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Haven House Foundation Board of Trustees' Report for the year ended 31 March 2014

Chair and Chief Executive’s highlights of the year

We are delighted to introduce the Haven House Children’s Hospice annual report and financial statements for 2013/14.

2013 was an exciting year for us as we celebrated our tenth birthday. This gave us an opportunity to review and reflect on our successes of the past 10 years and embark on an ambitious capital project to introduce new facilities and services for our families and children.

Despite the economic climate, the hospice has continued to provide specialist palliative care to more children and families and remains financially sound. This is thanks to the generous support of our local community and our partnerships with the statutory sector.

In 2013/14 we supported 150 children who met the criteria for hospice care, which included 42 new referrals. This support included a combination of clinical and non-clinical services dependent on need. In addition we continue to support 57 families with post-bereavement services following the death of their child.

Across our services we have supported 292 families and 325 siblings. Outside of our clinical services we also supported 95 children in the community through our short break, play, toy home loan and specialist yoga services. Since opening we have supported over 500 families.

This report will celebrate the fact that we have both increased the numbers of families we support and increased the voluntary funds raised to give us the opportunity to do so.

2014 also began with the sad news that our former Chair, Ian Sparks OBE, died in January after a short illness.

Haven House was the vision of our founder Sue Irwin, who, together with fellow visionaries in 1995, fundraised to open a hospice for local life-limited children and their families in need of support and respite care. Ian respected this vision and spent many years supporting Haven House, firstly as a Trustee, becoming Chair in 2005 and then stepping in as Chief Executive in 2008 during a period of financial uncertainty.

Ian was an extraordinarily wise and good man who taught us so much. He will be hugely missed by the families, staff and volunteers at Haven House and therefore it is absolutely fitting that this introduction recognises his contribution to our charity, which, without him, may not be here today.

Trustee development

Following a period of public recruitment in June 2013, Haven House appointed seven new Trustees, with new Chair, Frances Daley, joining the Board in December 2013. Frances, who was born in Loughton, is a Chartered Accountant and has held various Finance Director roles, latterly as Group Finance Director of Lifeways Group, a leading supplier of specialist support to adults with learning difficulties and special needs.

Quality of care

As a regulated healthcare provider, our regulators, the Care Quality Commission (CQC) visited us for an unannounced inspection in December 2013. We are pleased to report that they found that we met
Haven House Foundation Board of Trustees' Report for the year ended 31 March 2014

all the standards they inspected in the following areas: consent to care and treatment, care and welfare of people who use services, meeting nutritional needs, safeguarding people who use services from abuse, complaints and requirements relating to workers.

To shape and improve our services we will continue to seek and take account of the views of our families and the professionals involved in their care.

Delivering new services

We have now completed the build of our Holistic Care Centre (HCC), a new facility annexed to The White House which is home to our hospice services.

This has been a 24-month project which was opened by HRH The Duchess of Gloucester GCVO in September 2014. The centre will allow us to provide a broader range of specialist services to an increasing number of local life-limited children and their families in our area.

The Holistic Care Centre will provide:
- Clinical consulting rooms which will offer care closer to home for children and young people from families from North and East London, and West Essex. This will enable them to meet with their Specialist Palliative Care Consultant from Great Ormond Street Children's Hospital in their own community
- Counselling services for our parents, carers and siblings
- Dedicated space for Nurse Led Assessment Clinics
- The implementation of a new physiotherapy service for children and young people
- Complementary therapy services for parents and carers
- Yoga Therapy which is moving from the community in Redbridge to become an in-house service for our children and young people
- Education and Training Centre with integral Together for Cinema facilities and dedicated space for groups for our Expert Parent Programme
- A dedicated music therapy room.

This development would not have been possible without the support of NHS England, our local businesses and community. As statutory funding continues to decrease the majority of the services we plan to run from the HCC will not be funded by the NHS. This is why we are incredibly grateful for the continued financial support of individuals and companies who enable us to support so many more families each year.

Celebrating our 10th birthday

During 2013 we ran a number of activities across the whole organisation to celebrate our 10th birthday. These were designed to raise funds and to say thank you to everyone who has supported us since we opened in 2003.

Haven House is a local charity supporting local families so we were pleased to host our birthday party with 150 supporters and families on our lawn in June 2013. We were also joined by members of the Irwin family and Terence and Anne Mallinson, whose family owned the White House and surrounding estate up until the 1960s.

Our Buddies (brothers and sisters of children who use our hospice service) created a series of art works which were displayed at the event to celebrate our birthday.
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In October 2013 we delivered our first gala ‘birthday’ ball in the City of London attracting 300 guests and raising £104,000 on the night which is our most successful fundraising event to date. We were delighted that Patron, Ben Shephard was able to host the event and Christopher Biggins took on the entertaining role of auctioneer. The highlight of the evening was hearing from Haven House mum, Mel Field who told the moving and inspirational story of her daughter, Molly and how we had supported her family during a period of incredible sadness.

Our birthday was also shared with luxury lifestyle magazine West Essex Life which supported our events and activities with dedicated features and articles each month.

We are grateful to Chigwell Construction Plc and Dilshan Transport Group Limited for sponsoring our 10th birthday year.

Promoting the need for hospice care

As a local charity reliant on the generosity of local individuals and organisations, it is important that we highlight the impact that we make on the community we serve.

This year we refreshed a number of our information and marketing materials, including our website, to highlight the different services we provide and to increase referrals from healthcare, education and social care professionals. We also increased our media coverage across print, online and radio in our area achieving over 768 media pieces.

Achieving national media coverage is often difficult for a local charity, but through last year’s ITV Text Santa appeal, the hospice was featured on Daybreak, with a particular focus on the benefits of music therapy. In addition through the funding of a Healthcare Support Worker from Children In Need we were also part of its annual appeal in November.

Financial stability

Through investment in our income generation activities and by fostering good relationships with our commissioning partners over the past five years our total income has grown from £1,656k in 2008/09 to £2,959k in 2013/14. This is a 79% increase in income, which includes the NHS England capital grant for our HCC. Without this grant however, we still would have seen a 54% increase which is a fantastic achievement.

In previous years the income from statutory and government grew from £677k in 2008/09 to its peak of £924k in 2010/11. However, since then there has been a reduction in statutory income each year, with £744k in

2013/14 (excluding the capital grant).

Over the past year we have invested significantly in other income generating activities. This investment has enabled income from voluntary and generated sources (which had been relatively static between 2008/9 and 2010/11) to grow from £1,024k in 2010/11 to £1,798k in 2013/4.

This growth has been helpful to reduce the relative importance of the statutory income year-on-year, enabling new services to be introduced and more children and families to be supported.

We are both incredibly proud to be at the helm of a growing charity which is committed to delivering excellent care and support to our children and families.
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

We are fortunate to work with a committed team of staff and volunteers who regularly go above and beyond the ‘day job’, to make sure Haven House has a strong future.

We hope you enjoy reading our annual report. If you would like to support the hospice through giving your time or money, please contact our team on 020 8505 9944.

Frances Daley
Chair

Mike Palfreman
Chief Executive
Our objectives and activities

Haven House is located in a converted, locally-listed building, The White House, in beautiful grounds, on the borders of Essex and London.

Haven House is a special place for special children, which provides a tranquil haven, a home from home where children are safe and have fun, while their families can relax in the certainty that their children are receiving the highest quality care.

Our hospice is a nurse-led unit with a service level agreement with the Specialist Palliative Care team from Great Ormond Street Hospital. The Rydal Practice in Woodford Green is also available as a resource for child health problems when they arise. Our care team ensures that each child and family receives safe and timely high quality care which is tailored to meet each child's individual needs.

The purpose of our charity is:

To provide end of life and short-term respite care to children and young people from birth to 19 years old, who suffer from life-limiting or life-threatening conditions* and to provide a loving and caring environment where children and their parents and carers will feel safe and secure. Within these objectives, Haven House provides a range of services to families whose children are life-limited or life-threatened.

*The definitions of these conditions have been set out by the Association for Children's Palliative Care (now Together for Short Lives) and these definitions provide criteria for the services we offer.

Our services

**Respite care** for children and young people with life-limiting or life-threatening conditions. This includes day care sessions and overnight stays both during the week and at weekends.

**Nursing palliative care and symptom control** to prevent hospital admissions or reduce the length of a hospital stay.

**Step-down transitional care:** we facilitate transition from hospital to home for infants and children; either where families need new skills to care for their children, or for children who have a tracheostomy and are unable to go directly home.

**Palliative care, including end of life care** for neonates, children, and young people who are reaching the end of their lives and support to their families.

**Bereavement suite and services** for children, who have used Haven House, and also for children who have died at home or in hospital, and for their families.

**Community services**
- Music therapy
- Play therapy in children’s homes, community venues and in the hospice
- Specialised toy and equipment loan service at home and in community spaces
- Special yoga
- Fun activities.

**Family support**
- 'Buddies' support for siblings of current users of our services and also bereaved siblings
- Counselling
- Telephone advice 24/7
- Parent/carer forums, where carers can meet and support each other, with Haven House staff to provide advice, guest speakers and therapists to aid relaxation
- Expert Parents service including training sessions to inform and empower parents and carers
- Family suite, so families can stay when their children visit, or when their child is in the bereavement suite.
Areas served

Our services are available to children and families across the whole of North and East London, West Essex and East Hertfordshire. During the year we supported children and families from Barking and Dagenham, Barnet, City and Hackney, Enfield, Haringey, Havering, East Hertfordshire, Islington, Redbridge, Waltham Forest and West Essex.

We are keen to accept referrals of children and young people from all the areas/boroughs detailed above. Please note that arrangements differ from area to area. More details of referral criteria can be found on our website www.havenhouse.org.uk.

Map of London, Hertforshire and West Essex goes here
Objectives for the year in review

Last year we set objectives to improve our activities and service delivery across the following areas:

- Services to children, young people and families
- Funding
- Infrastructure
- Governance
- Staff and volunteers
- Financial stability

Each senior management team member holds operational responsibility for delivering against these objectives by producing and implementing work plans. The senior team are supported by, and report progress to, the relevant sub-committee of the Board.

