

# Haven House Foundation

Report and Financial Statements  
for the year ended 31st March 2011



## What we do

Haven House Children's Hospice is a special place for special children.

We care for children and young people between the ages of 0 to 19 who have life-limiting conditions and who are unlikely to reach adulthood. We help families by providing a range of services that include day, short break and end of life care, together with therapeutic play in the community. Families can find the support they need when they need it most at no cost to themselves.

Haven House Children's Hospice is a charity looking after children and their families in Central, North and East London and West Essex. We depend on our supporters for the majority of our money.



Families can find the support they need when they need it most at no cost to themselves."

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## Welcome by Chief Executive and Chair

Welcome to Haven House's annual report for 2010/11. This has been another demanding year for us, but despite the financial challenges we have continued to face, we have extended our range of services and given many more families the support they need.



Since opening in 2003 we have cared for and supported 333 children and their families, including 60 new children and families in 2010/11. We would like to thank all our supporters who have continued to support us generously during the challenging economic climate, both financially and by giving their valuable time. Their commitment helps us to ensure that all the life-limited children and their families have the care and support they need, when they need it, to help them live their lives to the full and build happy memories to treasure in the future.

We have provided short breaks for children from across Central, North and East London and West Essex. These enable the children to be cared for in beautiful surroundings with activities they can enjoy and which are tailored to them whilst receiving the medical treatment and nursing care they need.

We also provided a ToTs group at The White House which entered its third year. This service welcomes preschool children with additional needs and their carers, to a group which gives them both fun and stimulation. We also held the second year of our ToTs service in the community, in a Children's centre in Goodmayes, which was funded by Redbridge Children's Trust.

Our Youth Club for teenagers who have complex care needs or are life-limited or life-threatened, and their siblings, also entered its third year. Working together with another local charity, The Soul Project, means that we can enable these young people to enjoy the activities which their peers enjoy. Through gaining funding from Waltham Forest Aiming High we were able to expand this service, to becoming weekly during school term time.

We expanded our Play therapy service in children's homes, our music therapy service and our range of services for parents and carers, to include a broader range of complementary therapies as well as the facilitated parent carer forums and the 24/7 telephone support line.

In 2010/11 The Department of Health provided £30M funding for projects, which palliative care providers had to apply for. Haven House was successful in receiving funding for two projects which it led, and also collaborated with other hospices for three other projects. The two Haven House led projects which the DOH funded, included the Expert Parent project and a Square Table event. In the Expert parent project Haven House worked in partnership with Interface, which represents parents of disabled children in Redbridge. Thirty sessions were held which enabled parents to become more expert and empowered in the care of their children. The Square Table event was facilitated by the Chief Executive of SANDS; the Stillbirth and neonatal death charity.

**2011/12 and beyond will be hugely challenging in many ways. With support from our funders, current and future, we are confident that we will be able to meet those challenges head on and continue to make a significant difference to the lives of even more children and families.**

## **Our report**

In these pages we provide a report of the aims that we set for 2010/11 in last year's annual report. We also present the highlights of the year. This is followed by a review of our fundraising throughout the year, our aims for the year to come, financial policies, a full set of audited accounts and organisational information.

We hope that you will enjoy reading this record of our achievements and are inspired to support us in the coming months in our determination to care for children with life-limited conditions and support their siblings and families.

*Mike Palfreman*

**Mike Palfreman,**  
Chief Executive  
(from April 2011)

*Ian Sparks*

**Ian Sparks**  
Chair  
(from April 2011, formerly Chief Executive)



Haven House is a special place for special children."

## Haven House in 2010/11

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

Haven House is a special place for special children. Our vision is to ensure that all children in our area, who are life-threatened or who have a range of disabilities and complex health needs together with their families are offered a range of caring, competent and high quality services which respond to their needs. Our hospice is a nurse-led unit but we seek advice, if necessary, from the palliative care team at Great Ormond Street Hospital. The Rydal GP practice also provides input on child health issues as they arise. Our care team ensures that each child and family receives safe and timely high-quality care which is chosen to meet the child's individual needs.

### Objectives and Activities

#### The objectives of the charity are:

To provide short-term respite care to children and young people aged from birth to 19 years who suffer from life-threatening or life-limiting conditions and to provide a loving and caring environment where the children and their parents or 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 and these definitions provide guidelines for the services we offer.

- **Short break 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. We also provide special teenage weekends.
- **Palliative care** for end-of-life children and their families.
- **Bereavement suite** for children and families who have used Haven House and also for children who have died at home or in a hospital.
- **Community Services:**
  - o Therapeutic play in children's homes.
  - o Specialised toy and equipment loan service.
  - o Music therapy.
  - o TOTS preschool children's group for young children with additional needs and their carers.
  - o Youth club for teenagers with activities such as computers, games consoles and sensory activities. Siblings are also welcome.
- **Family support**
  - o Sibling support for siblings of current users of our services and also bereaved siblings.
  - o Counselling.
  - o Telephone advice.
  - o 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.
  - o Waltham Forest and Enfield SANDS (Still birth and neonatal death) charity support group is hosted by Haven House.
  - o Family suite, so families can stay when their children visit, or when their child is in the bereavement suite.

Therefore, 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.



### **Our geographical reach:**

Haven House provides care for children and families from Barking and Dagenham, Barnet, Brent, Camden, City & Hackney, Enfield, Haringey, Havering, Islington, Newham, Redbridge, Tower Hamlets, Waltham Forest and West Essex.

### **Our aims and achievements:**

During 2010/11 we cared for 131 life-limited children, 116 families and 270 siblings. We continued with the relatively new services including preschool children and carers ToTs group and Youth Club and increased the frequency of the youth club. We also continued the extended ToTs service in the community, as we were again commissioned to provide the service in a children's centre. We have also developed our new service for neonates (new born babies) at the end of life to enable families to receive greater support. We led and collaborated in several Department of Health funded projects, including an Expert Parent Training programme to empower and skill the parents and carers of disabled children in our local communities, so they can more effectively care for and manage their conditions.

In this report you will find out how we performed against the aims we set ourselves for 2010/11.

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*We aimed to restore financial stability through continued control of expenditure and planned expansion of the fundraising team, so that we would make a small deficit in 2010/11 and have a balanced budget in 2011/12.*

The planned expansion of the Fundraising Team was implemented during 2010/11. Whilst it took longer than planned to complete the team, the team is now in place and focused on increasing income generation. We also achieved our highest ever level of statutory funding, gaining funding from most of the PCTs in the areas we cover, obtaining Aiming High funding for capital projects and some services such

as our ToTs service in the community and youth clubs, and funding for specific care episodes. We also continued to carefully control our expenditure. As a result we were successful in making only a small deficit in 2010/11 as planned, due to investing in our Fundraising Team. In 2011/12 we should start to gain the benefits of the investment in our income generating capacity, but the economic climate and pressures on statutory funding, mean we are planning for a small deficit in 2011/12 and then a balanced budget in 2012/13.

