understandable some nights are busier than other and it's a shame there can't be a couple of teams operating at night.

Following the referral made by the district nurse, I received a wonderful telephone call from X outlining the services provided by Treetops. To receive a call from Y to tell us a night sitter would be available was always a joy. We will be forever grateful to A, B and C together with members of the roaming team who provided the care and support to mum and all our family in her final days. You were all stars in the darkness.

Had to call the roaming service a lot and every time they came they was so caring. They found time to talk to me as a person and I felt at ease. The care was amazing, wonderful people.

I and the whole family are so grateful for the care received. Without T we would not have been able to keep our promise that she would not go back into hospital.

I cannot offer you anything other than what you have done with all your services. They were spot on, your people were so kind, caring and always there for my late husband R. Also for me, it enabled me to keep my husband at home where he died in his own home - thank you all so much

I only used the roaming service twice, the first time was when my father was in a wet bed and I refused to help, the second was when my father had passed to certify his death. Both times the service and care were fantastic. I did also use the night sitting service once, this enabled me to get a full night's sleep and again the service was fantastic. Every contact I had with Treetops either by phone or in person was handled on a friendly, caring and professional way.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

Our family have always supported Treetops, but we hadn't realised what a fantastic and amazing service you provide. We were blessed to have both hospice at home and roaming with us when K passed away and they looked after him after he died with such caring and kindness. This has made such a difference in helping us with our grieving. thank you so much, you are amazing.

The care from all the staff involved with my mum was more than what I expected. You helped making her last wish to be at home possible. I know she was a pain to get along with and a very stubborn lady but the carers still gave all they could to help her and for that I am truly grateful. The care my mum received was 100%, you all do an amazing job.

Counselling and Emotional Support Service

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

Adult Bereavement:

110 evaluation forms were sent out and 60 forms were returned (55%):

- 100% said that the support they received had been helpful in their experience of bereavement
- 99% said they were satisfied with how quickly the service was provided. This is positive considering the high demand for counselling support services locally and that capacity has to be managed through a waiting list system
- 88% said that they had the right number of sessions
- 12% said they felt they did not have enough sessions. These individuals were followed up and subsequently 2 were reassessed for further sessions, the others stated that although they had completed their counselling they enjoyed & missed coming.
- 100% said that they were happy with the service provided
- 100% said they would recommend the service to other people

The counsellor was fantastic at her job, cannot give her enough praise! I found it hard to leave after my last session without getting to upset as I know she has helped my well-being so much.

I think the service offered is AMAZING - counselling support for me (and others) at a very difficult time. A light and a holding hand in the darkness.

This is a wonderful service that Treetops offer. I feel very fortunate to have had this support during a difficult time in my life.

I can't thank Treetops enough. My sessions were like a comfort blanket, and I do miss them but I'm in such a better place now.

Was amazed how much it helped me and my family as they could see me struggling but couldn't help me.

The overall service can be a life saver and enabled myself to have hope and to slowly look forward to my future.

Counselling has made a big impact in my life and given me to understanding on how to look after myself mentally and emotionally, thank you.

My counsellor helped me so much. I didn't know what to expect at first, but I was surprised how much I could talk to him and cannot thank him enough for his support. It was invaluable and I am incredibly grateful to the team at Treetops that make this support possible.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

Parents/Carers

78 evaluation forms were sent out of which 13 were returned (17%):

Due to the increasing level of demand for this service we have had to introduce a waiting list in order to manage capacity. Therefore, children can be waiting longer to access the service.

- 100% were happy or very happy with the speed of response to the referral. This is reassuring as we have had to introduce a waiting list system in order to manage the number of referrals being received.
- 82% reported a decrease in their level of concern about their child after the period of counselling support had finished
- 77% were happy or very happy with the extent to which the support had addressed their child's bereavement needs
- 77% were happy or very happy with the number of sessions/length of support their child received
- 100% would recommend the service to other people

Quotes from evaluations, 2022/23, Parents/Carers of Bereaved Children

Thank you for giving my daughter the opportunity to work through her feelings and emotions following the death of her Dad. I can't thank the service enough.

Excellent service and my child felt very comfortable with her counsellor.

Words just aren't enough for all the people involved with Treetops.

I can't thank you all enough for the help and support.

Children/Young People

78 evaluation forms were sent out of which 10 were returned (13%):

- 100% were happy or very happy with the number of sessions they had
- 70% said the sessions had been helpful or very helpful
- 100% said they would recommend the service to other people

Quotes from evaluations, 2022/23 Bereaved Children/Young People

It was a welcoming environment and felt like a place to stop and talk.

Very friendly and kind

It was fun alongside being able to talk about mummy. I could talk about things I didn't want to talk with my daddy.

I think that it was actually amazing and I am so grateful that I had my sessions.

It was helpful saying how you're feeling with them understanding.

Very helpful

That you're really thoughtful and kind.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

Life-limiting illness

4 evaluation forms were sent out and 4 were returned (100%).

- 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

Quotes from evaluations, 2022/23 Life-Limiting Illness clients

My counsellor was informative about your services and in my opinion went over and above to ensure I felt supported at all times.

It's given me more confidence to do things changing mine and my family's life.

Complementary Therapy

CT have just started using the new style of evaluation forms. 12 evaluation forms were sent out and 12 (100%) were returned

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

Quotes from evaluations, 2022/23 Complementary Therapy

Very polite and friendly

Really helped me with stress and gave me a bit of time to myself to relax.

I really felt I benefited from my sessions.

Very friendly and made me feel safe and welcome.