Our achievement of these objectives is discussed in more detail in ‘achievements and performance’ on pages 10 – 18.

Role and contribution of volunteers

The contribution of volunteers is of significant value to Haven House, allowing us to make our funds go further and extend our services into areas which might not otherwise be funded.

For our volunteers we provide opportunities to develop new skills to enhance CVs or personal development goals as well as offer our local community the opportunity to participate in the running of their local hospice.

Over 292 volunteers now support the hospice in a wide variety of roles which breakdown as follows:

- Fundraising activities: 194
- Retail: 63
- Hospice services: 15
- Administration and support: 20

Many of our volunteers support more than one area of the charity, so have been included in their principal area of volunteering.

In addition, through our corporate volunteering programme our hospice grounds and retail operations have benefited from 8,484 hours of volunteer time improving our gardens and increasing donations and sales through our two shops.

Public benefit

The principle objective of Haven House is to provide 'the relief of sickness and suffering among children and young people and care and support to their families.' The Trustees confirm that they have complied with the duty in Section 17 of the Charities Act 2011 to have due regard to the Charities Commission general guidance on public benefit and consider that the hospice’s activities, as outlined in this report, fall within the definition of public benefit. Haven House delivers public benefit by providing services and support for children with life-limiting or life-threatening conditions and their families at no personal cost to themselves.
Haven House Foundation Trustees’ Annual Report for the year ended 31 March 2014
Achievements and performance

In the year ended 31 March 2014 our achievements were:

**Objective 1: Services to children, young people and families**
Provide high quality services and support, which meet the needs of the life-limited and life-threatened children and young people and their families in our area.

**What we said we would do:**

- Increase the number of families and children supported
- Increase the number of referrals to Haven House for children at end of life
- Improve the quality of services provided
- Ensure that all children with whom we are currently working have CHASE care plans and risk assessments, if necessary, in an electronic format
- Through CHaL (Children’s Hospices across London) interrogate research and data available to identify the level of need for palliative care in our area.

**What we did:**

In 2013/14 we supported 150 children who met the ACT 1-4 criteria for hospice care, which included 42 new referrals. This support included a combination of clinical and non-clinical services dependent on need. In addition we continue to support 57 families with post-bereavement services following the death of their child.

Across our services we have supported 292 families and 325 siblings. Outside of our clinical services we also supported 95 children in the community through our short break, play, toy home loan and specialist yoga services. Since opening we have supported over 500 families.

*Chart shows growth in open cases of children (ACT criteria 1-4) supported at Haven House*

*Chart of cases of children supported at Haven House goes here*
At the end of the year we had received nine referrals of children who required end-of-life care. Our care staff have facilitated the end-of-life care pathway for families even if the child does not physically come to Haven House. This was achieved by working seamlessly with our colleagues in the Palliative Care team at Great Ormond Street Hospital. To support our families, team nursing has been fully implemented and the ‘named nurse’ concept introduced.

Analysis has taken place by Haven House staff of research undertaken by University of Leeds to more fully understand the work carried out around numbers of life-limited children across UK. This is being further explored within CHaL.

We commissioned an independent Nurse Consultant in Safeguarding children and young people to assess our responsibilities in meeting the Safer Network Standards as part of the Care Quality Commission (CQC’s) outcome 7 for quality and safety.

Our regulators, the Care Quality Commission (CQC) visited us for an unannounced inspection in December 2013. They found that we met all the standards they inspected in the following areas: consent to care and treatment, care and welfare of people who use services, meeting nutritional needs, safeguarding people who use services from abuse, complaints and requirements relating to workers. The CQC made a comment about the implementation of mental capacity assessments for our young people aged between 16 to 19 years. We have been looking at ways to implement these changes following discussions with our children’s hospice colleagues across London.

To ensure total quality improvement there is now a designated staff nurse lead for Infection Control who works with the Director of Nursing in ensuring that our calendar of audits is complete. This year we carried out a short survey of the Registered Nurses who had completed the Help the Hospices Audit tools which enabled us to fulfil some of our CQC standards of quality and safety in 2014/15.
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

- For the first time Haven House conducted a partner survey to our partners across health, education, social care and the voluntary sectors to receive feedback on our services. It was uniformly agreed by all the respondents that Haven House provides a high quality of care of a safe standard: responds to referrals in a timely manner; informs their partners of any problems and deals effectively with difficulties, incidents or potential complaints.
- 98% of our staff said if a friend or relative needed treatment at Haven House they would be happy with the standard of care provided (Birdsong survey, 2013).
- By the end of the year all our children had electronic care plans which are reviewed every three months as a minimum.

- To support our families we have held 12 coffee mornings and four coffee morning events, attended by 14 parents.
- Our expert parents programme evolved to reach out to our local community to provide training in schools in East London. Two schools have benefited from our training which was commissioned from the charity ‘Young Epilepsy’: George Carey a mainstream in Barking and Dagenham and Whitefield’s School, a special needs school in Waltham Forest. In total 60 parents attended the sessions in the two schools. The programme is based on the adult model of ‘Expert Patients’ to enable and ensure that individuals with long-term conditions gain confidence and are empowered to take more responsibility to self-manage their own health.
- In our community this year we extended our Toy Home Loan service to Haringey and Islington and worked in partnership with our colleagues in the Life Force team who are managed by Whittington Health Care. The service is available to families with children who have additional or special needs. The toys can be used to stimulate movement, communication, learning and development. Our service has carried out over 60 home visits to provide specialist toys for families to use in their homes. Over 70 children have used the service.
- We have delivered nine Fun Friday events (though not necessarily held on Fridays) attended by 47 people (over 10 families). We have delivered over 150 in house Fun Friday activities and held six new activities during the school holidays. Fun Friday activities include wheelchair dancing and outdoor explorer sessions.
- Haven House Buddies offers a regular support group for siblings of children and young people who use care services at Haven House. This year siblings, between the ages of five and 19, have taken part and enjoyed a huge variety of activities including drama workshops, creative cookery sessions, sporting events and pantomime performances as well as being invited to family events such as the Christmas party.
- We updated our website to improve information about our services for commissioners and parents and introduced two new leaflets for these audiences.
Objective 2: Funding
Ensure we have the sustainable funding necessary to fund the services our children and families need, both now and in the future.

What we said we would do:

Fundraising
- Increase total voluntary and fundraising income to £1.6m pa in 2013/14
- Maximise income generation and branding opportunities for our 10th birthday year and beyond, by engaging new supporters and building on existing relationships
- Continue to develop and test new/under developed areas of income generation including retail, legacy marketing and individual giving, to deliver long term and sustainable fundraising growth.

Statutory
- Build relationships with the new commissioning structures within the NHS to ensure continued funding for the Hospice
- Continue to participate and contribute to the Children’s pilot for the Palliative Care Funding Review, until it ends in September, so that we will be fully informed as to the impact in changes in statutory funding, and can respond accordingly.

What we did:

Fundraising achievements
- Prior year investment in fundraising has resulted in us exceeding our gross income target by 8% and increasing our voluntary and generated income on last year by 30% - a total of £1,798k raised. This year was the first year that the hospice secured over £1m in net income from fundraising.
- Particular income streams performed well against budget including corporate partnerships, trusts and grants, lottery and legacies. Our income from community groups and organisations, which includes schools, faith groups, sports clubs and local business stayed on par with the previous year.
- Our corporate team won three ‘Charity of the Year’ partnerships – BGC, WorldPay and CIBC; and the community and major gifts team continued to work collaboratively to support our partnership with the Professional Darts Corporation with events and collections which has raised £215k over the two years we’ve been their chosen charity.

| Picture of Fundraisers and Haven House family at the CIBC presentation with Frank Bruno & Leanne Jarvis goes here | Picture of Haven House mums with Christopher Biggins goes here |
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

- We delivered an integrated fundraising and marketing campaign across all income streams to celebrate our 10th birthday which included a birthday party in the grounds to thank families, volunteers and supporters; a media partnership with West Essex Life; additional events to our annual calendar including our Celebrity Football Match at Leyton Orient supported by Danny Dyer, Mark Wright, James 'Arg' Argent and the Overtones; and our first London-based gala 'birthday ball' at Plaisterers Hall.

- The Pears Foundation and Garfield Weston Foundation supported our clinical care services with the Thornley Education Trust, the Zurich Community Foundation and the Rank Foundation supporting our play services.
- A day at the hospice costs £3,835 and last year individuals and companies paid for 22 'days' as part of our 'Pay for a Day' scheme.
- Singer Leanne Jarvis, opened a new charity shop in Epping High Street in August 2013.
- Within our community team, Sam and Billie Faiers helped us launch our Afternoon Par-Tea campaign and 2013 was our last year for our annual GLOWalk which after four years of success will be transformed into the Pumpkin Ploid for 2014.
- Our community events and challenges continue to be well-supported, with 92 people from our community running, walking, cycling or swimming for us. The most popular fundraising challenge event continues to be the London Marathon and we are over-subscribed for places every year.
Haven House Foundation Trustees’ Annual Report for the year ended 31 March 2014

- The marketing team has continued to develop our supporter materials including refreshing our fundraising packs and website content; producing service leaflets for care professionals and parents; and introduced a new regular giving product.
- With a relatively small donor database we have found it challenging to gain significant returns from our Spring and Christmas direct mail appeals to continue to run these activities without refinement into the next financial year.
- Our lottery, in partnership with the Local Hospice Lottery, has begun to ‘pay-back’ with membership at over 4,400.
- To maximise our donations we reviewed the percentage of donations that were eligible for Gift Aid and ran a campaign to increase the number of donors with a valid declaration from 34% to 48%. This campaign will continue into next year.