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*We aimed to rebuild our reserves so that a minimum level of three months is held, over the next two years.*

Through controlling our expenditure, we currently have four months of free financial reserves. In order to maintain that level, as our expenditure grows due to expansion, we will also need to increase our income.

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*We aimed to strengthen our infrastructure through support from corporate supporters, and careful investment. We planned to continue to invest in our IT, care and supporter databases to enable us to work more efficiently and effectively and improve the building, equipment and grounds to provide a better service to children and families. In particular, we intended to review and refurbish our ground floor to include a new grant-funded sensory room with gesture controlled interactive equipment.*

With the continued assistance from a corporate supporter, ING Bank, we further strengthened our IT infrastructure, by replacing the outdated cabling, and installing the servers which they donated in the previous year. The stronger IT infrastructure will enable us to develop our care database. We have also spent time developing our new supporter database. Through funding from Redbridge and Havering Aiming High capital grants we were able to create a new larger sensory room, with gesture controlled interactive equipment which provides a range of sensory experiences for the children who stay at Haven House. The combined impact of all the investments will be to enable us to work more efficiently and effectively and to provide a better service to children and families.

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*We aimed to recruit a new CEO and Chair for the Board of Trustees as the existing job holders were due to retire.*

A new CEO, Mike Palfreman was recruited and he joined Haven House in April 2011. After unsuccessfully seeking a new Chair for the Board of Trustees, Ian Sparks, the former CEO, who had previously been the Chair of the Board of Trustees, offered to stand as Chair again and was elected to this post by the Board.

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*We aimed to continue to build relationships with our local Primary Care Trusts (PCTs) to ensure that Haven House is an integral part of palliative care services and the provision of respite care.*

We have continued to strengthen existing relationships with some of our local PCTs and developed new relationships with others, so that our quality of care is known and so that more children will be referred to us for care. We work with a Lead Commissioner in providing services for specialist palliative and end of life care for children in North East London.

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*We aimed to work with the other children's hospices in London to provide better services for life-limited children and their families. In particular we planned to extend our new service for neonates (new born babies) who are at end of life.*

We have worked with the other Children's Hospices in London, to develop CHaL, 'Children's Hospices across London'. The aim is for greater co-operation and collaboration, so that children and families across London benefit through improved services.

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*We aimed to obtain feedback from the families and young people who use our services and professionals to enable us to review our services to ensure they continue to meet their needs.*

We obtained very positive feedback from our families and young people through our user surveys. As well as a paper based survey we also introduced an online survey. We also obtained feedback from the professionals we have worked with during the year.



## Highlights

We were inspected by Redbridge Children's Trust and Haven House was found to fully meet its contractual obligations and have all the appropriate policies, procedures and processes in place. The new system of registration came into force on October 1st 2010, Haven House was approved to provide hospice services to children aged 0-19 years under the Health and Social Care Act 2008. We have proven that we fulfil the standards requested with the submissions.

We ran a number of special events for children and their families. This included the celebration of Raksha Bandhan (a Hindu festival which celebrates the relationship between brothers and sisters), the opening of the sensory room, 'Paradise Wildlife Park comes to Haven House' event and a special Christmas party for the children, funded by Starlight Children's Foundation.

Our Buddies group (for brothers and sisters of the children who come to the hospice) is one of the most active in the country. Their regular programme of activities has included performing arts and sports sessions as well as trips to a Sea Life centre and an adventure centre. They spent the year on a project they started in 2009/10 researching the background of The White House, where the hospice is based (with particular relevance to the life cycle), funded by a grant from the Lottery Heritage Fund. The workshops were linked to the seasons with the aim of supporting the siblings through their bereavement. A booklet "A Brief history of the White House and the Mallinson Family" evolved from the Buddies' Heritage project. The book launch was held at Valentines Mansion in Ilford in June 2011 and many of our supporters attended.

There were some further senior staff changes during the year. As reported last year Ian Sparks, the former Chair of Trustees has been working as Chief Executive in a voluntary capacity in 2009/10. As the financial position strengthened, Ian retired as CEO in April 2011, when a new CEO was recruited. Mike Palfreman is a former CEO of Age Concern Havering and a former Director of Fundraising at Help the Hospices and The Princess Royal Trust for Carers. Julia Jones became the Director of income Generation and Marketing in April 2010. Joady Mitchell, who resigned as Chair of the Trustees in July 2010 due to work demands, continued as a trustee. Sue Hyett, an existing trustee, then became interim Chair before Ian reverted to the role of Chair in April 2011.

Haven House's Director of Nursing, Christine Twomey and one of our Advanced Volunteers, Dr. Thomas Crusz conducted a survey across the children's hospices in the UK about a preferred and safe syringe driver. This was due to the Graesby Syringe driver being withdrawn from use within the southern hemisphere and there were grave concerns about its use in the UK. Following their work the National Patient Safety issued guidance about withdrawal of the Graesby in the UK and steps were taken to look for alternatives. The McKinley syringe driver has been purchased and Haven House staff are now competent in its use.

Dr. Tom Crusz, undertook an epilepsy audit of all the children who have seizures as we recognised that many of our children did not receive annual reviews of their epilepsy with a consultant as per NICE guidelines. Dr. Crusz audited the cases and found in his results that very few children had a plan to manage their epilepsy. The results of the audit were sent to the children's GPs to action.

Christine Twomey presented the Haven House ACT Neonatal end of life care pathway in working with Whipps Cross Neonatal unit and has been accepted to present on 'Expert patients, to Expert Parents, learning from Adult Services' for the Help the Hospices' conference in September 2011. She has also presented posters on the Expert parents project to the East of England Palliative care network and to The Royal College of Paediatrics and Child Health at Warwick University.



The music therapy session was amazing. The children loved it!"

## Family Stories

It is the families who use our services who best know what impact the services and staff make...

