



Claire House
CHILDREN'S HOSPICE

TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

CHAMPION ACCOUNTANTS LLP

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Charity no. 1004058 Company reg no. 02620240

WELCOME TO OUR 2019-20 ANNUAL REPORT

“When a child is close to dying, it’s about making sure their last moments are special and making memories for the family; if they have something they would like to do, we help to make that happen,”

LAWREN HARRIS, PLAY SPECIALIST.



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REPORT OF THE TRUSTEES

(INCLUDING DIRECTORS' REPORT AND STRATEGIC REPORT) FOR THE YEAR ENDED 31 MARCH 2020

The Trustees, who are also the Directors for the purposes of company law, present their report and the consolidated financial statements of the Charity and its subsidiary for the year ended 31 March 2020, which are also prepared to meet the requirements for a Directors' report and accounts for Companies Act purposes.

The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

CHAIRMAN'S REPORT

As the world is gripped by the global Covid-19 pandemic, it is incredibly difficult to reflect on what was a great year for Claire House in 2019-20.

As a result of our committed staff and volunteers, and the unwavering dedication of our supporters we were able to help 394 children and families – more than ever before. This included supporting 101 children at the end of their lives in our hospices on the Wirral and Liverpool, in hospital, or at home.

Our supporters and commissioners ensured that we were able to spend £5.1 million on our vital services detailed throughout this report.

It may seem counter-intuitive to talk about our services being a lifeline for dying children and their families, but that is exactly what they are: we are there when families receive the worst possible news; we are there when emergencies strike; we are there when a child dies; and we continue to be there for the months and sometimes years afterwards as families try to cope with their loss.

The children and families we support may not be able to live 'normal' lives, but we help them achieve their dreams and create wonderful memories. We cannot change the outcome of their illness, but we can help to make death as good as it can be. We cannot take away the pain of loss but we can help families learn to cope.

It has been our privilege in 2019-20 to walk alongside these children and families in their time of need. We are immensely proud that we were awarded the Care Quality Commission rating of 'Outstanding' in December 2019.

As a result of our excellent performance in 2019-20 we were planning a significant springboard towards our vision to one day reach every dying child in our region. As of March 2020, our plans had to be revised.

However, when the world seemed to stop, we did not. We have continued throughout the pandemic, focussing on emergency and end of life care and transitioning services such as counselling online. We have continued to be the lifeline to children and their families in the most challenging of times. We are proud to say we are 'Covid Secure' and even more proud of our staff for their heroic efforts.

At the time of writing, we are challenging ourselves to transform Claire House as a result of Covid-19 and its financial impact. We are hugely reliant on voluntary giving and we know that we will face significant financial challenges for the remainder of 2020 and throughout 2021.

We have to accept the economic reality we face. We are therefore reviewing everything we do to ensure that we are able to focus on our most impactful services in the medium term and, we hope, emerge in even better health. This requires a laser-like focus on efficiency and effectiveness – making the most of every penny entrusted to us to help those most in need.

Thank you for reading this report. If you are a supporter – we have been able to keep going because you have kept supporting us. If you are a commissioner, you have enabled us to work with some certainty during unpredictable times. And if you are a family who has needed or will need our services, please know that your child will always be safe with us: we promise to do our very best to be there in your hour of need, whenever and wherever you need us.



Eileen Baidam

Eileen Baidam

Chairman of Board of Trustees and Consultant Paediatric and Adolescent Rheumatologist at Alder Hey Children's Hospital



WHY WE EXIST

WHEN YOUR CHILD IS DYING, YOU HAVE ONE CHANCE TO GET THEIR CARE ABSOLUTELY RIGHT.

At Claire House Children's Hospice we understand this. We go to extraordinary lengths to help seriously and terminally ill children and their families make the most of the time they have, however long or short that may be.

Claire House provides specialist nursing care to babies, children and young adults, both at the hospice and at home. This includes short breaks, when children with complex health needs can have fun whilst their parents get a well-deserved rest, in addition to emergency respite and end-of-life care, day care and a range of groups for different ages and needs.

In partnership with other healthcare providers we are leading the way on developing children's palliative and end-of-life care for the region.

But Claire House is about more than medical care. Our counselling and therapy teams support the whole family

– whilst a child is living and after they die. Our Specialist Nurses and Butterfly Coordinators work with children and families to try and achieve their 'bucket lists', including memory making sessions to help them create cherished 'Perfect Charms' and other keepsakes that last a lifetime.