Picture of Our 2013 Summer Fayre at the hospice saw over 1000 guests – supported by our wonderful volunteer team goes here

Picture of Guests at our Birthday Ball 2013, hosted by Patron, Ben Shephard goes here

- We have increased our media presence both locally and nationally with 768 media pieces with an ‘advertising value equivalent’ of £1,066,627.
- Our music therapy service was featured on ITV’s Daybreak as part of the annual Text Santa campaign and one of our families’ stories (Molly’s Story, available on our website) was also featured during Children In Need ‘Rocks’ concert.
- Celebrity visits have included Radio 2’s Jo Whiley, Mark Wright, Union J, Christopher Biggins and Leyton Orient Players Dean Cox & Harry Lee.
- We have grown our social media presence to keep our supporters connected to our services and keep up to date with our activities. Our Facebook ‘likes’ are at 1,900 with our Twitter followers at 3,000.
- With support from Patron, Vicki Michelle we launched our first ‘Make a Will Week’ in October in association with nine local solicitors. This promoted the benefits of will-making as well as raising funds for the hospice. We also created new legacy materials to support the campaign.
- To support our longer-term ambitions for growth and increase sustainability from corporate and major donor activities we restructured the income generation team to bring together major gifts from corporates, trusts, individuals and special events into one team. This resulted in us recruiting a new Head of Corporate & Major Gifts and a Special Events Manager at the end of the financial year.
- Our fundraising activities are supported by a small, but dedicated team of volunteers who help with raffles, cake sales and administration. Our bucket collection team, led by Don Foster in our surrounding area and London train stations raised a phenomenal £39k this year. We are hugely grateful for their support in helping us to achieve our year-on-year growth in fundraising income.
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

What we did:

Statutory achievements
- Considerable efforts have continued to maintain and build sound relationships with Commissioners, within the context of changes to health and regular changes to commissioning staff. This has resulted in a number of new contracts particularly across North London.
- Haven House has been participating in the children’s pilot led by Great Ormond Street Children’s Hospital. Before the period of participation ended in September 2013 Paul Burstow MP for Sutton and Cheam visited Haven House to meet with the Director of Nursing to discuss the progress in the children’s pilot sites. Our Quality Account for 2013/14 includes the data collected by Haven House that has been included in the NC/NE/SE London children’s pilot site returns to NHS England, to help inform the development of a per-patient palliative care tariff.
- To increase our referrals and build good working relationship with our partners, a senior nurse attended the Great Ormond Street Hospital specialist palliative care team meeting every week throughout the year.

Objective 3: Infrastructure
Provide the infrastructure we need to support our care services and the income generation activities which fund those services

What we said we would do:
- Complete our new annex on time and within budget
- Ensure staff have the IT skills and hardware/software to enable them to be efficient.

What we did:

In 2013 we were awarded £464k grant from NHS England, as part of a £60million boost to hospices across England, to build a Holistic Care Centre as an annex to the hospice. This was opened by HRH The Duchess of Gloucester GCVO in September 2014. The centre will allow us to provide a broader range of specialist services to an increasing number of local life-limited children.

While we received a substantial grant for the building, the development – a contemporary glass and cedar addition – has been supported by a number of local companies and trades. We are grateful for the support of Clear Architects and Mason Construction (London) Ltd who have project-managed the build and its construction. We are also thankful for the support from the Amy Winehouse Foundation, Together for Cinema, The Story of Christmas, Bathworks Ltd, Premier Sustain and ING.

The Centre will provide:
- New consultation facilities for clinicians, including Great Ormond Street Children’s Hospital to meet with local life-limited children, bringing care much closer to home
- New physiotherapy and complementary therapy services
- Multi-training space for staff, volunteers and local groups
- Confidential assessment areas for our parents and children
- A dedicated room for music and other therapy sessions.

We have continued to work with our IT providers to ensure greater effectiveness and reliability, but it has not been possible to conduct a further review. This will take place once more staff are on one site at The White House.
Objective 4: Governance
Develop our governance structure to provide leadership for the longer-term effectiveness and sustainability of our charity

What we said we would do:

- Recruit a new Chair and Trustees to fill the skills gaps on the Board
- Create a five year strategic plan for the charity.

What we did:

- A new Chair was recruited and started in December 2013
- An additional seven Trustees were recruited with a wide range of expertise and skills
- The Board is already offering a new and different perspective and challenges. A further skills audit is to be done to identify remaining skills gaps
- The creation of a five year strategy was delayed to allow the new Chair and Trustees to be inducted and to be in a position to contribute. We have now set up a strategy steering group which has commenced work.

Objective 5: Staff and volunteers
To ensure we recruit and retain high calibre, motivated staff and volunteers as they are fundamental to us achieving our goals

What we said we would do:

- Improve the recruitment of volunteers so that we have a pool of volunteers with the skills and knowledge required
- Continue to increase staff morale

What we did:

- In our annual staff survey (Birdsong survey, 2013), 91% of staff said that they feel proud to work for Haven House.
- A monthly team newsletter was circulated to all staff and volunteers each month updating them on our achievements over the past month and future fundraising opportunities
- We set up an ‘Improving Working Lives’ committee which was chaired by the Chief Executive and/or the Director of Human Resources to discuss ideas for working together to improve their working lives.
- We introduced a more formal recruitment process for our volunteers to ensure that potential volunteers’ skills sets could be utilised across the organisation
- Held a 10th birthday party for our volunteers in recognition of their contribution to the charity

Objective 6: Financial stability
To ensure the long term sustainability of the charity

What we said we would do:

- Continue to carefully manage expenditure, and actively plan to increase voluntary and fundraising income, so that we have a balanced budget in 2013/14, whilst investing in services and in income generation capacity.
- Ensure that a minimum of three months’ expenditure is held in reserve.
What we did:

- We generated a surplus in 2013/14 of £604k, which includes the impact of the capital grant to fund our new Holistic Care Centre. The underlying surplus was £198K.
- The investments in income generation capacity enabled us to significantly increase voluntary and generated fundraising income, thereby reducing our reliance on statutory funding, and enabling us to make investments in our services during the latter part of 2013/14 and in 2014/15. This has allowed us to increase the number of children and families supported.
- Five months’ free reserves are now held which is on target to achieve our new reserves policy of increasing our reserves to six months reserves from the original level of three months. This will enable us to have greater evidence of sustainability of service.
Our impact

Our impact is demonstrated by the feedback and comments from our families, supporters, staff and volunteers.

“With my school friends I don’t always want to be sad and talk about my sister. However, when I go to Buddies I will often think and talk about her. It’s nice to share how you are feeling with people your own age who understand what you are going through.”

(Feedback from one of our Buddies)

“Just wanted to say a big thank you for looking after us so well during our stay with you. We managed to get to spend some time with her and were able to be by her side right until the very end. Rosie will forever be in our hearts helping other children through Haven House. We will continue to keep Rosie’s page running and hope to keep raising money for Haven House so you can keep helping families through difficult times like how you helped us. We really appreciated everything.”

(Bereaved family comment)

“Other people have noticed that she is more interactive now, and her arm movements have become very rhythmical and purposeful.”

(Family using our music therapy service)

“Just to say thank you so much for looking after Zakki, Sami and Yasmin. The respite has allowed us to have time and space to help organise our move up North and to catch up with chores and tasks. PS Thank you to the staff who helped us get through the nightmare of being stranded 300 miles away with a broken down car...with only three hours to pick the children up.”

(Family using respite services)

“Joseph had a great time at the sports day and said he would definitely come back.”

(Feedback from a Buddies event)

“A very affirming day, once again I am very proud of being part of the team.”

(Feedback from staff development day, September 2013)
“The case studies helped and so did the video footage which really emphasised the importance of the work we do and the care we provide.”
(Feedback from staff development day, September 2013)

“I enjoyed the sessions on the toy home loan and music therapy as it provided me with much more information than I already had.”
(Feedback from staff development day, September 2013)

“A BIG thank you to the toy home loan service. I had never heard of them until two weeks ago and today I have a very happy little boy who’s enjoying the new toys Rowline delivered home for us. One of the best services I have come across in the seven years of caring for a disabled child at home. Well done to all involved for providing a service that works so well.”
(Family using the Toy Home Loan service)

“I feel confident to deal with professionals in an assertive way to address my child’s needs”
(Feedback from parent attending Expert Parents training)

“This is an event that we truly look forward to. It is always beautifully done. The venue is lovely, calm and you feel extremely comfortable. The service is done in such a thought out way.”
(Family attending our Memory Day service)

“Thank you for inviting us to your special Ball, we had a wonderful evening. I felt like Cinderella except I didn’t lose my shoe and went home with my prince.”
(Birthday Ball guest, October 2013)

“It was the best ‘do’ I’d been to in ages, the entertainment was superb. Over the moon that we raised the sum we did, excellent.”
(Birthday Ball guest, October 2013)

“Auction was brilliant and the generosity of the guests was clearly inspired by Mel [Field]. It really drove home what Haven House is all about”
(Birthday Ball guest, October 2013)
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

Financial review

In 2013/14 we aimed to have a balanced budget, while investing in services and income generation capacity. We are pleased to report that we significantly exceeded our target by generating an overall surplus of £604k. This was partly due to our successful application for an NHS England Capital Grant to fund the majority of the cost of our new Holistic Care Centre (HCC). While this grant boosted income by £406k, as the costs of the HCC were capital, the cost of the centre will be depreciated over its useful life in future years.

Excluding the capital grant, the surplus was £198k, which reflected the significant growth in voluntary income and activities for generating funds. The £604k surplus included a general reserve surplus of £189k and an increase in the restricted reserves of £415k, which principally related to the new Holistic Care Centre.

Income

Over the past five years total income has grown from £1,656k in 2008/09 to £2,959k in 2013/14 - a **79% growth in income**, including the capital grant, and a 54% growth excluding the capital grant.

Income from statutory/government grew from £677k in 2008/09 to its peak of £924k in 2010/11. However, since then there has been a reduction in statutory income each year, with £744k in 2013/14 excluding the capital grant. As further reductions are expected we have invested in income generation which has enabled income from voluntary and generated sources (which had been relatively static between 2008/09 and 2010/11) to grow from £1,024k in 2010/11 to £1,809k in 2013/14.