*"I just want to thank you for the time you spend with my child every Friday. We look forward to your visit every week and we really have fun with you."*

Mother of child, who receives play therapy in their own home

*"The staff were amazing, they were very sensitive to our needs and knew exactly what to say or do, they offered support but left us alone when we needed to be alone."*

*The presence of staff standing outside when the funeral was starting was very moving."*

Family of a child who stayed in our bereavement suite

*"This is a really interesting initiative: it is a lovely thing to do. This is the kind of thing that doesn't happen so often. I am very glad to get to know about these things and to have an opportunity to know about things that only a professional would know about".*

Parent who attended the Expert Parent training sessions

*"I thought I would just write to you today to say that I really like the tick box diary that came home with my daughter today after her short break. It was a really nice tool to show her brothers what she gets up to when she goes to Haven House."*

Mother of child who stayed for a respite short break

*"Our child had a fantastic music session. We look forward to it all week. The music therapy session was amazing. Maeve played some beautiful songs and had some great instruments. The children loved it!"*

Parent of child who has music therapy at Haven House

*"We were made to feel most welcome at Haven House and the staff gave us a very informative tour. We found the hospice and the surroundings to be a tranquil setting and a comforting place for families. We look forward to working with you all in the future and hope that together our services will be able to offer some support to families at a difficult time."*

First Step Havering

*"Just a quick note following the stay of the family and baby from the acute trust – they all had a very positive time and we were delighted that the baby is now feeding orally. The parents benefited greatly from having time out to regroup as a family. Their comments about your service were extremely moving, so I thought I would share them with you."*

Feedback from Children's Community Team Nursing Member





## Communications and fundraising review

We rely on the goodwill and support of all our supporters to help us fund the valuable services we provide to children and families in our care. It is essential therefore that we keep them informed about our plans, achievements and events. We do this in a number of ways to ensure we reach as many supporters as possible.

### Media relations

News releases are regularly circulated to local press and media. These cover the many different aspects of the organisation including service developments in Care, events, community fundraising, major donors giving, corporate fundraising and celebrity support. The local press continue to be very supportive and as a consequence we enjoy some very positive and extensive editorial coverage in many of the key local publications. Through Children's Hospice UK we have benefited from a very successful partnership with Heart FM which has not only provided us with ongoing news coverage but will provide us with a bespoke branded Mini car for our use for the next five years.

### Web communications

Our website is a vital part of our communications strategy. It is a source of reference for service users and potential users, healthcare professionals, existing and potential supporters as well as volunteers and staff. We use the website to inform people about what we do, who we are, how to help and a range of topical news. Information and images are regularly updated to ensure that the site is interesting and current. We plan to update our site shortly to include a number of new additions including an online booking system and a media page.

### Written communications

A wide range of printed materials have been produced to support our Care and Fundraising activity over the last year. These include promotional materials for our Concert in the Park, GLOWalk events and Light up a Life campaign. A number of leaflets have been produced to promote Haven House services including the Youth Club, Expert Parent sessions and the Toy Home Loan service. Our Haven House newsletter is produced three times a year and distributed to our supporters mainly by post and where applicable by email.

### Feedback from our families and young people

We continually receive feedback from our young people and families. However, each year we also do two structured surveys, one for families and one for the young people. For the first time we did a survey for each of the services.



One of the participants at our Heroes Sponsored Walk

## Supporter engagement

A direct mail appeal was sent to 1,000 of our warm supporters in February 2011. This received a very favourable response and as a consequence we are mailing a second appeal to a different set of supporters in September 2011. We also put an online survey in place for the readers of our newsletter to respond to and are planning a series of focus groups to gather information from readers and supporters to establish how best we can build on the success of our newsletter and our website.

## Fundraising

Our total income increased in 2010/11 to £1,948K from £1,868K in the previous financial year.

Voluntary income increased by £10K from £490K to £500K. Grants and trust income reduced by £59K to £78K. Legacies increased by £116K, to £160K, as legacies fluctuate as they are not a regular source of income. We are aiming to continue to increase them by raising awareness of the importance of including Haven House in wills. Gifts in kind reduced slightly.

Generated fundraising income reduced by £8K, as Fundraising activities income reduced slightly by £8K.

Following the development of our fundraising department we now have a skilled and experienced team who manage a range of fundraising activity across a number of functions. Recruiting the appropriate staff has taken longer than anticipated though partly due to the calibre of candidates coming through but more importantly because of our location in Chingford which is not supported with good travel links.

The delay in return against our investment has also been compounded by the ongoing economic conditions that are proving to make things challenging for us especially in community fundraising. However the team is now in place and starting to deliver income albeit slightly behind initial projections.

To expand on the more community based fundraising the organisation had previously focused on, we now have fundraisers in place who are concentrating on corporate fundraising, major giving and celebrity support. Already we have seen successes in these areas with the support of a number of small to medium corporate partnerships and a very successful charity of the year adoption with HCL Healthcare who raised over £20K for us.

We have also set up a Friends of Haven House scheme where key supporters can engage with and support the hospice through a special gift of £5K. This scheme has been well received and already we have two new members and a number of supporters who have registered an interest in joining the scheme.

Our increased engagement with celebrities and high profile individuals has allowed us to develop some really meaningful and lucrative relationships. Not only have we enjoyed a great deal of celebrity support we have also been nominated as beneficiaries to a number of prestigious events including the Duke of Essex Polo Event and Jason Leonard's Charity Dinner both of which raised over £27K. With support from corporate sponsorship and celebrity endorsement we were also successful in raising over £20K from our own Haven House GLOWalk.

In addition to our Corporate, Major Donor and Celebrity fundraising we have also appointed a Community Fundraiser to focus on developing our community fundraising to the North West of the hospice, where a number of our families live. Despite the current challenges we have recruited new community supporters and improved our profile so we have a better presence locally.



Volunteers from ING Direct at a corporate volunteering day

In light of the challenges we (and other hospices) are experiencing in Community fundraising due to the economic climate, we are planning to review our current model and explore other ways we could potentially structure Community to maximise all the fundraising opportunities whilst keeping costs to a minimum.

After a long recruitment drive we appointed our new Volunteer Manager who is currently working on our volunteer strategy as well as our day to day volunteer activity. Our Community Fundraising Manager is in place and currently managing this role and our Community and Events Team.



Jimmy Neighbour Golf Day in aid of Haven House



Celebrity support from 'The Only Way is Essex'

As part of our other key focuses we have moved to a more volunteer led approach to our fundraising. This has included recruiting appropriate volunteers to support us with our various activities and events as well as the setting up of a volunteer events committee who have been instrumental in putting together a programme of events for 2010/11. We are continuing to promote volunteering within our work and hope to be developing a number of voluntary fundraising groups in the local community soon.

To support our volunteers we are developing a stewardship programme which will ensure our volunteers always receive the recognition and acknowledgment they deserve as well as having appropriate training and development opportunities. As part of our commitment to this we are formulating a volunteer training programme and staging our first formal volunteer awards ceremony next year.

