



**Forest Holme Hospice Charity
Annual Report and Financial Statements
For the year ended 31 March 2018
Registered Charity Number 1038021**



enhancing lives



forest
holme
hospice

Welcome to Forest Hospice

Forest Holme Hospice Charity is proud to support hospice

Certificate of
Long Service

NHS 70
Parker Hospital
and Foundation Trust

Forest Holme Hospice Charity

Accounts for the year ended 31 March 2018

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Reference and Administrative Details

Forest Holme Hospice Charity

Status

The organisation is a charitable trust and registered as a charity with the Charity Commission in England and Wales on 25 May 1994.

Governing Document

The governing document of the charity is in the form of a Declaration of Trust dated 26 April 1994 and was last updated on 23 March 2018 by Deed of Variation.

Charity Number

1038021

Registered Office

Forest Holme Hospice Charity
5 Seldown Road
Poole
Dorset
BH15 1TS

The Board of Trustees

Dr Stephen Kirkham (Chair)
Mr Stuart Bradford (Re-elected July 2017)
Mrs Valerie Horn
Mr Roger King (Re-elected July 2017)
Mrs Rosemary Lewis (Treasurer)
Mr Paul Miller (Resigned October 2017)
Mr Peter Moody (Vice-Chair and retired July 2018)
Mr Steven Murrey (Resigned October 2017)
Mrs Christine Shakesby
Mrs Julie Shaw (Resigned October 2017)

Senior Management

Charity Manager & Board Secretary	Anne Currie
Fundraising & Communications Manager	Hannah O'Hare
Fundraising & Communications Manager (Maternity Cover)	Paul Tucker

Patron

Dame Annette Brooke
Dame Yvonne Moores (Retired March 2018)



Reference and Administrative Details (continued)

Bankers

Barclays Bank
Poole Business Centre
High Street
Poole
Dorset
BH15 1YA

Nat West Commercial Banking
2nd Floor, Heron House
10 Christchurch Road
Bournemouth
Dorset
BH1 3NR

CCLA Investment Management Ltd
80 Cheapside
London
EC2V 6DZ

Solicitors

Coles Miller Solicitors LLP
44-46 Parkstone Road
Poole
Dorset
BH15 2PG

Independent Examiners

PKF Francis Clark
Chartered Accountants
Towngate House
2-8 Parkstone Road
Poole
Dorset
BH15 2PW

Website

www.forestholmehospice.org.uk



Forest Holme Hospice Charity

Our vision is for every adult in our community affected by a potentially life limiting illness to have equal access to the support and service they need, whenever and wherever they are, in order to enhance their quality of life.

Our mission is to enhance the lives of adults in Dorset with life limiting illnesses through clinical excellence, exceptional service and compassionate care. We are committed to:

- providing emotional and practical support;
- supporting innovation and research;
- striving for equity of service provision;
- supporting training and education;
- raising our funds cost-effectively.

Our values underpin and influence all areas of our work. We are:

- **ambitious** to support the provision of world class palliative and end of life care;
- **approachable** in our manner;
- **committed** to delivering the best possible service in a cost-effective manner;
- **person centred** in all that we do ensure the best possible outcome for the individual;
- **transparent** in all that we undertake to deliver our organisation's goals.

Thank you



Chairman's Statement

This has been another good year for the Charity, which has continued to develop in the support it is able to give to those nearing the end of their lives. We believe that the links that we have with Poole Hospital NHS Trust enable that support and care to be much more responsive, more comprehensive, and more accessible than is the case in many other areas of the country.

Core income has seen an increase of 6% over the year, and some generous legacies have given us a financial cushion that enables us to plan for future service developments. The community fundraising team have worked especially hard, and there is hardly a week that passes now without a well supported event somewhere in Poole, Wimborne or the Isle of Purbeck.

We wish to record our great gratitude to our Patron Dame Yvonne Moores, who has stepped down after three years in the role. Dame Yvonne has been a reliable source of wisdom and knowledge of the health care system, as well as being a committed ambassador for Forest Holme Hospice. In her place we welcome Dame Annette Brooke as new Patron. Dame Annette brings many years of experience and deep local knowledge, having been both a councillor and MP in Poole.

The Board is delighted to have appointed Rosemary Lewis as Treasurer to the Charity. She will bring very valuable financial oversight and expertise. Sadly, three Trustees have had to step down during the year: Paul Miller, Julie Shaw and Steve Murrey. I am very grateful to them for the knowledge that they brought to Board, and for their commitment to the Charity. We wish them all well for the future.

The Charity continues to grow its links with a variety of health and social care organisations, to ensure that the models of care that we are developing for End of Life care are appropriate and sustainable both now and into the future. This applies particularly at present with all the work of the Clinical Services Review for Dorset, and the proposed re-configuration of acute hospitals in the East of the county.

Finally, I would like to thank all those who make the Charity what it is: supporters, donors, volunteers, staff, colleagues, partner organisations. It matters less how everyone makes their contribution, but by joining together we can collectively help to put the Charity in a stronger position to continue to support the life-enhancing care given by all the teams based at Forest Holme Hospice, to patients and their families. And that's what matters most.

Dr Stephen Kirkham
Chair of Trustees
Forest Holme Hospice Charity



Trustees' Report for the year ended 31 March 2018

The Trustees present their report and financial statements for the year ended 31 March 2018. The reference and administrative information set out on pages 1 and 2 forms part of this report. The financial statements comply with current statutory requirements and the Statement of Recommended Practice - Accounting and Reporting by Charities (SORP 2015).

Review of Activities

Section 1: Overview

Forest Holme Hospice Charity is proud to support Forest Holme Hospice, part of Poole Hospital NHS Foundation Trust, to help provide excellent Palliative and End of Life Care to over a thousand individuals and their families across Poole, Wimborne and the Isle of Purbeck each year. This is the second year of our five year strategy and our activities have seen us report against each of our strategic priorities. The five key areas of the business plan were to:

- agree on a clarity of purpose for the Charity;
- maintain a close working relationship with Poole Hospital NHS Foundation Trust;
- establish political influence with key local decision makers;
- champion collaborative working to meet local need;
- raise the necessary funds to support our ambitions.

In January 2018, the Care Quality Commission inspection of Poole Hospital rated End of Life Care as being Good. The Charity is financially supporting the national 'Building on the Best' initiative. Its focus on service improvement in several areas such as shared decision making, advance care planning and symptom management is having a positive impact on patient care.

In addition to Building on the Best, the Charity has committed funds to improve the levels of care staff on duty overnight, to an education coordinator who will manage the delivery of our increasing teaching programme, for a therapies assistant, and for two nurse development posts to help succession planning for Forest Holme Hospice's many specialist nurse posts.

