

REGISTERED IN ENGLAND
COMPANY NO 04181121
CHARITY NO 1104166

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
(LIMITED BY GUARANTEE)

ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018



SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
(LIMITED BY GUARANTEE)

INFORMATION
FOR THE YEAR ENDED 31 MARCH 2018

Trustees	S C T Fowler Mrs M White Dr I Haczewski Dr N K Holmes
Company Secretary	S C T Fowler
Registered charity	1104166
Company number	04181121
Principal address	17/19 Brocks Road Ecotech Business & Innovation Park Swaffham Norfolk PE37 7XG
Registered office	11 London Street Swaffham Norfolk PE37 7BW
Accountants	Clenshaw Minns Chartered Accountants 30 Market Place Swaffham PE37 7QH
Bankers	CAF Bank Limited 25 Kings Hill Avenue West Malling Kent ME19 4JQ
Solicitors	Ward Gethin Archer 11 London Street Swaffham PE37 7BW

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED (LIMITED BY GUARANTEE)

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2018

The trustees present their report and accounts for the year ended 31 March 2018

Structure, Governance and Management

Governing Document

The organisation is a charitable company, limited by guarantee, incorporated on 16 March 2001 and registered as a charity on 7 June 2004. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

A Management Committee carries out financial and administrative strategy.

Risk Management

The Management Committee has conducted a review of the major risks to which the charity is exposed.

Objectives

The company is a registered charity and its object is the relief of persons living in Swaffham and its surrounding areas who are suffering from chronic or terminal illness by providing for, assisting, promoting and encouraging the treatment, nursing and care of such persons in their homes. We aim to provide practical and emotional support to patients who have a cancer diagnosis or who need end of life care. We aim to assist in any way which will allow the patient, when possible to stay at home.

Home Visits

After receiving a referral, a visit to the patient's home is made to make a full needs assessment. Our support may begin with regular home visits to provide a point of contact, emotional support or help with small errands. We also offer respite sits to enable the family/carer to take a break. We will also, as appropriate, help to fill in forms which may be required to claim Attendance Allowance or other essential benefits. Home visits from our staff are ongoing and allow for regular assessing of the changing needs which will lead to more or additional care being introduced as the illness progresses.

Counselling

When a patient receives a diagnosis of cancer, not only the patient, but all of their close family are thrown into emotional turmoil. They desperately need to talk to someone about their worries and fears but may experience difficulty talking with those who are involved emotionally. Often there is not enough time to talk about feelings at a Hospital appointment, so therefore emotions run high and may cause relationship difficulties. This is why we offer one to one counselling to both patient and their family - available at any point on their cancer journey.

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TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2018

Cars with Care

Our Cars with Care service is much more than a taxi service - our dedicated drivers really do go that extra mile. They will pick up the patient and if necessary their partner/ carer /relative and drive them to their hospital appointment. If the patient is going alone, our driver will stay with them until their chemotherapy or radiotherapy treatment is completed and then return them home. For other appointments, our drivers will accompany the patient to the appropriate department, stay with them if needed or wait until their treatment is completed and then drive them home. The service is available at short notice, early morning, late evening and weekends. The service is provided by volunteer drivers who are always on call. The service also extends to smaller transport needs - for example visits to GP'S, Dentists etc.

Headstart

Hair loss as a result of cancer treatment has a huge impact, especially for ladies. Wigs are not always suitable so we offer headwear as an alternative. We offer sessions to demonstrate different ways of scarf tying and patients can experiment with a variety of hats, scarves or combinations of both so that they can find what is suitable for their needs.

Complementary Therapies

We offer a range of complementary therapies to our patients who are in need of relaxation to help with the relief of stress and anxiety. Reflexology and Reiki are available from our two trained therapists. They attend our groups and will also make home visits if the patient is too ill to attend.

Equipment Loan

We have a stock of equipment which can be taken to patients at short notice. All our equipment is to help to ease the difficulties which may occur during a patient's illness, we provide this at short notice when a need is identified - normally delivery is within 24 hours. Equipment ranges from small things to the large - toilet aids to electric recliner chairs.