All our staff and volunteers go out of their way to create a warm and friendly atmosphere at the hospice, from the kitchen team who cook up comfort food and shortbread, to the nurses who make home visits and provide a 24 hour on call emergency service.

But we cannot reach all the children who need us, as more dying children are referred to Claire House than ever before and we are struggling to cope with demand. We need to increase the care we offer families in their homes, help more children at our hospice and reach out to more children who do not have much longer to live.

WE ARE OUTSTANDING!

Claire House was rated as 'Outstanding' for the second time by the Care Quality Commission (CQC) in their 2019 inspection.

OUR VISION

In 2015 we set ourselves the ambition to reach every child that needs us. We have made tremendous strides towards achieving this dream and we are immensely proud that during 2019-20 we provided care for 394 children and their families in Merseyside, Cheshire and North Wales.

But we know there are yet more children to reach – especially those with complex care needs. Our dream is to build a second hospice on the site we own in Liverpool,

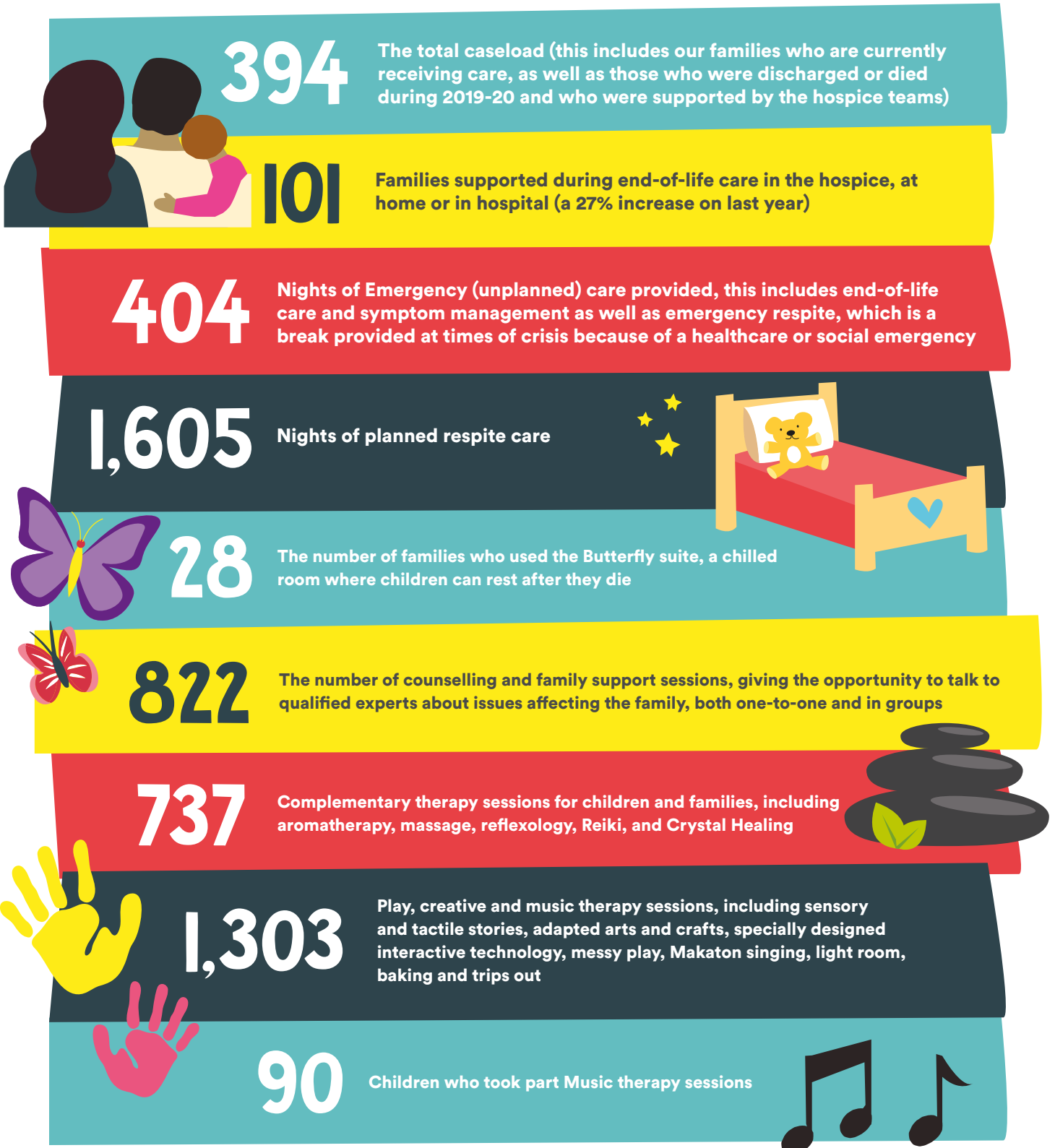
that is close to Alder Hey and the Liverpool Women's hospital, and from where we would be able to offer medical and end-of-life care.