This has therefore reduced the relative importance of the statutory income, and enabled new services to be introduced and more children and families to be supported.

Income trends 2008-2014

*Graph showing income trends goes here*
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

In 2013/4 the £2,959k total income includes the NHS England capital grant of £406k. The income total excluding this grant was £2,553k.

Including the capital grant, this is a significant increase of £675k on 2012/13 total income (which was £2,285k). Excluding the grant there was a 12% increase on total income with an increase of £268k. Total income from voluntary sources, fundraising activities and shops increased from £1,385k in 2012/13 to £1,798k in 2013/14 an increase of £414k. Within this, voluntary income increased from £1,147k to £1,443k, an increase of £297k. This was due mainly to grants increasing by £173k, from £181k to £354k, the biggest new grant being our Big Lottery grant for £84k in 2013/14 which funds our music therapy, play, toy home loan, fun activities and community services; and legacies increasing by £96k from £23k to £119k.

Activities for generating funds, increased from £249k to £366k, a £117k increase. Income from fundraising activities increased by £72k; from £159k to £231k of which £104k related to our gala 10th Birthday Ball in 2013/14. Income from shops increased from £79k to £124k due to opening a new shop during the year.

The growth in voluntary and fundraising income is as a result of the ongoing investment in income generation capacity, which is planned to reduce the charity’s reliance on statutory income over the longer term.

Incoming resources from charitable activities increased by £261k, from £889k to £1,150k. This was principally due to the NHS England £406k capital grant, partially offset by a reduction in statutory funding for hospice care from local Clinical Commissioning Groups (CCGs) and Local Authorities whose contribution to the cost of caring for specific children reduced from £668k to £544k.

Incoming resources

Pie chart goes here
Expenditure

Total expenditure increased from £2,209k to £2,355k, a £146k increase.

The total cost of the provision of hospice services reduced slightly from £1,449k to £1,430k, a reduction of £19k. However, in reality underlying expenditure on direct hospice services increased by £28k. This increase was offset by a reduction in depreciation for care facilities - relating to the cost of originally modifying and updating the premises to make them suitable for care, which were written off in 2013/14. Additional expenditure was committed to enable expansion of community services for play, music therapy, home loan and fun activities which were funded by the Big Lottery.

The principle investment in hospice services was the planning, construction and services of the new Holistic Care Centre (HCC) which opened in September 2014.

The fundraising costs of voluntary income increased by £10k, from £546k to £556k. This was as a result of continued investment in income generation capacity. Fundraising costs of generated income increased from £123k to £216k due principally to holding more large-scale Haven House led events in 2013/14. These included our 10th Birthday Ball and a Celebrity Football match and investing in resource. The cost of operating the shops increased by £52k, from £66k to £119k, due to opening a new shop, as part of the planned retail expansion.
Financial policies

Reserves policy

At 31\textsuperscript{st} March 2014 the charity's free reserves funds were £999k compared to £802k at the end of March 2013 and represented five months' unrestricted operating costs. The Trustees' current aim is to increase reserves to six months' unrestricted operating costs.

Investment policy

Under the Memorandum and Articles of Association, the charity has the power to invest in any way the Trustees wish. The Trustees, having regard to the need for liquid funds to meet day-to-day requirements, have operated a policy of keeping available funds in an interest-bearing account which offers the best level of interest compatible with the need for immediate access to the funds. Funds not requiring immediate access are held on deposit.

Going concern

The Board of Trustees is of the opinion that Haven House has sufficient resources to continue its operational existence for the foreseeable future.
Plans for the future

**Objective 1: Services to children, young people and families**

a. Provide high quality care services and support, which meet the needs of the life-limited and life-threatened infants, children and young people, and their families in our area.

To do this we will:

- Ensure that HHCH, as a Care Quality Commission registered care setting and operating under the Together for Short Lives (ACT) referral criteria, continues to provide services for end of life care to infants, children and young people
- Ensure that all recommendations from statutory agencies are implemented along with a review of all commissioned reports
- Empower and engage parents and carers.

**1b. Provide a wider range of services to increasing numbers of life-limited and life-threatened infants, children and young people, and their families**

To do this we will:

- Utilise the space in our new Holistic Care Centre to ensure it brings the maximum benefit to our families and children, through new/augmented services including:
  - New Physiotherapy sessions
  - New Complementary Therapy services
  - Expansion of education and training services
  - A formal nurse-led assessment clinic for children and young people to include a process for clinical re-assessment and implementation of personal health budgets
  - Care Closer to home with GOSH consultants
- Increase our staffing resource to enable more beds to be open (average four beds from 1 April 2014 increasing to five by 31 March 2015).

**Objective 2: Funding**

*Ensure we have the sustainable funding necessary to fund the services our children and families need, both now and in the future through voluntary and statutory funding sources.*

To do this we will:

- Increase the total voluntary income to £2m by engaging new supporters and building on key relationships
- Continue to test and increase under-developed areas of income generation including retail and legacy marketing; and attract donors from a wider geographic base to deliver long-term and sustainable fundraising growth
- Increase the understanding of the need for hospice care and its impact on our local community through PR and marketing activities and the utilisation of social media channels
- Continue to build relationships with the new commissioning structures within the NHS to ensure continued funding for the hospice
- Plan for and respond to the implementation of Personal Budgets
- Plan and prepare for the introduction of new Palliative Care Tariffs.
Objective 3: Staff and volunteers

Ensure we recruit and retain high calibre, motivated staff and volunteers as they are fundamental to us achieving our goals.

To do this we will:

- Continue to increase staff engagement and motivation
- Improve the recruitment of volunteers and develop a volunteer strategy so that we have a pool of volunteers with the skills and knowledge required
- Produce a staff and volunteer training and development plan, including succession planning
- Achieve safer recruitment standards as requested by commissioners.

Objective 4: Governance and strategy

Ensure we have the governance in place to provide the leadership to ensure the long term effectiveness and sustainability of our charity.

To do this we will:

- Induct and orientate the new team of Trustees and ensure that they are equipped with the necessary knowledge and skills they require for their roles at Haven House
- Create a five year strategic plan for the charity
- Work in partnership with CHaL and other palliative care providers in London to improve the service provision across London for children and families.

Objective 5: Financial stability

Ensure the long-term sustainability of the charity.

To do this we will:

- Continue to carefully manage expenditure, and actively plan to increase voluntary and fundraising income, so that we have a balanced budget/surplus in 2014/15, whilst investing in services, in income generation capacity and in support services.
Structure, governance and management

Haven House is a company limited by guarantee and is governed by its Memorandum and Articles of Association dated 3 April 2012. It is registered as a charity with the Charity Commission. Our working title name is Haven House Children’s Hospice.

Membership of the Company is limited to the Trustees of the Charity and there are currently 11 members (nine members in 2013) each of whom agrees to contribute £10 in the event of the charity winding up.

Organisational structure

The Trustee Board, which can have an unlimited number of members, governs the charity. The Board of Trustees is ultimately responsible for running the charity to ensure that it acts in the best interests of life-limited and life-threatened children and their families who are the charity’s beneficiaries.

The Trustees approve the charity’s strategy and future direction following advice from the charity’s staff and after consultation and discussion with the charity’s stakeholders. They set the policy and financial framework for the charity’s staff, volunteers, contractors and others so that they can work together effectively to achieve the charity’s aims. They also ensure the charity complies with the law and safeguard the charity’s assets.

The Board met four times during this accounting period. Committees reporting to the Board, each chaired by a Trustee include a Finance Committee, Clinical Governance Board, Income Generation and Marketing Committee and HR and Risk Committee.

Monthly, bi-monthly or quarterly Committee meetings are being held.

A Chief Executive is appointed by the Trustees to manage the day-to-day operations of the charity. To facilitate effective operations the Chief Executive has delegated authority, within the terms of delegation approved by the Trustees, for operational matters including care, fundraising, finance and employment matters.

Our hospice and community services are based at The White House in Woodford Green on the edge of London and Essex. Some support functions of HR, facilities and administration are also based there. The fundraising and finance teams are based in offices behind the Chingford Shop, though these teams will move into The White House later in 2014.

At the end of March 2014, Haven House employed the equivalent of 45 full-time staff including 25 care staff, 12 fundraisers, two in our shops and six in support functions of HR, facilities, finance, administration and volunteer support.

Governance

All Directors of the Company are also Trustees of the charity, and there are no other Trustees. The Trustees are appointed by the members at the Annual General Meeting. The Directors are appointed for an initial term of four years. At the end of the first term they can be re-elected for one more term. They must then stand down, but can be re-elected after a gap of one year.

Recruitment and appointment of Trustees

A review of governance arrangements was performed in 2011/2012 with the assistance of CASS Business School through the Help the Hospices' Board Development programme. This identified the need to have greater diversity in the Trustee body to reflect the broad range of ethnic groups and religions of the children and families who use the services and to provide a bigger potential pool to recruit new Trustees from.
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

Committees to the Board were set up to enable the Board to become more strategic. The maximum length of Trustees holding a term of office was set at a maximum of two periods of four years, when a Trustee must stand down for a minimum of one year before being allowed to stand again.

We performed a skills audit in 2012/13, as part of our governance review to identify any gaps in skills to inform a new Trustee recruitment programme. Once completed we began a public programme of Trustee recruitment, with seven new Trustees including a new chair joining during 2013/14 and one further new Trustee joining before the accounts were signed.

Induction and training of Trustees

New Trustees are given a role description setting out their duties and responsibilities and a copy of the New Trustee Information Pack which contains relevant information relating to Haven House Foundation. In addition, a copy of the yearly accounts and a copy of the memorandum and articles of the organisation for reference are also provided, with various Charity Commission guidance relating to the role and responsibility of being a Trustee. Trustees also receive training on the finances of the charity.

Related parties

We are a member of Together for Short Lives, a charity representing children’s hospices in the UK and support the work of Help the Hospices, a charity representing all hospices in the UK.