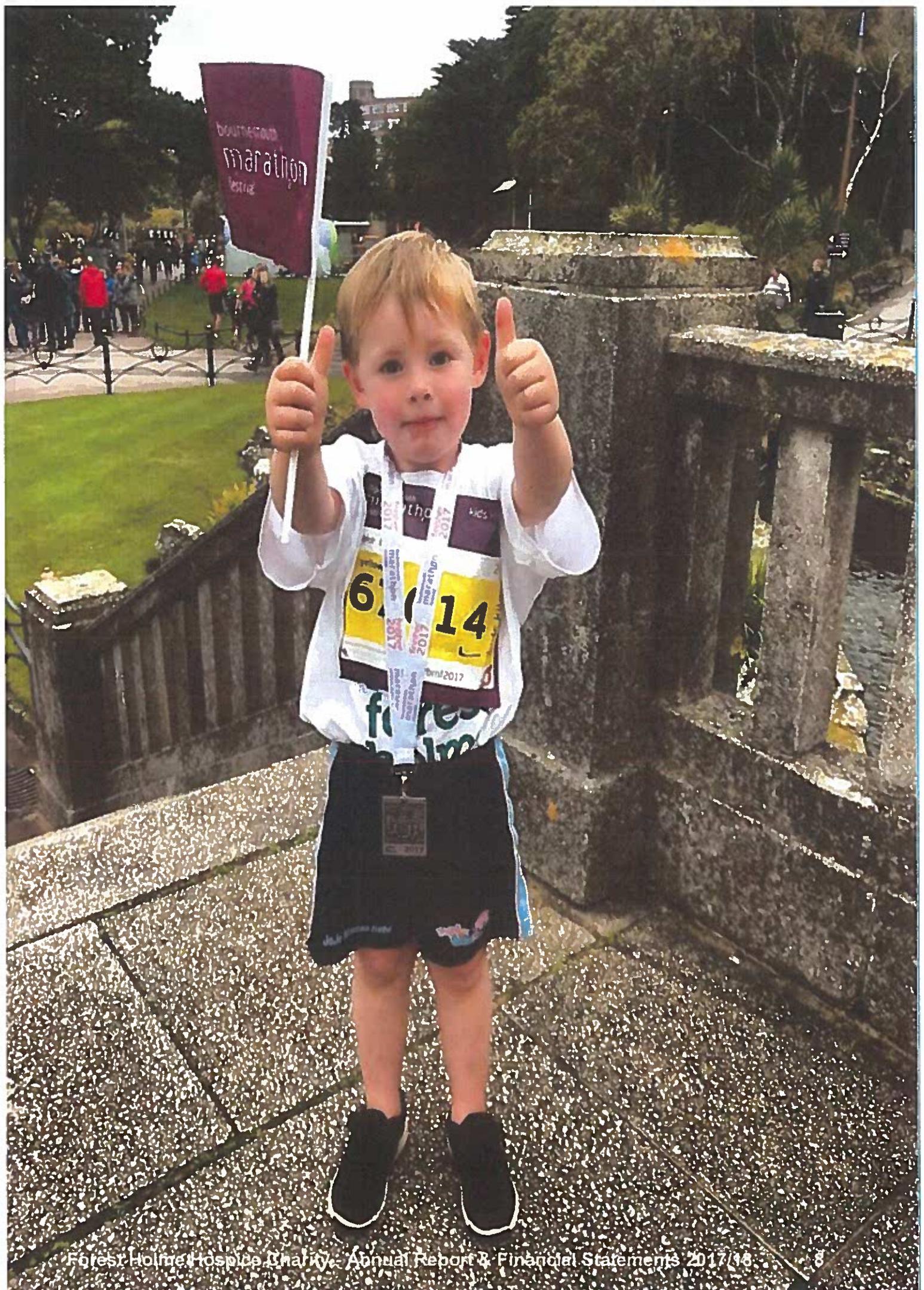
The Charity is committed to help Forest Holme Hospice achieve the National Ambitions for Palliative and End of Life Care at a local level. This depends heavily on collaborative working and we are proud to be a part of the Dorset End of Life Care Partnership and developing working relationships with a variety of different health and social care organisations.

The outcomes of the Clinical Services Review and potential merger of acute hospitals in East Dorset means that the health and social care sectors are, and will be, continually evolving and we look forward to working closely with Poole Hospital and the Commissioners to help shape that future and ensure that all those at the end of their lives get the best possible care. In this report, you will find:

- **Section 2** Achievements and performance set against our key areas of priority
- **Section 3** Our strategic priorities for the future
- **Section 4** Our financial summary
- **Section 5** Governance of the Charity

Thank you

The Trustees are pleased to present this report and wish to extend their gratitude to everyone involved in supporting the aims of Forest Holme Hospice Charity. Their vital support helps enhance the lives of local people through the provision of excellent Palliative and End of Life Care provided at home, in nursing / care homes, in hospital and at the Hospice itself by Forest Holme Hospice's teams, who are part of Poole Hospital NHS Foundation Trust.



Section 2: Achievements and performance

Key Area 1: Maintain a close working relationship with Poole Hospital

The Charity is very keen to have a close working relationship with Poole Hospital NHS Foundation Trust. They recognise that this relationship is integral to the success of the organisation and all it is trying to achieve to support the work of Forest Holme Hospice.

We have achieved this by:

- holding meetings with the Chief Executive and new Chair of Poole Hospital NHS Foundation Trust during the year in light of the Clinical Services Review and its implications on palliative and end of life care;
- meeting with the new Clinical Director for Oncology, Dr Maxine Flubacher;
- agreeing the funded projects and roles to incorporate into the Memorandum of Understanding between both organisations. The Charity has increased its charitable contribution to Forest Holme by 32% on the previous financial year;
- attending the Oncology Department's multi-disciplinary heads of department meeting on a quarterly basis to represent the Charity;
- working with the Hospital to try and secure funding for a bereavement therapy group initiative for the acute Trust which was highlighted as an area of need by the 'Building on the Best' programme. It is based on a model of care already delivered at Forest Holme Hospice and supported by the Charity;
- receiving annual updates from each area the Charity funds and the impact their work has had during the year;
- working with the clinical team to facilitate an initial multi-professional service development meeting to understand how the work, works at Forest Holme and how we can improve effectiveness and efficiency of current resources to meet increasing need;
- holding our third successful conference entitled 'An Oncology Update in Palliative Care' which was attended by 65 healthcare professionals and rated good to excellent in the conference feedback;
- holding awareness campaigns with Poole Hospital for Hospice Awareness Week and Dying Matters Week;

"These people are amazing, caring. Passionate people. They helped my dad through to the end. We could not thank them enough helping us get through a very difficult and trying sad times. Support and care they give to their patients and families are 2nd to none. We will never forget the hard work and hours you do and nothing is never too much trouble. All I know my dad said it was his safe haven before he took his last journey x "

Kerry



Section 2: Achievements and performance

Key Area 2: Champion collaborative working to meet local need

In order to realise part of our mission, we are keen to support and promote collaborative working with statutory and voluntary agencies in order to help improve the quality of Palliative and End of Life Care provided within a variety of settings.