However, before we can do so we need to raise significant funds. We know it may take a while, particularly in these very uncertain times, but this is the challenge to which the whole organisation is committed.

OUR PLANS FOR THE NEXT FIVE YEARS AND BEYOND:

- 1** Reviewing our services to reflect the reality of life during and after Covid-19. Ensuring the charity is able to offer the right services, both online and face-to-face, in order to meet the needs of children and families.
- 2** Rebuilding our fundraising activities post Covid-19, allowing us to sustain our services and fundraise for improved facilities on the Wirral and a new hospice in Liverpool.
- 3** Providing safe, high quality care services as the main priority, managing growth at a pace we can sustain and caring for those who are most in need. We are striving to be recognised as the experts in children's palliative and end-of-life care in Merseyside and Cheshire.
- 4** Innovating to reflect the needs of the children coming to Claire House: transforming our care to be responsive to the changing and complex needs of children and young people, and to best use our resources.
- 5** Working efficiently and effectively and ensuring support services can cope with demand: to increase our impact, we will be challenged to innovate. Working efficiently, using all the skills we have at Claire House, investing in systems and processes that save us time and money, and working well with volunteers, are good examples of working smarter.
- 6** Ensuring Claire House is a great place to work, that we attract and retain the best staff and volunteers and give the best experience to our families and supporters. We will focus on our culture and our values, ensuring that our teams are able to do their very best work in a place where everyone can flourish.