We have worked with our colleagues in Care and across the organisation to plan a programme of Haven House Open Days, one of which (our Superheroes initiative) was held during Children's Hospice Week. We are planning further Open Days for next year which will incorporate a specific theme as we have found this to be a successful route to engage donors and supporters.

We have undertaken a preliminary review of our shop function and plan to carry out a more in depth audit of the operation later in the year. Following the review of the existing shops profitability the Barkingside shop was closed at the end of March. Also planned for the forthcoming year is development of our legacy, regular giving, and direct marketing activity all of which we intend to add into our fundraising mix to create a balanced portfolio of fundraising activity. In this way we hope to grow our sustainable income streams and spread any risk relating to income across the various functions.



Above: Runners of the adidas 5k event



Left: Bruce Froud Enduro Africa Challenge



Above: Participants of 10k GLOWalk



Above: Three Peaks Challenge

## Financial review

### Overview

As 2010/11 was a year of investment in our Income Generation capacity, we anticipated that a small deficit would be made. We are pleased to report that the deficit generated was held at only £30K, compared to the small surplus of £77K small surplus in 2009/10.

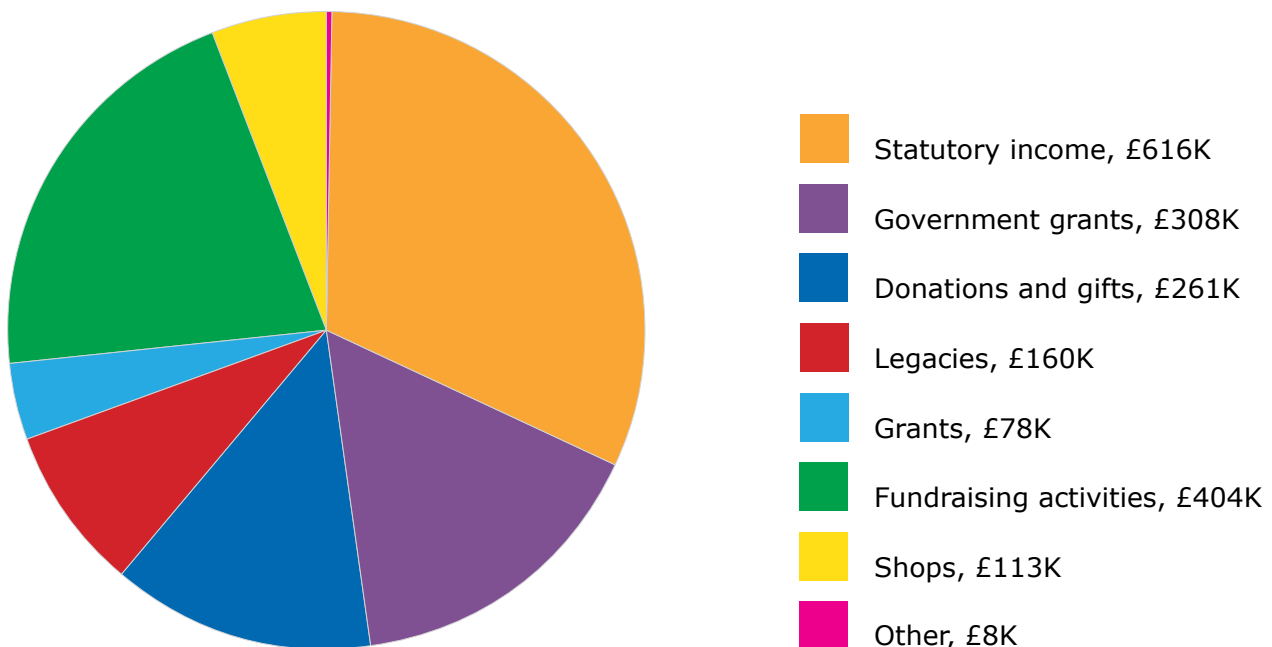
Investments in Income Generation in 2010/11 needed to be made to ensure sustainability. In 2011/12 we should start to reap the benefits of the expanded Income Generation capacity, but the economic climate and cuts in Statutory Funding budgets mean that we are now planning for another small deficit in 2011/12 and a balanced budget in 2012/13.

During the year the charity negotiated finance in order to repay a current loan and ease cash flow. The loan was drawn down in May 2011.

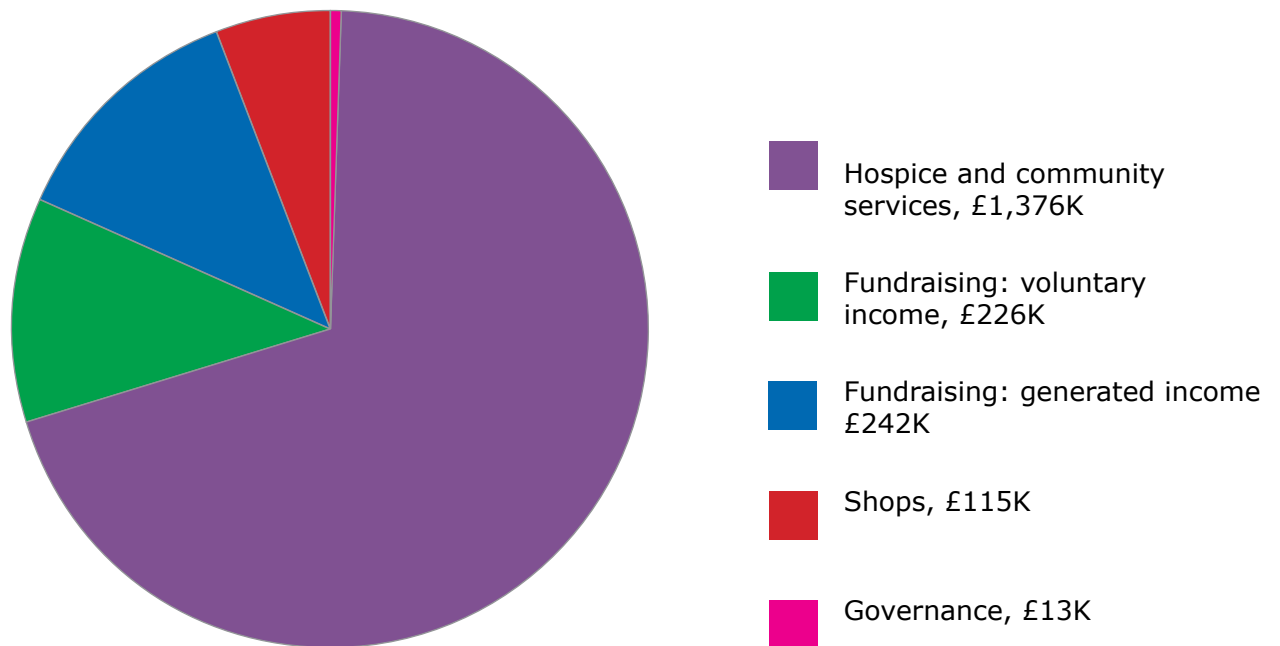
### Income

Total income in 2010/11 was £1,948K, an increase of £80K compared to the previous financial year. The increase was mainly due to an increase in Legacy income of £116K and an increase in statutory funding of £55K.