Prompt, polite and cheerful – a very good service.

My therapist was professional, kind and caring.

Overall, I feel I have continued to benefit from my sessions, thank you.

What our staff say about the organisation

In last year's Employee Engagement Survey wellbeing was identified as an area where Treetops "could do better". The Senior Leadership Team took this on board and made promoting wellbeing at work a key objective in the Three Year Strategic Plan.

A year on, we now have a Mental Health and Wellbeing Policy for staff and volunteers and a Wellbeing Focus group has been established to enhance the support that Treetops can offer. We have trained two Mental Health First Aiders and their help has been sought by quite a few staff and volunteers; our plan is to train at least two more so that more support can be provided.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

Complementary Therapy sessions are now available for employees, enhancements have been made to pay and participation in Spirituality and Mindfulness sessions is encouraged.

Significant advances have also been made in flexible and hybrid working to enhance work/life balance. Personal wellbeing plans have been made available on the staff page so that employees can choose a format that suits them and start thinking about what enhances and detracts from their personal wellbeing.

Complaints and Compliments

Complaints

During 2022/23, we received three clinical service complaints. All incidents were investigated, documented and action taken as required. Feedback on the outcome and action was provided to the complainant. Following one complaint and investigation a staff member was dismissed on the grounds of gross misconduct.

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.

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 2022/23 there were 22 incidents recorded in total. There were 2 incidents resulting from accessing the patient property and concern for their wellbeing. 4 incidents were due to medication administration. There were no identifiable trends and highlighting inaccurate paperwork, damaged ampules and shortages of required medication. In all incidents concerns were raised and reported to community-based colleagues. 2 related to the roaming car, 2 resulting from IT access. 3 were non-related moving and handling issues, 4 were falls incidents but with no discernible pattern.

2 incidents related to complaints received and were fully investigated as outlined above.

2 were unrelated minor incidents. All incidents were fully investigated, and any action taken documented and reported to the Clinical Sub Group of the board of Trustees, along with the Derby and Derbyshire Clinical Commissioning Group.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Strategic report (continued)

Achievements and performance (continued)

c. 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 £38,993.

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. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

b. Results in the Year

The Charity's gross income fell from £5,016,230 to £4,252,654, a decrease of £763,576. Gross costs increased from £4,314,331 to £4,770,455, an increase of 10.6%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2023 of £5,196,841 (2022: £5,750,822) of which £77,462 (2022: £45,316) are restricted funds, £3,036,276 (2022: £3,540,457) are unrestricted funds and £2,083,103 (2022: £2,165,049) 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 £714,136 to £715,355 (0.2%), profit increased from £409,355 to £443,162 (7.6%). Membership levels were over 13,500 active members by the year end although it is anticipated this number may stagnate into 2023/24 due to economic pressures from the cost of living crisis.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Retail Company

Treetops Retail Limited made an operating loss of £8,400 compared to a loss of £9,813 for 2021/22. These accounts cover the financial position of the catering outlets only which are currently not trading due to uncertainty following the Covid pandemic. It is not currently known if or when trading will resume.

Fundraising

Legacy income has experienced a decrease in income falling from £522,283 to £283,406. This decrease is somewhat expected as previous years have seen larger, one-off donations which were not expected to be repeated. However the current level is still above the budgeted position and the benefits of the previously implemented legacy strategy are already being seen and felt. Future notified legacies are currently well above forecasted figures.

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:

- Loss of key staff
- Failure of generate sufficient income
- Loss of or inability to recruit volunteers
- Loss or reduction of Lottery income
- Employment issues

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 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 £3,036,276, which is above the level set. The Trustees will be reviewing the reserves policy in the forthcoming year.

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TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management

a. Constitution

Treetops Hospice Trust 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 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.

d. Pay policy for key management personnel

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

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

TREETOPS HOSPICE TRUST

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management (continued)**e. Organisational structure and decision-making policies**

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

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

f. Financial 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.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Plans for future periods

Last year saw a gradual return to normal operation for clinical services. The charity however still faces the ongoing challenge of financial sustainability due to the very difficult economic climate. Statutory funding remains static whilst opportunities to generate income via public support grows ever harder. As a result the charity enters another year with a deficit budget.

These economic parameters therefore limit the scope for development within clinical services as changes must be delivered within existing budget allocations.

This next year will see us again focus on robust operational procedures that deliver quality and value for money within available capacity across all our existing services. We will look to grow where an opportunity presents, such as via the support of grant and trust income or through charging such as within education.

Staff recruitment, investment and retention will be a priority this coming year as maintaining our workforce is fundamental to the quality and capacity of our services. The workforce market remains challenging with the impact of agenda for change on salary levels and this impacts the ability to attract staff with competitive rates of pay.

In order to counteract this challenge Treetops needs to ensure that it can offer terms and conditions that are appealing and adaptable alongside robust education, training and wellbeing support that continue to make Treetops an attractive employer.

Over the past year we have undertaken significant work investing in clinical IT infrastructure and training staff in its use. Our data capture is more comprehensive and we are using this intelligence to inform our thinking and shape developments going forward.