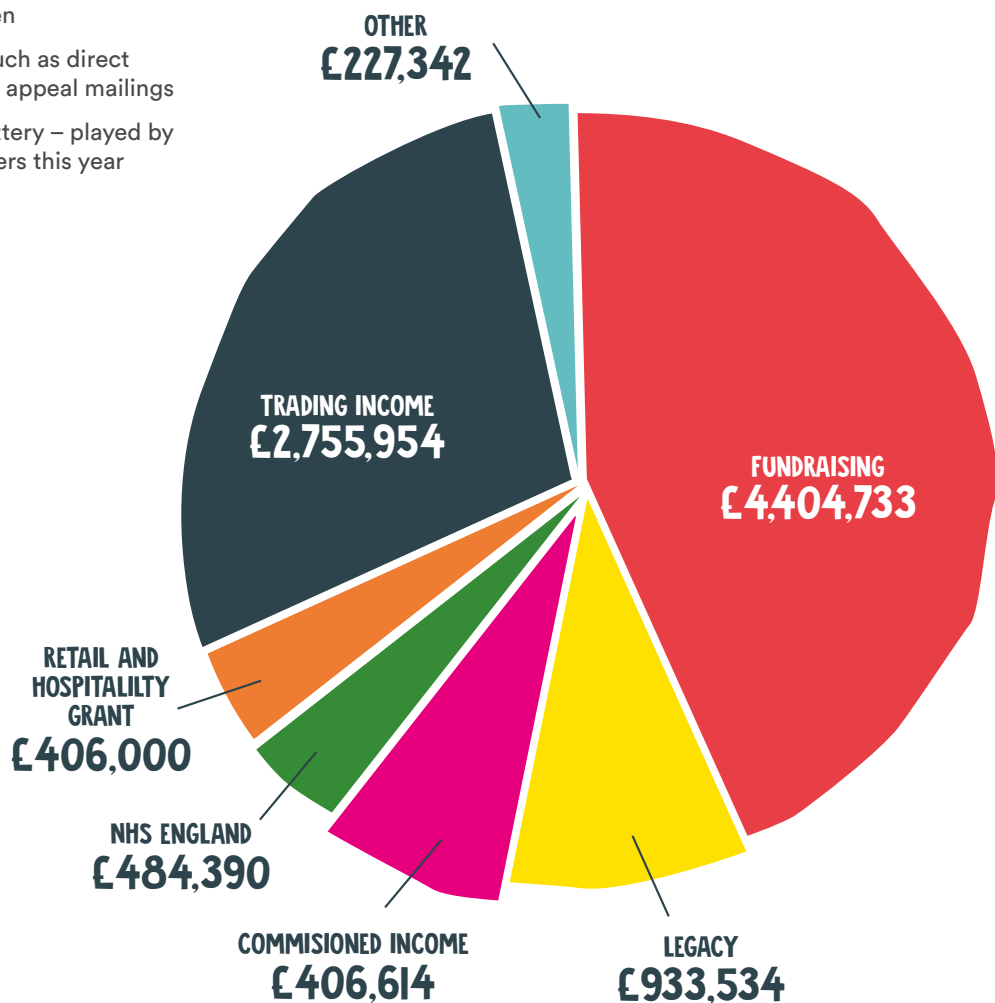
HOW WE HELPED DYING CHILDREN AND THEIR FAMILIES – THE NUMBERS



HOW WE RAISED OUR MONEY

Our incredible supporters raised **£4.4M** in 2019-20 through:

- Events – running, trekking, cycling, dancing and baking
- Community – from fairs to shows and everything in between
- Individual Giving – such as direct debit campaigns and appeal mailings
- The Claire House Lottery – played by over 25,000 supporters this year

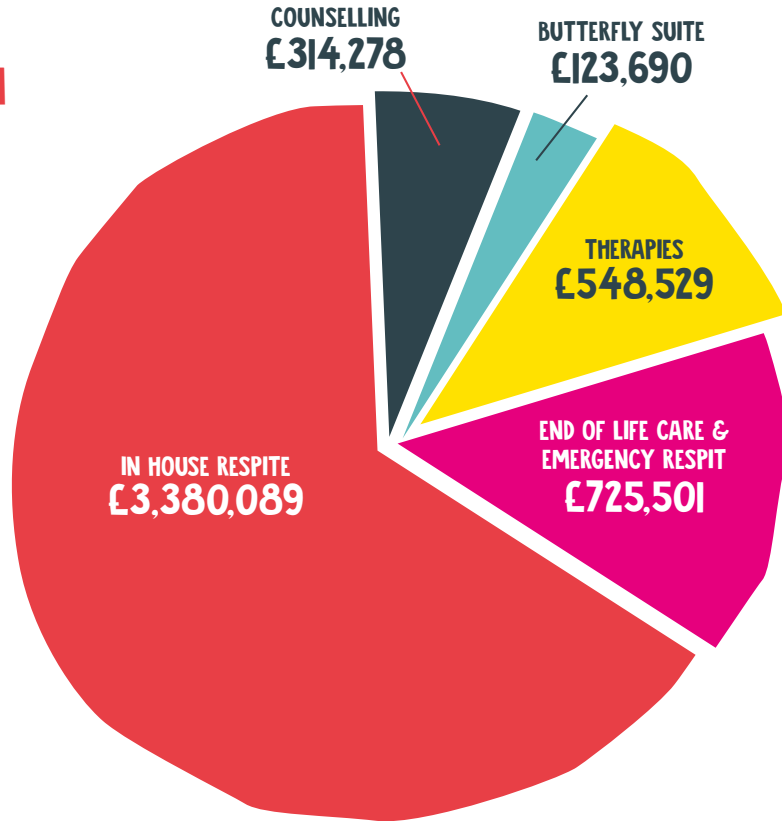


IN ADDITION, WE RECEIVED MONEY FROM:

- Our shops and donation centre, which amounted to £2,755,954
- Local healthcare commissioners who contributed £806,614, towards end-of-life care, emergency care and outreach services
- We also received a £405,00 Retail and Hospitality Grant as part of the governments support towards business in the Covid-19 crisis.