### Income 2010/11: £1,948K



## Expenditure 2010/11: £1,972K



## Expenditure

Total Expenditure in 2010/11 was £1,972K, an increase of £178K compared to the previous year's expenditure of £1,794K. This was mainly due to investments made in Income Generation resource.

Expenditure on charitable activities for the hospice and community services increased from £1,288K to £1,376K an increase of £88K.

Expenditure on fundraising for voluntary income increased by £40K to £226K and on fundraising for generated income increased by £58K to £242K. This was due to investing in the Fundraising team and resources, so that higher voluntary income can be raised in future.



Opening of the Sensory Room

## Looking ahead

### **Our aims for 2011/12 are:**

#### **1. Restoration of Financial Stability.**

Through continued control of expenditure and planned increases in voluntary income, albeit with pressures on public expenditure, we will make a small deficit in 2011/12 and have a balanced budget in 2012/13. We will rebuild our reserves over the next two years so that a minimum level of three months' expenditure is held.

#### **2. Services to Children and Families.**

We will continue to consult regularly with the children and families who use our services, and professionals, to ensure that we continue to meet their needs.

We will work closely with the other children's hospices in London to identify and deliver an even better service for life-limited children and their families. In particular we will continue to develop and extend our new service for neonates (new born babies) who are at end of life.

#### **3. Infrastructure.**

With help from corporate supporters and careful investment, we will continue to invest in our IT, care and supporter databases to enable us to work more efficiently and effectively and improve our buildings, equipment and grounds to provide an even better service to children and families. In particular, we will install a new range of exciting outdoor play equipment at The White House.

#### **4. Governance.**

We will undertake a review of our governance arrangements, led by our Chair of Trustees.

#### **5. Statutory Funding.**

We will continue to build strong relationships with Primary Care Trusts, Local Authorities and other commissioning bodies to ensure that Haven House is widely regarded as flexible, responsive and innovative, an integral part of Palliative care services and a key provider of the highest quality end of life and respite care in our area.

#### **6. Voluntary Income.**

We will continue to build on the investment made in our fundraising team to deliver increasing levels of net income from a wide range of income sources, improving our return from community, events, corporates and trusts, whilst exploring and developing income from newer sources such as individual and major donors, lotteries and retail.

#### **7. Staff and volunteers.**

We recognise that our high calibre staff and volunteers are fundamental to us achieving all our goals, and we will strengthen our HR procedures, improve internal communications, and foster closer inter-departmental team working, to further increase staff motivation and effectiveness.



Jermaine Defoe visits Haven House

## Financial policies

### Reserves policy

The Trustees' aim had been to hold the equivalent of six months' operating costs in reserves. However, following the reduction in reserves in year ending 31 March 2009, the Trustees reviewed the reserves policy. At 31st March 2011 the charity's free reserves funds were £608K compared to £603K at the end of 31st March 2010, and represented four months' operating costs. In 2011/12, there is a further small deficit projected due to the impact of the economic climate and cuts in public spending. Therefore, the Trustees' current aim now is to build the reserves so they continue to represent at least three months' 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 funds. Funds not requiring immediate access are held on deposit.

### Going concern

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

### Public Benefit

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, '*Charities and Public Benefit*'.

## Our organisation

### Staff and volunteers

Haven House relies on the skills and dedication of our staff in the hospice, office and shops. We also owe a huge debt of gratitude to the efforts of our many volunteers (currently c.160 of them) who continue to play a vital role in the work of Haven House, in administration, in fundraising activities, in caring for our beautiful grounds and by working in our shops. This is a great resource and the work of the volunteers is greatly appreciated.

At the end of March 2011 Haven House employed the equivalent of 42 full-time staff including 23 care staff, 11 fundraisers, 2 in our shops and 6 in support functions of HR, facilities, finance, administration and volunteer support.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Legal structure

Haven House Foundation is a company limited by guarantee and governed by its Memorandum and Articles of Association dated 9th December 1994 and amended on 28th May 2004 and 27th March 2007. It is registered as a charity with the Charity Commission. Membership of the company is limited to the Trustees of the Charity and there are currently seven members (eight in 2010) each of whom agrees to contribute £10 in the event of the charity winding up.

### Organisational structure

The 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.

### 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. At each Annual General Meeting one third of the Trustees retire by rotation, but may stand for re-appointment. The Board has the power to appoint additional Trustees as it considers fit to do so.

### Recruitment and appointment of Trustees

In 2006 the Trustee Board prepared a list of the skills which were needed to complement those of the existing Trustees. As all Trustees are required to be Christians, recruitment was pursued through the local Christian churches in the early months of 2007. As a result five new Trustees were recruited who brought skills in the areas of marketing, retail, recruitment, medicine and education. The Board also recruited a voluntary Financial Adviser (who is a Director at ING Bank Treasury) to advise the Board in their decisions.

The Trustee Board has a Conflict of Interest Policy and all Trustees are required to have a CRB check.

Prior to joining the Board of Trustees any prospective candidate is invited to join three Trustee meetings as an observer.

## Induction and training of Trustees

New Trustees are given 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 of articles of the organisation for reference are also provided, along with various Charity Commission booklets on information relating to the role and responsibility of being a Trustee. Trustees also receive training on the finances of the charity.

## Organisation

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 eight times during this accounting period and individual trustees have responsibility to liaise with particular members of the Haven House team with regard to care, finance and retail. 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.

## Risk Assessment

The Trustees carried out a detailed risk assessment in the areas of governance and management and a sub-committee of the Board chaired by Sue Hyett is in the process of revising this and will also continue to monitor the risk areas regularly. The charity also utilises a Risk Management Adviser, particularly focusing on clinical risk.