CHaL (Children's Hospices across London) is a registered charity (no. 1151317) and registered company. The directors are the CEOs of the five children's hospices operating across London, including Haven House CEO, Mike Palfreman. Each hospice contributes towards the costs of CHaL.

Risk assessment and management

The charity has a Committee of the Board, dedicated to HR and Risk. This Committee is preparing an updated detailed risk assessment and also continues to monitor the most significant risk areas regularly. The charity also utilises a Risk Management Adviser, particularly focusing on clinical and health and safety risk. The Clinical Governance Board meets quarterly with the external advisors and oversees the work of the Clinical Governance Committee. Its members have clearly defined roles within the monitoring framework which links into the Care Standards Act for the Care Quality Commission. The Clinical Governance Committee meets monthly and consists of the staff who are accountable for all of the components of Governance, specifically:

1. Evidence Based Care
2. Service User Involvement
3. Risk Management
4. Continuous Professional Development
5. Clinical Audit review
Haven House Foundation Trustees' Annual Report for the year ended 31 March 2014

Legal and administrative details

Board of Trustees

Frances Daley, MA (Cantab) FCA MCSI  Chair (appointed 16.12.2013)
Ian Sparks, OBE MA DMS  Chair (until he stood down on 16.12.2013)
Scott Jackson  Secretary (resigned 8.07.2014)
Charles Hollwey, BA (Hons) FCCA IHM  Treasurer (appointed as Trustee on 24.09.2013, became Treasurer on 27.06.2014)
Robert Smith, BSc  Treasurer (resigned 16.06.2014)
David Bayton, MA, MCIL  (appointed 16.06.2014)
Daniel Fluskey, MA, BA (Hons)  (appointed 16.12.2013)
Amanda Hallums, M.Ed, RN RM ADM MTD  (appointed 25.06.2013)
PGCEA Cert MHPS  (appointed 25.06.2013)
Michael Herst  (appointed 24.09.2013)
Sue Hyett, BA (Hons)  (resigned 16.06.2014)
Clare Jayaraj, RGN BSc (Hons)
Samuel Jayaraj, MBBS FRCS(Eng) FRCS (ORL-HNS)
Joanna Mitchell, MSc BSc RGN RSCN  (resigned 24.09 2013)
David Simpson, BA Econ Hons  (appointed 25.06.2013)
Marion Smith, MSc  (appointed 24.09.2013)

Life Presidents

Cyril Dennis MBE
Col Alan Hall MBE, TD, DL
Christine Mansell

Patrons

Rt. Hon. Iain Duncan Smith MP Woodford and Chingford
Gary Lucy
Vicki Michelle MBE
Ben Shephard
Ray Winstone

Ambassadors

Mark Wright

Senior Management team

Mike Palframan, MA Hons (Oxon)  Chief Executive
Christine Twomey, BSc.(Hons) RGN RSCN  Director of Nursing
Anne Spong, FCMA CGMA DChA  Director of Finance
Jenni Anderson, MA MInstF  Director of Income Generation and Marketing
Sarah Spackman, MCIPD, PgDip  Director of Human Resources

27
Principal Bankers
CafCash Limited
PO Box 289,
West Malling
Kent
ME19 4TA

Auditors
Kingston Smith LLP
Orbital House
20 Eastern Road
Romford
Essex
RM1 3PJ

Risk Management and Health and Safety Adviser
Irene Majdalawy
25 Roslin Way
Bromley
Kent
BR1 4QS

Consultant: Paediatric palliative medicine
Specialist Palliative Care Team GOSH
Great Ormond Street Hospital
Great Ormond Street
London
WC1N 3JH

Charity number: 1044296
Company number: 3000171

The Registered Office:
The White House
Mallinson Park
High Road
Woodford Green
Essex
IG8 9LB
Trustee Responsibilities in relation to the financial statements

The Board of Trustees (who are also directors of Haven House for the purposes of company law) are responsible for preparing the Trustees’ Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources, including the income and expenditure, of the charitable company for that period.

In preparing those financial statements the Board of Trustees is 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 UK 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 operation.

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

Each Trustee accepts that in so far as the Trustee is aware:
- There is no relevant audit information of which Haven House’s auditors are unaware;
- The Trustees have taken all the steps that they ought to have taken in order to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information, and
- The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the Haven House website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

This report is prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the Board of Trustees and signed on its behalf by:

Frances Daley  
Chair  
Date: 16 September 2014
Independent Auditors' report to the members of Haven House Foundation

We have audited the financial statements of Haven House Foundation for the year ended 31 March 2014 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

Respective responsibilities of Trustees and Auditors

As explained more fully in the Trustees' Responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Accounting (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition we read all the financial and non-financial information in the Trustees' Annual Report to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.
Independent Auditors report to the members of Haven House Foundation

Opinion on the financial statements

In our opinion the financial statements

- give a true and fair view of the state of the charitable company’s affairs as at 31 March 2014, and of its 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 properly prepared in accordance with the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act

In our opinion the information given in the Trustees’ Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where 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' remunerations specified by law are not made; or
- We have not received all the information and explanations we require for our audit.
- The Trustees were not entitled to prepare the financial statements in accordance with the small companies regime nor to take advantage of the small companies exemption in preparing the Trustees Annual Report and from preparing a Strategic Report.

David Benton
Senior Statutory Auditor for and on behalf of Kingston Smith LLP, Statutory Auditor

Orbital House
20 Eastern Road
Romford
Essex
RM1 3PJ

Date: 16/09/2014
Financial Statements
Haven House Foundation

Statement of Financial Activities for the year ended 31 March 2014
(Incorporating an Income and Expenditure Account)

<table>
<thead>
<tr>
<th>Note</th>
<th>Unrestricted Funds</th>
<th>Restricted Funds</th>
<th>Total 2014</th>
<th>Total 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td><strong>Incoming Resources</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Incoming resources from generated funds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voluntary Income</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Donations</td>
<td>941,256</td>
<td>5,744</td>
<td>947,000</td>
<td>915,785</td>
</tr>
<tr>
<td>* Legacies</td>
<td>119,025</td>
<td>-</td>
<td>119,025</td>
<td>22,785</td>
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<tr>
<td>* Grants receivable</td>
<td>2.1</td>
<td>117,556</td>
<td>235,959</td>
<td>353,515</td>
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<tr>
<td>* Gifts in Kind</td>
<td>3</td>
<td>23,954</td>
<td>-</td>
<td>23,954</td>
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<tr>
<td><strong>Activities for generating funds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Shops</td>
<td>123,596</td>
<td>-</td>
<td>123,596</td>
<td>78,596</td>
</tr>
<tr>
<td>* Fundraising activities</td>
<td>4</td>
<td>231,039</td>
<td>-</td>
<td>231,039</td>
</tr>
<tr>
<td>* Interest Receivable</td>
<td></td>
<td>11,034</td>
<td>-</td>
<td>11,034</td>
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<tr>
<td><strong>Incoming resources from charitable activities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Statutory funding for hospice care</td>
<td></td>
<td>544,131</td>
<td>-</td>
<td>544,131</td>
</tr>
<tr>
<td>* Government capital grant income</td>
<td></td>
<td>-</td>
<td>406,352</td>
<td>406,352</td>
</tr>
<tr>
<td>* Government grant income</td>
<td>2</td>
<td>-</td>
<td>199,752</td>
<td>199,752</td>
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<tr>
<td><strong>Total Incoming Resources</strong></td>
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<td></td>
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<tr>
<td></td>
<td>2,111,591</td>
<td>847,807</td>
<td>2,959,398</td>
<td>2,284,541</td>
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<tr>
<td><strong>Resources Expended</strong></td>
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<td></td>
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</tr>
<tr>
<td><strong>Costs of generating funds</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* Fundraising costs of voluntary income</td>
<td></td>
<td>554,115</td>
<td>2,371</td>
<td>556,486</td>
</tr>
<tr>
<td>* Fundraising costs</td>
<td></td>
<td>215,897</td>
<td>379</td>
<td>216,276</td>
</tr>
<tr>
<td>* Retail development costs</td>
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<td>19,941</td>
<td>-</td>
<td>19,941</td>
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<tr>
<td>* Costs of operating Shops</td>
<td></td>
<td>118,637</td>
<td>-</td>
<td>118,637</td>
</tr>
<tr>
<td><strong>Charitable Activities</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>* Provision of Hospice services</td>
<td></td>
<td>1,000,133</td>
<td>429,798</td>
<td>1,429,931</td>
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<tr>
<td><strong>Governance costs</strong></td>
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<td>13,706</td>
<td>-</td>
<td>13,706</td>
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<tr>
<td><strong>Total Resources Expended</strong></td>
<td>5</td>
<td>1,922,429</td>
<td>432,548</td>
<td>2,354,977</td>
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<tr>
<td><strong>Net incoming funds</strong></td>
<td></td>
<td>189,162</td>
<td>415,259</td>
<td>604,421</td>
</tr>
</tbody>
</table>

Reconciliation of funds

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Funds brought forward at 1 April</td>
<td>1,199,628</td>
<td>170,491</td>
<td>1,370,119</td>
<td>1,294,517</td>
</tr>
<tr>
<td>Funds carried forward at 31 March</td>
<td>1,388,790</td>
<td>585,750</td>
<td>1,974,540</td>
<td>1,370,119</td>
</tr>
</tbody>
</table>

The statement of financial activities includes all gains and losses recognised during the year. All incoming resources and resources expended derive from continuing activities. The notes supporting the financial statements are on pages 35 to 45.
# Financial Statements

**Haven House Foundation**

## Balance Sheet

**Company Number 3000171**

As at 31 March 2014

<table>
<thead>
<tr>
<th>Notes</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed Assets</strong></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Tangible Assets</td>
<td>8</td>
<td>918,945</td>
</tr>
<tr>
<td>Investments</td>
<td>9</td>
<td>1</td>
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</table>

|  |        |        |
|----------------------|--------|
| **Fixed Assets**      | £ 918,946 | £ 532,700 |

