

TREETOPS HOSPICE TRUST
(A company limited by guarantee)
TRUSTEES' REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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TREETOPS HOSPICE TRUST
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the Company, its Trustees and advisers	1 - 2
Trustees' report	3 - 35
Independent auditor's report on the financial statements	36 - 39
Consolidated statement of financial activities	40 - 41
Consolidated balance sheet	42 - 43
Company balance sheet	44 - 45
Consolidated statement of cash flows	46
Notes to the financial statements	47 - 73

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 2025

Trustees	Dr R E Aldridge Mr S Beeley Mr C Glynn, Treasurer Mrs Y Hobday Mr R W Jones Dr C S Kang Ms S Khalid Mr A Perkins (Resigned 13 March 2025) Mrs C Webster Dr C Potts Dr M Swanwick Dr G Walton (Resigned 30 August 2024) Mr D J Boutcher (Appointed 5 March 2025)
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	UHY Hacker Young Chartered Accountants 14 Park Row Nottingham NG1 6GR
Bankers	Santander Bridle Road Bootle Merseyside GIR 0AA
Solicitors	Ellis Fermor & Negus 2 Devonshire Avenue Beeston Nottingham NG9 1BS

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report together with the audited financial statements of the Company for the year 1 April 2024 to 31 March 2025. 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 and updated October 2019).

Objectives and activities

a. Policies and objectives

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

Vision

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

Mission

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

Exercising responsible stewardship

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

Working with hope

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

Sustaining a culture of trust, warmth and safety

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

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

b. Strategies for achieving objectives

Another year on, and the strategic direction of the organisation remains under review.

The conclusion of our previous three-year strategy offered a moment to reflect on our progress. We have achieved significant success across many areas, despite the lasting impact of the pandemic and the ongoing cost of living crisis.

Demand for our Hospice services continues to rise, and we recognise that it is neither practical nor sustainable for Treetops to expand at a pace—physically or financially—that matches this demand. Instead, we are challenged to think differently and explore innovative approaches. One such opportunity lies in expanding our educational role: building the skills and knowledge of those working alongside individuals and supporting families, thus extending our reach beyond direct service delivery.

Over the coming year, Treetops will continue to work closely with the Board of Trustees to shape a clear, forward-looking strategy. While the direction is still being defined, our focus remains on developing ambitious, sustainable plans that will guide us through the next five years.

c. Activities for achieving objectives

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

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

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 INCLUDING STRATEGIC REPORT
(CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

d. Volunteers

We have 519 active volunteers and approximately 53 in process (awaiting references etc), so volunteer activity continues to be buoyant with lots of interest in volunteering for Treetops.

As always Retail is the main benefactor of our volunteers with over 300 across 19 shops. The opening of a new shop in Belper in July attracted a lot of interest from the local community and recruitment and onboarding is ongoing. Sadly, our shop in Long Eaton closed at the end of May, volunteers were given the opportunity to transfer albeit the majority choose not to do so.

The volunteer led gardening team, amongst their many tasks, have spent time re-developing areas around The Saplings (children's counselling building) this year including installation of a naturelle dragon and Zen garden leading to a seating area which has been kindly donated from Paul & Pauline Wilcox, unfortunately the hot weather has meant the dragon's grassy back looks bare, once we have had rain in the Autumn it should reveal itself in all its glory.

The clinical roles remain popular for volunteers wanting to volunteer directly with service users. We have a team of nearly 40 befrienders and the demand for befriender support is increasing. For a variety of reasons the initial befriender training sessions planned for the Spring had to be cancelled, we have volunteers on a waiting list for when new dates can be arranged however a recruitment drive may be required in the Autumn.

Rachel Bates was appointed Wellbeing Volunteer Support Facilitator in January to oversee the Wellbeing Space volunteers, to recruit new volunteers and support the existing volunteers with initial focus on getting mandatory training up to date.

We now offer Complementary Therapy as a volunteer role and since its commencement have recruited 2 qualified volunteers. There have been several enquiries for therapies we don't currently offer however we have agreed to keep details on file in case we further develop the service. The Meet and Greet roles in The Saplings and Cheetham Centre have been operating for a year with relative success, the Therapeutic Services team are now looking at changing the role description to reflect the truer nature of the role.

The Reception volunteers have had a challenging year with yet another handset due to the new one failing bringing teething problems, requiring technical support and retraining.

The VS team have worked with marketing to further develop volunteer applications via the website particularly for Retail. With this streamlining we can focus energies on targeted recruitment for specific shops rather than generic campaigns which have limited success. This has created awareness and interest keeping volunteering at Treetops in the spotlight of the local community.

We have started working closely with the CRM Lead to cleanse and align the volunteer database Better Impact in readiness for when we phase out Raisers Edge. The aim is to adopt a single CRM database system for volunteers and supporters without losing any current functionality.

We held several recognition events this year. The volunteer winter social included long service award presentations; it was enjoyed by those that came. During Volunteers Week in June, we said 'thank you' to our volunteers on social media and visited all of our shops with 'thank you biscuits' which were also distributed to volunteers on campus. The summer volunteer social evening was held during the week which was very enjoyable with over 50 volunteers attending. It was Julie Heath's last volunteer event so we made sure everyone had the chance to say farewell before her retirement in August.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Objectives and activities (continued)

The team Anna Bown, Volunteer Support Co-ordinator, Serena Newham, Retail Volunteer Support Administrator and Clare Rådmore, Reception Volunteer Support Administrator and Stacey Sangster, Training Administrator have all worked very hard to ensure another successful year in Volunteer Services; thank you and well-done Team VS.

Achievements and Performance

Review of activities

Provision of Care

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

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

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

The priorities that we set for 2024/25

1 – Wellbeing Service

Our Wellbeing Service is designed to provide responsive care and support to individuals from the moment of diagnosis, through the maintenance and recovery phases of decline and into more supportive care as health needs become more complex. The aim is to ensure individuals receive the right support, at the right time, in the right way—enabling better quality of life throughout their time remaining.

The service focuses on enablement and reablement for people living with life-limiting illnesses, through tailored, person-centred support and intervention plans. Our goal is to help individuals manage their symptoms, maintain independence, and support emotional wellbeing, while also involving and supporting carers as integral members of the care journey.

Over the past 12 months, our team has made significant strides in developing more structured and proactive support pathways in response to clear feedback from those accessing our services. Individuals have told us they need accessible advice, education, and emotional support at various stages of their illness—and we have worked to deliver just that.

Despite ongoing challenges, our Wellbeing Services have continued to:

- Support individuals in managing their condition to avoid unnecessary hospital admissions and reduce hospital stays.
- Improve functional ability through expert symptom management, emotional support, and specialist rehabilitation.
- Provide comprehensive support to carers, recognising their role in care provision.
- Enhance the end-of-life experience through early planning and personalised discussions.
- Promote independence through honest, compassionate conversations with patients and their families.

We have however had to respond to a changing landscape. Since the pandemic, the demand for flexible and accessible palliative and wellbeing support has increased significantly, driven by changing population needs and gaps in access to statutory services. Individuals present to our service with increasingly complex physical, psychological and social challenges, requiring a highly skilled and adaptable approach.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and Performance (continued)

The ICB Demand and Capacity End of Life Care workstream has projected rising need due to an ageing population and an increased death rate. In response, we have focused on understanding our communities better, addressing health inequalities, and shaping our services to meet future demand.

This year, in order to secure long-term sustainability and respond to evolving needs, we undertook a comprehensive review and remodelling of the service. This difficult but necessary decision resulted in service changes and staff redundancies. It was a deeply challenging period that required thoughtful reflection and honest evaluation.

We are now moving forward with clarity. A new service model is being implemented, supported by a restructured team aligned to future demands. We remain committed to working in a neighbourhood focused way, liaising with our communities, listening deeply to their experiences, and continuously evolving to meet their needs with compassion and excellence.

Wellbeing at Home

Demand for respite support continued to place significant demand on Wellbeing at Home. In response to this growing need and in order to manage capacity effectively, we made the difficult but necessary decision towards the end of the year to temporarily narrow our service offer prioritising those in the last six months of life.

Despite these challenges, the service remains highly adaptable, evolving to meet changing needs while maintaining its core focus, providing personalised, holistic care that supports individuals with life-limiting conditions. This includes delivering nursing interventions, facilitating future care planning, and helping people achieve their preferred place of death.

Our current emphasis is on supporting individuals who are in the last six months of life and who face barriers to accessing onsite care. When capacity allows, we also continue to offer much-needed respite support for carers, reflecting our commitment to being flexible and responsive in the face of rising and shifting demand.

2 – Hospice at Home

Hospice at Home continues to offer vital overnight care to patients, families, and carers in their own homes during the final stages of life. While demand has remained steady, the service has continued to evolve to meet patient needs more effectively. Feedback from families consistently highlights the profound difference made by our dedicated staff during this crucial time.