The Clinical Governance Board meets quarterly with the external advisors (chaired by our Registered Manager), the members of which 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:-

- 1. Evidence Based Care**
- 2. Service User Involvement**
- 3. Risk Management**
- 4. Continuous Professional Development**
- 5. Clinical Audit review**

## Trustees' 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 in appropriate 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:

**Ian Sparks**

**Ian Sparks**  
Chair



**Patrons**

Cyril Dennis MBE  
 Rt. Hon. Iain Duncan Smith MP Woodford and Chingford  
 Mike Gapes MP Ilford South  
 Col Alan Hall MBE, TD, DL  
 Eleanor Laing MP Epping Forest  
 Gary Lucy  
 Christine Mansell, RGN, RM, RHV (appointed as Patron on 20 October 2010)  
 Rabbi Maurice Michaels  
 Rt. Reverend David Hawkins Bishop of Barking  
 Vicki Michelle MBE  
 Glen Murphy MBE  
 Ray Winstone

**Board of Trustees**

Ian Sparks, OBE, MA, DMS. Chair (appointed 1 May 2011)  
 Sue Hyett, B.A. (Hons) (Interim Chair: from 12 July 2010 resigned as Interim Chair on 1 May 2011)  
 Joanna Mitchell, MSc BSc RGN RSCN (Chair: resigned as Chair 12 July 2010)  
 Scott Jackson (Secretary from 12 July 2010)  
 Ros Edwards  
 Clare Jayaraj, RGN BSc(Hons)  
 Samuel Jayaraj, MBBS FRCS(Eng) FRCS(ORL-HNS)  
 (Christine Mansell, RGN, RM, RHV, resigned as trustee on 19 October 2010)  
 Freda Ball, resigned as trustee on 18 October 2010)

**Financial advisor**

Robert Smith, BSc.

**Management team**

Mike Palfreman, MA Hons (Oxon) Chief Executive (Appointed April 2011)  
 (Ian Sparks, OBE, MA, DMS, Chief Executive retired April 2011)  
 Christine Twomey, BSc.(Hons), RGN, RSCN, Director of Nursing  
 Anne Spong, FCMA, DChA, Finance Director  
 Sarah Spackman, MCIPD, Director of Support Services  
 Julia Jones, Director of Income Generation and Marketing  
 (Appointed as Interim in September 2009 and as Fundraising Director April 2010)

**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

**Principal solicitors**

Coldham Shield and Mace  
123 Station Road  
Chingford  
London E4 6AG

**Risk Management and Health and Safety advisor**

Irene Majdalawy  
25 Roslin Way  
Bromley  
Kent BR1 4QS

**Consultant: Paediatric palliative medicine**

Specialist Palliative Care Team GOSH  
Great Ormond Street Hospital for Children NHS Trust  
Great Ormond Street  
London  
WC1N 3JH

**Company number:** 3000171

**Charity number:** 1044296

**Registered office and operational address:**

The White House  
Mallinson Park  
High Road  
Woodford Green  
Essex IG8 9LB

We have audited the financial statements of Haven House Foundation for the year ended 31 March 2011 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. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

## 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 2011, 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 matters 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.

**David Benton**

**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: 20/09/2011

## Statement of Financial Activities for the year ended 31 March 2011 (Incorporating an Income and Expenditure Account)

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2011 £	Total 2010 £
<b>Incoming Resources</b>					
<b>Incoming resources from generated funds</b>					
<b>Voluntary Income</b>					
* Donations		204,958	39,110	244,068	282,938
* Legacies		160,323	-	160,323	44,809
* Grants receivable	2	14,570	63,541	78,111	136,964
* Gifts in Kind	3	17,187	-	17,187	25,080
		<b>397,038</b>	<b>102,651</b>	<b>499,689</b>	<b>489,791</b>
<b>Activities for generating funds</b>					
* Shops		112,876	-	112,876	117,466
* Fundraising activities	4	404,087	-	404,087	411,734
* Interest Receivable		7,607	-	7,607	3,847
		<b>524,570</b>	<b>-</b>	<b>524,570</b>	<b>533,047</b>
<b>Incoming resources from charitable activities</b>					
* Statutory funding for hospice care		616,104	-	616,104	561,244
* Government grant income	2	-	307,881	307,881	283,631
		<b>616,104</b>	<b>307,881</b>	<b>923,985</b>	<b>844,875</b>
<b>Total Incoming Resources</b>		<b>1,537,712</b>	<b>410,532</b>	<b>1,948,244</b>	<b>1,867,713</b>
<b>Resources Expended</b>					
<b>Costs of generating funds</b>					
* Fundraising costs of voluntary income		225,707	-	225,707	185,983
* Fundraising costs		241,596	-	241,596	183,821
* Costs of operating Shops		115,407	-	115,407	124,167
		<b>582,710</b>	<b>-</b>	<b>582,710</b>	<b>493,971</b>
<b>Charitable Activities</b>					
* Provision of Hospice services		958,080	418,199	1,376,279	1,287,862
<b>Governance costs</b>					
		13,462	-	13,462	12,302
<b>Total Resources Expended</b>	5	<b>1,554,252</b>	<b>418,199</b>	<b>1,972,451</b>	<b>1,794,135</b>
<b>Net incoming/ (outgoing) funds-net income/ expenditure for the year before other recognised gains and losses</b>					
		<b>(16,540)</b>	<b>(7,667)</b>	<b>(24,207)</b>	<b>73,578</b>
Net gain/ (loss) on investment assets	9	(5,383)	-	(5,383)	3,000
<b>Net movement in funds</b>		<b>(21,923)</b>	<b>(7,667)</b>	<b>(29,590)</b>	<b>76,578</b>
<b>Reconciliation of funds</b>					
Funds brought forward at 1 April 2010		1,043,879	312,991	1,356,870	1,280,292
<b>Funds carried forward at 31 March 2011</b>		<b>1,021,956</b>	<b>305,324</b>	<b>1,327,280</b>	<b>1,356,870</b>

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 37 to 44.

## Balance Sheet:

(As at 31 March 2011)

Company Number 3000171

	Notes	2011		2010	
		£	£	£	£
<b>Fixed Assets</b>					
Tangible Assets	8		675,388		755,081
Investments	9		-		29,000
			<u>675,388</u>		<u>784,081</u>
<b>Current Assets</b>					
Debtors	10	238,495		72,963	
Short term deposits		100,322		248,157	
Cash at bank and in hand		<u>529,534</u>		<u>502,832</u>	
		868,351		823,952	
<b>Creditors: amounts falling due within one year</b>					
	11	<u>(119,114)</u>		<u>(130,714)</u>	
<b>Net current assets</b>					
			<u>749,237</u>		<u>693,238</u>
<b>Total assets less current liabilities</b>					
			<b>1,424,625</b>		<b>1,423,319</b>
<b>Creditors: amounts falling due after more than one year</b>					
	12		(97,345)		(120,449)
<b>Net assets</b>					
			<u><b>1,327,280</b></u>		<u><b>1,356,870</b></u>
<b>Income Funds</b>					
Restricted Funds	15		305,324		312,991
<b>Unrestricted Funds</b>					
Designated funds	16		413,962		440,547
Other Charitable funds			607,994		603,332
			<u><b>1,327,280</b></u>		<u><b>1,356,870</b></u>

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 for issue by the Board.