We have achieved this by:

- representing the Charity on the Dorset End of Life Care Partnership which includes health and social care providers from across Dorset. It was established with the aim of achieving the National Ambitions for Palliative and End of Life Care at a local level across the county. The Charity has been leading on developing a county wide End of Life Care signposting website. It is aimed at patients, carers and health/social care professionals and was highlighted as being useful to patients and their families in a series of focus groups which the Partnership hosted;
- promoting the British Red Cross' Community Connectors programme which helps to create social networks for individuals who suffer from social isolation, including the bereaved, and local activities that can then hopefully be sustained by the community in the longer-term;
- producing a very successful Palliative Care Conference in October entitled an Oncology Update in Palliative Care. There were 66 delegates and 98% rated the event good or excellent;
- the Charity contributing to the C-Change research programme, which Forest Holme is collaborating with the Cicely Saunders Institute, King's College London to improve care through better understanding of care needs, complexity and person-centred outcomes for each individual who participates in the study, including patients and family;
- being involved in discussions around the formation and introduction of the new 'Discharge to Assess' mandatory model which will be implemented across acute hospitals and the community to enable patients to be assessed in their own home environment;
- by attending the Royal Society of Medicine's 'Radical Change: A blueprint for the next 50 years of dying' conference which gave some thought provoking and imaginative case studies to suggest how we can look to deliver palliative and end of life care services fit for the increasing demands of the future;
- by liaising with a variety of voluntary sector organisations to look at local need and if there is a way to work more collaboratively in the delivery of bereavement services, for example, which can be quite difficult to access in a timely manner.

"A centre of excellence. We are so lucky to have this hospice in Poole. The care is excellent and the wonderful nurses and staff take you on as a family and not just the patient. Such kindness and compassion is so needed at the most difficult time of your life and it's given here in abundance. Thank you for all you did for my husband Dave and for us. Xx "

Roz



Section 2: Achievements and Performance (continued)

Key Area 3: Establish political influence with key local decision makers

It is important for the Charity, as well as Forest Holme Hospice / Poole Hospital teams, to engage with our local health and social care structures to help promote hospice care as part of the solution to challenges facing the health and social care sectors both now and in the future.

We have worked towards this by:

- submitting a letter to Dorset Clinical Commissioning Group for their Clinical Services Review consultation which was referenced in the Independent Report on public feedback to the consultation;
- attending the South West Hospice's strategy away day to discuss the possibilities of collaborative working across the areas of education, income generation, procurement and campaigning;
- Conor Burns MP for Bournemouth West, Alderney and Branksome East attending the Charity's Sunflower Ball and an invitation was extended to visit Forest Holme Hospice;
- hosting and working with Poole's Mayor, Lindsay Wilson, as one of her chosen charities for the year;
- collaborating as part of Dorset End of Life Care Partnership Group to help influence the quality of end of life care across the county working with a variety of health, social care and third sector providers;
- welcoming Hospice UK's Programme Lead for Commissioning and Strategic Partnerships on a visit to Forest Holme Hospice to discuss how an NHS Hospice's model of care benefits patients, their families and the cost-effectiveness for the wider health economy;
- responding to a written call for evidence with regards to improving access to hospice and palliative care to the All Party Parliamentary Group on Hospice and Palliative Care;
- our Board of Trustees reviewing their five year plan and agreeing to focus on influencing, especially within the local Social Care arena, as a main priority as well as that of income generation.

"During his short time at Forest Holme my Dad was treated in such a wonderful way that I struggle to find words to describe it. The comfort this has brought to our family is beyond words and the kindness of the staff will be forever remembered.

There are no more important times than those last ones of life. My Dad spent his last in the care of angels. God bless you all."

The Lamper Family



forest holme hospice

Forest Holme Hospice Charity

providing specialist care for
patients living with advanced cancer
and other life-limiting illnesses
across East Dorset

01202 670

Section 2: Achievements and Performance (continued)

Key Area 4: Agree on a clarity of purpose for the Charity

In order for the Charity to achieve its ambitious five year strategy, we must ensure that all of our activities underpin the organisation's mission, that this is communicated clearly to all stakeholders and the impact of the work is publicised accordingly.

We have achieved this by:

- holding our first Supporter Conference at AFC Bournemouth with nearly 100 supporters in attendance. It received excellent feedback and something we plan to undertake every alternate year;
- producing a timeline of the Hospice to display within the inpatient ward to let the community know that Forest Holme is a NHS hospice which is financially supported by the Charity;
- holding lunchtime learning sessions with hospice staff and issuing regular all staff E-News bulletins to ensure both staff and volunteers have a good understanding of areas in which our supporters' donations are utilised and the impact of these on patients and their families;
- utilising a self assessment tool by McKinsey to help assess the Board of Trustees' performance and highlight any skills gaps or areas for development;
- the Board revisiting its performance against its five year plan of 2015-20 and were still in agreement with the original aims and objectives - giving particular focus to income generation and influencing for the year ahead;
- supporting Forest Holme Hospice exhibit at the Association of Palliative Medicine's annual conference which was held in Bournemouth;
- securing £12,000 in grant income for both existing funding areas and new projects / activities;
- undertaking a variety of volunteer training sessions including the Board of Trustees, retail and fundraising volunteers on topics such as good governance, fundraising regulations and the work of the Charity.

"I'm not sure I can put into words how much gratitude I have for you all and the outstanding job you do. You work with such kindness and compassion and it is clear that the wellbeing of your patients is always your primary concern. You helped me and my family through our darkest, most heart-breaking time and looked after my Mum so well. The level of care she received is something my brothers and I would have struggled to maintain on our own, and for that we will be eternally grateful to you all. I had never heard of Forest Holme until this year, but now it will always be a place close to my heart and I will look to support you in any way I possibly can. Thank you from the bottom of our hearts."

Fiona



Section 2: Achievements and Performance (continued)

Key Area 5: Raise the necessary funds to support our ambitions

We need to significantly increase our fundraising in order to meet the future requirements of Forest Holme Hospice. We have diversified our income streams and will continue to build on each one of these areas whilst being mindful of any cost implications. We have worked towards achieving this by:

- delivering an income of £969,000 whilst operating at an overall 5:1 income / expenditure ratio;
- achieving a Gift Aid declaration rate of 50% of all clothing donations given to our shop 'The Secret Wardrobe', which is the highest level since the shop opened;
- receiving continued annual support from companies such as Farrow & Ball, Sainsbury's, Barclays, Essential Nursing, JP Morgan, White Stuff, The Co-op as well as a lots of independent shops based in the local communities served by Forest Holme Hospice;
- 1,000 local children taking part in our annual Wear Yellow Day to raise the profile of Forest Holme and hospice care amongst a younger age group. The nursing team assisted by taking part in school assemblies and classroom activities;
- being one of the benefitting charities of Harry Paye Day, the Swanage Carnival, Runton Road Lights, the Dorset Mela and the inaugural Dorset Gung Ho, which altogether raised over £20,000 for the work of the Hospice;
- increasing our number of volunteers by 35% especially within the area of general fundraising activities and office administration;
- holding our third annual successful Sunflower Ball in the Harbour Heights Hotel;
- increasing the number of regular givers to the Charity by 11% year on year;
- promoting a variety of cost-effective online content to achieve a Facebook reach to over 250,000 people each financial quarter, an increase of 17% of Twitter followers during the year and an increase of 23% in website donations which totalled £12,000;
- undertaking our first Hospice Hike challenge event with 35 participants which raised over £3,000 in challenging weather and is set to become a popular event on the Hospice calendar;
- producing a calendar of well attended community events such as our Wareham River Cruise, Bingo and Quiz Nights, Barn Dance, Light up a Life appeal and Trolley Dash raising £35,000.