A key development within the service is the continued integration and strengthening of the Roaming Nurse Service, now a well-established and essential component of the Hospice at Home model. Operating across the community overnight, roaming nurses provide rapid, on-the-ground support for symptom management, medication administration, psychological and personal care, and verification of death. Their ability to respond swiftly helps avoid unnecessary hospital admissions and prevents escalation of care needs, ensuring patients remain comfortably at home.

This flexible and responsive model allows us to extend our reach by working in partnership with other providers, such as Marie Curie and domiciliary care agencies, and makes efficient use of our specialist nursing workforce. Despite ongoing workforce capacity challenges, particularly in recruiting nurses with palliative care expertise, we continue to prioritise patients based on clinical acuity. These pressures have impacted the average length of engagement, which now stands at around two visits before death.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Investment in digital infrastructure has also progressed this year, with all Hospice at Home staff now using SystemOne for care planning and clinical reporting. Although persistent connectivity issues remain a challenge, significant strides have been made in building robust documentation systems and delivering targeted education and support for staff. Further developments are planned to enhance clinical practice and service delivery in the year ahead.

3 - Compassionate Communities Volunteer Befriending

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

Built on a strong foundation of structured volunteer recruitment, thorough training, and thoughtful matching, the programme offers vital one-to-one companionship to individuals facing social isolation due to illness, caregiving responsibilities, or bereavement. The focus remains on empowering individuals through confidence building, social connection, and strengthening informal networks, helping people to maintain independence and wellbeing within their own homes.

Consistently positive feedback from clients and their families highlights the deep emotional and practical value of the service. Many express how the regular companionship and connection have improved their wellbeing, restored confidence, and helped them feel less alone at difficult times in their lives. This qualitative feedback is a powerful reflection of the service's ongoing impact and importance.

While the programme has matured and is now operating at full capacity due to current staffing and funding limitations, its success lies in building meaningful, trusted relationships that offer consistent social interaction and support.

The Compassionate Communities team continues to complement this work by supporting wider system efforts to build Compassionate Neighbourhoods across the ICB. Their involvement brings frontline experience into strategic development and helps ensure that community-led models of care remain inclusive and responsive to local needs. The team also delivers spiritual care across the organisation and leads reflective events such as 'Time to Remember', offering comfort and connection for those navigating grief.

In line with the strategic ambition set last year to improve engagement with communities historically underrepresented in our services, Treetops has made steady progress in strengthening these connections.

Over the past year, regular collaboration with the Derbyshire BME Forum has helped build trust and mutual understanding, while new partnerships such as those with Erewash Social Prescribers have supported the development of locally led initiatives, including the Bereavement Hub in Ilkeston.

This work continues to grow at a sustainable pace, aligned with available capacity, and remains a key part of our commitment to ensuring that everyone, regardless of background or circumstance has equitable access to support at the end of life.

Achievements and performance (continued)

4 – Therapeutic Services

With the addition of the Saplings building, over the past year, the team has achieved significant progress in embedding a new way of working across both of our buildings. While this transition brought some unforeseen challenges, the team responded with adaptability and professionalism, ensuring continued delivery of high-quality service.

Demand for counselling services across all age groups continues to grow, reflecting both rising awareness of emotional wellbeing and the impact of external promotion over the last two years. Managing this demand within existing capacity has required the introduction of a waiting list system and careful daily oversight, but the team remains committed to ensuring timely, compassionate support wherever possible.

The Complementary Therapy service has expanded, thanks to the successful introduction of a volunteer therapist role. This has been met with enthusiasm from the local therapy community, with several professionals stepping forward to offer their time and skills. The service will soon be working in partnership with Nottingham Trent University to explore the impact of complementary therapies on traumatically bereaved children, an exciting development that will further strengthen the evidence base for this work.

The team's education offer continues to gain momentum, particularly within local schools, where sessions on grief and bereavement are helping to build understanding and resilience among staff and pupils alike. This is complemented by internal and external training programmes supporting professionals who work with bereaved children and young people.

Treetops is proud that the team has once again achieved and maintained its status as a Centre of Excellence for Trauma-Informed Counselling and Emotional Support. Their unwavering commitment to a trauma-informed approach underpins everything they do and has positioned the service as a growing centre of expertise in the region.

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

This year marks the final phase of delivery and evaluation for our grant-funded project supporting the Residential Care Home sector, made possible through a £100,000 award from the Sir Jules Thorn Charitable Trust – Innovation & Improvement Fund. The project has steadily developed since its inception, focusing on enhancing end-of-life care for residents through education, collaborative planning, and hands-on clinical support.

Building on the insights gained from an initial pilot work has expanded into a number of homes across the local community in partnership with the Erewash Primary Care Network (PCN). Working alongside the lead GP for palliative care, frailty teams, and district nursing, our team has embedded a holistic approach that aims to upskill care home staff, enabling them to better identify and respond to signs of deterioration in residents.

The core of the model lies in delivering structured education programmes, supporting the creation of palliative care registers, and offering direct clinical input where needed. These efforts are designed to empower care home teams to provide high-quality, person-centred care, supporting more residents to remain in their homes and die in their preferred place.

As the project moves into its final year, a key focus is on evaluating its effectiveness. Data collection is underway to measure impact, particularly around whether the approach leads to more residents being supported to stay in place at the end of life. Early feedback has reinforced the value of the collaborative, skills-based approach, which continues to be seen as an innovative alternative to more isolated delivery models.

Achievements and performance (continued)

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

This year, we have continued to grow and evolve our education offer, enhancing internal staff development while extending training opportunities to partners across the wider healthcare system.

RealTalk – Growth, Engagement, and National Profile

The RealTalk platform, co-licensed with Loughborough University, has seen steady expansion, closing the year with 557 registered users. In January 2025, a new licensing policy was introduced, requiring all users to attend a mandatory online Introductory or Refresher workshop to retain access. While workshops are chargeable, the platform's rich resources remain freely available.

To support implementation and knowledge sharing, quarterly RealTalk Community of Practice sessions are now a regular feature. Co-designed with users, these sessions provide a valuable forum for applied learning and peer discussion, with topics directly informed by user need.

Importantly, Treetops has played a central role in the platform's growth, from fewer than 200 users at the point of stewardship to over 550 today, including our first international users. This steady rise reflects both our commitment to quality and the platform's expanding reputation.

Our three-tier communication skills framework remains a cornerstone of our education delivery:

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

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

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

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

This year also saw the successful delivery of tailored pilot sessions, including a bespoke communication training programme for UHDB investigators. These customised offers support our business development goals while strengthening relationships with key partners.

We were also proud to lead Derbyshire's contribution to a successful NHS England bid under the Education Innovation Programme for Palliative and End of Life Care. Working in collaboration with Nottinghamshire and Birmingham & Solihull systems, the project delivered a region-wide, intuitive education platform with high-quality interactive resources. We successfully submitted an entry to the HSJ Digital Innovation awards and were shortlisted as finalists. Treetops' leadership in this initiative has significantly enhanced our regional profile and influence.

The Education Team remain focused on expanding participation across internal and external audiences, evaluating impact to refine and enhance delivery and responding to workforce development needs with evidence-based, trauma-informed training.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Review of Services

From 1 April 2024 to 31 March 2025, Treetops Hospice was commissioned to provide the Wellbeing Service and Hospice at Home Service to the Derby and Derbyshire Integrated Care Board (ICB) along with the Nottingham and Nottinghamshire Integrated Care Board (ICB).

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, along with our Virtual Ward model supporting Residential Care Homes. We continue to host an outpatient clinic for the University Hospital Derby and Burton NHS Trust. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

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

Participation in Clinical Audits

During 2024/25, Treetops Hospice did not participate in any national or local clinical audits.

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

The regulations require providers to complete the following two statements:

1. The reports of **zero** national clinical audits were reviewed by the provider in **2024/25** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]
2. The reports of **zero** local clinical audits were reviewed by the provider in **2024/25** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]

Research

During 2024/25, the Hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

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

- All quality requirements for 2024/25 were met (Quality Schedule available)
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life Programme Board, with representation on the End of Life Operational Group, Informed Workforce, Demand and Capacity workstreams and The Derbyshire Alliance for End of Life Education clinical reference group.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

- Treetops Hospice currently chair the End of Life Operational Group and the People Driving Change workstream for Derbyshire.
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit.

Quality Overview

Activity data across the year reveals the following trends.

Wellbeing Service

The Wellbeing Space 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.

Wellbeing at Home is the provision of 1:1 care in the home environment by either an Hospice Care Assistant (HCA) or Roaming Nurse (RN).

Over the course of the year **632 individuals** were supported by the Wellbeing service both on site and in people's homes. This is 82 patients less than last year and a 11% reduction on last year's activity.

This equated to **8,951 hours** of care and support given to individuals.