**Ian Sparks**

**Ian Sparks**

Chair

Date: 20 September 2011

## Cash Flow statement

(As at 31 March 2011)

	Notes	2011 £	2010 £
<b>Net cash flow from operating activities</b>	(a)	(103,678)	240,829
<b>Returns on investment</b>			
Investment income and interest		7,607	3,847
<b>Capital expenditure and sales</b>			
Purchase of fixed assets		(49,129)	(36,181)
Proceeds from sale of fixed assets		450	1,450
Proceeds from sale of investment assets		23,617	-
		<b>(121,133)</b>	<b>209,945</b>
Management of liquid resources	(b)	(147,835)	248,157
<b>Increase/(decrease) in cash</b>	(b)	<b>26,702</b>	<b>(38,212)</b>

### Notes to the cash flow statement

#### (a) Net cash inflow/(outflow) from operating activities

Net (outgoing)/ incoming/resources for the year	(29,590)	76,578
Depreciation	128,224	135,002
Loss on disposal of fixed assets	148	6,606
Net loss/(gain) in investments	5,383	(3,000)
Investment income and interest	(7,607)	(3,847)
(Increase)/decrease in debtors	(165,532)	20,733
(Decrease)/increase in creditors	(34,704)	8,757
<b>Net cash inflow/(outflow) from operating activities</b>	<b>(103,678)</b>	<b>240,829</b>

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

	At 01.04.2010 £	Cash flows £	At 31.03.2011 £
Cash at bank	502,832	26,702	529,534
Short Term deposit	248,157	(147,835)	100,322
	<b>750,989</b>	<b>(121,133)</b>	<b>629,856</b>

## 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 ongoing 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.

### 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. 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;

Designated funds which are set aside by the trustees out of unrestricted funds for specific purposes or projects, and

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

	Unrestricted Funds	Restricted Funds	Total 2011	Total 2010
	£	£	£	£
<b>Voluntary Income</b>				
Walthamstow and Chingford Almshouses	-	17,667	17,667	11,667
City Bridge Trust	-	15,000	15,000	30,000
BBC Children in Need	-	-	-	31,055
Other	14,570	30,874	45,444	64,242
	<b>14,570</b>	<b>63,541</b>	<b>78,111</b>	<b>136,964</b>
<b>Charitable Activities</b>				
Big Lottery Fund	-	-	-	69,716
London Borough of Redbridge	-	49,320	49,320	13,915
London Borough of Havering	-	7,000	7,000	-
Department of Health: section 64	-	200,000	200,000	200,000
Dept. of Health: £30M Project funding	-	26,757	26,757	-
Other hospices re DOH projects	-	23,804	23,804	-
Other	-	1,000	1,000	-
	-	<b>307,881</b>	<b>307,881</b>	<b>283,631</b>
<b>Total Grants</b>	<b>14,570</b>	<b>371,422</b>	<b>385,992</b>	<b>420,595</b>

## 3. Gifts in Kind

Gifts in Kind represent donated goods and services, and principally includes the donation of designing the charity's newsletter (£15,000), flat screen televisions for children's bedrooms (£1,500), specialised toys for home loan service (£1,097) (2010: Donation of designing newsletter, IT equipment and furniture and furnishings for the Family suite)

## 4. Fundraising Income

	2011 £	2010 £
Events	35,531	99,128
Fundraising	368,556	312,275
Other	-	331
	<b>404,087</b>	<b>411,734</b>

## 5. Resources Expended

Analysis of total resources expended	Fundraising Costs of Voluntary income	Fundraising Costs	Cost of Operating Shops	Provision of hospice Services	Governance	Total 2011	Total 2010
	£	£	£	£	£	£	£
Staff costs	134,246	105,052	37,295	792,950	3,484	1,073,027	903,770
Other direct costs	45,242	100,376	65,272	310,331	8,778	529,999	577,424
Support costs	46,219	36,168	12,840	272,998	1,200	369,425	312,941
	<b>225,707</b>	<b>241,596</b>	<b>115,407</b>	<b>1,376,279</b>	<b>13,462</b>	<b>1,972,451</b>	<b>1,794,135</b>
<b>Analysis of support costs</b>							
Staff costs	30,911	24,189	8,587	182,579	803	247,069	215,981
Other direct costs	15,308	11,979	4,253	90,419	397	122,356	96,960
	<b>46,219</b>	<b>36,168</b>	<b>12,840</b>	<b>272,998</b>	<b>1,200</b>	<b>369,425</b>	<b>312,941</b>

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.

## 6. Net movement in funds

	2011 £	2010 £
<b>Net movement in funds is stated after charging</b>		
Depreciation of tangible fixed assets	128,224	135,002
Staff costs (note 7)	1,320,096	1,119,751
Rent re operating leases	71,612	71,641
Auditors remuneration:		
Audit fees	8,674	7,591

2011 audit fees include £514 under-provision for 2010 audit fees. (2010 £115)

## 7. Staff costs

### 7.1 Number of employees

The average number of employees (full-time equivalents) during the period:

	2011 Number	2010 Number
Provision of hospice services	23	20
Fundraising	9	6
Shops	2	3
Administration	6	7
	<b>40</b>	<b>36</b>

### 7.2 Staff costs during the period were as follows:

The average number of employees (full-time equivalents) during the period:

	£	£
Wages and salaries	1,199,103	997,564
Social security costs	84,186	78,718
Pension costs	36,807	43,469
	<b>1,320,096</b>	<b>1,119,751</b>

There were no employees whose annual salary including taxable benefits exceeded £60,000. (2010: nil)

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 either the current year or the previous financial period.