"Humbled and thankful to the team at Forest Holme for the short time my Dad was with you just before Christmas. Your help and support made a hideous time easier and you looked after my brother and I very well in the difficult period that followed. You are all amazing and is a very special place, thank you."

Sarah



Section 3: The Future

The Charity's focus of work for the period (2016 - 2020) will be influenced by three over-arching aims and these are to:

- support Forest Holme Hospice to become an exemplary provider of Palliative and End of Life Care ;
- become a key Palliative and End of Life stakeholder within Dorset;
- enable sound financial growth.

During 2018/19 we will aim to focus on:

- supporting innovation and ongoing improvement in the quality of the Hospice and Poole Hospital's current Palliative and End of Life Care Services;
- developing our understanding of local needs and demand on services so that we work as responsive to the wider community both now and in the future;
- participating in NHS England's project looking at Dorset's Integrated Care System to improve personalised care for people approaching the end of their life;
- working with Poole Hospital NHS Foundation Trust to allow for any potential changes to palliative care funding in the future;
- continuing to develop a role in the strategic planning of local Palliative and End of Life Care services;
- encouraging ways to pool limited resources with other Palliative and End of Life Care providers to meet increasing demand and equity of access to services;
- seeking to engage local decision makers with the work of the hospice movement and the impact that its work can have on the local community and health and social care economy;
- investing in a mixed portfolio of fundraising to increase our net income;
- undertaking a rolling programme of Trusts & Grants applications for existing / new services;
- planning and delivering a calendar of activities and fundraising initiatives to celebrate the Charity's 25th Anniversary in 2019.

"My grandad's last wish was to be home for the remainder of his life, a huge choice we all had to make but we wanted him to have his last wish. Before leaving Forest Holme they made sure everything was put in place to make it easier for us as a family. He has nurses to wash him/freshen him up 3 times a day, he also had other nurses in between that giving him painkillers and made sure his pain was being controlled."

Katie

CLAUDIAS 8 GALLON ICE BUCKET CHALLENGE

ALL
MONEY
RAISED
FOR
FOREST
HOLME
HOSPICE

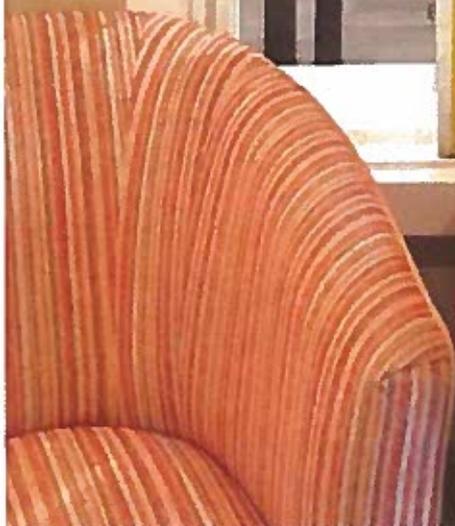
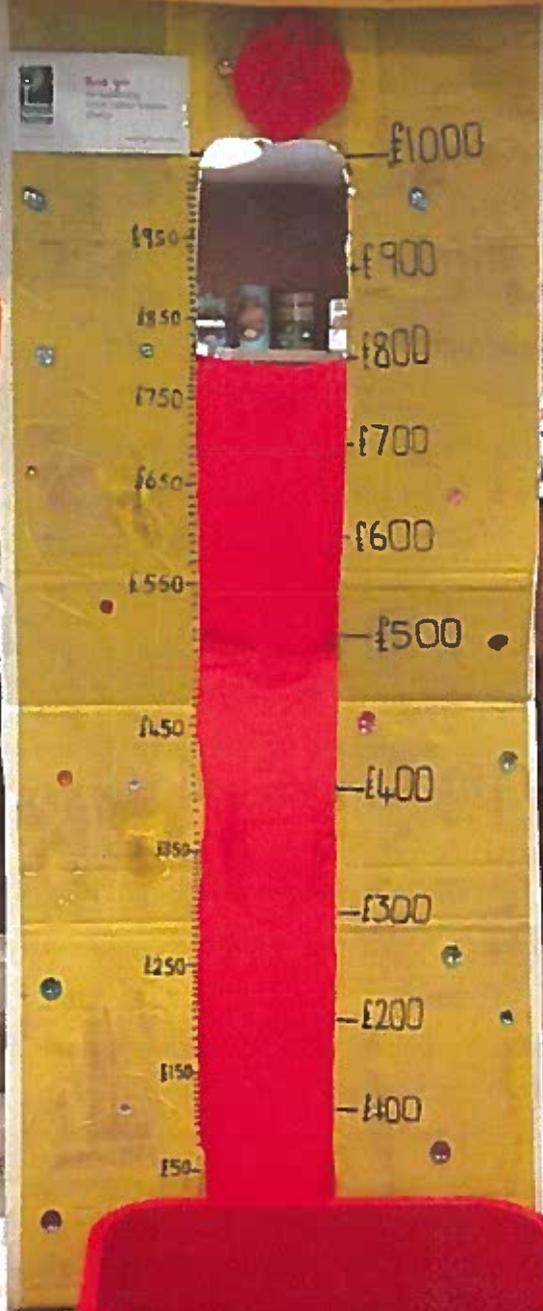


A 'Just Giving' page has been set up for Claudia's 8 Gallon Ice Bucket Challenge at our website link.

www.justgiving.com/forestholvevents/icebucketchallenge

All proceeds going to Forest Holme Hospice.

HELP
RAISE MONEY
TO SEE THE
BOSS
GET WET



Section 4: Financial Summary

Income for the year totalled £969,000 (2016/17 £620,000) mainly from activities for generating funds £207,000 (2016/17 £169,000); donations £307,000 (2016/17 £312,000); legacies £372,000 (2016/17 £57,000); grants £12,000 (2016/17 £8,000), trading income £64,000 (2016/17 £64,000) and £7,000 (2016/17 £10,000) received from dividends and interest on investments.