- **130** referrals were received for the Wellbeing Space which is comparable to last years referral rate.
- **304** referrals were received for Wellbeing at Home which is a reduction of 11% on last year but is in line with a clarification of referral criteria in order to manage capacity.
- The Support and Information Café had **2,147** visitors across the year, a 4% increase on last years attendance

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

Activity	2023/24 Activity	2024/25 Activity	Comments
Number of individual patients supported in the Wellbeing Space	418 Individuals supported by the service	264 Individuals supported by the service	The number of patients cared for this year was down 154 patients on FY 23/24 37% Down 57 patients -18% on 3 Year Average (321)
Number of individual support contacts delivered across the year within the Wellbeing Space.	7,488 individual contacts	5,220 individual contacts	Patient contacts were down 2,268 on FY 23/24 30%

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Activity	2023/24 Activity	2024/25 Activity	Comments
Hours of care delivered across the programme Included activities: • SPRING programme • Mollie's MND Support group • Huntington's Disease Support Group • Support and Information Café • Tears to Laughter group	6,010 hours of care and support	4,560 hours of care and support	Hours of care provided were also down 1,450 on FY 23/24 24% Almost all services showed declines with most significant changes in Tears to Laughter 998 vs 2,230. This was driven by a change to model delivery to manage the size of the group to ensure meaningful engagement with individuals attending. Adapted Tai Chi was withdrawn as an activity due to the staff member leaving. As such activity 0 vs 413 Increases were however seen in Wellbeing Café 2,765 vs 2,576, HD Support Group 228 vs 88 and Mollies Support Group 194 vs 113
Number of Individuals supported at Home by the Wellbeing at Home Service care visits	484 Individuals supported by the service	477 Individuals supported by the service	Patients cared for were down 7 patients on FY 23/24 1% Up 36 patients +8% on 3 Year Average (441)
Number of hours of care delivered by the Wellbeing at Home Service	4,738 hours of care	4,391 hours of care	Hours of Care provided during FY 24/25 were down 347 on FY 23/24 7% However this is up 285 Hours of Care +7% on 3 Year Average (4,106)

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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

This year, in response to a declining number of patients accessing our services and a review of local population data, we undertook a comprehensive review and remodelling of the service to ensure long-term sustainability and better align with future needs.

This difficult but necessary process resulted in significant service changes marking a deeply challenging period reflected in the activity numbers. We are now moving forward with a renewed sense of purpose.

Hospice at Home Service

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

Over the course of the year, the service delivered nursing care and support to **1,122 individuals**. This equated to **18,719 hours** of Hospice at Home support. Up 169 on the previous year 1%.

521 hours of care planning and triage was required to support delivery of the service. This is down 69 hours on FY 23/24 a reduction of 12%

During the year the **982 referrals** were made to the service. This is 8% increase on last year's activity.

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

Activity	2023/24	2024/25	Comments
	Activity	Activity	
Number of individual patients supported with 1:1 9 hour nursing shift	961 Individuals	1,119 Individuals	The number of patients cared for this year is up 158 patients 16% on the previous year. This is also up 185 patients 20% on 3 Year Average (934)
Number of hours of care delivered with 1:1 9 hour nursing shift	13,927 hours of care	13,311 hours of care	Hours of care delivery were down 616 4% on the previous year The 3 year average is also down 572 Hours -4% (13,883)

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Activity	2023/24	2024/25	Comment
	Activity	Activity	
Number of individual patients supported by the roaming service	554 Individuals	610 Individuals	The number of patients cared for this year is up 60 patients 11% on the previous year. This is also up 21 patients 4% on 3 Year Average (593)
Number of individual contacts provided by the roaming service	5,961 points of contact	9,011 points of contact	Points of Contact were up 3,050 51% on the previous year. The increase is predominantly due to recording all contacts not just contact visits. Points of Contact up 2,703 an increase of 43% on the 3 Year Average (6,308)
Hours of care delivered by the roaming service	3,605 hours of care	4,996 hours of care	Hours of Care delivery were up 1,390 39% on the previous year Visits showed an increase of 190 hours 21% for the full year Hours of care were up 992 hours an increase of 25% on 3 Year Average (4,004)

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

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

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

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

The Hospice at Home Service enabled **97%** of individuals to achieve home as their preferred place of care and death at end of life.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Therapeutic Services

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

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

Although demand for our Life-Limiting Illness Counselling service has declined over time, any available capacity has been redirected to meet the growing needs of the bereavement counselling service.

Over the past year, our Complementary Therapy (CT) team has had fluctuating capacity due to a number of reasons and this has impacted on delivery. This has now stabilised and the core team are now working towards developing a volunteer CT model to further expand service capacity.

Over the course of the year the service provided counselling and emotional support and or Complementary Therapy to **667 adults and children**. This equated to :

- **5,002** hours of counselling assessment and therapy. This is an 14% increase on last year.
- **316** hours of Complementary Therapy. This is a 27% reduction on last year.

524 referrals were received for counselling services across adults and children.

Adult Bereavement Service Data

During the year **402** adults were supported with bereavement counselling.

	2023/24	2024/25	
	Sessions	Sessions	Percentage change
Total number of counselling sessions (including assessments)	3,167	3,421	8% increase

Children and Families Bereavement Service Data

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

During the course of the year 208 children and young people were supported with bereavement counselling or attending the Mollitum non-talking therapy group. This is 18% increase on last year which reflects the increase in demand observed.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

	2023/24	2024/25	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	1,288	1,581	23% increase

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who are accessing end-of-life care at the hospice but is for anyone in our community facing a life-limiting illness or their family.

In total 25 individuals either living with a life threatening condition or their families were provided counselling.

	2023/24	2024/25	
	Sessions	Sessions	Percentage change
Total number of counselling sessions	259	170	34% decrease

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

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

Complementary Therapy Service Data

Since the service review in 2022/23 Complementary Therapy has been delivered on campus site focusing predominantly on clients referred for emotional support and wellbeing. Staffing changes and ill health have impacted on capacity especially felt within a team of two.

This service is not a commissioned service.

- **119** referrals were received for Complementary Therapy. This is a 27% increase on last years activity
- **316 hours** of complementary therapy were delivered across adults and children.

Achievements and performance (continued)

	2023/24	2024/25	Percentage change
Total number of adult, children and young people Complementary Therapy sessions	435	316	27% decrease

Compassionate Community Befriending Service

The year saw continued demand for 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 **26 individuals** with a Volunteer Befriender, **513 support visits/calls** were made which equates to **589 hours** of support delivered.

The Service received **36 referrals**, an 8% reduction on last year's activity.

7 new Volunteer Befrienders were trained during the year adding to the befriender 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 those that responded:

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

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

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

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

100% reported that frequently or very frequently they feel happy or well after the visit.

100% reported that they very frequently feel less isolated after the visit.

100% reported that they frequently or 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.

Feedback comments included:

'Unsure at first if I would enjoy it, but a real friendship is developing'

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

'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.'

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Wellbeing service

Wellbeing Service evaluations are gathered through a number of routes.

Comment Cards:

24 comment cards were completed across the year. Of these 100% gave exceptionally positive feedback on the services provided across Wellbeing with specific recognition of:

- The professional approach, knowledge and manner of the staff.
- The warmth of welcome provided within the café environment.
- The approachable and supportive nature of the volunteers.
- The quality of the catering provided.

Direct quotes extracted include:-

- *"Service is so incredible, friendly caring staff, very well informed and supportive. MND diagnosis was such a shock, just your support has made such a difference. Thankyou."*
- *"Excellent, cannot believe how at ease we were made to feel. It was an eye-opener. Everyone without exception was professional and friendly. Gave great advice and the coffee & food was a bonus."*
- *"Very warm place, caring, empathy and understanding"*

Tears to Laughter feedback forms:

11 feedback forms were completed by attendees of the Tears to Laughter sessions. Of those 100% gave positive feedback

"Meeting other people who could understand what you go through when grieving, these people have become friends."

"The opportunity to meet people and make connections with those in a similar situation. The sessions are structured but flexible enough to make everyone feel comfortable."

The bacon sandwiches are certainly a highlight."

"Wednesday Bereavement Support group has been the only place I have felt safe and support. It has been most important in my coming to terms with my Husband's death. Thankyou."

Wellbeing at Home Evaluation:

21 feedback forms were completed by recipients of Wellbeing at Home.

93% gave positive feedback with 7% expressing disappointment that the amount of care allocated was either too little or been made available too late.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

"We/and S were very pleased with the support and care you gave to S at our home. S had complete trust with the Nurses who came to look after her. M was like a daughter, looking after her mother!"

"The service we received was excellent. I received 3hrs care (every 3 weeks) at home for my Husband so I could have some to myself. I never leave him for more than an hour, so the 3 hours break for me was really appreciated. M and K were wonderful with both my Husband and myself. Very sad this care has stopped but grateful we had that time."

"Good Communication, Caring towards both Carer and Patient. Good level of service."

"It was clear at first, but become a little more vague as to the extent of the Wellbeing at Home service. Your representative, W, was outstanding in her knowledge, care and professionalism."