We do this by:

- Reviewing local population data in line with national data for End of Life Care
- Reviewing operational data to identify trends and spot opportunities
- Identify service needs for the communities we serve from local data intelligence
- Working in collaboration with the ICB and other providers to generate compelling cases for support and ensure alignment with strategic direction
- Seeking ways to achieve financial efficiencies without compromising on clinical quality

1 – Community Engagement and Collaboration

Following our experience of develop a community hub in Derby City we are reviewing the learning and are keen to explore alternative ways to enhance our community presence. Our data and intelligence tells us that we are still underperforming as an organisation in addressing equality, diversity and inclusion. During the course of the last year a number of productive conversations and links were established with a variety of community networks and it is through these that we aim to build collaboration. We are keen to see how we can share our knowledge whilst learning from others in order to capitalise on opportunities to support more individuals living with life limiting illness, at end of life and also the bereaved in culturally sensitive and diverse ways. We see partnership as the process by which we can build the 'hub' model and through collaboration deliver support to local communities.

Population data tells us that homelessness and poverty is a challenge particularly in the Derby City area which significantly reduces an individual's chances of accessing end of life care, particularly hospice services. Following initial scoping work we have identified that this will be a priority area for the following year. Our plan is to build on the initial positive conversations with both the Padley Group and Derby YMCA to look at how we can work in collaboration to develop shared pathways of support and intervention. Initially this will be through a programme of shared education and training.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023

Plans for future periods (continued)

Over the past year we have successfully built collaborative relationships with both the Motor Neurone and Huntingtons Disease Associations. Through this we have established a regular programme of support groups delivered in our Wellbeing Space, capitalising on the collective knowledge of both parties for the benefit of individuals living with these life limiting conditions. This successful model is a format we are keen to build upon and we are now in conversation with the Alzheimer's Society to see how we can develop a similar approach in order to support individuals with dementia.

In order to support the wider initiative of Compassionate Communities Treetops will continue to play a key role by chairing the Communities Driving Change workstream, reporting to the End of Life Programme Board part of the Derby and Derbyshire Integrated Care Board. Our aim is to positively influence decision making by learning from individuals lived experience and applying this to our thinking and planning. Our ambition is to enable all communities to be places where those living with life limiting conditions, facing death and bereaved can feel supported and cared for in a dignified and compassionate way.

2 – Community Provision and Support

Activity data collected across our services shows a growing demand for community-based support and care services.

Our Support and Information café has grown from strength to strength with record numbers of individuals seeking new and ongoing support. The befriending service has struggled to recruit and train sufficient befrienders in order to meet demand. Referrals to Wellbeing at Home have grown by 87% and Hospice at Home is no longer able to consistently provide support to families on the basis of respite need as priority has to be given to the most acutely ill and dying.

As a result we plan this next year to look at how the closer collaboration of the Befriending Programme, Wellbeing at Home and the Hospice at Home service can offer a model of support that recognises the opportunity to reduce the pressure on the acute care/hospital providers and reduce the future financial impact of this pressure on the NHS by delivering the best individual end of life care for people and their families/carers whilst ensuring best value for money for the charity. This may result in the redistribution of some resources within existing services.

3 – Education

Over the past year the Communication Skills education programme has gone from strength to strength alongside the collaboration with Loughborough University and the RealTalk programme. This year will see further growth in this area with the addition of extra staff capacity to support this work. Training is being delivered across all sectors in line with the three tiers of essential to role core competencies. Treetops will continue to play a key role in supporting the Informed Workforce workstream reporting to the End of Life Programme Board part of the Derby and Derbyshire Integrated Care Board.

Since 2020, we have partnered with the nursing home sector and this has evolved into a programme of education and hands-on support covering all aspects of end-of-life care. We are now building on this work trialling a similar approach partnering with a number of residential care homes in the Erewash area. This project builds on sector-wide collaborations to achieve better outcomes for residents and ensure that those at end-of-life who wish to die in their care home, have a dignified and well-managed death, within the setting they call home.

Each home will be in receipt of a bespoke package of education. Hands-on clinical care and support will underpin the education model, providing confidence through collaboration.

Care home residents often have complex health needs due to co-morbidities and advancing frailty. Many residents may not experience a clearly identifiable 'terminal illness phase' making end-of-life care complex to manage.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Plans for future periods (continued)

The importance of early identification, discussion and documentation of end-of-life wishes has been proven to be a catalyst to the delivery of good care, that can offset crisis situations. The need for staff to have Advance Care Planning (ACP), communication skills training and confidence in recognising dying is paramount. Staff working in the residential care setting have not historically had access to this training.

A lack of knowledge hinders planning and results in crisis management and higher risks of hospitalisation for individuals who might otherwise be supported in their care home, their chosen place to die. Our innovation in healthcare project addresses these challenges through a two pronged approach based on targeted training and clinical mentoring for care home staff. Delivery of this project is subject to us securing grant funding in order for us to meet its full potential.

Education support to schools has grown over the last year and we anticipate an increase in demand for this education programme as awareness grows within this sector. Our Counselling and Emotional Support team are a centre of excellence in trauma informed bereavement counselling and the education packages provided by the team are reflective of this level of expertise. We plan to increase education provision within the limited capacity we have available within the team. If we are able to secure additional funding will aim to expand this offer.

Our main ambition for our education department over the coming year is to work towards financial independence from the rest of the charity. We recognise that education delivery needs to be self-sustaining in order to ensure security over the coming years. We recognise that for the charity committing its reserves to deliver education activity is at odds with the organisations priority aims and as such this needs to be addressed long term.

4 – Children and Young Peoples Bereavement Support

Treetops Hospice is delighted to have been chosen to be this year's BBC DIY SOS Children in Need Big Build, which will see them build on our grounds a children's and young person's bespoke bereavement counselling and therapy centre in 10 days.