Expenditure totalled £673,000 (2016/17 £546,000). The Trustees decided during the year to contribute a total amount of £76,000 (2016/17 £69,000) to Poole Hospital NHS Foundation Trust towards the running costs of Forest Holme Hospice. An amount of £294,000 (2016/17 £254,000) was spent on nursing, complementary therapies and counselling provision and £192,000 (2016/17 £181,000) on the cost of generating funds and trading costs. Patient and staff welfare and amenities amounted to £111,000 (2016/17 £42,000).

Cash balances amount to £1,042,000 (2016/17 £869,000) and represent 85.8% (2016/17 83.5%) of all funds invested.

The Trustees have decided to invest a proportion of the charitable funds in Common Investment Funds (CIFs) and would expect these funds to provide long term capital growth and income. CIFs represent 14.2% (2016/17 16.3%) of all the funds invested. Approximately 86% (2016/17 85%) of these CIF's are invested in equities with the remaining 14% (2016/17 15%) invested in fixed interest securities. During the year the CIF Equity Fund showed an increase in value of 1.8% (2016/17 increase of 15%). The CIF fixed interest fund showed a total annual loss of 2.65% (2016/17 gain of 4%).

£173,000 (2016/17 £171,000), representing 14.2% (2016/17 16.3%) of the total funds is invested on behalf of the Charity by CCLA (COIF) in Common Investment Funds. £165,000 (2016/17 £159,000), representing 13.6% (2016/17 15.1%) of the total funds is invested with CCLA in a short term deposit account.

Expenditure on our charitable purposes represented 71% of our total expenditure (compared to 67% in 2016/17) . Expenditure on administration and fundraising represented 29% of total expenditure (compared to 33% in 2016/17).



Section 5: Governance

Organisational Structure

During 2017/18 Forest Holme Hospice Charity was governed by a board of 10 Trustees who met formally on a quarterly basis. Three Trustees resigned from the Board during this period (Paul Miller, Steve Murrey and Julie Shaw) and two were re-elected (Stuart Bradford and Roger King).

Forest Holme Hospice Charity operates a full strategic planning and budgeting process, with detailed budgets and plans being presented to and approved by the Board each year, with performance subsequently reported and assessed against those plans and budgets on a quarterly basis.

Day-to-day running of the Charity is delegated to the Charity Manager, who reports to the Chair of Trustees. Appropriate approval levels are in place within the Charity regarding requests for funding.

Public Benefit

The Trustees have given due regard to public benefit when planning the Charity's activities, in accordance with the Charity Commission's guidance on Public Benefit. In particular, the Trustees consider how planned activities will contribute to the aims and objectives that have been set.

The Charity achieves its principal objects and purposes through the provision of patient care and staff welfare at Forest Holme, which provides palliative and end of life care at home, in the hospice and in Poole Hospital to those living within the Poole, Wimborne and the Purbeck area. These benefits are directly related to the aims of the Charity and are fully compliant with the Charity Commission guidance on Public Benefit.

Appointment of Trustees

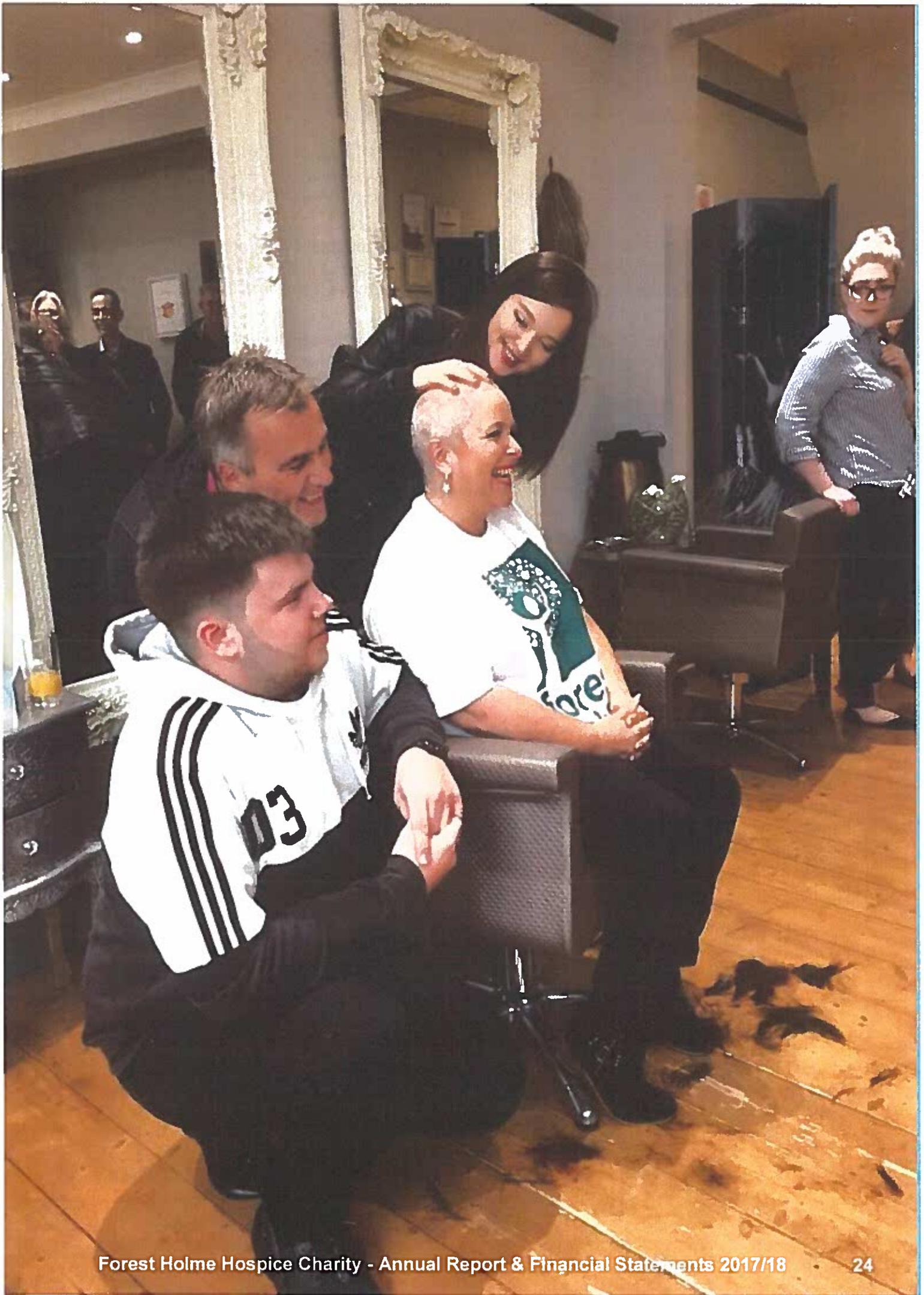
New trustees are appointed when existing trustees retire or resign. Trustees are normally expected to have a professional background (e.g. legal, accounting, medical, or health) or direct involvement in palliative care and to have a good understanding of the aims and objectives of the Charity and its relationship with Poole Hospital NHS Foundation Trust.