Drop In

Provided on a fortnightly basis, this is an open-door afternoon and any one affected by cancer can access this service - patients along with family or a friend can drop in. The emphasis is on sharing and talking to others who are experiencing the difficulties relating to a life-threatening diagnosis. Counselling and complementary therapies are available. This service has proved to be a way for us to contact those who may not have been referred to us by other health care professionals

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TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2018

Home Companionship

Many elderly people who have little or no family in the area, feel isolated and lonely. Our volunteers will visit for a friendly chat - this companionship is very helpful for people who cannot leave their home to ill health. These visits may continue if the patient is taken into residential care and otherwise would have no visitors,

Art and Craft

We run this group every Wednesday to allow patients to explore their creative side. This is a different type of therapy - not only does it allow the enjoyment of creativity, it also helps to improve hand and eye co-ordination. The group are very friendly and they support each other. A therapist will attend allowing patients to take time out for reflexology.

Bereavement Support

Following the death of a loved one, we offer initial bereavement support, helping with practical issues which are so difficult for the bereaved when grief is so intense. We organize to go with them to register the death, help them to contact a funeral director, assist with form filling and attend the funeral. We support those who have lost a loved one through the first few weeks and later, if appropriate, will refer them to one of our trained counsellors for formal one to one bereavement counselling. After one to one counselling we offer one of two options for ongoing support if needed. The first option is a Bereavement group, which is a social gathering normally of around 30 people who have lost a husband or wife. This is very much an upbeat group which is an introduction back into a social setting. The second option is for those who still experience difficulty adapting to their loss after counselling. We offer an 8 week group therapy experience offered to a carefully select number of bereaved people who have all lost a partner. Sharing of experiences opens up a whole new view of the future.

Trustees

The trustees, who are also directors for the purpose of company law, who served during the year are:

S. C .T.Fowler
Mrs M. White
Doctor I. Haczewski
Doctor N. K. Holmes

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Reserves Policy

The trustees have reviewed the reserves of the charity. The review encompassed the nature of the income and expenditure streams, the need to match variable income with fixed commitments and the nature of the reserves. The trustees concluded that the charity has sufficient resources and future income streams to cover its ongoing commitment for the

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2018

foreseeable future. A reserve fund of £115k has been provided for and is regularly reviewed by the trustees.

Achievements and Performance

Most of our referrals come from GP's, District Nurses, Macmillan, local hospitals and organisations or from patients themselves. Our area of referral covers a large area around Swaffham and its surrounding villages and we consider requests for help and support wherever we can. Our motto has always been "small is beautiful" and however much the organisation grows, we endeavour to keep the personal touch where we respond to people's needs and give them the service that they want.

Our figures for patient care for 2017 are as follows:

New Referrals	119
Care Hours Provided	4,016
Home Support Visits - Hours	647
Escorted Journeys to Hospital	525
Volunteer Miles travelled	45,000
Art and Craft total attendances	209
Drop In Group attendances	171
Headstart enquiries	2
Bereavement Groups total attendances	470
Bereavement Counselling Hours	351
Cancer Counselling Hours	28
Reflexology/Reiki total treatments	177
Equipment Usage Occasions	65

We received many written complimentary letters during the year – no complaints were received.

Our volunteers (45 at present) are the life blood of the organization, giving their time freely and willingly. Time commitment, as you would expect, is very variable. The work that we do is varied and wide ranging and our staff endeavour to place volunteers into the right place taking into account, health and safety, their abilities and wishes plus time factors and location

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED (LIMITED BY GUARANTEE)

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2018

Fundraising Report

During the financial year ended 31st March 2018, the sum of £14,226.84 was transferred from the Fundraisers account to the main Hospice Account.

Main Sources of Income 01/04/17 to 31/03/18

Xmas Draw	£1,690
Tree of Lights excluding Gift Aid	£5,276
Concert of Choirs	£1,178
Loose change boxes and collecting tins	£807
Street Collection	£671

The purpose of our fundraising events was to raise monies for our organisation and to maintain and indeed raise the profile of our organisation within Swaffham and the surrounding area.