Hospice at Home Service – Family or Carer Evaluation

Families and carers of patients in our care between the 1 January and 31 December 2023, and who die during this period, are all invited to provide feedback on their experience. In this period, 1,122 individuals were supported, and 201 responses were received which is an 18% return rate. This rate of return is consistent with previous years.

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

- 96% thought that the referral to the service was timely.
- 4% felt that the referral was made too late.
- 100% of respondents who utilised the Roaming Nurse Service felt that it had been helpful and met the needs required.
- 98% felt phone calls had been handled sensitively and professionally.
- 62% said that the amount of night-time care provided was enough.
- 7% said the amount of care was too little.
- 31% did not provide a response on the quantity of care provided.
- 99% were totally at ease or comfortable about the way we cared for their loved ones.
- 99% felt that Treetops nurses had the appropriate knowledge to care for their loved one
- 99% felt that the Treetops nurse always took time to listened to their concerns
- 98% said that the Hospice at Home Service enabled them to care for their loved ones at home

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

Quotes from Hospice at Home - Carer evaluations 2024

'We found the Hospice at Home at night time very helpful, thank you. It was wonderful to be able to switch off for a night knowing my father was being taken care of.'

'Thank you so much for your support during a very difficult few weeks. It was very much appreciated and without their help we could not have fulfilled our promise to keep dad in his own home. We are so thankful to you for this.'

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'The Treetop ladies were very nice and helpful. We were very happy they were there and listened when we talked about mum. Thank you for all you did.'

'Extremely quick reaction to give meds by roaming service. Very friendly nurse when came for an overnight sitting service. Roaming Service easily contactable and actually speak to nurse on call. All in all a very important and valuable service to end of life patients and their families. Services provided are second to none.'

'Treetops roaming nurses was a lifeline. I had someone to call for help or even advice or reassurance. When the nurses came out they were extremely professional but most of all compassionate and caring. I can never thank them enough for what they did for my husband and myself.'

'A big thank you for all you did for D and myself during some very difficult days and nights. We managed to get D to die in peace and at home (her greatest wish)'

'I shall always be grateful for the speedy attention I received from your nurses when I was unable to get district nurses from 111 in the night Thank you'

'The nurses who attended were fantastic. They both very thoughtful, supportive and kind. Myself and my daughter were very pleased with the way they handled our situation'

'Were always very pleased with the roaming service when called out at night. Thank you'

'Night sitters were there for me and M. I was able to chat to them and go to bed when I was ready not rushed out as soon as they got there, very comfortable leaving them in charge. The roaming service was called on several times. They listened to my concerns and honoured M's wishes at all times. Both parties were professional and caring and allowed me when needed to assist in M's care. They included myself and M at all times. Truly wonderful service.'

'This service was invaluable to me while looking after my husband at the of his life and him being at home was all he wanted. Just knowing that someone was there who could advise and be compassionate and comforting to us as well as caring for him. I would like to say a big thank you and at his funeral we asked for donations that we will be donating to your wonderful charity. Well done to you all.'

'All the staff involved made losing a loved one that little bit less painful. Incredibly professional and considerate until the end and after. Amazing, amazing, amazing. Thank you from the bottom of our hearts.'

'We had two night visits from the Roaming Service, on both occasions every effort was made to make sure my husband was treated with respect and love. I can't thank them enough.'

'Treetops enabled my dad to remain at home after a terminal diagnosis. They supported and informed the family throughout and helped to give the best care possible to my dad. We felt reassured with the night sits that dad was supervised. This enabled the family to rest before returning to care for him each day. My father was Jamaican born and migrated here in 1960. It was a strong cultural belief for my dad to pass away at home. Treetops helped to fulfil his wishes. Thank you.'

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'I cannot thank Treetops At Home enough, what a wonderful service you provided for our mum in her last days with us. Caring, helpful, kind and so reassuring for us in this difficult time. Also, a big thank you to CI whom we never met but was our connection to you with her kind and sympathetic numerous phone calls she made to me. Thank you all so much.'

'To me you could not improve on the care, love and kindness you gave to me and my wife H. I would like to thank you from the bottom of my heart which is broken as I write this note. It goes to show there are wonderful people out there who go the extra mile. Thank you so much'.

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

172 evaluation forms were sent out and 68 forms were returned (41%). This is consistent with last years return rate.

- 100% said that the support they received had been helpful in their experience of bereavement.
- 97% said they were satisfied with how quickly the service was provided.
- 91% said that they had the right number of sessions.
- 9% this year said they felt they did not have enough sessions.
- 100% said that they were happy with the service provided.
- 100% said they would recommend the service to other people.

Quotes from evaluations, 2024/25 Bereaved Adults

'My counsellor was amazing, understanding and very supportive in every session'

'A was amazing, really listened to my super complex life story.'

'Huge thanks to S for her understanding, support and advice over the last 12 weeks. It has really helped.'

'The sessions gave me the confidence to be myself, show that grief really hurt on occasion and not feel that weeping was self-indulgent.'

'My counsellor was AMAZING. I feel so lucky to have had such a kind, friendly and supportive lady. I could not have asked for more.'

'My counsellor was the perfect person to help me through the most difficult time in my life. She was the most caring considerate and understanding, patient, intelligent and kind person I have ever met. I will be forever grateful'

'P was great, really patient, empathetic and made me feel safe and at ease. At first I was a little unsure, and talking about my feelings was certainly not in my comfort zone so to speak, but I felt I needed help, and P did an excellent job and at a pace that was suitable for me. I am so grateful for the help P and Treetops have given me.'

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'I will recommend Treetops to anyone in need of help and support.'

'A is the most magical person I've been blessed to meet! Gentle, kind, clear at explaining, offering ideas and thoughts and suggestions. She made me feel safe.'

Parents/Carers of Bereaved Children

75 evaluation forms were sent out of which 16 were returned (21%):

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

- 100% were happy or very happy with the speed of response to the referral. This is reassuring considering the demand for the service and the waiting list system.
- 88% reported a decrease in their level of concern about their child after the period of counselling support had finished.
- 88% were happy or very happy with the extent to which the support had addressed their child's bereavement needs.
- 100% 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, 2023-2024, Parents/Carers of Bereaved Children

'I have seen a significant difference in my son's mental health. Thank you so much!'

'Thank you so much for all you have done. We have felt so comfortable and welcome at The Saplings.'

'My son was treated with kindness and care through the whole process. He was always happy when he left his sessions'

'Thank you so much for everything, P struck a great relationship with my daughter, and I have seen much improvement in her since having the sessions.'

'From the moment I first contacted the service the support given has been excellent and everyone is so friendly. I love that it is child led, and this has helped in supporting my children as they know they can talk openly without upsetting anyone and it's their choice if they tell me. Thank you as this has made a huge difference to my children.'

'Very happy with the support my son received. Thankful he was able to have a second round of counselling'

'N was a really good match for my daughter, she always looked forward to her sessions. Thank you for all the support including the project which my daughter got so much from and again could not wait for Tuesday evenings, remarkable service.'

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

'The service helped my son deal with his bereavement issues and has now supported R. The new building is really conducive to a relaxed and welcoming environment. F was so welcoming to R and she is an incredible therapist. I would highly recommend both F and Treetops to anyone in a similar situation to myself and my children. All of the other staff and volunteers made me feel so welcome. Thank you.'

Children/Young People

75 evaluation forms were sent out of which 20 were returned (27%):

- 90% were happy or very happy with the number of sessions they had.
- 95% said the sessions had been helpful or very helpful.
- 100% said they would recommend the service to other people.

Quotes from evaluations, 2023/24 Bereaved Children/Young People

'My support worker was always kind and I always felt comfortable in my sessions.'

'Very friendly and kind'

'I enjoyed making a memory box and pillowcase to help remember the nice times with my Grandma.'

'It was amazing there was a comforting feeling every time I came to Treetops and I just felt at home.'

'It's been really helpful for my mental health'

'It made me a lot happier and gave me a better understanding of grief and how to deal with it and help myself'

'Helped me deal with certain emotions and helped me develop some coping strategies'

Life-limiting Illness Counselling

9 evaluation forms were sent out and 2 were returned (22%). The Life-Limiting Illness (LLI) work represents only a small part of our overall service delivery. The return rate could be a reflection of the health needs of these clients.

- 100% said the support they had received was helpful.
- 100% were happy or very happy with the speed of response of the service.
- 50% said the number of sessions provided was just right.
- 100% said they would recommend the service to others.

Complementary Therapy

39 evaluation forms were sent out and 15 (38%) 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.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Quotes from evaluations, 2024/25 Complementary Therapy

'Helped me relax felt like I was in heaven beautiful'

'Gave me time to relax, helped with sleep and still using the essential oil smelly stick'

'Looked forward to my therapy each week and felt very relaxed afterwards. Very nice to have a little time just to be and picking my grief back up on the way out felt just that little bit lighter on a Friday morning.'