In the first instance new Trustees are introduced to the existing Trustees. The potential new Trustee is then invited to a Board meeting as an observer before appointment is confirmed by a majority vote of the existing Trustees held at a special meeting of the Board. Trustees receive introductory training to the Charity and an annual update on good governance. Trustees can serve a maximum of three, three year terms on the Board before they must retire.

Reserves Policy

The Trustees regularly review the level of reserves of Forest Holme Hospice Charity, looking at the nature of income and expenditure streams and the need to match variable income against the expenditure incurred by the Charity in respect of the ongoing provision of palliative and end of life care, which is regular and largely fixed expenditure. The Trustees review the Reserves Policy in line with best practice and the Charity Commission's Guidelines.

The Trustees would expect to hold reserves of a minimum of twelve months' budgeted expenditure. This takes into account the fact that Forest Holme Hospice Charity does not have any committed long term income, that income levels fluctuate across the year, and a proportion of costs are fixed in nature, all of which have a direct impact on the cash flow of the organisation. Unrestricted reserves at 31 March 2018 were £1,362,000 (2016/17 £1,064,000). The Trustees recognise that the level of reserves is above their minimum requirement at present, but they are comfortable with this position due to the nature of the flow of income and the Charity's medium term commitments. The Trustees will review this policy annually.



Section 5: Governance (continued)

Investment Policy

The Trustees have the power to invest in such assets as they see fit. They have decided to invest monies with COIF Charity Funds, managed by CCLA Investment Management Ltd. These funds are split between an Equity Fund and Fixed Interest Fund on a basis of an 80:20 split. They would expect these funds to provide long term capital growth and income for the Charity.

Risk Management

The major strategic risks to which the Charity is exposed have been identified and considered by the Board of Trustees. They include increasing financial demand on existing resources (being addressed by Key Areas 1, 2, 3 & 5), the clarity and parity of NHS commissioning arrangements (being addressed by Key Area 1 & 3) and the relatively low profile of the Charity within the geographical area it serves (being addressed by Key Areas 2, 3 & 4). These, amongst others, have been reviewed and systems established to help mitigate those risks. The Charity maintains a risk register which is reviewed quarterly by the Board of Trustees. Income and expenditure is monitored in total and compared with the approved plan on a quarterly basis to detect trends as part of the risk management process to avoid unforeseen calls on reserves.

The main form of financial risk faced by the charity is that of volatility in equity markets and investment markets due to wider economic conditions, the attitude of investors to investment risk, and changes in sentiment concerning equities and within particular sectors or sub sectors.

Pay policy for senior staff

The key management personnel of the Charity include the Charity Manager and Fundraising and Communications Manager who both work full time. Their posts are paid in accordance with the NHS (Agenda for Change) salary framework. Their roles are assigned to individual NHS Salary Bands. Subject to satisfactory performance, they also receive annual increments on the anniversary of their appointment until they reach the top of their band. Where senior employees take on significant new responsibilities during the year, salaries are adjusted accordingly.

Fundraising Practice

Forest Holme Hospice Charity is committed to ensuring that our fundraising is undertaken in an accountable, courteous, legal, respectful and transparent manner. We are voluntarily registered with the Fundraising Regulator, all of our activities adhere to the Code of Fundraising Practice. We received no complaints about our fundraising methods during the course of the year and our Annual Complaints Return was submitted accordingly.

We do not use third party professional fundraisers or commercial participators to undertake any of our fundraising activities and as a small, local charity we feel very strongly that donors are not put under any pressure to donate to our cause. We do not use cold calling to solicit donations, we do not buy or share personal data or allow anyone else to do so on our behalf. We adhere to best practice with regards to data protection and ensure it is straightforward for anyone to stop all or particular contact from us.





Section 6: Statement of Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities in England and Wales requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the Charity and of the incoming resources and application of resources of the Charity 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 in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 Charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the Charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed

Date:

Dr Stephen Kirkham - Chair of Trustees



Independent Examiner's Report and Statement

Independent Examiner's Report to the Trustees of Forest Holme Hospice Charity

I report to the Trustees on my examination of the accounts of Forest Holme Hospice Charity for the year ended 31 March 2018 which are set out on pages 30 to 45.

Responsibilities and basis of report

As the Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts as required under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Trust as required by section 130 of the act; or
2. that accounts do not accord with those records; or
3. that accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than the requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mike Bath BSc FCA

Signed...

A Director of

PKF-Francis Clark

Chartered Accountants

Towngate House

Poole

BH15 2PW

Date...

Statement of Financial Activities for the year ended 31 March 2018

Income:	Note	Unrestricted Funds		Prior Year	
		General £000	Restricted £000	Total Funds £000	Total Funds £000
Donations and legacies:					
Donations	2	301	6	307	312
Legacies	3	372	-	372	57
Grants	4	4	8	12	8
		677	14	691	377
Income from trading activities:					
Shops	5	64	-	64	64
Lottery		-	-	-	-
Fundraising events	6	205	2	207	169
		269	2	271	233
Investment income	7	7	-	7	10
Total income		953	16	969	620
Cost of raising funds		152	-	152	137
Fundraising trading: costs of goods sold and other costs	5	40	-	40	44
Costs of raising funds		192	-	192	181
Nursing		222	-	222	185
Counsellors		67	5	72	69
Contribution to Poole Hospital for Hospice running costs		76	-	76	69
Patient welfare and amenities		87	11	98	24
Staff welfare and amenities		6	-	6	10
Miscellaneous		7	-	7	8
Expenditure on charitable activities		465	16	481	365
Total expenditure	8+9	657	16	673	546
Net income for the year before gains and losses on investments		296	-	296	74
Net gains/(losses) on investments		2	-	2	20
Net income/ (expenditure) for the year		298	-	298	94
Net movement in funds		298	-	298	94
Reconciliation of funds:					
Total funds brought forward		1,064	5	1,069	975
Total funds carried forward		1,362	5	1,367	1,069

All amounts relate to continuing activities of the Charity. The Statement of Financial Activities includes all the gains and losses recognised in the year. The notes to the accounts are shown on pages 33-45.

Balance sheet as at 31 March 2018.

	Notes	Current Year £000	Prior Year £000
Fixed assets			
Investments	13	173	171
		<u>173</u>	<u>171</u>
Current assets			
Stock		1	1
Debtors	14	156	33
Cash at bank and in hand		1,042	869
		<u>1,199</u>	<u>903</u>
Liabilities			
Creditors: amounts falling due within one year	15	-5	-5
		<u>1,194</u>	<u>898</u>
		<u>1,367</u>	<u>1,069</u>
The funds of the charity:			
Restricted income funds	16	5	5
Unrestricted funds			
General funds	17	1,362	1,064
Total unrestricted		<u>1,362</u>	<u>1,064</u>
		<u>1,367</u>	<u>1,069</u>
Total funds		<u>1,367</u>	<u>1,069</u>

Approved by the trustees and signed and authorised for issue on their behalf by:

Dr Stephen Kirkham
Chair of Trustees

Date: 22.11.18

The notes to the accounts are shown on pages 33-45.