This is an amazing opportunity and gift to the organisation but is a reflection of the outstanding work delivered by our Counselling and Emotional Support team working in this area. Over the course of this next year, we intended to build on this excellent clinical model by developing our Complementary Therapy service for children and young people. The CT team have conducted an initial trial of therapy interventions and this has evaluated extremely well. We are keen to see this approach develop further and to evaluate impact as part of our offer to bereaved children and young people.

Following the build, we anticipate that demand will grow for this service which we will have to monitor as we do not have any plans to expand our capacity within the team without securing additional resources.

5 – Education innovation to improve access, quality, and sustainability for Palliative and End of Life Care in the Midlands

Treetops personnel have for many years been a driving force behind the Derbyshire Alliance for End of Life Care resource toolkit. We were successful in a bid to the Strategic Clinical Network for Palliative & End of Life Care, NHS England securing the opportunity to work across 3 large ICS systems in the Midlands to create a new version of the toolkit. This will provide interactive resources within an intuitive education and a training platform to support staff across our systems delivering end of life care.

The project will deliver:-

- Web based platform accessible across the three ICSs
- An education and training portal

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Plans for future periods (continued)

- Support the delivery of high quality PEOLC for all, irrespective of condition or diagnosis.
- Improving equity of access
- Support a confident workforce with the knowledge, skills, and capability to deliver high quality PEOLC fit for purpose, now and in the future.
- Underpinned by research and evaluation

By ensuring that the toolkit resources and education structure are developed via a regional collaboration this facilitates 'reach' allowing all staff to access robust EoL education and training relevant to their need regardless of their ICS. This supports the principles of personalisation across PCNs, the ICS and at a National level.

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 third party canvassing companies to recruit members of the Lottery. A Data Protection Agreement is in place with that company (Burden and Burden and Engage and Connect), 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 2023

Statement of Trustees' responsibilities

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

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

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

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

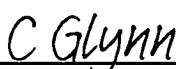
Disclosure of information to auditor

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

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

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

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


C Glynn (Nov 7, 2023 19:20 GMT)
.....
Mr C Glynn

Date: Nov 7, 2023

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

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

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 2023, which comprise the consolidated statement of financial activities, the consolidated balance sheet, the company balance sheet, the consolidated statement of cash flows and notes to the financial statements, including 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 parent charitable company's affairs as at 31 March 2023, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

The other information comprises the information included in the trustees' report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees' 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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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

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 strategic report and the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company's 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.

Responsibilities of trustees

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

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

Auditor responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

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.

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

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

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

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the group and parent charitable company through discussions with management and trustees, and from our knowledge and experience of the hospice sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the group and parent charitable company, including the Charities Act 2011, the Companies Act 2006, GDPR, health and safety legislation (including CQC documentation) and employment law;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and trustees;
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit of the group and parent charitable company.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by;

- making enquiries of management and trustees as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risks of fraud through management bias and override controls, we:

- performed analytical procedures to identify any unusual or unexpected variances;
- tested journal entries to identify unusual transactions;
- assessed whether judgments and assumptions made in determining the accounting estimates set out in note 3 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims.

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

A further description of our responsibilities is available on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the 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 the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

BHP LLP

Jane Marshall (Nov 9, 2023 18:18 GMT)

Jane Marshall (Senior statutory auditor)

for and on behalf of

BHP LLP
Chartered Accountants
Statutory Auditor
2 Rutland Park
Sheffield
S10 2PD

Date: Nov 9, 2023

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
	Note				
Income from:					
Donations and legacies	4	910,887	97,932	1,008,819	1,971,221
Charitable activities	6	904,016	13,205	917,221	919,550
Other trading activities	7	2,265,121	-	2,265,121	2,096,236
Investments	8	38,993	-	38,993	12,814
Other income	9	22,500	-	22,500	16,409
Total income		4,141,517	111,137	4,252,654	5,016,230
Expenditure on:					
Raising funds:	10,11				
Voluntary income		403,995	-	403,995	444,756
Fundraising trading		1,600,522	-	1,600,522	1,432,609
Charitable activities	12	2,748,527	17,411	2,765,938	2,436,966
Total expenditure		4,753,044	17,411	4,770,455	4,314,331
Net (expenditure)/income before net (losses)/gains on investments		(611,527)	93,726	(517,801)	701,899
Net (losses)/gains on investments	17	(27,935)	-	(27,935)	5,225
Net (expenditure)/income before taxation		(639,462)	93,726	(545,736)	707,124
Taxation		(8,245)	-	(8,245)	-
Net (expenditure)/income after taxation		(647,707)	93,726	(553,981)	707,124
Transfers between funds	21	61,580	(61,580)	-	-
Net movement in funds		(586,127)	32,146	(553,981)	707,124
Reconciliation of funds:					
Total funds brought forward		5,705,506	45,316	5,750,822	5,043,698
Net movement in funds		(586,127)	32,146	(553,981)	707,124
Total funds carried forward		5,119,379	77,462	5,196,841	5,750,822

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

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

FOR THE YEAR ENDED 31 MARCH 2023

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

All income and expenditure derive from continuing activities.