'My therapist was very kind, caring, informative and professional'

'A was wonderful, she has the most lovely calm and professional nature'

'E was such a lovely lady and very understanding and kind.'

'Enabled me to realise how vital this was for my body and to function as a busy mum of 2'

What our staff say about the organisation

The results of this year's Employee Engagement Survey were pleasing, 104 staff from Treetops Hospice took the survey – a 64% response rate:

Treetops Highest Ten Engagement Factors

- 95% agreed with the statement - If a friend or relative needed treatment I would be happy with the standard of care provided by this hospice.
- 93% are proud to work for this charity.
- 90% believe in the aims of this charity.
- 90% enjoy working with the people in Treetops
- 90% would like to be working for Treetops in a year's time
- 89% said that they enjoyed the work they do.
- 88% selected the statement - I feel like I am making a difference.
- 87% feel well supported by their manager
- 87% are comfortable being themselves at work
- 87% think their manager demonstrates the charities values in the way they work

Factors that resulted in high Employee Engagement are pride in Treetops reputation for excellent care, flexible working, camaraderie, making a difference and being supported.

Factors that require further development are communication, at all levels, but in particular interdepartmental communication, pay and development opportunities.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Complaints and Compliments

Complaints

During 2024/25, we received one formal Clinical Service complaint. This incident was investigated, and documented and action taken as required. Feedback on the outcome and action was provided to the complainant. Actions taken in response included review of the answer phone system, recorded message and actions taken by staff in response.

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 as ever is paramount to our services and all incidents are reported and logged. We ensure that every incident is reviewed, and assessed, relevant risk assessments are completed and any wider implications are considered. Where necessary this results in policy and training updates as identified.

The Health and Safety Committee meets quarterly and is made up of staff and trustees. They receive departmental reports and review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During 2024/25, there were 69 clinical incidents recorded in total.

- 2 Safeguarding/Patient Welfare.
- 6 Medication administration.
- 11 Staff welfare.
- 3 GDPR.
- 11 Unrelated clinical incidents.
- 2 Weather related
- 4 Patient falls.
- 25 IT connectivity issues.
- 5 Clinical documentation

Connectivity issues continue to be the most frequently reported incident and a challenge for the clinical team and as yet there are no clear solutions identified for this.

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. No other trends were identified across the reported incidents.

TREETOPS HOSPICE TRUST
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TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance (continued)

Investment Policy and Performance

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

Financial Review

a) Going Concern

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

b) Results for the year

The Charity's gross income fell from £5,458,732 to £5,162,288 a decrease of £296,444. Gross costs increased from £5,192,558 to £5,453,525, an increase of 5.0%, which was within the targets approved by the budget.

The charity had funds carried forward at 31 March 2025 of £5,171,778 (2024: £5,463,015) of which £155,468 (2024: £45,263) are restricted funds, £2,401,924 (2024: £2,759,706) are unrestricted funds and £2,614,386 (2024: £2,658,046) 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 reduced from £701,968 to £692,664 (1.3%), profit reduced from £441,341 to £417,591 (5.4%). Membership levels were over 12,900 active members by the year end. As these numbers have stagnated and fallen slightly in recent years due to in part to the recent economic crisis, a new strategy is in place to encourage these numbers to grow again.

Retail Company

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

Financial Review (continued)

Fundraising

Legacy income has experienced a decrease in income falling from £444,031 to £238,793. This decrease was expected due to a large one-off legacy being received in the previous year. The legacy strategy implemented a few years ago is still in place and showing signs of keeping legacy donations at a strong level, especially given early performance in the new financial year.

c) Principal risks and uncertainties

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

The most recent review showed that the highest risks as:

- Loss of Key Staff
- Loss or reduction of Statutory Income
- Increased operating costs
- Loss or reduction of Lottery, Retail or Fundraising income
- Loss of or inability to recruit volunteers

d) Reserves policy

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

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

At the last review, this methodology produced a Free Reserves range of £1.35m - £1.65m. The Trustees are satisfied with the reserves level and feel it is at a satisfactory level for the organisation to discharge its obligations and long-term plans

Structure, governance and management

a) Constitution

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

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

b) Method of appointment or election of Trustees

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

c) Policies adopted for the induction and training of Trustees

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

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

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

d) Pay policy for senior staff

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

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

e) Organisational structure and decision making

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

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

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management (continued)

f) Risk management

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

Plans for Future Periods

Treetops continues to face considerable pressure in maintaining financial sustainability amid a challenging and uncertain economic climate. Statutory funding remains static, while opportunities to increase income through public support are increasingly difficult to secure. This ongoing financial strain has resulted in the charity entering another year operating under a deficit budget.

The hospice sector as a whole is under growing pressure to diversify income streams, and Treetops is no exception. These financial constraints significantly limit our ability to develop Clinical Services, as we must prioritise remaining within budget and ensuring the long-term sustainability of the organisation. We continue to rigorously monitor all operational procedures to ensure both quality and value for money.

Where possible, we will pursue growth through targeted opportunities such as grant and trust funding or by introducing income generating services, including within education. However, we must also be prepared to review, restructure, or reduce services where productivity and economic viability cannot be maintained.

Recruiting and retaining skilled staff remains a challenge and a priority. Sustaining a capable workforce is fundamental to delivering high quality care, yet the recruitment landscape continues to be extremely difficult. Pay pressures, particularly in light of the national Agenda for Change pay award have intensified competition for qualified staff. While Treetops has historically chosen not to fully adopt Agenda for Change pay structures, instead aligning closely with them, this approach may require reassessment if recruitment challenges persist.

Treetops is committed to making itself an attractive employer through flexible and competitive terms and conditions, comprehensive education and training opportunities, and a strong focus on staff wellbeing. Nonetheless, the ongoing pressures on the hospice sector demand continuous adaptation to ensure we can both deliver our services and support the dedicated professionals who provide them, whilst meeting the needs of our population.

Clinical data analysis and interpretation

Last year, we set ourselves the challenge of using data more intelligently to inform decision-making and improve service delivery. A year on, we are now seeing the tangible benefits of this approach. By enhancing our use of SystmOne and refining how we structure and interpret clinical information, we have laid strong foundations for data-driven insight. This has enabled us to map activity against population demand, review resource allocation, and reshape services to better address identified needs.

Our improved ability to extract and analyse accurate clinical data has transformed how we evaluate service delivery, quality, and value for money, giving us a level of insight that was previously unavailable.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Plans for future periods (continued)

Looking ahead, we will continue to build on this momentum as we enhance our community offer.

We will continue to focus on:

- Analysing local population data alongside national end-of-life care data to identify emerging needs.
- Reviewing operational trends to uncover opportunities for innovation, efficiency, and growth.
- Evaluating service usage and local intelligence to better understand and address the needs of underrepresented communities within our catchment area.
- Collaborating with the ICB and partner providers to build strong cases for support and align with wider system strategies.
- Exploring financial efficiencies that do not compromise clinical quality or patient outcomes.

Our data highlights that we are still falling short in addressing equity in access across our community especially in deprived neighbourhoods. We recognise this as a critical area for improvement and will continue to strengthen our engagement with diverse communities. This includes deepening relationships with local networks to foster collaboration and ensure our services are truly inclusive and responsive to all those in need.

Delivering compliance

As part of our ongoing commitment to excellence in governance and service delivery, the hospice has adopted the Vantage system to support robust compliance across the organisation. This platform has provided a centralised and transparent way to manage key regulatory, clinical, and operational requirements, helping us ensure that all areas of the organisation are meeting their obligations efficiently and consistently.

Vantage is being embedded across the organisation to streamline reporting, support oversight, and promote a culture of accountability. It enables us to track actions, monitor risks, and evidence compliance in real time, offering greater assurance to the Board and senior leadership. The system also facilitates clearer audit trails and supports continuous improvement by highlighting areas where processes can be strengthened or adapted. As we continue to roll out the system, we are using the insights it provides to drive improvements in our internal systems and procedures.

Community Provision and Support

Working in close collaboration with key healthcare partners across the system remains essential to the hospice's ability to deliver responsive, person-centred care. As national and local priorities shift towards supporting people to remain in the place they call home at the end of life, we recognise the increasing importance of delivering high-quality palliative and end-of-life care within the community. This aligns directly with the Derby and Derbyshire ICB's priorities, which emphasise integrated, home-based care that reduces hospital admissions and improves patient experience.

In response, we are evolving our service model to align with this strategic direction. While our campus will remain an important hub, we anticipate a shift in on-site service delivery, placing greater emphasis on providing support, information, and emotional wellbeing resources. As we expand our focus on holistic, person-centred care, the campus will serve as a safe, welcoming environment where individuals and families can access specialised support tailored to their emotional and psychological needs.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Plans for future periods (continued)

Our campus site will continue to develop as a dedicated hub for the delivery of our Trauma Informed Centre of Excellence for counselling and emotional support services. This centre of excellence reflects our commitment to providing evidence based, trauma informed care that recognises the complex emotional journeys of those facing life-limiting illness and bereavement.