Statement of cash flows as at 31 March 2018

	Notes	Current Year £000	Prior Year £000
Cash flows from operating activities			
<i>Net cash provided by/(used in) operating activities</i>	22	<u>166</u>	<u>-223</u>
Cash flows from investing activities			
<i>Dividends, interest and rents from investments</i>		7	10
<i>Net cash provided by/(used in) investing activities</i>		<u>7</u>	<u>10</u>
Change in cash and cash equivalents in the reporting period		<u>173</u>	<u>-213</u>
<i>Cash and cash equivalents at the beginning of the reporting period</i>		869	1,082
Cash and cash equivalents at the end of the reporting period	23	<u>1,042</u>	<u>869</u>

The notes to the accounts are shown on pages 33-45.

Notes to the accounts

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

The financial statements have been prepared in accordance with 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 2015) - (Charities SORP (FRS 102)) and the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

The Charity 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 note(s).

b) Legal status of the Charity

Forest Holme Hospice Charity was established by a Declaration of Trust.

c) Going concern

The trustees consider that there are no material uncertainties about Forest Holme Hospice Charity's ability to continue as a going concern.

With regard to the following year, the most significant areas of uncertainty of Forest Holme Hospice Charity are the level of donation income which needs to be raised each and every year.

d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are donations where the donor has specified they should only be used for particular areas of the hospice's work. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements. Investment income, gains and losses are allocated to the appropriate fund.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end

are accounted for in income and accrued income in debtors.

Income from NHS contracts, government and other grants, whether 'capital' grants or 'revenue' grants, are recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/ executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due. This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable

Sponsorship from events, fundraising and events registration fees are recognised in income when the event takes place. Lottery income is accounted for in respect of those draws that have taken place in the year. Trading income is recognised on point of sale for both donated and purchased goods.

f) Donated goods and services

Donated goods or services are recognised when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the item is probable and that economic benefit can be measured reliably.

g) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Costs of raising funds comprises fundraising costs incurred in seeking donations, grants and legacies; investment management fees; costs of fundraising activities including the costs of goods sold, shop costs, commercial trading and their associated support costs. Fundraising costs do not include the costs of disseminating information of support of the charitable activities.

Expenditure on charitable activities includes the costs of providing specialist palliative care and support, community services, research and other educational activities undertaken to further the purposes of the charity and their associated support costs.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are allocated to each of the activities on one of the following the basis: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading. More detail on the analysis and basis of allocation is given in note 9 34

to the financial statements.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

h) Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. Further details of their contribution is provided in note 10 to these financial statements and in the Trustees' report.

i) Investments

Investments are a form of basic financial instrument and are initially recognised at their transaction value and subsequently measured at their fair value as at the balance sheet date using the closing quoted market price. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year.

The charity does not acquire put options, derivatives or other complex financial instruments.

All gains and losses are taken to the Statement of Financial Activities as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and their opening carrying value or their purchase value if acquired subsequent to the first day of the financial year. Unrealised gains and losses are calculated as the difference between the fair value at the year end and their carrying value. Realised and unrealised investment gains and losses are combined in the Statement of Financial Activities.

j) Stock

Purchased stock of retail goods is included at the lower of cost or net realisable value. Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impractical to be able to assess the value of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stocktake would incur undue cost for the charity which far outweigh the benefits.

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

l) Cash at bank and in hand

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

m) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

n) Pensions

Employees of the Charity are entitled to join the NHS Pension Scheme, a defined benefit scheme. The scheme is not designed to be run in a way that enables bodies to identify their share of the underlying scheme assets and liabilities. Therefore, the scheme is accounted for as if it were a defined contribution scheme: the cost to the charity of participating in the scheme is taken as equal to the contributions payable to the scheme for the accounting period. There were no outstanding contributions at the year end. The costs of the scheme are included with the associated staff costs and allocated to raising funds, charitable activities, support and governance costs and charged to the unrestricted funds of the charity.

Notes to the accounts

2 Donations	Current Year	Prior Year
	£000	£000
General donations	183	180
In memoriam	116	125
Standing orders and direct debits	8	7
	<u>307</u>	<u>312</u>

Of the total donations received £301k (2017: £304k) was attributed to unrestricted funds and £6k (2017: £8k) was attributed to restricted funds.

3 Legacies	Current Year	Prior Year
	£000	£000
	<u>372</u>	<u>57</u>
	<u>372</u>	<u>57</u>

The income from legacies was £372k (2017: £57k) of which £306k was unrestricted (2017 year: £56k).

4 Grants received	Current Year	Prior Year
	£000	£000
Core funding grants	<u>12</u>	<u>8</u>
	<u>12</u>	<u>8</u>

The income from grants received was £12k (2017: £8k) of which £4k unrestricted (2017: £2k).

5 Shops	Current Year	Prior Year
	£000	£000
Income from sale of donated goods	63	62
Income from sale of bought in goods	1	2
Total income from shops	<u>64</u>	<u>64</u>
Costs of buying in goods	1	1
Staff costs	29	30
Property costs	-	-
Other costs	10	13
Total expenditure from shops	<u>40</u>	<u>44</u>
Net Profit arising from shops	<u>24</u>	<u>20</u>
Number of shops	1	1

All shop income in both the current and previous year relate to unrestricted funds.

6 Fundraising events	Current Year			Prior Year		
	£000 Income	£000 Expenditure	£000 Net income	£000 Income	£000 Expenditure	£000 Net income
Abseil	-	-	-	-	-	-
Barn Dance	3	1	2	2	1	1
Bingo Night	3	1	2	3	1	2
Christmas Raffle	6	1	5	4	1	3
Firewalk	-	-	-	13	2	11
Light up a Life	8	-	8	11	-	11
Quiz Nights	4	1	3	4	-	4
Sunflower Ball	11	5	6	18	8	10
Tie a Yellow Ribbon	5	-	5	5	-	5
Trolley Dash	2	-	2	2	-	2
Wareham Cruise	3	1	2	2	1	1
Volunteer events	162	-	162	105	-	105
	207	10	197	169	14	155

Of all fundraising event income received £205k (2017:£164k) was attributed to unrestricted funds and £2k (2017: £5k) was attributed to restricted funds.

7 Investment income

	Current Year £000	Prior Year £000
Dividends - equities	7	7
	7	10

All investment income in both the current and previous year relates to unrestricted funds.