<table>
<thead>
<tr>
<th><strong>Current Assets</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Stock</td>
<td>1,762</td>
<td>1,477</td>
</tr>
<tr>
<td>Debtors</td>
<td>10</td>
<td>290,613</td>
</tr>
<tr>
<td>Short term deposits</td>
<td>1,230,922</td>
<td>1,169,801</td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>169,548</td>
<td>142,800</td>
</tr>
</tbody>
</table>

|  |        |        |
|----------------------|--------|
| **Current Assets**    | £ 1,692,845 | £ 1,436,634 |

| **Creditors: amounts falling due within one year** | 11 | (317,839) | (256,284) |

| **Net current assets** |         |        |
|------------------------|---------|
|                        | £ 1,375,006 | £ 1,180,350 |

| **Total assets less current liabilities** |       |        |
|------------------------------------------|-------|
|                                          | £ 2,293,952 | £ 1,713,050 |

| **Creditors: amounts falling due after more than one year** | 12 | (319,412) | (342,931) |

| **Net assets** |       |         |
|----------------|-------|
|                | £ 1,974,540 | £ 1,370,119 |

| **Income Funds** |       |         |
|------------------|-------|
| Restricted Funds | 15    | 585,750 | 170,491 |

| **Unrestricted Funds** |       |         |
|------------------------|-------|
| Designated funds       | 16    | 389,617 | 397,374 |
| Other Charitable funds |       | 999,173 | 802,254 |

| **Total Income Funds** |       |         |
|------------------------|-------|
|                        | £ 1,974,540 | £ 1,370,119 |

**These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.**

**The accounts were approved by the Board**

Frances Daley, Chair
Date: 16 September 2014
Financial Statements  
Haven House Foundation  

Cash Flow statement  

As at 31 March 2014  

<table>
<thead>
<tr>
<th>Notes</th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Net cash flow from operating activities</td>
<td>(a)</td>
<td>584,395</td>
</tr>
<tr>
<td>Returns on investment and servicing of finance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Investment income and interest</td>
<td></td>
<td>11,034</td>
</tr>
<tr>
<td>Interest paid</td>
<td>(10,913)</td>
<td>(11,814)</td>
</tr>
<tr>
<td>Capital expenditure and financial investment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchase of fixed assets</td>
<td></td>
<td>(473,332)</td>
</tr>
<tr>
<td>Financing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loan repayments</td>
<td></td>
<td>(23,315)</td>
</tr>
<tr>
<td>Management of liquid resources</td>
<td>(b)</td>
<td>61,121</td>
</tr>
<tr>
<td>Increase/(decrease) in net cash</td>
<td>(b)</td>
<td>26,748</td>
</tr>
<tr>
<td>Reconciliation to net cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net cash at 1 April</td>
<td></td>
<td>946,880</td>
</tr>
<tr>
<td>Increase/ (decrease) in cash at bank and in hand</td>
<td></td>
<td>26,748</td>
</tr>
<tr>
<td>Movement in liquid resources</td>
<td></td>
<td>61,121</td>
</tr>
<tr>
<td>Movement in borrowings</td>
<td></td>
<td>23,315</td>
</tr>
<tr>
<td>Net cash at 31 March</td>
<td></td>
<td>1,058,064</td>
</tr>
</tbody>
</table>

Notes to the cashflow statement

(a) Net cash inflow from operating activities

Net incoming resources for the year 604,421 75,602
Depreciation 86,183 120,536
Loss on disposal of fixed assets 903 555
Investment income and interest (11,034) (10,796)
Financing interest 10,913 11,814
(Increase) in stock (285) (1,477)
(Increase)/decrease in debtors (168,057) 45,703
Increase in creditors 61,351 56,770

Net cash inflow from operating activities 584,395 298,707

(b) Analysis of changes in net funds in the year

<table>
<thead>
<tr>
<th></th>
<th>At 01.04.2013</th>
<th>Cashflows</th>
<th>At 31.03.2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Cash at bank</td>
<td>142,800</td>
<td>26,748</td>
<td>169,548</td>
</tr>
<tr>
<td>Short Term deposit</td>
<td>1,169,801</td>
<td>61,121</td>
<td>1,230,922</td>
</tr>
<tr>
<td></td>
<td>1,312,601</td>
<td>87,869</td>
<td>1,400,470</td>
</tr>
</tbody>
</table>
1. Accounting Policies

1.1. Basis of preparation
The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice - Accounting and Reporting by Charities (SORP 2005), applicable accounting standards and the Companies Act 2006. The accounting policies have not changed during the period.

1.2. Incoming resources
Voluntary income is received by way of donations and is included in full in the Statement of Financial Activities as soon as receivable.

Fundraising income by way of sale of function tickets is included when the function is held and is shown gross with the associated costs being included in fundraising costs.

Bank interest is included with the Statement of Financial Activities when receivable.

Legacies are recognised as income upon measurable entitlement and reasonable certainty of receipt. Grant income is recognised as income in the period specified in the grant agreement.

Gifts in kind are brought into the accounts upon receipt at an estimate of open market value. Shop sales are included when receivable.

1.3. Resources expended
Expenditure is charged on an accruals basis at cost inclusive of any VAT which cannot be recovered. Staff costs are allocated directly to the activity for which they are incurred. Costs of generating funds comprise the costs associated with attracting voluntary income, fundraising activities such as events and the costs of operating the charity’s shops. Charitable expenditure comprises those costs incurred in the delivery of hospice services. It includes both costs which can be directly allocated and those of an indirect nature necessary to support them. Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity. Support costs have been allocated to activity cost categories on the basis of staff costs.

1.4. Tangible fixed assets and depreciation
Tangible fixed assets are stated at cost less depreciation. Assets with a cost in excess of £500 intended to be of on-going use are capitalised as fixed Assets. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life as follows:

- Improvements to property: Shorter of life of lease and 10% on cost
- Leasehold property: Shorter of life of lease and 2% on cost
- Plant and machinery: 10% on cost
- Equipment: 20% on cost
- Motor vehicles: 25% on cost

1.5. Leasing commitments
Rental payable under operating leases are charged against income on a straight line basis over the period of the lease.

1.6. Investments
Listed investments are included in the financial statements at current market value. Unlisted investments are included in the financial statements at cost.
Haven House Foundation

Notes to the Financial Statements for the year ended 31 March 2014

1.7 Pensions
The pension costs charged in the financial statements represent the contributions payable by the charity during the period in accordance with Financial Reporting Standard 17.

1.8 Stock
Stock relates to Christmas cards and other new items for resale. It is stated at the lower of cost and net realisable value.

1.9 Funds
Funds held by the charity are either:
- Unrestricted funds which can be used in accordance with the charitable objects at the discretion of the trustees; or
- Designated funds which are set aside by the Trustees out of unrestricted funds for specific purposes or projects; or
- Restricted funds which are to be used for specific purposes within the objects of the charity; as laid down by the donor.

2. Incoming Resources

2.1 Grants receivable

<table>
<thead>
<tr>
<th>Unrestricted Funds</th>
<th>Restricted Funds</th>
<th>Total 2014</th>
<th>Total 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>£</td>
<td>£</td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Voluntary Income</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Albert Hunt Trust</td>
<td>10,670</td>
<td>10,670</td>
<td>-</td>
</tr>
<tr>
<td>Amy Winehouse Foundation</td>
<td>-</td>
<td>32,619</td>
<td>32,619</td>
</tr>
<tr>
<td>The Braden Webster Memorial Charity</td>
<td>-</td>
<td>21,979</td>
<td>21,979</td>
</tr>
<tr>
<td>BBC Children in Need</td>
<td>27,827</td>
<td>27,827</td>
<td>20,791</td>
</tr>
<tr>
<td>The Childwick Trust</td>
<td>-</td>
<td>-</td>
<td>10,000</td>
</tr>
<tr>
<td>The Florence Nightingale Aid in</td>
<td>-</td>
<td>11,550</td>
<td>11,550</td>
</tr>
<tr>
<td>Sickness Trust</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Garfield Weston Foundation</td>
<td>20,000</td>
<td>20,000</td>
<td>-</td>
</tr>
<tr>
<td>The Pears Family Charitable Foundation</td>
<td>50,000</td>
<td>50,000</td>
<td>50,500</td>
</tr>
<tr>
<td>QBE European Operations Foundation</td>
<td>-</td>
<td>11,459</td>
<td>11,459</td>
</tr>
<tr>
<td>Roald Dahl’s marvellous Children’s charity</td>
<td>-</td>
<td>-</td>
<td>17,640</td>
</tr>
<tr>
<td>BIG Lottery Fund</td>
<td>-</td>
<td>84,345</td>
<td>84,345</td>
</tr>
<tr>
<td>Walthamstow and Chingford</td>
<td>-</td>
<td>10,500</td>
<td>10,500</td>
</tr>
<tr>
<td>Almshouse Charity</td>
<td>-</td>
<td>606,104</td>
<td>606,104</td>
</tr>
<tr>
<td>Other</td>
<td>36,886</td>
<td>35,680</td>
<td>72,566</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>117,556</strong></td>
<td><strong>235,959</strong></td>
<td><strong>353,515</strong></td>
</tr>
</tbody>
</table>

Charitable Activities

| NHS England (formerly Department of Health) section 64 | - | 199,752 | 199,752 | 199,752 |
| NHS England capital grant | - | 406,352 | 406,352 | - |
| Redbridge: Emerging Needs | - | - | - | 21,919 |
| **Total Grants** | **117,556** | **842,063** | **959,619** | **402,236** |

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Haven House Foundation

Notes to the Financial Statements for the year ended 31 March 2014

Gifts in Kind

Gifts in Kind represent donated goods and services; and principally include the designing of the charity’s newsletter (£12,500), Quiz fundraising event costs (£5,000), Harp for music therapy (£1,000), google advertising (£3,000) and £2,000 for other donated items. (2013 included design of newsletter, donation of IT hardware, pro-bono legal services and other items.