Financial Review

Our Balance sheet shows that our total assets as at 31/03/18 stood at £364,113 with short term current liabilities of £2,816

Our total income for the year was £133,082 - £53,130 from NHS funding, the remainder (£79,952), coming from donations, regular giving and investment interest. Total expenses for the year, including depreciation were £149,035

Essentially, the organisation remains in a healthy position and with continued financial monitoring and continued funding from the NHS, we should be able to continue to provide the services required by the local community.

Reserve

The reserve is £115,000 and is reviewed on a regular basis.

Public Benefit Statement

In planning our activities for the year, we kept in mind the Charity Commission's guidance on public benefit at our trustee meetings.

Summary

We are still in a healthy position – working capital carried forward is £361,297

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TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2018

The company's financial statements are set out on pages 10-17

On behalf of the Board

S. C. T. Fowler
.....
S C T Fowler - Secretary

6/4 June 2018
.....
Date

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
(LIMITED BY GUARANTEE)

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2018

Law applicable to charitable companies requires the trustees to prepare financial statements for each financial year which give a true and fair view of the charity's financial activities during the year and of its financial position at the end of the year. In preparing financial statements giving a true and fair view, the trustees should follow best practice and:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping accounting records which disclose with reasonable accuracy the financial position of the charity and which enable them to ascertain the financial position of the charity and which enable them to ensure that the financial statements comply with Companies Act 2006. 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

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF SWAFFHAM
& LITCHAM HOME HOSPICE LIMITED CHARITABLE COMPANY

I report on the accounts of the charitable company for the year ended 31 March 2018, which are set out on pages 9 to 16.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of ICAEW.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act;
- to state whether particular matters have come to my attention.

Basis of independent examiners' report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and the seeking of explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the next statement.

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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INDEPENDENT EXAMINERS' REPORT TO THE TRUSTEES OF SWAFFHAM
& LITCHAM HOME HOSPICE LIMITED CHARITABLE COMPANY

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that, in any material respect, the requirements:
- to keep accounting records in accordance with s386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of Section 396 of the Companies Act 2006 and with the methods and principles of the statement of Recommended Practice: Accounting and Reporting by Charities have not been met;
- or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.


.....
Gavin Minns FCA

Date 7 June 2018

Clenshaw Minns
Chartered Accountants
30 Market Place
Swaffham
Norfolk
PE37 7QH

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2018

	Notes	Unrestricted Funds £	Restricted funds £	Total funds 2018 £	Total funds 2017 £
Incoming resources from generated funds					
<u>Voluntary Income</u>					
Donations and bereavements		58,420	-	58,420	55,422
Grants receivable	4	53,130	-	53,130	53,130
<u>Activities for Generating Funds</u>					
Investment income		3,362	-	3,362	4,285
Other income		5,329	-	5,329	6,061
Fundraising		12,804	-	12,804	24,625
Hospice Clothing Net		37	-	37	44
Restricted funds		-	-	-	-
Total incoming resources		133,082	-	133,082	143,567
Costs of generating funds					
Charitable Activities		113,514	-	113,514	126,483
Governance Costs		35,521	-	35,521	38,932
Total resources expended	2	149,035	-	149,035	165,415
Net movement in funds	10	(15,953)	-	(15,953)	(21,848)
Funds brought forward 1 April 2017		377,250	-	377,250	399,098
Fund balances at 31 March 2018		361,297	-	361,297	377,250

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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BALANCE SHEET AS AT 31 MARCH 2018

	Notes	2018 £	2017 £
Fixed assets			
Tangible assets	6	2,290	7,370
Investment	6a	<u>486</u>	<u>486</u>
		2,776	7,856
Current assets			
Debtors	7	3,169	3,169
Cash at bank and in hand		<u>358,168</u>	<u>370,664</u>
		361,337	373,833
Creditors: amounts falling due within one year	8	<u>2,816</u>	<u>4,439</u>
Net current assets		<u>358,521</u>	<u>369,394</u>
Total assets less current liabilities		<u>361,297</u>	<u>377,250</u>
Income funds			
Unrestricted funds:			
Other charitable funds	10 & 11	246,297	262,250
Reserve fund		115,000	115,000
Restricted funds:	11	<u>-</u>	<u>-</u>
		361,297	377,250