As service delivery increasingly shifts into community settings for clinical care, the campus will play a complementary role, offering a therapeutic space for emotional support, training, and innovation. It will remain a cornerstone of our wider service model, ensuring that the emotional dimensions of palliative and end of life care are met with compassion, expertise, and continuity. With a stronger emphasis placed on expanding and enhancing our community outreach. This will allow us to meet people where they are both geographically and emotionally, providing care that is accessible, flexible, and tailored to individual needs.

To remain relevant and sustainable in a commissioning environment increasingly focused on the delivery of core and specialist palliative care services, the hospice must continue to adapt. We are committed to ensuring that our offer aligns with system-wide goals, evidences impact, and demonstrates our value as a provider of both high-quality community services and specialist expertise.

By working in partnership with the ICB, primary care, community providers, and voluntary sector organisations, we can co-design and deliver services that respond to local demand, promote equity of access, and make the best use of available resources. Collaboration is not only the key to delivering compassionate care, it is fundamental to our continued relevance and resilience in a changing health and care landscape.

Education

The provision of accessible education remains a fundamental component for staff working in Palliative and End of Life Care. Workforce development is a key theme within the NHS 10-Year Plan, which underscores the importance of equipping health and care professionals to meet the evolving needs of the population.

At the heart of high quality end of life care lies the ability to recognise when a patient is deteriorating, a solid foundation in palliative care principles, and perhaps most critically the capacity for effective, compassionate communication between clinician and patient. The dynamics of human interaction are central to how we connect, collaborate, and build meaningful relationships in care.

Historically, Treetops internal education offer has focused on building practical skills and competencies for our own teams meeting immediate service needs. However, we have not always recognised the full value of our accumulated expertise. This has limited our ability to leverage and share our specialist knowledge more widely, both within and beyond our organisation.

In recent years, our Counselling and Emotional Support Team has developed a strong trauma informed training programme that is gaining external recognition and attracting increased demand.

Over the past two years, we have embarked on a promising collaboration with University Hospitals of Derby and Burton and Loughborough University. Together, we have co-developed and delivered a wide-reaching communication skills training programme, now established across Derbyshire and beyond. In addition, we've designed and run a series of competency based sessions aligned to the national five priorities of care. These have been well received and continue to support staff in meeting critical job-related standards.

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Plans for future periods (continued)

Building on this foundation, we now see real potential to expand our partnerships and co-create an education model. Our long-term vision includes the establishment of an education academy model that not only supports the Treetops workforce but extends its reach into the wider health and social care community.

This progress signals the need for fresh thinking, strategic leadership, and innovative approaches to how we deliver education.

Our continued goals are to:

- Establish ourselves as a recognised centre of excellence for communication training and trauma-informed education in emotional and psychological care.
- Secure accreditation for our leading education programmes.
- Generate income through education delivery, as well as through grants and research projects that underpin our infrastructure.
- Strengthen and support our internal workforce through a comprehensive, future-ready education model.
- Enhance the skills of generalist professionals in our community by providing high-quality learning that raises care standards.
- Become the lead provider of advanced communication skills training across Derbyshire, with a vision to expand regionally and beyond.

Treetops Strategy Refresh

Another year on, and the strategic direction of the organisation remains under review.

The conclusion of our previous three-year strategy offered a moment to reflect on our progress. We have achieved significant success across many areas, despite the lasting impact of the pandemic and the ongoing cost of living crisis.

Demand for our Hospice services continues to rise, and we recognise that it is neither practical nor sustainable for Treetops to expand at a pace—physically or financially—that matches this demand. Instead, we are challenged to think differently and explore innovative approaches. One such opportunity lies in expanding our educational role: building the skills and knowledge of those working alongside individuals and supporting families, thus extending our reach beyond direct service delivery.

Over the coming year, Treetops will continue to work closely with the Board of Trustees to shape a clear, forward-looking strategy. While the direction is still being defined, our focus remains on developing ambitious, sustainable plans that will guide us through the next five years.

Information on Fundraising Practices

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

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

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

TRUSTEES' REPORT INCLUDING STRATEGIC REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Information on Fundraising Practices (continued)

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

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

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

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

Statement of Trustees' responsibilities

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

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

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

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

Disclosure of information to auditor

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

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

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

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

Colin Glynn

Mr C Glynn

Date: 15/10/2025

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

Opinion

We have audited the financial statements of Treetops Hospice Trust ('the charitable group') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and Statement of Cashflows and notes to the financial statement, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2025, and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 16, the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor responsibilities for the audit of the financial statements

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

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:

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

Audit procedures performed by the engagement team included:

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

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

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

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 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.

David Allum

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

for and on behalf of

UHY Hacker Young LLP
Chartered Accountants
Statutory Auditor
14 Park Row
Nottingham
NG1 6GR

Date: 30/10/2025

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

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

FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Income from:					
Donations and legacies	4	1,069,866	204,547	1,274,413	1,854,489
Charitable activities	6	1,079,308	-	1,079,308	1,092,471
Other trading activities	7	2,735,331	-	2,735,331	2,467,948
Investments	8	72,569	-	72,569	61,785
Other income	9	667	-	667	(17,961)
Total income		4,957,741	204,547	5,162,288	5,458,732
Expenditure on:					
Raising funds:					
Voluntary income	10	632,837	-	632,837	582,652
Fundraising trading	11	1,875,286	-	1,875,286	1,757,816
Charitable activities	12	2,851,060	94,341	2,945,402	2,852,090
Total expenditure		5,359,183	94,341	5,453,525	5,192,558
Net (expenditure)/income before net (losses)/gains on investments		(401,442)	110,205	(291,237)	266,174
Net (losses)/gains on investments	17	-	-	-	-
Net (expenditure)/income before taxation		(401,442)	110,205	(291,237)	266,174
Taxation		-	-	-	-
Net (expenditure)/income after taxation		(401,442)	110,205	(291,237)	266,174
Transfers between funds	21	-	-	-	-
Net movement in funds		(401,442)	110,205	(291,237)	266,174
Reconciliation of funds:					
Total funds brought forward		5,417,752	45,263	5,463,015	5,196,841
Net movement in funds		(401,442)	110,205	(291,237)	266,174
Total funds carried forward		5,016,310	155,468	5,171,778	5,463,015

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 2025

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 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	16	2,614,386	2,658,046
		<u>2,614,386</u>	<u>2,658,046</u>
Current assets			
Stocks	18	111,395	103,941
Debtors	19	324,205	241,438
Cash at bank and in hand		2,408,546	2,758,357
		<u>2,844,146</u>	<u>3,103,736</u>
Creditors: amounts falling due within one year	20	(286,754)	(298,767)
Net current assets		<u>2,557,392</u>	<u>2,804,969</u>
Total assets less current liabilities		<u>5,171,778</u>	<u>5,463,015</u>
Total net assets		<u><u>5,171,778</u></u>	<u><u>5,463,015</u></u>
Charity funds			
Restricted funds	21	155,468	45,263
Unrestricted funds			
Designated funds	21	2,614,386	2,658,046
General funds	21	2,401,924	2,759,706
		<u>5,016,310</u>	<u>5,417,752</u>
Unrestricted funds	21	5,016,310	5,417,752
Total funds		<u><u>5,171,778</u></u>	<u><u>5,463,015</u></u>

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

CONSOLIDATED BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

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

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

Colin Glynn

Mr C Glynn

Date: 15/10/2025

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 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	16	2,614,386	2,658,046
		<u>2,614,386</u>	<u>2,658,046</u>
Current assets			
Stocks	18	111,395	103,941
Debtors	19	433,676	373,691
Cash at bank and in hand		2,249,010	2,529,659
		<u></u>	<u></u>
Creditors: amounts falling due within one year	20	(722,886)	(688,509)
		<u></u>	<u></u>
Net current assets		2,071,205	2,318,782
		<u></u>	<u></u>
Total assets less current liabilities		4,685,591	4,976,828
		<u></u>	<u></u>
Total net assets		<u>4,685,591</u>	<u>4,976,828</u>
Charity funds			
Restricted funds	21	155,468	45,263
Unrestricted funds			
Designated funds	21	2,614,386	2,658,046
General funds	21	1,915,737	2,273,519
		<u></u>	<u></u>
Unrestricted funds	21	4,530,123	4,931,565
		<u></u>	<u></u>
Total funds		<u>4,685,591</u>	<u>4,976,828</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

COMPANY BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2025

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 (£280,850) (2024: £266,174).