## 8. Tangible Fixed Assets

	Improvements To property	Land and Buildings Leasehold	Fixtures, Fittings & Equipment	Motor Vehicles	Computer Equipment	Total
<b>Cost</b>						
<b>At 1 April 2010</b>	786,826	441,000	220,766	36,082	38,331	1,523,005
<b>Additions</b>	8,622	-	40,007	-	500	49,129
<b>Disposals</b>	-	-	-	-	(1,795)	(1,795)
	<b>795,448</b>	<b>441,000</b>	<b>260,773</b>	<b>36,082</b>	<b>37,036</b>	<b>1,570,339</b>
<b>Depreciation</b>						
<b>At 1 April 2010</b>	489,259	73,228	153,891	21,868	29,678	767,924
<b>Charge for period</b>	83,311	8,820	23,318	6,770	6,005	128,224
<b>Disposals</b>	-	-	-	-	(1,197)	(1,197)
	<b>572,570</b>	<b>82,048</b>	<b>177,209</b>	<b>28,638</b>	<b>34,486</b>	<b>894,951</b>
<b>Net book value</b>						
<b>At 31 March 2011</b>	<b>222,878</b>	<b>358,952</b>	<b>83,564</b>	<b>7,444</b>	<b>2,550</b>	<b>675,388</b>
At 31 March 2010	297,567	367,772	66,875	14,214	8,653	755,081

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. Fixed Asset Investments

	2011 £	2010 £
Listed investments at market value		
At 1 April 2010	29,000	26,000
Unrealised gain/(loss)		3,000
Disposals at book value	(29,000)	-
<b>At 31 March 2011</b>	<b>-</b>	<b>29,000</b>
<b>Listed investments at cost</b>	<b>-</b>	<b>34,500</b>

The investments which were all in the UK and held for charitable use were sold during the year realising a loss of £5,383 over the book value and £10,887 over original value when gifted to the charity.

## 10. Debtors

	2011 £	2010 £
Income receivable	109,331	100
Prepayments	36,585	32,634
Accrued income	87,702	35,263
Other debtors	4,877	4,966
	<u>238,495</u>	<u>72,963</u>

## 11. Creditors: Amounts falling due within one year

	2011 £	2010 £
Bank Loans (secured)	17,400	17,400
Other creditors	18,013	33,565
Accruals	56,492	43,195
Deferred income	27,209	36,554
	<u>119,114</u>	<u>130,714</u>

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

	2011 £	2010 £
Balance at 1 April 2010	36,554	38,923
Amounts released to incoming resources	(36,554)	(38,923)
Amount deferred in period	27,209	36,554
<b>Balance at 31 March 2011</b>	<u>27,209</u>	<u>36,554</u>

## 12. Creditors: Amounts falling after more than one year

	2011 £	2010 £
Bank Loans (secured)	<u>97,345</u>	<u>120,449</u>
<b>Loan maturity analysis</b>		
Debt due in one year or less	17,400	17,400
In more than one year but not more than two years	17,400	17,400
In more than two years but not more than five years	52,200	52,200
In more than five years	27,745	50,849
	<u>114,745</u>	<u>137,849</u>

The bank loan is secured by a charge over the White House, Mallinson Park, Woodford Green, Essex. It is repayable by monthly instalments until 2017 and interest is charged at 1.75% 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 and the Local government pension 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 £29,938 (2010: £36,727).

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 £6,868 (2010: £6,742).

At the year end £25 was payable in respect of pension contributions (2010: £519)

### 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.

### 15. Restricted funds

	Balance at 1 April 2010 £	Income £	Movement in Funds Expenditure £	Balance at 31 March 2011 £
Fixed Assets	249,653	1,995	(70,133)	181,515
Equipment for loan scheme fund	11,572	1,360	(12,932)	-
Equipment for care	14,321	-	(3,689)	10,632
Home Loan vehicle fund	8,500	-	(1,413)	7,087
Community Services fund	-	45,000	(15,539)	29,461
Music Therapy fund	12,330	4,000	(5,528)	10,802
Heritage fund: Lottery	2,227	5,680	(5,891)	2,016
Hospice nursing fund	-	33,667	(33,667)	-
Sibling Support (Buddies) fund	8,997	8,695	(1,398)	16,294
BBC Children in Need: activity co-ordinator	5,391	-	(5,391)	-
Redbridge: Aiming High capital grant	-	49,320	(8,631)	40,689
Havering: Aiming High capital grant	-	7,000	(350)	6,650
Dept. of Health Section 64 Hospice funding	-	200,000	(200,000)	-
Dept. of Health project funding	-	26,757	(26,757)	-
Dept. of Health projects managed by other hospices	-	23,804	(23,804)	-
Other	-	3,254	(3,076)	178
	<b>312,991</b>	<b>410,532</b>	<b>(418,199)</b>	<b>305,324</b>

The fixed asset fund consists of funds raised to fund the refurbishment of the hospice building and purchase of equipment.

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

The equipment for care fund consists of funds raised to purchase specialised equipment for the hospice.

The home loan vehicle fund consists of funds raised to purchase a vehicle for the home loan toy service.

The community services fund consists of funds received to fund the community play therapist and home loan services.

The music therapy fund consists of funds raised to fund the music therapy service.

The Heritage fund consists of funds received from the Heritage Lottery Fund for the Buddies (siblings), to research the history of the White House.

The hospice nursing fund consists of funds raised to fund nursing and other care salaries in the hospice.

The Sibling support (Buddies) fund consists of funds raised to fund activities for the siblings.

The BBC Children in Need fund consists of funds received from BBC children in Need to fund an activity co-ordinator.

The Redbridge and Havering Aiming High funds consist of funds received to fund capital equipment for the hospice.

The Department of Health Section 64 Hospice fund consists of funds received from the Department of Health to fund existing hospice based palliative care and respite services and community services.

The Department of Health project funds consists of funds received for projects undertaken and completed in 2010/11.

The Department of Health projects managed by other hospices fund consists of funds received by other hospices, which involved Haven House in delivering the project, for projects undertaken and completed in 2010/11

## 16. Designated funds

	Balance at 1 April 2010 £	Balance at Income £	Expenditure £	31 March 2011 £
Fixed Assets	440,547	7,807	(34,392)	413,962
	<u>440,547</u>	<u>7,807</u>	<u>(34,392)</u>	<u>413,962</u>

## 17. Analysis of net assets between funds

	Restricted £	Designated £	Unrestricted £	Total £
<b>Fund balances at 31 March 2011 are represented by:</b>				
Tangible fixed assets	188,408	486,980	-	675,388
Net current assets	116,916	-	632,321	749,237
Long term liabilities	-	(73,018)	(24,327)	(97,345)
	<u>305,324</u>	<u>413,962</u>	<u>607,994</u>	<u>1,327,280</u>

## 18. Commitments under operating leases

	Land and Buildings	
	2011	2010
	£	£
<b>Expiry date</b>		
Within one year	-	-
Within two to five years	-	-
After five years	51,000	51,000
	<u>51,000</u>	<u>51,000</u>

## 19. Capital commitments

At 31 March 2011 the company had £35K capital commitments in respect of grant funded outdoor play equipment and new cabling for the IT systems. (2010: £Nil).

## Thank yous

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 enable some very special children and their families receive the care and support they need, when they need it, at no cost to themselves.

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

All Saints Church Woodford Green  
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Former Mayor of Barking and Dagenham: Charles Fairbass  
Friends of Haven House: Deep Johal, John Singh and Terry Wilson  
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