In approving these financial statements as trustees of the company we hereby confirm:

- That for the year stated above the company was entitled to the exemption conferred by section 477 of the Companies Act 2006.
- That no notice has been deposited at registered office of the company pursuant to Section 476 requesting that an audit be conducted for the year ended 31st March 2018; and
- That we acknowledge our responsibility for:
 - Ensuring that the company keeps accounting records which comply with section 386, and
 - Preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit and loss for the financial year in accordance with the requirements of section 394 and 395 and which otherwise comply with the provisions of the Companies Act relating to accounts, so far as applicable to the company.

These accounts have been prepared in accordance with the provisions applicable to small companies subject to the small companies regime and in accordance with FRS102 SORP.

The accounts were approved by the Board of Trustees on 6th June 2018 and signed on its behalf below:

Trustee
Dr I Haczewski

Trustee
S.C.T Fowler

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

1. Accounting policies

The significant accounting policies used in the preparation of these financial statements are:

1.1 Basis of preparation

The financial statements have been prepared in accordance with the statement of Recommended Practice: Accounting and Reporting Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, and with the Charities Act 2011. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

1.2 Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Management Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

1.3 Grants

Grants and any associated repayments of income tax are normally only accounted for when received, no account being taken of promised or covenanted donations not yet received.

1.4 Incoming resources

Donations, legacies and other forms of voluntary income are recognised as incoming resources when receivable, except insofar as they are incapable of financial measurement.

1.5 Resources expended

Management and administration expenses reflect central establishment costs and do not include the costs of managing charitable projects.

1.6 Accumulated funds

Restricted funds are subject to specific conditions by donors as to how they may be used.

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

1.7 Tangible Fixed Assets and Depreciation

Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows;

Fixtures, fittings and equipment	33% straight line
Plant and Equipment	25% straight line

2. Total resources expended

	Staff Costs £	Depreciation £	Other costs £	Total 2018 £	Total 2017 £
Direct charitable expenditure:					
Salaries, travel and patient welfare	113,514	-	-	113,514	126,483
Other expenditure:					
Management and administration	-	5,179	30,342	35,521	38,932
Restricted funds - donations	-	-	-	-	-
	<u>113,514</u>	<u>5,179</u>	<u>30,342</u>	<u>149,035</u>	<u>165,415</u>

3. Trustees

None of the trustees (or any persons connected with them) received any remuneration during the period.

4. Grants receivable

	2018 £	2017 £
West Norfolk CCG	<u>53,130</u>	<u>53,130</u>

5. Net incoming resources

	2018 £	2017 £
Net incoming resources are stated after charging:		
Depreciation of tangible owned assets	<u>5,179</u>	<u>7,452</u>

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

6. Tangible Fixed Assets

	Property improvements £	Fixtures, fittings & equipment £	Plant and equipment £	TOTAL £
<u>Cost</u>				
At 1 April 2017	8,482	2,151	17,099	27,732
Additions	-	99	-	99
Disposals	-	-	-	-
	<u>8,482</u>	<u>2,250</u>	<u>17,099</u>	<u>27,831</u>
At 31 March 2018	<u>8,482</u>	<u>2,250</u>	<u>17,099</u>	<u>27,831</u>
<u>Depreciation</u>				
As at 1 April 2017	5,418	1,886	13,058	20,362
Charge for the period	2,828	218	2,133	5,179
Dep'n on Disposals	-	-	-	-
	<u>8,246</u>	<u>2,104</u>	<u>15,191</u>	<u>25,541</u>
At 31 March 2018	<u>8,246</u>	<u>2,104</u>	<u>15,191</u>	<u>25,541</u>
<u>Net Book Value</u>				
At 31 March 2018	<u>236</u>	<u>146</u>	<u>1,908</u>	<u>2,290</u>
At 31 March 2017	<u>3,064</u>	<u>265</u>	<u>4,041</u>	<u>7,370</u>

The above fixed assets have been reviewed in year and several assets have been written off as it has been agreed that the value of these assets are negligible.