HOW WE SPENT OUR MONEY

We spent **£5.1 MILLION** caring for dying children, £160k more than last year (an increase of 4%)



SERVICE	EXPLANATION	AMOUNT SPENT
PLANNED AND UNPLANNED CARE		
End-of-life care and Emergency respite	Care at the end of a child's life and breaks provided at times of crisis because of a healthcare or social emergency, such as family exhaustion or step-down care from hospital.	£725,501
Butterfly suite	Care provided after the death of a child, normally in one of our dedicated 'butterfly' rooms supported by a dedicated team	£123,690
In-house respite	A planned break, usually full of fun and 'bucket list' activities	£3,380,089
Counselling and family support	The opportunity to talk to qualified experts about issues affecting the family, both one to one and in groups. This also covers a range of activities supporting the whole family, including days out for the brothers and sisters of the children we care for	£314,278
Therapies	This cover a wide range of activities such as Physio and Occupational/Holistic Therapies together with play, creative and music activities.	£548,529



LENNON'S STORY

WHEN CHRIS AND JESSICA SMOUT FOUND OUT THEIR BABY BOY, LENNON, WAS SERIOUSLY ILL WITH CONGENITAL DIAPHRAGMATIC HERNIA (CDH), CLAIRE HOUSE WERE THERE FOR THE FAMILY EVERY STEP OF THE WAY.

“At 28 weeks pregnant, we found out our little boy, Lennon, was going to have life-threatening issues. That is when we met Claire House. They cared for me and supported me throughout my pregnancy,” shares mum Jessica.

“When Lennon was born, he went straight into intensive care. Within two, three hours we had Claire House with us, giving us as much support as we needed,” says dad, Chris.

“When he was six days old, Lennon had major surgery, which was unbearable for us as parents, but he flew through it, showing how strong of a child he was.

“To have Claire House there, by our sides and to guide us through that was amazing.

“With six months in hospital, there were ups and downs, but Claire House were there to support us, helping us to make memories.

“Come December, when they told us the bad news about Lennon, that he wasn't going to survive, we decided to

go to Claire House,” says Jessica. “For a family who had spent six months in the ICU unit, with all of the bleeps and the buzzers, that was never where we wanted to spend our final moments with our child.

“We had a full day at Claire House. I had always wanted to take Lennon outside; he had never been outside. He had only ever been on an ICU unit. Without Claire House that would have never materialised,” says Jessica.

“They planned everything and looking back, it is everything, all of our memories. At the saddest of times saying goodbye to your child, it doesn't get any better than that.

“Lennon left this world, surrounded by people who love him.

“In the very first weeks after Lennon passed, I just needed someone to hold my hand and that's exactly what Claire House did.

“They put us in touch with other parents who have had a similar journey to ours, that we can relate to, that we can talk to and they understand.



“There's something that suits everybody. I have my own counselling sessions; my husband joins in with the dads' football.

“Claire House is a sanctuary to me. I am in the place where my child passed, but I am also in the place that loved my child dearly.”

STRATEGIC REPORT

OUR CARE

The services we provide both at home and in the community, can have a massive impact on seriously and terminally ill children and their families, many of whom are pushed to breaking point by the demands of looking after a sick child.

Our care fits into: planned care (short breaks at the hospice or home, day care and groups for different ages), emergency care (emergency stays in the hospice, for example when a carer becomes unwell or a family needs support with symptom management), and our 24/7 rapid response team who provide specialist nursing and end-of-life care both at home and in the hospice. This team is supported by our palliative care consultant who works jointly with Claire House and Alder Hey.

Our medical care is complemented by other services including occupational and complementary therapies, physiotherapy, play and music therapy and counselling for all the family. We also provide activities for siblings – allowing them to meet other children who have had similar experiences.

If a child dies, the team support the family at home or at the hospice, providing a place to rest in our chilled rooms, known as Butterfly Suites, helping with funeral arrangements, and providing post bereavement counselling and support.

At the hospice planned respite remains our main function (74% of all activity), however, the number of bed nights available was reduced significantly (a 20% reduction) in 2019-20 largely due to a norovirus outbreak in quarters three to four, and the Covid-19 emergency at the end of quarter four. Unplanned care (emergency respite, end-of-life and Butterfly suite) provides the other 26% of all hospice activity. End-of-life care was up from 80 children in 2018-19 to 101 2019-20 – this trend is likely to continue as we focus more on this type of work.