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

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

Colin Glynn

Mr C Glynn

Date: 15/10/2025

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 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash (used in)/provided by operating activities	24	(223,790)	(199,892)
Cash flows from investing activities			
Dividends and interest from investments		-	-
Purchase of tangible fixed assets		(126,321)	(63,676)
Proceeds from sale of investments		-	572,003
Purchase of investments		-	(26,641)
Proceeds from disposal of tangible fixed assets		300	3,990
Taxes paid		-	(8,245)
Net cash used in investing activities		(126,021)	477,431
Change in cash and cash equivalents in the year		(349,811)	277,539
Cash and cash equivalents at the beginning of the year	25	2,758,357	2,480,818
Cash and cash equivalents at the end of the year		2,408,546	2,758,357

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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 2025

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 2025

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 2025

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 2025

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.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

3. Critical accounting estimates and areas of judgment

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

Critical accounting estimates and assumptions:

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

4. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Donations				
Donations and sponsorship	579,844	65,114	644,958	278,767
Gift aid	72,789	-	72,789	113,802
Income from charitable trusts (note 5)	130,455	9,433	139,888	53,351
Income from other clubs and organisations	10	-	10	265,768
Saplings Building	-	-	-	652,000
Grants				
BBC Children in Need	47,475	-	47,475	27,254
NHS Charity fund	500	-	500	19,516
Legacies and bequests	238,793	-	238,793	444,031
Jules Thorne	-	100,000	100,000	-
UHDB Education	-	30,000	30,000	-
	<u>1,069,866</u>	<u>204,547</u>	<u>1,274,413</u>	<u>1,854,489</u>
Total 2024				
	<u>1,851,808</u>	<u>2,681</u>	<u>1,854,489</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

5. Charitable trusts

	Unrestricted Funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Albert Hunt Trust	-	-	-	15,000
Ardwick Trust	-	-	-	200
Cecil Rosen Foundation	500	-	500	500
Children in Need	-	-	-	670
Cumerland Trust	375	-	375	375
Institute of Our Lady of Mercy	1,000	-	1,000	1,000
The Hudson Charitable Trust	-	-	-	200
The Mary Robertson Trust	-	-	-	2,000
The Sir John Eastwood Foundation	2,000	-	2,000	2,000
Thomas J Thorne Memorial Trust	-	-	-	7,000
The Orr Macintosh Foundation	-	-	-	6,000
The Paget Trust	-	-	-	1,000
Hiscox Foundation UK	-	7,000	7,000	2,500
TYI Giveback Community Fund	-	-	-	5,000
The Adam Berry Foundation	-	-	-	4,000
Reuben Foundation	-	-	-	250
AW Lymm Centenary Foundation	-	-	-	656
The Fifty Fund	-	-	-	1,000
The Sawley Charities	750	-	750	750
Masonic Charitable Trust	-	-	-	250
The Grace Trust	-	-	-	3,000
Benefact Trust	250	-	250	-
Card Factory Foundation	5,000	-	5,000	-
Enterprise Mobility Foundation	2,500	-	2,500	-
Erewash Borough Foundation	1,500	-	1,500	-
Morrisons Foundation	-	178	178	-
Pavers Charitable Foundation	1,080	-	1,080	-
Postcode Community Trust	100,000	-	100,000	-
The Barratt Developments PLC Charitable Foundation	1,500	-	1,500	-
The Clarke Charitable Settlement	6,000	-	6,000	-
The Mary Potter Convent Hospital Trust	3,000	-	3,000	-
The Puddle Lane Trust	5,000	-	5,000	-
Toyota Motor Manufacturing UK Charitable Trust	-	2,255	2,255	-
	130,455	9,433	139,888	53,351

TREETOPS HOS+PICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

6. Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Derby & Derbyshire CCG	1,019,627	-	1,019,627	984,196
Nottingham County Teaching CCG	9,609	-	9,609	6,029
Education	33,991	-	33,991	86,508
Meals and refreshments	2,605	-	2,605	3,637
Miscellaneous	13,476	-	13,476	12,101
	1,079,308	-	1,079,308	1,092,471
Total 2024	1,092,471	-	1,092,471	

7. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Shop sales	1,615,200	1,615,200	1,544,987
Hospice lottery income	1,120,131	1,120,131	922,961
	2,735,331	2,735,331	2,467,948
Total 2024	2,467,948	2,467,948	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

8. Investment income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Bank interest	72,569	72,569	61,785
	<u>72,569</u>	<u>72,569</u>	<u>61,785</u>
Total 2024	<u>61,785</u>	<u>61,785</u>	

9. Other income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Financing income	668	668	(17,961)
	<u>668</u>	<u>668</u>	<u>(17,961)</u>
Total 2024	<u>(17,961)</u>	<u>(17,961)</u>	

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

10. Raising funds - voluntary income

	Unrestricted funds 2025 £	Total funds 2025 £	Total funds 2024 £
Direct costs - other	169,491	169,491	122,697
Direct costs - staff	463,346	463,346	459,955
	<u>632,837</u>	<u>632,837</u>	<u>582,652</u>

11. Raising funds - fundraising trading

	Direct staff costs 2025 £	Direct other costs 2025 £	Total funds 2025 £	Total funds 2024 £
Hospice lottery	261,433	285,861	547,294	495,666
Shops	786,287	500,433	1,286,720	1,223,221
Catering	-	41,272	41,272	38,929
	<u>1,047,720</u>	<u>827,566</u>	<u>1,875,286</u>	<u>1,757,816</u>
Total 2024	<u>978,868</u>	<u>778,948</u>	<u>1,757,816</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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

12. Cost of charitable activities

	Direct staff costs 2025 £	Direct other costs 2025 £	Support costs 2025 £	Total funds 2025 £	Total funds 2024 £
Wellbeing	431,278	6,138	325,126	762,542	803,916
Bereavement support	305,115	13,400	236,957	555,472	511,509
Complementary therapy	26,415	2,319	21,376	50,110	50,247
Hospice at home	755,274	18,731	588,381	1,362,386	1,349,995
Training	110,519	3,299	84,676	198,494	110,797
Governance costs (note 13)	16,398	-	-	16,398	25,626
	1,644,999	43,887	1,256,516	2,945,402	2,852,090
Total 2024	1,605,759	82,851	1,163,480	2,852,090	

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 25.9% (2024: 28.4%), bereavement support 18.9% (2024: 18.1%), complementary therapy 1.7% (2024: 1.7%), hospice at home 46.8% (2024: 47.7%) and training 6.7% (2024: 3.9%).

Restricted expenditure totalling £94,341 (2024: £Nil) is included in the total expenditure of £2,945,687 (2024: £2,852,090).

Support costs

	2025 £	2024 £
Administration	1,207,580	1,100,708
Marketing	49,221	62,772
	1,256,801	1,163,480

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

13. Governance costs

	2025 £	2024 £
Direct costs - other	16,398	25,626
	16,398	25,626

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

14. Net income/(expenditure)

	2025 £	2024 £
Depreciation of tangible fixed assets - owned by the charity	169,977	119,543
Auditor's remuneration - audit	28,600	26,000

15. Staff costs

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Wages and salaries	3,350,092	3,146,078	3,350,092	3,146,078
Social security costs	270,519	250,211	270,519	250,211
Contribution to defined contribution pension schemes	330,738	306,178	330,738	306,178
	3,951,349	3,702,467	3,951,349	3,702,467

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

15. Staff costs (continued)

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

	Group 2025 No.	Group 2024 No.
Direct charitable	72	72
Fundraising and publicity	65	65
Management and administration	26	25
	<u>163</u>	<u>162</u>

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

	Group 2025 No.	Group 2024 No.
In the band £60,001 - £70,000	1	-
In the band £70,001 - £80,000	1	-
In the band £80,001 - £90,000	-	1

The total amount of employee benefits received by key management personnel, including employer's NI and pension, is £418,375 (2024: £328,077). The Trust considers its key management personnel to comprise the Chief Executive Officer, Director of Clinical Services, Company Secretary, Head of Finance, Director of Income Generation and Marketing, and Director of Operations and Compliance.

No Trustees were paid any remuneration during the year. No Trustees were reimbursed travel expenses during the year for their participation in volunteering in line with the charitable company's expense policy (2024: £38 One Trustee).