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

CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	16	2,083,103	2,165,049
Investments	17	578,290	538,821
		2,661,393	2,703,870
Current assets			
Stocks	18	129,315	98,794
Debtors	19	322,451	528,061
Cash at bank and in hand		2,454,177	2,682,627
		2,905,943	3,309,482
Creditors: amounts falling due within one year	20	(370,495)	(262,530)
Net current assets		2,535,448	3,046,952
Total assets less current liabilities		5,196,841	5,750,822
Total net assets		5,196,841	5,750,822
Charity funds			
Restricted funds	21	77,462	45,316
Unrestricted funds			
Designated funds	21	2,083,103	2,165,049
General funds (includes revaluation reserve of £nil (2022: £11,562))	21	3,036,276	3,540,457
Unrestricted funds	21	5,119,379	5,705,506
Total funds		5,196,841	5,750,822

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

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2023

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

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


C Glynn (Nov 7, 2023 19:20 GMT)

Mr C Glynn

Date: Nov 7, 2023

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

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

COMPANY BALANCE SHEET
AS AT 31 MARCH 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	16	2,083,103	2,165,049
Investments	17	589,290	549,821
		2,672,393	2,714,870
Current assets			
Stocks	18	129,315	98,794
Debtors	19	505,859	1,130,139
Cash at bank and in hand		2,047,846	1,730,484
		2,683,020	2,959,417
Creditors: amounts falling due within one year	20	(644,759)	(348,032)
Net current assets		2,038,261	2,611,385
Total assets less current liabilities		4,710,654	5,326,255
Total net assets		4,710,654	5,326,255
Charity funds			
Restricted funds	21	77,462	45,316
Unrestricted funds			
Designated funds	21	2,083,103	2,165,049
General funds (includes revaluation reserve of £nil (2022: £11,562))	21	2,550,089	3,115,890
Unrestricted funds	21	4,633,192	5,280,939
Total funds		4,710,654	5,326,255

TREETOPS HOSPICE TRUST

(A company limited by guarantee)

COMPANY BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2023

The Company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own statement of financial activities in these financial statements. The Company's net movement in funds for the year was £(615,601) (2022 - £756,960).

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

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



C Glynn (Nov 7, 2023 19:20 GMT)

Mr C Glynn

Date: Nov 7, 2023

The notes on pages 44 to 71 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 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	24	(84,439)	1,355,708
Cash flows from investing activities			
Dividends and interest from investments		38,993	12,814
Purchase of tangible fixed assets		(115,600)	(65,512)
Proceeds from sale of investments		175,597	97,891
Purchase of investments		(241,198)	(358,377)
Net cash used in investing activities		(142,208)	(313,184)
Change in cash and cash equivalents in the year		(226,647)	1,042,524
Cash and cash equivalents at the beginning of the year		2,707,465	1,664,941
Cash and cash equivalents at the end of the year	25	2,480,818	2,707,465

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1. General information

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

2. Accounting policies

2.1 Basis of preparation of financial statements

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

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

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

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

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

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

2.2 Going concern

The Trustees have considered the impact of the current economic situation, such as high inflation and cost of living increases. They have prepared forecasts of income and expenditure, and cash flow for the period up to 31 March 2025 and ensure that these are updated on a quarterly basis for review, as well as allowing for stress-testing differing financial circumstances over that period.

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.3 Income

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

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

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

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

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

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

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

2.4 Expenditure

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.4 Expenditure (continued)

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

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

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

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

2.6 Taxation

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

2.7 Tangible fixed assets and depreciation

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

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

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

Depreciation is provided on the following bases:

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.8 Investments

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

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

2.9 Stocks

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

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

2.10 Debtors

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

2.11 Cash at bank and in hand

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

2.12 Liabilities and provisions

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

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

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

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

2. Accounting policies (continued)

2.13 Financial instruments

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

2.14 Operating leases

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

2.15 Pensions

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

2.16 Fund accounting

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

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

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

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

2.17 Employee benefits

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

2.18 Agency arrangements

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

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

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

3. Critical accounting estimates and areas of judgment

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

Critical accounting estimates and assumptions:

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

4. Income from donations and legacies

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Donations				
Donations and sponsorship	262,667	33,881	296,548	355,292
Gift aid	104,570	-	104,570	77,928
Income from charitable trusts (note 5)	43,815	-	43,815	52,311
Income from other clubs and organisations	216,429	-	216,429	332,610
Tea for Treetops	-	-	-	525
Support groups	-	-	-	100
Grants				
Hospice UK	-	4,263	4,263	470,304
BBC Children in Need	-	17,092	17,092	-
NHS Charity fund	-	42,696	42,696	159,868
Legacies and bequests	283,406	-	283,406	522,283
	<u>910,887</u>	<u>97,932</u>	<u>1,008,819</u>	<u>1,971,221</u>
Total 2022	<u><u>1,336,749</u></u>	<u><u>634,472</u></u>	<u><u>1,971,221</u></u>	

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NOTES TO THE FINANCIAL STATEMENTS
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5. Charitable trusts

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Albert Hunt Trust	20,000	-	20,000
Ardwick Trust	200	-	200
ASDA Foundation	400	-	400
Boots Charitable Trust	500	-	500
Cecil Rosen Foundation	500	-	500
Children in Need	665	-	665
Cumberland Trust	250	-	250
Institute of Our Lady of Mercy	1,000	-	1,000
Making a Difference Local	250	-	250
SSP Foundation	500	-	500
The Hudson Charitable Trust	300	-	300
The Mary Robertson Trust	3,000	-	3,000
The PwC Foundation	250	-	250
The Sir John Eastwood Foundation	2,000	-	2,000
Thomas J Thorne Memorial Trust	14,000	-	14,000
	43,815	-	43,815
Total 2022			
	49,811	2,500	52,311

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NOTES TO THE FINANCIAL STATEMENTS
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6. Income from charitable activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Derby & Derbyshire CCG	876,162	3,586	879,748	863,806
Nottingham County Teaching CCG	7,136	9,619	16,755	32,128
Education	8,105	-	8,105	9,074
Meals and refreshments	1,556	-	1,556	3,415
Miscellaneous	11,057	-	11,057	11,127
	<u>904,016</u>	<u>13,205</u>	<u>917,221</u>	<u>919,550</u>
Total 2022	<u>919,000</u>	<u>550</u>	<u>919,550</u>	

7. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Shop sales	1,549,767	1,549,767	1,382,088
Hospice lottery income	715,354	715,354	714,136
Catering income	-	-	12
	<u>2,265,121</u>	<u>2,265,121</u>	<u>2,096,236</u>
Total 2022	<u>2,096,236</u>	<u>2,096,236</u>	

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

8. Investment income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Bank interest	27,864	27,864	6,218
Listed investments income	11,129	11,129	6,596
	<u>38,993</u>	<u>38,993</u>	<u>12,814</u>
Total 2022	<u>12,814</u>	<u>12,814</u>	

9. Other income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Coronavirus Job Retention Scheme Income	-	-	16,409
Financing income	22,500	22,500	-
	<u>22,500</u>	<u>22,500</u>	<u>16,409</u>
Total 2022	<u>16,409</u>	<u>16,409</u>	

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

10. Raising funds - voluntary income

	Unrestricted funds 2023 £	Total funds 2023 £	Total funds 2022 £
Direct costs - other	23,638	23,638	101,697
Direct costs - staff	373,389	373,389	336,059
Investment management fees	6,968	6,968	7,000
	<u>403,995</u>	<u>403,995</u>	<u>444,756</u>

11. Raising funds - fundraising trading

	Direct staff costs 2023 £	Direct other costs 2023 £	Total funds 2023 £	Total funds 2022 £
Hospice lottery	83,956	179,992	263,948	304,781
Shops	874,893	453,281	1,328,174	1,116,876
Catering	-	8,400	8,400	10,952
	<u>958,849</u>	<u>641,673</u>	<u>1,600,522</u>	<u>1,432,609</u>
Total 2022	<u>811,259</u>	<u>621,350</u>	<u>1,432,609</u>	

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

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12. Cost of charitable activities

	Direct staff costs 2023 £	Direct other costs 2023 £	Support costs 2023 £	Total funds 2023 £	Total funds 2022 £
Wellbeing	444,908	37,188	138,548	620,644	516,291
Bereavement support	491,024	15,323	145,517	651,864	661,525
Complementary therapy	466	2,354	810	3,630	2,059
Hospice at home	1,058,110	11,534	307,401	1,377,045	1,177,783
Training	52,364	3,589	16,080	72,033	52,425
Governance costs (note 13)	13,213	27,509	-	40,722	26,883
	<u>2,060,085</u>	<u>97,497</u>	<u>608,356</u>	<u>2,765,938</u>	<u>2,436,966</u>
Total 2022	<u>1,404,614</u>	<u>188,001</u>	<u>844,351</u>	<u>2,436,966</u>	

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 22.8% (2022: 21.4%), bereavement support 23.9% (2022: 27.4%), complementary therapy 0.1% (2022: 0.1%), hospice at home 50.5% (2022: 48.9%) and training 2.7% (2022: 2.2%).

Restricted expenditure totalling £17,411 (2022: £632,090) is included in the total expenditure of £2,765,938 (2022: £2,436,966).

Support costs

	2023 £	2022 £
Administration	396,039	656,522
Marketing	212,317	187,829
	<u>608,356</u>	<u>844,351</u>

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13. Governance costs

	2023	2022
	£	£
Direct costs - other	27,509	15,575
Direct costs - staff	13,213	11,308
	40,722	26,883

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

14. Net income/(expenditure)

	2023	2022
	£	£
Depreciation of tangible fixed assets - owned by the charity	104,895	98,841
Auditor's remuneration - other services	-	-
Auditor's remuneration - audit	25,330	21,665

15. Staff costs

	Group	Group	Company	Company
	2023	2022	2023	2022
	£	£	£	£
Wages and salaries	2,958,422	2,651,448	2,958,422	2,651,448
Social security costs	222,868	188,919	222,868	188,919
Contribution to defined contribution pension schemes	211,033	173,507	211,033	173,507
	3,392,323	3,013,874	3,392,323	3,013,874

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15. Staff costs (continued)

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

	Group 2023 No.	Group 2022 No.
Direct charitable	43	40
Fundraising and publicity	46	46
Management and administration	21	16
	110	102

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

	Group 2023 No.	Group 2022 No.
In the band £60,001 - £70,000	1	1
In the band £70,001 - £80,000	1	-

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £399,360 (2022: £350,872). 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. One Trustee was reimbursed travel expenses of £46 during the year for their participation in volunteering in line with the charitable company's expense policy (2022: none).

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 £211,033 (2022: £249,205). At the year end, contributions of £25,338 (2022: £20,197) were outstanding.