3. Fundraising Income

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Events</td>
<td>£210,628</td>
<td>£117,396</td>
</tr>
<tr>
<td>Fundraising</td>
<td>£20,411</td>
<td>£41,834</td>
</tr>
<tr>
<td></td>
<td><strong>231,039</strong></td>
<td><strong>159,230</strong></td>
</tr>
</tbody>
</table>
# Notes to the Financial Statements

## 5. Resources expended

<table>
<thead>
<tr>
<th>Analysis of total resources expended</th>
<th>Fundraising Costs of</th>
<th>Fundraising Costs</th>
<th>Cost of Operating</th>
<th>Fundraising Development</th>
<th>Provision of Hospice</th>
<th>Governance</th>
<th>Total 2014</th>
<th>Total 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Voluntary income</td>
<td>Shops</td>
<td>Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff costs</td>
<td>£ 315,873</td>
<td>£ 66,707</td>
<td>£ 36,115</td>
<td>-</td>
<td>£ 886,944</td>
<td>£ 3,902</td>
<td>£ 1,309,541</td>
<td>£ 1,168,741</td>
</tr>
<tr>
<td>Other direct costs</td>
<td>£ 138,931</td>
<td>£ 128,096</td>
<td>£ 70,896</td>
<td>£ 19,941</td>
<td>£ 257,473</td>
<td>£ 8,548</td>
<td>£ 623,885</td>
<td>£ 617,756</td>
</tr>
<tr>
<td>Support costs</td>
<td>£ 101,682</td>
<td>£ 21,473</td>
<td>£ 11,626</td>
<td>-</td>
<td>£ 285,514</td>
<td>£ 1,256</td>
<td>£ 421,551</td>
<td>£ 422,442</td>
</tr>
<tr>
<td></td>
<td><strong>556,486</strong></td>
<td><strong>216,276</strong></td>
<td><strong>118,637</strong></td>
<td><strong>19,941</strong></td>
<td><strong>1,429,931</strong></td>
<td><strong>13,706</strong></td>
<td><strong>2,354,977</strong></td>
<td><strong>2,208,939</strong></td>
</tr>
</tbody>
</table>

| Analysis of support costs           |                      |                  |                  |                        |                      |            |            |            |
| Staff costs                         | £ 76,046             | £ 16,060         | £ 8,695          | -                      | £ 213,531           | £ 939      | £ 315,271  | £ 281,396  |
| Other direct costs                  | £ 25,636             | £ 5,413          | £ 2,931          | -                      | £ 71,983            | £ 317      | £ 106,280  | £ 141,046  |
|                                     | **101,682**          | **21,473**       | **11,626**       | -                      | **285,514**         | **1,256**  | **421,551**| **422,442**|

Support costs have been allocated across activities on the basis of employment costs. These costs include providing IT, Finance, HR, payroll, facilities and central administration services to the charity’s staff and volunteers.
Notes to the Financial Statements

6. Net movement in funds

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Net movement in funds is</td>
<td></td>
<td></td>
</tr>
<tr>
<td>stated after charging</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depreciation of tangible</td>
<td>86,183</td>
<td>120,536</td>
</tr>
<tr>
<td>fixed assets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff costs (note 7)</td>
<td>1,624,812</td>
<td>1,450,136</td>
</tr>
<tr>
<td>Rent re operating leases</td>
<td>61,706</td>
<td>51,000</td>
</tr>
<tr>
<td>Auditors remuneration:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Audit fees</td>
<td>8,610</td>
<td>8,640</td>
</tr>
</tbody>
</table>

7. Staff costs

Number of employees

The average number of employees during the period:

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2014</th>
<th>2013</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Heads</td>
<td>FTEs</td>
<td>Heads</td>
<td>FTEs</td>
</tr>
<tr>
<td>Provision of hospice</td>
<td>33</td>
<td>25</td>
<td>31</td>
<td>22</td>
</tr>
<tr>
<td>services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising</td>
<td>13</td>
<td>12</td>
<td>15</td>
<td>11</td>
</tr>
<tr>
<td>Shops</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Administration</td>
<td>7</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>56</td>
<td>45</td>
<td>53</td>
<td>40</td>
</tr>
</tbody>
</table>

Staff costs:

Staff costs during the period were as follows:

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Wages and salaries</td>
<td>1,457,838</td>
<td>1,304,090</td>
</tr>
<tr>
<td>Social security costs</td>
<td>125,271</td>
<td>100,317</td>
</tr>
<tr>
<td>Pension costs</td>
<td>41,703</td>
<td>45,729</td>
</tr>
<tr>
<td></td>
<td>1,624,812</td>
<td>1,450,136</td>
</tr>
</tbody>
</table>

Number of employees earning in excess of £60,000

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>£60,000 to £70,000</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>£70,000 to £80,000</td>
<td>1</td>
<td>-</td>
</tr>
</tbody>
</table>

Total employer's pension contributions for the higher paid employees during the year were £6,171 (2013: £4,755).

No Trustees in office during the year received remuneration in either the current year or the previous financial period.

No Trustees received reimbursement of expenses in the current year (2013: £29).
### Notes to the Financial Statements

#### 8. Tangible Fixed Assets

<table>
<thead>
<tr>
<th></th>
<th>Improvements To property</th>
<th>Land and Buildings Leasehold</th>
<th>Fixtures, Fittings &amp; Equipment</th>
<th>Motor Vehicles</th>
<th>Computer Equipment</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 1 April 2013</td>
<td>824,428</td>
<td>441,000</td>
<td>317,151</td>
<td>47,670</td>
<td>46,402</td>
<td>1,676,651</td>
</tr>
<tr>
<td>Additions</td>
<td>442,816</td>
<td>-</td>
<td>30,516</td>
<td>-</td>
<td>-</td>
<td>473,332</td>
</tr>
<tr>
<td>Disposals</td>
<td>-</td>
<td>-</td>
<td>(3,874)</td>
<td>-</td>
<td>-</td>
<td>(3,874)</td>
</tr>
<tr>
<td></td>
<td><strong>1,267,244</strong></td>
<td><strong>441,000</strong></td>
<td><strong>343,793</strong></td>
<td><strong>47,670</strong></td>
<td><strong>46,402</strong></td>
<td><strong>2,146,109</strong></td>
</tr>
<tr>
<td><strong>Depreciation</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 1 April 2013</td>
<td>730,060</td>
<td>99,688</td>
<td>235,373</td>
<td>40,447</td>
<td>38,384</td>
<td>1,143,052</td>
</tr>
<tr>
<td>Charge for period</td>
<td>37,336</td>
<td>8,820</td>
<td>33,272</td>
<td>2,897</td>
<td>3,858</td>
<td>86,183</td>
</tr>
<tr>
<td>Disposals</td>
<td>-</td>
<td>-</td>
<td>(2,971)</td>
<td>-</td>
<td>-</td>
<td>(2,971)</td>
</tr>
<tr>
<td></td>
<td><strong>767,396</strong></td>
<td><strong>108,508</strong></td>
<td><strong>265,574</strong></td>
<td><strong>43,344</strong></td>
<td><strong>42,242</strong></td>
<td><strong>1,227,164</strong></td>
</tr>
<tr>
<td><strong>Net book value</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At 31 March 2014</td>
<td><strong>499,848</strong></td>
<td><strong>332,492</strong></td>
<td><strong>78,119</strong></td>
<td><strong>4,326</strong></td>
<td><strong>4,160</strong></td>
<td><strong>918,945</strong></td>
</tr>
<tr>
<td>At 31 March 2014</td>
<td><strong>94,368</strong></td>
<td><strong>341,312</strong></td>
<td><strong>81,778</strong></td>
<td><strong>7,223</strong></td>
<td><strong>8,018</strong></td>
<td><strong>532,699</strong></td>
</tr>
</tbody>
</table>

Land and buildings have not been re-valued. The trustees consider that there is no advantage in obtaining a valuation as the property is exclusively used for charitable purposes.
9. Unlisted Investments

The charity has a wholly owned trading subsidiary, Haven House Trading Limited, which was incorporated on 20 July 2011 and has not traded yet. The investment in the subsidiary is £1. The company was set up in preparation for the new retail strategy and to expand the opportunities for trading income. Consolidated accounts have not been prepared because the trading subsidiary is dormant and immaterial to the group.

10. Debtors

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Income receivable</td>
<td>70,572</td>
<td>29,566</td>
</tr>
<tr>
<td>Prepayments</td>
<td>68,263</td>
<td>33,106</td>
</tr>
<tr>
<td>Accrued income</td>
<td>145,847</td>
<td>57,333</td>
</tr>
<tr>
<td>Other debtors</td>
<td>5,931</td>
<td>2,551</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>290,613</strong></td>
<td><strong>122,556</strong></td>
</tr>
</tbody>
</table>

11. Creditors: amounts falling due within one year

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Bank Loans (secured)</td>
<td>22,994</td>
<td>22,790</td>
</tr>
<tr>
<td>Other creditors</td>
<td>90,245</td>
<td>49,909</td>
</tr>
<tr>
<td>Accruals</td>
<td>69,285</td>
<td>72,774</td>
</tr>
<tr>
<td>Deferred income</td>
<td>135,314</td>
<td>110,810</td>
</tr>
<tr>
<td>Due to subsidiary trading company</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>317,839</strong></td>
<td><strong>256,284</strong></td>
</tr>
</tbody>
</table>

Deferred income relates to income received in the period which relates to a later accounting period.