8 Analysis of expenditure

	Direct Costs	Support costs (note 9)	Total Costs	Prior Year
	£000	£000	£000	£000
Shops costs (note 5)	40	-	40	44
Events costs (note 6)	10	-	10	14
Fundraising costs (note 10)	142	-	142	123
Raising funds	192	-	192	181
Nursing	210	12	222	185
Counsellors	67	5	72	69
Contribution to PHFT	50	26	76	69
Patient welfare / amenities	90	8	98	24
Staff welfare / amenities	4	2	6	10
Miscellaneous	6	1	7	8
Charitable activities	427	54	481	365
Total	619	54	673	546

Of the total expenditure of £673k (2017: £546k), all raising funds expenditure of £192k (2017: £181k) was unrestricted.

Of the charitable activities expenditure of £481k (2017: £342k); £16k (2017: £15k) was restricted.

9 Analysis of support costs

	Management	HR	Finance	IT	Governance	Total	Prior Year	
	£000			£000	£000		£000	£000
Nursing	5	1		5	-	1	12	10
Counsellors	1	2		1	-	1	5	5
Contribution to PHFT for	14	1		9	1	1	26	25
Patient welfare / amenities	4	1		2	-	1	8	5
Staff welfare / amenities	1	-		-	-	1	2	4
Miscellaneous	1	-		-	-	-	1	1
Charitable services	26	5		17	1	5	54	50
Total	26	5		17	1	5	54	50

Governance costs total £5k (2017: £5k) including independent examination fees.

10 Analysis of staff costs and key management personnel

	Current Year £000	Prior Year £000
Wages and salaries	157	151
Social security costs	15	14
Pension costs	22	22
	<u>194</u>	<u>187</u>

The Charity trustees have received no remuneration from the Charity in the current year, with one Trustee's expense being claimed in the preceding year.

There were no staff employed directly by the Charity. Staff are employed by Poole Hospital NHS Foundation Trust and the costs shown above relate to the reimbursement of these staff costs to PHFT.

The average monthly head count was 7 (2017: 7), with an interim maternity cover position starting in March 2018, and analysis of staff employees in the year were:

	Actual number	Current Year Full time equivalent	Prior Year Actual number	Prior Year Full time equivalent
Fundraising services	6	7	5	5
Support services	2	1	2	1
Total	<u>8</u>	<u>8</u>	<u>7</u>	<u>6</u>

There were no employees whose total employee benefits excluding pension contributions were over £60,000.

There are three key management personnel of the Charity whose employee benefits total £77k. (2017: £77k)

The Charity has an average of 88 volunteers during the year (2017: 65), of which 32 (2017: 30) worked in our retail operations and 56 (2017: 35) supported the charitable and administrative work of the Charity. We are extremely grateful for all their efforts.

11 Net incoming resources

	Current Year £000	Prior Year £000
Net income resources is stated after charging:		
Independent Examination	<u>3</u>	<u>3</u>
	3	3

12 Taxation

Forest Holme Hospice Charity is a registered charity and as such is exempt from taxation on its income and gains to the extent that these are applied for charitable purposes.

13 Investments

a)

	£000
As start of the year	171
Unrealised Gains on Revaluation	<u>2</u>
At the end of the year	<u>173</u>

b)

Analysis of investments	Current Year	Prior Year
	£000	£000
Equities	149	146
Fixed interest securities	24	25
 Total charity	 <u>173</u>	 <u>171</u>

All investments are held in the UK.

The historical cost of the investments is £120k. (2017: £120k)

14 Debtors

	Current Year	Prior Year
	£000	£000
Taxation recoverable	13	5
Other debtors	4	1
Prepayments	1	1
Accrued income	138	26
	<u>156</u>	<u>33</u>

15 Creditors: amounts falling due within one year

	Current Year	Prior Year
	£000	£000
Trade creditors	3	3
Other creditors	2	2
	<u>5</u>	<u>5</u>

16 Restricted funds	Balance as stated	Income	Expenditure	Transfers	Balance at
	at the end				end of the year
	of the year	£000	£000	£000	£000
	£000	£000	£000	£000	£000
Total	5	16	16	-	5
	5	16	16	-	5

The £5k (2017: £5k) of restricted funds at year end are allocated to patient welfare and amenities.

17 Unrestricted funds	Balance as stated	Income	Expenditure	Transfers	Balance at
	at the end				end of the year
	of the year	£000	and gains	£000	£000
	£000	£000	£000	£000	£000
General fund	1,064	953	655	-	1,362
Total unrestricted funds	1,064	953	655	-	1,362

18 Net assets by funds	General funds	Restricted	Total funds
	£000	£000	£000
Investments	173	-	173
Current assets	1,194	5	1,199
Creditors falling due in less than a year	-5	-	-5
	1,362	5	1,367

19 Related party transactions

Poole Hospital NHS Foundation Trust operates Forest Holme Hospice. The Charity supports the Hospice financially and is committed to pay for certain agreed staff costs and amenities.

The Charity agreed to make a contribution of £481k (2017: £342k) towards the general running costs of Forest Holme Hospice during 2017/18.

The following Trustees of the Charity, during the accounting year, are also employees of Poole Hospital: Valerie Horn (Matron) and Paul Miller (Director of Strategy).

Stuart Bradford, a Trustee, is also a Partner at Coles Miller Solicitors LLP, the Charity's solicitors. Coles Miller LLP have also provided a part funded will service for three clients associated with Forest Holme Hospice.

Peter Moody, a Trustee, is also a Director of Coleman Insurance, the Charity's insurance broker. Insurance costs with Coleman Insurance were £1k (2017: £1k) for the year.

20 Contingent assets - legacy income

As at 31 March 2018 the Charity had been notified of four residuary legacies and a total of £66k has been accrued in respect of three of these legacies. Four pecuniary legacies which total £72k have also been accrued. (2017: £26k)

21 Financial performance of the Charity.

The summary performance of the Charity is as follows:

	Current Year	Prior Year
	£000	£000
Income	969	620
Total Expenditure	-673	-546
Net gains/losses on investments	2	20
Net income	<u>298</u>	<u>94</u>
Total funds brought forward	<u>1,069</u>	<u>975</u>
Total funds carried forward	<u><u>1,367</u></u>	<u><u>1,069</u></u>
Represented by:		
Restricted funds	5	5
Unrestricted funds	<u>1,362</u>	<u>1,064</u>
	<u><u>1,367</u></u>	<u><u>1,069</u></u>

22 Reconciliation of net income/expenditure to net cash flow from operating activities

	Charity	Prior Year
	Current Year	Prior Year
	£000	£000
Net		
Income/expenditure for the reporting period (as per the statement of financial activities)	298	94
Adjustments for:		
Gains/losses on investments	-2	-20
Dividends, interest and rents from investments	-7	-10
Increase/(decrease) in debtors	-123	-25
Increase/(decrease) in creditors	-	-262
Net cash provided by/ (used in) operating activities	<u><u>166</u></u>	<u><u>-223</u></u>

23 Analysis of cash and cash equivalents

	Current Year	Prior Year
	£000	£000
Cash in hand	1,042	869
Total cash and cash equivalents	1,042	869