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NOTES TO THE FINANCIAL STATEMENTS
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16. Tangible fixed assets

Group and Company

	Freehold property £	Assets under construction £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
Cost or valuation						
At 1 April 2022	2,491,062	139,700	125,225	699,233	100,003	3,555,223
Additions	-	-	29,827	85,773	-	115,600
Disposals	-	-	(71,953)	-	-	(71,953)
At 31 March 2023	2,491,062	139,700	83,099	785,006	100,003	3,598,870
Depreciation						
At 1 April 2022	577,390	-	118,518	603,988	90,278	1,390,174
Charge for the year	49,540	-	6,891	43,699	4,765	104,895
On disposals	-	-	(71,953)	-	-	(71,953)
Impairment charge	-	92,651	-	-	-	92,651
At 31 March 2023	626,930	92,651	53,456	647,687	95,043	1,515,767
Net book value						
At 31 March 2023	1,864,132	47,049	29,643	137,319	4,960	2,083,103
At 31 March 2022	1,913,672	139,700	6,707	95,245	9,725	2,165,049

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

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16. Tangible fixed assets

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

	2023 £	2022 £
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
	<u>2,491,062</u>	<u>2,491,062</u>

17. Fixed asset investments

Group

	Listed investments £	Total 2023 £	Total 2022 £
Cost or valuation			
At 1 April 2022	513,983	513,983	248,272
Additions	241,198	241,198	358,377
Disposals	(175,597)	(175,597)	(97,891)
Revaluations	(27,935)	(27,935)	5,225
At 31 March 2023	<u>551,649</u>	<u>551,649</u>	<u>513,983</u>
Investment cash	26,641	26,641	24,838
At 31 March 2023	<u>578,290</u>	<u>578,290</u>	<u>538,821</u>
Historical cost	<u>595,279</u>	<u>595,279</u>	<u>527,259</u>

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17. Fixed asset investments (continued)

Company

	Investment in subsidiary £	Listed investments £	Total 2023 £	Total 2022 £
Cost or valuation				
At 1 April 2022	11,000	513,983	524,983	248,272
Additions	-	241,198	241,198	358,377
Disposals	-	(175,597)	(175,597)	(97,891)
Revaluations	-	(27,935)	(27,935)	5,225
At 31 March 2023	<u>11,000</u>	<u>551,649</u>	<u>562,649</u>	<u>513,983</u>
Investment cash	-	26,641	26,641	24,838
At 31 March 2023	<u>11,000</u>	<u>578,290</u>	<u>589,290</u>	<u>538,821</u>
Historical cost	-	595,279	595,279	527,259

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.

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NOTES TO THE FINANCIAL STATEMENTS
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Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Company:

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

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) for the year £	Net assets/(liabilities) £
Treetops Retail Limited	-	(8,400)	(8,400)	(35,582)
Treetops Funding Limited	715,355	(272,193)	443,162	532,769

18. Stocks

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Donated stock	129,315	98,794	129,315	98,794

19. Debtors

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Trade debtors	170,670	20,664	170,670	20,664
Amounts owed by group undertakings	-	-	189,129	627,806
Other debtors	33,045	28,976	29,416	10,971
Prepayments and accrued income	118,736	478,421	116,644	470,698
	322,451	528,061	505,859	1,130,139

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

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Amounts held under agency arrangement (note 28)	140,000	-	140,000	-
Trade creditors	64,539	94,844	57,979	81,859
Amounts owed to group undertakings	-	-	342,747	149,258
Other taxation and social security	52,046	46,306	52,046	46,306
Other creditors	80,351	76,064	26,238	26,188
Accruals and deferred income	33,559	45,316	25,749	44,421
	370,495	262,530	644,759	348,032

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NOTES TO THE FINANCIAL STATEMENTS
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21. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Unrestricted						
Designated funds						
Fixed assets	2,165,049	-	(197,546)	115,600	-	2,083,103
General funds						
General funds	3,115,890	3,426,162	(4,283,150)	319,122	(27,935)	2,550,089
Treetops Funding	452,749	715,355	(272,193)	(373,142)	-	522,769
Treetops Retail	(28,182)	-	(8,400)	-	-	(36,582)
	3,540,457	4,141,517	(4,563,743)	(54,020)	(27,935)	3,036,276
Total Unrestricted funds	5,705,506	4,141,517	(4,761,289)	61,580	(27,935)	5,119,379
Restricted funds						
Grounds fund	13,715	-	(815)	-	-	12,900
Children's bereavement	-	13,565	(5,307)	-	-	8,258
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Trauma fund	(9,619)	9,619	-	-	-	-
Hospice UK Grant	-	4,263	-	-	-	4,263
Contemplation Courtyard	4,300	8,881	(5,891)	-	-	7,290
NHS Charity Fund	-	42,696	-	(42,696)	-	-
Roaming Nurse Car Fund	-	25,000	-	(20,696)	-	4,304
Syringe Driver Grant	-	3,586	(5,398)	1,812	-	-
Children in Need	-	3,527	-	-	-	3,527

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
	45,316	111,137	(17,411)	(61,580)	-	77,462
<i>Total of funds</i>	<u>5,750,822</u>	<u>4,252,654</u>	<u>(4,778,700)</u>	<u>-</u>	<u>(27,935)</u>	<u>5,196,841</u>

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Unrestricted						
Designated funds						
Fixed assets	2,198,378	-	-	(33,329)	-	2,165,049
General funds						
General funds	2,329,533	3,665,933	(3,366,508)	481,707	5,225	3,115,890
Treetops Funding	492,772	714,136	(304,781)	(449,378)	-	452,749
Treetops Retail	(18,369)	1,139	(10,952)	-	-	(28,182)
	2,803,936	4,381,208	(3,682,241)	32,329	5,225	3,540,457
Total Unrestricted funds	5,002,314	4,381,208	(3,682,241)	(1,000)	5,225	5,705,506
Restricted funds						
Grounds fund	15,083	550	(1,918)	-	-	13,715
Children's bereavement	(1,000)	-	-	1,000	-	-
Support and information	19,016	-	-	-	-	19,016
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Trauma fund	(9,619)	-	-	-	-	(9,619)
Hospice UK Grant	-	470,304	(470,304)	-	-	-
Contemplation Courtyard	-	4,300	-	-	-	4,300
NHS Charity Fund	-	159,868	(159,868)	-	-	-
	41,384	635,022	(632,090)	1,000	-	45,316

TREETOPS HOSPICE TRUST
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Statement of funds (continued)

Total of funds	5,043,698	5,016,230	(4,314,331)	-	5,225	5,750,822
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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

21. Statement of funds (continued)

Designated Funds

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

Restricted Funds

Grounds fund - for maintaining the ground surrounding the Hospice.