Treetops Hospice Trust makes payments on behalf of employees into individuals' defined contributions pension schemes. The assets of these schemes are held separately from those of the charity in independently administered funds. The pension cost charge in the Statement of Financials Activities represents contributions payable by the charity to the funds and amounts to £330,738 (2024: £306,178). At the year end, contributions of £27,706 (2024: £25,338) were outstanding.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

16. Tangible fixed assets (continued)

Group and Company

	Freehold property £	Assets under construction £	Motor vehicles £	Fixtures and fittings £	Office equipment £	Total £
<i>Cost or valuation</i>						
At 1 April 2024	3,084,385	139,700	61,909	907,359	100,003	4,293,356
Additions	-	-	63,616	30,621	32,083	126,320
Disposals	-	-	(14,195)	-	-	(14,195)
At 31 March 2025	3,084,385	139,700	111,330	937,980	132,086	4,405,481
<i>Depreciation</i>						
At 1 April 2024	770,590	-	44,337	720,380	100,003	1,635,310
Charge for the year	61,688	-	21,638	72,706	13,948	169,980
On disposals	-	-	(14,195)	-	-	(14,195)
Impairment charge	-	-	-	-	-	-
At 31 March 2025	832,278	-	51,780	793,086	113,951	1,791,095
<i>Net book value</i>						
At 31 March 2025	2,252,107	139,700	59,550	144,894	18,135	2,614,386
At 31 March 2024	2,313,795	139,700	17,572	186,979	-	2,658,046

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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

16. Tangible fixed assets (continued...)

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

	2025 £	2024 £
Original costs	246,882	246,882
Improvements to freehold property	1,329,017	1,329,017
Sandiacre premises	167,941	167,941
New build costs	765,545	765,545
Saplings building	575,000	575,000
	<u>3,084,385</u>	<u>3,084,385</u>

17. Fixed asset investments

Group

	Listed investments £	Total 2025 £	Total 2024 £
Cost or valuation			
At 1 April 2024	-	-	578,290
Additions	-	-	-
Disposals	-	-	(578,290)
Revaluations	-	-	-
At 31 March 2025	<u>-</u>	<u>-</u>	<u>-</u>
Investment cash	-	-	-
At 31 March 2024	<u>-</u>	<u>-</u>	<u>-</u>
Historical cost	<u>-</u>	<u>-</u>	<u>-</u>

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

17. Fixed asset investments (continued)

Company

	Investment in subsidiary £	Listed investments £	Total 2025 £	Total 2024 £
Cost or valuation				
At 1 April 2024	11,000	-	11,000	562,649
Additions	-	-	-	-
Disposals	-	-	-	(551,649)
Revaluations	-	-	-	-
At 31 March 2025	11,000	-	11,000	11,000
Investment cash	-	-	-	-
At 31 March 2024	11,000	-	11,000	11,000
Historical cost	-	-	-	-

The investment in listed securities represents a portfolio investment that was held by Rathbones Investment Management Ltd. All listed investments have been disposed of in the year ended 31 March 2024.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

Fixed asset investments (continued)

Principal subsidiaries

The following were subsidiary undertakings of the Company:

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

The financial results of the subsidiaries for the year were:

Names	Income £	Expenditure £	Profit/(Loss) for the year £	Net assets/ (liabilities) £
Treetops Retail Limited	-	-	-	(35,582)
Treetops Funding Limited	692,664	(275,073)	417,517	532,769

18. Stocks

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Donated stock	111,395	103,941	111,395	103,941

19. Debtors

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Trade debtors	73,503	47,632	73,503	47,632
Amounts owed by group undertakings	-	-	153,673	177,445
Other debtors	(3,934)	(3,942)	(6,851)	(6,856)
Prepayments and accrued income	254,636	197,748	213,351	155,470
	324,205	241,438	433,676	373,691

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

20. Creditors: Amounts falling due within one year

	Group 2025 £	Group 2024 £	Company 2025 £	Company 2024 £
Amounts held under agency arrangement (note 28)	46,999	109,502	46,999	109,502
Trade creditors	125,588	60,634	103,801	50,826
Amounts owed to group undertakings	-	-	544,445	472,652
Other taxation and social security	42,200	45,227	42,200	45,227
Other creditors	35,612	57,599	(46,726)	(6,895)
Accruals and deferred income	36,355	25,805	32,157	17,197
	286,754	298,767	722,876	688,509

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. Statement of funds

Statement of funds – current year

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

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. Statement of funds (continued)

Statement of funds - current year (continued)

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

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

21. Statement of funds

Statement of funds - Prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Unrestricted						
Designated funds						
Fixed assets	2,083,103	652,000	(140,733)	63,676	-	2,658,046
General funds						
General funds	2,550,089	4,102,084	(4,756,319)	377,665	-	2,273,519
Treetops Funding	522,769	701,967	(260,626)	(441,341)	-	522,769
Treetops Retail	(36,582)	-	-	-	-	(36,582)
	<u>3,036,276</u>	<u>4,804,051</u>	<u>(5,016,945)</u>	<u>(63,676)</u>	<u>-</u>	<u>2,759,706</u>
Total Unrestricted funds	<u>5,119,379</u>	<u>5,456,051</u>	<u>(5,157,678)</u>	<u>-</u>	<u>-</u>	<u>5,417,752</u>
Restricted funds						
Grounds fund	12,900	671	(1,452)	-	-	12,119
Children's bereavement	8,258	2,010	(13,572)	3,527	-	223
Support and information	19,016	-	(19,016)	-	-	-
Nationwide Compassionate Communities	17,904	-	-	-	-	17,904
Hospice UK Grant	4,263	-	-	-	-	4,263
Contemplation Courtyard	7,290	-	(840)	-	-	6,450
NHS Charity Fund	-	-	-	-	-	-
Roaming Nurse Car Fund	4,304	-	-	-	-	4,304
Syringe Driver Grant	-	-	-	-	-	-
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 2025

21. Statement of funds (continued)

Statement of funds - prior year (continued)

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
	477,462	2,681	(34,880)	-	-	45,263
Total of funds	5,196,841	5,458,732	(5,192,558)	-	-	5,463,015

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

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.

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

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

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

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

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

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

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

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

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

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

Transfers

During the year, a transfer has been made between general funds and designated funds in relation to fixed assets. The transfers represent a movement in NBV on fixed assets. A transfer of £223 (2024: £3,527) has been made between Children in Need and Children's Bereavement as they relate to the same fund. A transfer of £435,432 (2024: 441,341) 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.

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

22. Summary of funds

Summary of funds - current year

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

Summary of funds - prior year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Gains/ (Losses) £	Balance at 31 March 2024 £
Designated funds	2,083,103	652,000	(140,733)	63,676	-	2,658,046
General funds	3,036,276	4,804,051	(5,016,945)	(63,676)	-	2,759,706
Restricted funds	77,462	2,681	(34,880)	-	-	45,263
	<u>5,196,841</u>	<u>5,458,732</u>	<u>(5,192,558)</u>	<u>-</u>	<u>-</u>	<u>5,463,015</u>

23. Analysis of net assets between funds

Analysis of net assets between funds - current year

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

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

23. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	2,658,046	-	2,658,046
Fixed asset investments	-	-	-
Current assets	3,058,473	45,263	3,103,736
Creditors due within one year	(298,767)	-	(298,767)
Total	5,417,752	45,263	5,463,015

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

	Group 2025 £	Group 2024 £
Net (expenditure)/ income for the year (as per Statement of Financial Activities)	(291,237)	266,174
Adjustments for:		
Depreciation charges	170,077	116,798
(Gains)/losses on investments	-	17,287
Dividends and interest from investments	-	(61,785)
(Gains)/losses on disposals of fixed assets	(300)	673
Movement of investments to bank	-	(572,003)
(Increase)/decrease in stocks	(7,454)	25,374
(Increase)/decrease in debtors	(82,865)	81,013
Increase/(decrease) in creditors	(12,011)	(73,423)
Net cash (used in)/ provided by operating activities	(223,790)	(199,892)

TREETOPS HOSPICE TRUST
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

25. Analysis of cash and cash equivalents

	Group 2025 £	Group 2024 £
Cash in hand	2,408,546	2,758,357
Total cash and cash equivalents	2,408,546	2,758,357

26. Analysis of changes in net debt

	At 1 April 2024 £	Cash flows £	At 31 March 2025 £
Cash at bank and in hand	2,758,357	(349,811)	2,408,357
	2,758,357	(349,811)	2,408,357

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

27. Operating lease commitments

At 31 March 2025 the Group and the Company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2025 £	Group 2024 £
Not later than 1 year	208,120	200,085
Later than 1 year and not later than 5 years	615,404	638,283
Later than 5 years	236,723	250,428
	<u>1,060,247</u>	<u>1,088,796</u>

There was £274,190 (2024: £241,591) of lease payments recognised as an expense in the statement of financial activities.

28. Agency arrangements

The charity acts as an agent in distributing EOLT project funds. In the accounting period ending 31 March 2025 the charity received £46,999 (2024: £109,502) and disbursed £nil (2024: £nil) from the fund. An amount of £46,999 (2024: £109,502) 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 2025

29. Related party transactions

During the year, 3 trustees made donations totalling £3,437 (2024: 5 trustees, £382). A number of trustees also donate goods to the retail shops.

During the year the charity received income of £1,085,961 (2024: £2,418,891) from Treetops Funding Limited. The charity incurred expenses of £1,087 (2024: £Nil) on behalf of Treetops Funding Limited and £13 (2024: £13) on behalf of Treetops Retail Limited.

Treetops Retail Limited, a subsidiary of the charity, owed a balance of £125,508 (2024: £147,161) at the year end, which is included within debtors.

The charity owed Treetops Funding Limited, a subsidiary of the company, £526,604 (2024: £883,709) 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 £435,432 (2024: £437,541).

Between the subsidiary companies there was a balance of £21,045 (2024: £74,685) owed by Treetops Retail Limited to Treetops Funding Limited.

30. Controlling party

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