COMPLETE LIST OF CARE SERVICES

SERVICE	EXPLANATION
End-of-life care	Care at the end of a child's life.
Emergency respite	A break provided at times of crisis because of a healthcare or social emergency. This can include family exhaustion, step-down care from hospital or symptom assessment and management.
Butterfly suite	Care provided after the death of a child, normally in one of our 'Butterfly' rooms supported by a dedicated team.
Respite in house	A planned break, usually full of fun and 'bucket list' activities.
Planned Care (care offered in the community)	A planned visit to the child's home (or sometimes hospital) to have fun and give everyone a break.
Rapid response	Round the clock symptom management and end-of-life care in the hospice, hospital or home.
Hospital support	Hospital visits to support families who use our services and those who might need us in the future.
Ante-natal and perinatal (pre and post birth care)	When a diagnosis of a life-threatening condition is made, Claire House offers support and specialist care through pregnancy, birth, a child's life and, sadly for many, their death.
Day Care	Carers and tots group, multisensory groups and dedicated activities, including groups for young adults.
Counselling and Family Support	The opportunity to talk to qualified experts about issues affecting the family, both one-to-one and in groups. As well as a range of activities supporting the whole family, including days out for the brothers and sisters of the children we care for.
Symptom management, step down care and advanced care planning	Help implementing plans to ease symptoms children may experience (from pain, nausea, respiratory difficulties, seizures, spasms); help leaving hospital, care planning after prolonged stays or major surgery; and help with plans for if a child suddenly or unexpectedly becomes ill. This can be at home or at the hospice.
Play therapy	Play can distract children when they are feeling unwell and help prepare them for a trip to hospital, as well as provide mementoes for the family. It includes sensory and tactile stories, individualised adapted arts and crafts, eye gaze technology, immersive technology, iPad games, messy play, Makaton singing, light room, baking and trips out.
Music therapy	Dedicated one-to-one therapeutic intervention with our music therapist, group music sessions with lots of instruments or fun sessions with visiting musicians.
Clinical Therapies	Physio and Occupational therapy, Hydrotherapy, specialist respiratory management, moving and handling, specialist sensory assessment and intervention.
Complementary Therapies	Therapies for children and families, including Aromatherapy, Massage, Reflexology, Reiki, and Crystal Healing
Transition	We have a dedicated Transitions Coordinator who works closely with young people and their families to provide additional advocacy and support during transition from children's to adults' services.

OUR CARE SERVICE AIMS AND ACHIEVEMENTS

A key aim over the last 12 months has been to begin to review our service model of planned and unplanned care, to ensure that we remain responsive to the needs of children and families. This includes looking at the services we offer for perinatal referrals (pre and post birth children) and for young adults aged 18-23yrs, to ensure excellence and consistency for all the children, young people and the families we work with. In March 2020, the Covid-19 emergency meant we urgently had to review our service offer with all planned respite cancelled.

KEY ACHIEVEMENTS IN CARE:

- **We were there for those most in need;** a cross team group of senior nurses met daily to ensure that we were able to prioritise and respond to children and families most in need of our support.
- **We personalised our services;** focussing on the individual needs of our children, rather than including everyone in a standardised offer.
- **We became more efficient and effective;** having developed electronic systems and methods of continuously working to flex our resources so that we are doing the most important work to support children and families.
- **We are making a difference earlier;** finding and supporting parents in early pregnancy through our incredible partnerships and perinatal projects.
- **We are supporting the children into adulthood;** working in partnership with our young adults and with adult services to develop our transition pathway for those who will leave our services.
- **We invested in our team;** we offered regular reflective practice and supervision and support to the care team to help them cope with the tough environment they work in and allow them to be even better at their jobs.

THE CHILDREN WE LOOK AFTER

We are dedicated to doing our very best with the resources we have, and this means ensuring we care for the children who most need our help.

Over the last few years Claire House has changed from being a planned short break and respite unit to a much more responsive service, reaching out to children wherever they are. To have the biggest impact, we have targeted

partnership working with referring services, such as perinatal and critical care units, where the most unwell of babies and children are. This has resulted in an increase in the amount of end-of-life care we have been involved with. Furthermore, we are reaching children much sooner in their palliative care journey and have seen a significant shift in our referrals pattern away from planned respite care.

CASELOAD

Our total caseload (this includes children who are currently receiving care, as well as those who were discharged or died during 2019-20 and who were supported by the hospice teams) was 394.

REFERRALS

Referrals increased by **23%** over the last 12 months (176-216) with **78%** (169) of all referrals accepted.

REFERRALS BY AGE GROUP IN 2019/20:

44% (95) of all referrals antenatal (pre-birth)

78% of all referrals are antenatal and the 0-4 yrs age group

60% of all referrals are 'urgent' (antenatal, neonatal, end-of-life and symptom management)

Claire House looks after children from Merseyside, Cheshire and North Wales. The number of children coming to the hospice has increased across all these areas. In the last five years, big increases have come from Liverpool (50%) and St. Helens (220%).