6a. Fixed Asset Investment

These comprise 100 Banco Santander shares donated to Swaffham & Litcham Home Hospice valued at fair value at the year-end 31 March 2018.

7. Debtors	2018 £	2017 £
Prepayments	-	-
Other debtors	<u>3,169</u>	<u>3,169</u>
	<u>3,169</u>	<u>3,169</u>

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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

8. Creditors: amounts falling due within one year	2018	2017
	£	£
Accruals and deferred income	2,816	4,439
	<u>=====</u>	<u>=====</u>

9. Analysis of Net Assets Between Funds	Restricted Funds	Unrestricted Funds	Total Funds
	£	£	£
Tangible & Intangible Fixed Assets	-	2,776	7,856
Current Assets	-	361,337	373,833
Current Liabilities	<u>-</u>	<u>(2,816)</u>	<u>(4,439)</u>
	<u>-</u>	<u>361,297</u>	<u>377,250</u>
	<u>=====</u>	<u>=====</u>	<u>=====</u>

Closing members' funds shown above are held on charitable trust and in accordance with the restrictions contained in the company's Memorandum of Association.

10 Unrestricted funds	Reserve Fund	Other Charitable Fund
	£	£
At 1 April 2017	115,000	262,250
Deficit for the year	-	(15,953)
Transfer	<u>-</u>	<u>-</u>
At 31 March 2018	<u>115,000</u>	<u>246,297</u>
	<u>=====</u>	<u>=====</u>

11 Restricted funds	£
At 1 April 2017-	
Surplus for the year	-
At 31 March 2018	<u>-</u>
	<u>=====</u>

12. Transactions with directors and connected persons

None of the directors (all of whom also act as trustees for the charitable activities of the company) entered into any material transactions, contract or other arrangement with the company.

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

	Unrestricted Funds £	Total funds 2018 £	Total funds 2017 £
Incoming resources from generated funds			
<u>Voluntary Income</u>			
Donations and bereavements	58,420	58,420	55,422
Grants receivable	53,130	53,130	53,130
<u>Activities for Generating Fund</u>			
Investment income	3,362	3,362	4,285
Other income	5,329	5,329	6,061
Fundraising	12,804	12,804	24,625
Hospice clothing Net	37	37	44
	<hr/>	<hr/>	<hr/>
Total incoming resources	133,082	133,082	143,567
	<hr/>	<hr/>	<hr/>
Costs of generating funds			
Charitable Activities			
Salaries	83,020	83,020	86,182
Travel	19,556	19,556	26,155
Training	4,065	4,065	2,505
Community support	2,503	2,503	5,391
Reflexology	4,370	4,370	6,092
Repairs & renewals of patients equip	-	-	158
Capital expenditure	-	-	-
Sundry	-	-	-
	<hr/>	<hr/>	<hr/>
	113,514	113,514	126,483
	<hr/>	<hr/>	<hr/>
Governance Costs	35,521	35,521	38,932
	<hr/>	<hr/>	<hr/>
Total resources expended	149,035	149,035	165,415
	<hr/>	<hr/>	<hr/>
Net movement in funds	(15,953)	(15,953)	(21,366)
Funds brought forward 1 April 2017	377,250	377,250	399,098
	<hr/>	<hr/>	<hr/>
Fund balances at 31 March 2018	361,297	361,297	377,250
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LIMITED
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

	2018	2017
Governance Costs		
	£	£
Insurance	1,386	1,531
Postage and stationery	385	381
Publicity	144	309
Telephone	3,988	4,111
Office expenses	2,722	2,615
Net fundraising expenses	1,912	2,969
Repairs and renewals	606	560
Subscriptions and licences	703	869
Bank charges	139	112
Accountancy	1,033	913
Depreciation	5,179	7,452
Profit/loss on sale of assets	-	-
Rent	11,232	11,232
Light and heat	2,404	2,263
Rates	870	1,012
Cleaning	2,818	2,773
Revaluation in Investments	-	(170)
	<u>35,521</u>	<u>38,932</u>
	=====	=====