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

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

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

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

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

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

NHS Charity Fund - to provide continued funding for the Roaming Nurse service started in 2020/21 during the pandemic.

Syringe Driver Grant - to purchase Syringe Driver equipment in order to help provide specialised training to local care homes.

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

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets. A transfer has also been made from general funds to cover a deficit on a restricted fund. A transfer was also made between General Funds and Treetops Funding in unrestricted funds representing the gift aid payment made from the subsidiary to the parent in the year.

Funds in deficit

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

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

22. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2023 £
Designated funds	2,165,049	-	(197,546)	115,600	-	2,083,103
General funds	3,540,457	4,141,517	(4,563,743)	(54,020)	(27,935)	3,036,276
Restricted funds	45,316	111,137	(17,411)	(61,580)	-	77,462
	<u>5,750,822</u>	<u>4,252,654</u>	<u>(4,778,700)</u>	<u>-</u>	<u>(27,935)</u>	<u>5,196,841</u>

Summary of funds - prior year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2022 £
Designated funds	2,198,378	-	-	(33,329)	-	2,165,049
General funds	2,803,936	4,381,208	(3,682,241)	32,329	5,225	3,540,457
Restricted funds	41,384	635,022	(632,090)	1,000	-	45,316
	<u>5,043,698</u>	<u>5,016,230</u>	<u>(4,314,331)</u>	<u>-</u>	<u>5,225</u>	<u>5,750,822</u>

23. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	2,083,103	-	2,083,103
Fixed asset investments	578,290	-	578,290
Current assets	2,828,481	77,462	2,905,943
Creditors due within one year	(370,495)	-	(370,495)
Total	<u>5,119,379</u>	<u>77,462</u>	<u>5,196,841</u>

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

23. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Tangible fixed assets	2,165,049	-	2,165,049
Fixed asset investments	538,821	-	538,821
Current assets	3,264,166	45,316	3,309,482
Creditors due within one year	(262,530)	-	(262,530)
Total	5,705,506	45,316	5,750,822

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

	Group 2023 £	Group 2022 £
Net (expenditure)/ income for the year (as per Statement of Financial Activities)	(553,981)	707,124
Adjustments for:		
Depreciation charges	104,895	98,841
Impairment charges	92,651	-
(Gains)/losses on investments	27,935	(5,225)
Dividends and interest from investments	(38,993)	(12,814)
(Increase) in stocks	(30,521)	(37,847)
Decrease in debtors	205,610	504,567
Increase in creditors	107,965	101,062
Net cash (used in)/ provided by operating activities	(84,439)	1,355,708

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

25. Analysis of cash and cash equivalents

	Group 2023 £	Group 2022 £
Cash in hand	2,454,177	2,682,627
Cash held in investments	26,641	24,838
Total cash and cash equivalents	2,480,818	2,707,465

26. Analysis of changes in net debt

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Cash at bank and in hand	2,682,627	(228,450)	2,454,177
Investment cash	24,838	1,803	26,641
	2,707,465	(226,647)	2,480,818

27. Capital commitments

	Group 2023 £	Group 2022 £	Company 2023 £	Company 2022 £
Contracted for but not provided in these financial statements				
Acquisition of tangible fixed assets	17,550	-	17,550	-

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NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

28. Operating lease commitments

At 31 March 2023 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2023 £	Group 2022 £
Not later than 1 year	163,000	176,375
Later than 1 year and not later than 5 years	557,042	587,292
Later than 5 years	285,125	406,125
	<u>1,005,167</u>	<u>1,169,792</u>

There was £176,375 (2022: £243,478) of lease payments recognised as an expense in the statement of financial activities.

29. Agency arrangements

The charity acts as an agent in distributing EOLT project funds. In the accounting period ending 31 March 2023 the charity received £140,000 (2022: £nil) and disbursed £nil (2022: £nil) from the fund. An amount of £140,000 (2022: £nil) is included in note 20 related to undistributed funds that are repayable to NHS Nottingham and Nottinghamshire ICB and Derbyshire Community Health Services.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

30. Related party transactions

During the year 10 trustees made donations totalling £2,796 (2022: 6 trustees, £4,495). A number of trustees also donate goods to the retail shops.

Sharan Harris-Christensen is a trustee who is employed by the University of Derby. Due to work on an on going project which is expected to benefit Treetops in the future, Treetops have been contributing 25% of her salary. This amounted to £13,972 (2022: £10,221). There was no balance due to or from the University of Derby at both year ends.

During the year the charity received income of £658,858 (2022: £399,851) from Treetops Funding Limited. The charity incurred expenses of £92,228 (2022: £118,858) on behalf of Treetops Funding Limited and £13 (2022: £13) on behalf of Treetops Retail Limited.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £189,129 (2022: £627,806) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £715,889 (2022: £149,258) at the year end, which is included within current liabilities. A gift aid payment was made from Treetops Funding Limited to Treetops Hospice Trust in the year totalling £373,142 (2022: £449,378).

Between the subsidiary companies there was a balance of £166,273 (2022: £174,960) owed by Treetops Retail Limited to Treetops Funding Limited.

31. Controlling party

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