The Butterfly Team

OUR SERVICES

DEATHS AND END-OF-LIFE

When a child is dying, there is one chance to get their care absolutely right. Anything less is unthinkable.

Providing end-of-life care is a key priority for Claire House. We pride ourselves in being experts at children's palliative care, and providing families with a choice of where their child dies, whether that be hospital, the hospice or their home.

There has been a 28% annual increase from 2018-19 to 2019-20 (from 79 to 101 children) in the numbers of deaths that the team have had involvement with. This is a trend we imagine will continue, as the hospice is able to give families more choice of where they would like their child to receive end-of-life care.

The 'Rapid Response' team consist of nurse specialists, nurse consultants and a part time medical consultant, providing emergency on-call care in the community. This team has continued to build on their extremely positive relationships with the peri and neonatal services at the Liverpool Women's, district general hospitals and with

the intensive care and high dependency units at Alder Hey. This has enabled critically ill babies and children to be transferred out of critical care to their preferred place of death (hospice or home).

BUTTERFLY SUITE AND BEREAVEMENT SUPPORT

When a child dies our Butterfly team is on hand to support families at the most difficult time of their lives. Families can stay at the hospice, whilst their child is in one of our chilled rooms, called Butterfly suites.

The team are specialists in everything from helping with funeral arrangements, to helping families decorate the Butterfly suites with mementos and arranging for family and friends to come to visit.

Our Butterfly team goes from strength to strength, with the team now having a dedicated member to reach out to families wishing to stay at home after their child has died. We have also renovated the Butterfly suites to make the rooms more welcoming and comforting and have added facilities so that families can sleep in the suites.

PERINATAL CARE

One of the biggest growth areas is perinatal palliative care. When a diagnosis of a life-threatening condition is made, Claire House offers support and specialist care through pregnancy, birth, a child's life and, sadly for many, their death.

Without our support, new parents can enter labour without having a plan in place for what to do if things don't go well. We help them "hope for the best, plan for the worst". Pregnancy can be a very lonely time feeling unsupported and unprepared for the uncertainty of not knowing what will happen. With our support, parents have the opportunity to plan for all scenarios, good or bad, and their wishes are explored. Parents also get to meet other expectant parents in similar situations through Claire House's antenatal groups and are supported through complementary therapies and counselling.

We have also started a baby group that includes children from birth to 18 months and offers professional and peer-support.

Antenatal referrals have continued to significantly increase over the last five years (8 to 95 referrals). This increase is attributed to collaborative and partnership working between Claire House and perinatal services at the Liverpool Women's Hospital and other district general hospitals across our catchment area. More pre-term babies are surviving and as a consequence are living with complex medical needs that may require palliative care.

The numbers of children increased so dramatically that the hospice risked being unable to cope with the demand. We therefore reviewed our service to ensure we were reaching the children and families most in need of our help.

PARTNERSHIP WITH LIVERPOOL WOMEN'S HOSPITAL

Claire House has been working in partnership with the Liverpool Women's Hospital for over six years. A pilot project focused on dealing with increased demand for perinatal services and was started in July 2019, funded by NHS Liverpool Clinical Commissioning Group. Janet Sutherland Oakes, Director of Clinical Services, Claire House, says:

"Claire House has a definitive role within perinatal palliative care to support staff at the Liverpool Women's Hospital. The presence of

hospice staff within the hospital has enabled good parallel palliative care planning with all relevant professionals, from the point of recognition of a potentially life-limiting condition, which can be as early as, or occasional before, the 20-week antenatal scan. This has enabled seamless and compassionate support for families, with a choice of their preferred place of care; hospital, home or hospice.

"Many of the families have accessed the hospice's family support and complementary therapy services. This support has undoubtedly had a positive influence on their wellbeing.

"In the future we hope to develop stronger partnerships to meet the increasing demand, and to ensure the quality and equity of this service provision."

Katrina Williams,
Perinatal Palliative
Care Nurse Consultant





WORKING WITH YOUNG ADULTS

Forty-four young adults aged 18 to 23 were supported by Claire House in 2019-20.

Just because you have a disability or a serious health condition does not mean you don't want to spend time with your friends, doing things that your peers are doing. Realising that coming to the hospice for planned respite was not what most of the young adults wanted, we reviewed our services, ensuring young adults are getting the support they want. We now run a young adult support group, as well as coming to the hospice for weekends together, the group also do a number of other activities.