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>£</td>
</tr>
<tr>
<td>Balance at 1 April 2013</td>
<td>110,810</td>
<td>111,506</td>
</tr>
<tr>
<td>Amounts released to incoming resources</td>
<td>(110,810)</td>
<td>(111,506)</td>
</tr>
<tr>
<td>Amount deferred in period</td>
<td>135,314</td>
<td>110,810</td>
</tr>
<tr>
<td><strong>Balance at 31 March 2014</strong></td>
<td><strong>135,314</strong></td>
<td><strong>110,810</strong></td>
</tr>
</tbody>
</table>
12. Creditors: amounts falling after more than one year

<table>
<thead>
<tr>
<th></th>
<th>2014</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Loans (secured)</td>
<td>319,412</td>
<td>342,931</td>
</tr>
<tr>
<td>Loan maturity analysis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt due in one year or less</td>
<td>22,994</td>
<td>22,790</td>
</tr>
<tr>
<td>In more than one year but not more than two years</td>
<td>24,270</td>
<td>23,519</td>
</tr>
<tr>
<td>In more than two years but not more than five years</td>
<td>77,564</td>
<td>75,162</td>
</tr>
<tr>
<td>In more than five years</td>
<td>217,578</td>
<td>244,250</td>
</tr>
<tr>
<td></td>
<td>342,406</td>
<td>365,721</td>
</tr>
</tbody>
</table>

The bank loan is secured by a charge over the White House, Mallinson Park, Woodford Green, Essex. It is repayable by monthly instalments until 2026 and interest is charged at 2.65% over base rate.

13. Pension costs

The charity operates a defined benefit scheme for staff previously employed within the National Health Service. The assets of the scheme are held by the National Health Service Superannuation Scheme. This is a multi-employer defined benefit scheme, but is accounted for as a defined contribution scheme as the charity is unable to identify the underlying assets and liabilities in that scheme. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees’ working lives with the charity. The contributions are determined by qualified actuaries on the basis of periodic valuations. The pension cost for the year was £28,239 (2013: £33,049).

The charity contributes to the defined contribution schemes of those members of staff not included in the NHS Superannuation Fund. The assets of the schemes are held separately from those of the charity. The pension costs represent contributions payable by the charity which amounted to £13,464 (2013: £12,680).

At the year end £2,100 was payable in respect of pension contributions (2013: £3,683)

14. Company limited by guarantee

The company is limited by guarantee and does not have a share capital. Under the terms of the Memorandum and Articles of Association the members each guarantee to contribute up to £10 in the event of winding up.
### Notes to the Financial Statements

#### 15. Restricted funds

<table>
<thead>
<tr>
<th></th>
<th>Balance at 1 April 2013</th>
<th>Movement in Funds</th>
<th>Balance at 31 March 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td>Income £</td>
<td>Expenditure £</td>
</tr>
<tr>
<td>Holistic Care Centre: NHS England funded</td>
<td></td>
<td>406,352</td>
<td></td>
</tr>
<tr>
<td>Holistic Care Centre and services: other funding</td>
<td>32,619</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>95,347</td>
<td>5,046</td>
<td>(27,925)</td>
</tr>
<tr>
<td>Equipment for care</td>
<td>5,181</td>
<td></td>
<td>(1,672)</td>
</tr>
<tr>
<td>Home Loan vehicle fund</td>
<td>6,768</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redbridge: Aiming High capital grant</td>
<td>28,407</td>
<td></td>
<td>(6,914)</td>
</tr>
<tr>
<td>Havering: Aiming High capital grant</td>
<td>3,850</td>
<td></td>
<td>(1,400)</td>
</tr>
<tr>
<td>Hospice care staff fund</td>
<td></td>
<td>22,050</td>
<td>(22,050)</td>
</tr>
<tr>
<td>BBC Children In Need</td>
<td>385</td>
<td>27,826</td>
<td>(28,211)</td>
</tr>
<tr>
<td>Braden Webster Bereavement sister</td>
<td></td>
<td>21,979</td>
<td>(21,979)</td>
</tr>
<tr>
<td>NHS England (formerly Dept. of Health) S.64 Hospice funding</td>
<td></td>
<td>199,752</td>
<td>(199,752)</td>
</tr>
<tr>
<td>Home loan service fund</td>
<td>164</td>
<td>2,850</td>
<td>(3,014)</td>
</tr>
<tr>
<td>Better Happier Lives: Lottery funded</td>
<td>890</td>
<td>84,345</td>
<td>(75,181)</td>
</tr>
<tr>
<td>Community Services fund</td>
<td>13,058</td>
<td>5,212</td>
<td>(6,450)</td>
</tr>
<tr>
<td>Music Therapy fund</td>
<td>982</td>
<td>4,000</td>
<td>(4,982)</td>
</tr>
<tr>
<td>Sibling Support (Buddies) fund</td>
<td>13,630</td>
<td>9,044</td>
<td>(6,888)</td>
</tr>
<tr>
<td>Family Flat and support fund</td>
<td></td>
<td>11,459</td>
<td>(11,459)</td>
</tr>
<tr>
<td>Special Yoga service fund</td>
<td>1,665</td>
<td>3,996</td>
<td>(5,661)</td>
</tr>
<tr>
<td>Expert parent: epilepsy service fund</td>
<td></td>
<td>5,000</td>
<td>(2,733)</td>
</tr>
<tr>
<td>Other</td>
<td>164</td>
<td>6,277</td>
<td>(6,277)</td>
</tr>
<tr>
<td></td>
<td>170,491</td>
<td>847,807</td>
<td>(432,548)</td>
</tr>
</tbody>
</table>

The restricted funds consist of:


Holistic care centre other fund: funds raised to construct, equip and provide services in the new Holistic care centre.

Fixed asset fund: funds raised to fund the refurbishment of the hospice building and purchase of equipment.

Equipment for care fund: funds raised to purchase specialised equipment for the hospice.

Home loan vehicle fund: funds raised to purchase a vehicle for the home loan toy service.

Redbridge and Havering Aiming High funds: funds received to fund capital equipment for the hospice.
Notes to the Financial Statements

Hospice care staff fund: funds raised to fund nursing and other care salaries in the hospice.

BBC Children in Need fund: funds from BBC Children in Need to fund a Healthcare support worker position.

NHS England (formerly Department of Health) Section 64 Hospice fund: funds received from NHS England to fund existing hospice based palliative care and respite services and community services

Home loan service fund: funds raised to fund the purchase of specialised toys and equipment and other costs for the loan service to families.

Happier, Better Lives fund: funds from the Big Lottery to fund Play therapy, music therapy, home loan and Fun activities.

Community services fund: funds received to fund the community services.

Music therapy fund: funds raised to fund the music therapy service.

Sibling support (Buddies) fund: funds raised to fund activities and service for the siblings.

Family flat and support fund: funds received to fund families staying and receiving support in the family flat.

Special yoga service fund: funds received to fund the special yoga service.

Bereavement suite fund: funds received to fund the bereavement suite.

Expert parent epilepsy fund: funds raised to fund the Expert parent epilepsy training programme.

16. Designated funds

<table>
<thead>
<tr>
<th></th>
<th>Balance at 1 April 2013</th>
<th>Income</th>
<th>Expenditure</th>
<th>Balance at 31 March 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Assets</td>
<td>£397,374</td>
<td>£21,191</td>
<td>(£28,948)</td>
<td>£389,617</td>
</tr>
</tbody>
</table>

The Fixed Assets fund represents the balance of funds expended on fixed assets that has not been funded from restricted donations.
Notes to the Financial Statements

17. Analysis of net assets between funds

<table>
<thead>
<tr>
<th></th>
<th>Restricted £</th>
<th>Designated £</th>
<th>Unrestricted £</th>
<th>Total £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fund balances at 31 March 2014 are represented by:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible fixed assets</td>
<td>508,301</td>
<td>410,645</td>
<td>-</td>
<td>918,946</td>
</tr>
<tr>
<td>Net current assets</td>
<td>77,449</td>
<td>-</td>
<td>1,297,557</td>
<td>1,375,006</td>
</tr>
<tr>
<td>Long term liabilities</td>
<td>-</td>
<td>(21,028)</td>
<td>(298,384)</td>
<td>(319,412)</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>585,750</strong></td>
<td><strong>389,617</strong></td>
<td><strong>999,173</strong></td>
<td><strong>1,974,540</strong></td>
</tr>
</tbody>
</table>

18. Commitments under operating leases

At 31 March 2014 the company had annual commitments under non-cancellable operating leases as follows:

<table>
<thead>
<tr>
<th>Land and Buildings</th>
<th>2014 £</th>
<th>2013 £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expiry date</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Within one year</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Within two to five years</td>
<td>73,500</td>
<td>51,000</td>
</tr>
<tr>
<td>After five years</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>73,500</strong></td>
<td><strong>51,000</strong></td>
</tr>
</tbody>
</table>

19. Capital commitments

At 31 March 2014 the company had capital commitments totalling £78,656, comprising £76,614 in relation to construction costs for the new Holistic Care Centre and £2,042 for a new hoist. (2013: £10,072 for four new hoists)
With thanks

Haven House’s vital work would not be possible without the dedication and generosity of our supporters and volunteers. We would like to express our thanks to all who have helped Haven House to enable some very special children and their families receive the care and support they need, when they need it.

Special acknowledgements this year go to the following organisations and individuals:

All Saints Church Woodford Wells
Amy Winehouse Foundation
August Media

ICAP
ING

10th Birthday Ball Committee
Jules Ross-Dale
Daren Reisman
Gary Hefferon
Mel Field
Zoe Snow

Jason Leonard
Jim Lawlor
John Eagleton
Ladbrokes
Lawrence Regan
Leyton Orient Football Club

The BAD Golf Society
Barclays London Service Centre
Barry Hearn
Bathworks Ltd
BBC Children in Need
BGC
BIG Lottery Fund
The Braden Webster Memorial Charity

Mason Construction (London) Ltd
Matchroom Sports

Onward Display
Ordinary to Extraordinary

Pears Family Charitable Foundation
Premier Sustain
Professional Darts Corporation

CBRE
Charles S French Charitable Trust
Chigwell Construction plc
CIBC
Clear Architects

QBE European Operations
Robert Laderman

Dean and Susan Floyd
Design Chambers
Dilshan Transport Group Limited

The Story of Christmas
Together for Cinema

Vincent Goldstein

Eddie Hearn

Waitrose South Woodford
Walthamstow and Chingford Almshouse
caridad

The Florence Nightingale Aid in Sickness Trust
West Essex Life

Georgia’s Teenage Cancer Appeal
Willis Insurance

WorldPay

And all our supporters who wished to remain anonymous.
Flyer re legacy/wills