Claire House has taken a fresh look at the services it offers young people, to make sure they are getting the best possible care – and having great fun.

LIAM'S STORY

Listening to the purr of the engine of a bright red Lamborghini with his mates next to him, Liam looks the picture of happiness.

The super car visit was one of the highlights of Claire House's first young adults' weekender, when 11 lads took over the hospice for a weekend of fun, music, computer games and pizza.

Fifteen-year-old Liam Ashton is wheelchair dependant, has a muscle-wasting condition called Duchenne Muscular Dystrophy and he loves attending the young adult get togethers.

"Getting together with the lads gives me something to look forward to. I get to be around people who are the same as me and we just get to have fun and enjoy ourselves," says Liam.

This might not be exactly what people expect to happen at a hospice, but it shows how Claire House is changing the care it offers to better meet the needs of young people, allowing them to develop friendships with their peers and make fantastic memories.

"The great news is that due to better medical care, some young people - who in the past would have died in childhood - are living longer. But it's not good if they have no social activities and are just left at home with nothing to do and nowhere to go," says Andy Curtis, Transition Coordinator at Claire House.

For this reason, Claire House has radically changed the services it offers some young people. Instead of getting them to come into the hospice with younger children, with whom they have little in common, they are now invited to social activities from sleep overs to a social group that meets once a month.

Liam's mum, Joanne Ashton, said: "The social groups mean Liam can chat like any other teenager, he is around other young adults in wheelchairs and it gives him some independence to go out and be with friends, something which otherwise would be quite difficult.

"For Liam, Claire House means he gets to have fun and meet his peers. For me, it's peace of mind that he is socialising and has the support of people who understand."



EMERGENCY RESPITE CARE

Offering help to families when their children are coming out of hospital, there is a crisis, or their care package breaks down, has become a priority for Claire House and one of the services families told us they really need. In 2019-20 we provided 404 nights of emergency care.

RESPITE CARE/SHORT BREAKS

Claire House has continued to offer planned breaks to families, giving parents and carers a much-needed break and allowing children to have fun in the hospice, doing arts and crafts and using facilities such as the pool and sensory rooms. In 2019-20 we offered 1,605 nights of respite care, giving most support to those in the greatest need.

DAY CARE AND THERAPIES

The hospice continues to offer a wide range of activities to families, these include groups for carers and tots, young adults and babies, as well as the music and multisensory groups.

Clinical therapies on offer include: physiotherapy, occupational therapy, hydrotherapy, specialist respiratory management, moving and handling, specialist sensory assessment and intervention. Complementary therapies include aromatherapy, massage, reflexology, reiki, and crystal healing and are offered to the children and wider family members.

This wide range of services allows us to look after the medical and holistic needs of the children and families who come to Claire House.

COUNSELLING AND FAMILY SUPPORT

Sharing thoughts and feelings with someone can really help in very difficult times.

The counselling and family support team offer a broad range of therapeutic and social activities. Support is provided to the whole family, the child, parents, siblings or extended members of the family such as grandparents. Support can be through one-to-one counselling sessions both face-to-face and online or group work. Some of the groups are facilitated by counsellors and have a very therapeutic focus whereas others are peer-support led and have a more social emphasis. A family member may require counselling support during their child's life and after they have died.

The workload of this team has increased significantly (there has been a 200 % increase in referrals for counselling over the last six years) reflecting the increase in perinatal and intensive care referrals, as well as the increased numbers of children and families the hospice is supporting for end-of-life care.

Looking forwards, reviewing our counselling and family support offer and what additional resources are required to develop this service will be a priority for 2020-21, particularly in the light of the Covid-19 crisis (during which the team continued to provide a full, even enhanced, service).

Meet Rachael Hogg, a Counsellor at Claire House who supports families at the most difficult time of their lives.

"I feel honoured to be a Counsellor at Claire House. Being alongside our families feels a privilege and a really special thing to be able to do."

Rachael works as part of our Family Support team, alongside five other Counsellors. Counselling at Claire House means supporting children and families during difficult times. The team provides a safe, non-judgmental space for people to come and talk in a warm, relaxed environment.

Rachael offers support to mums like Mandy Reeves, whose 17-year-old son Kieran passed away suddenly after he was involved in a collision.

"After losing Kieran, Rachael gave me coping mechanisms to help me carry on.

"I don't think without her continued support, that I would still be here.

"Losing Kieran has been so difficult and it hurts so bad, but the care Claire House offers is continuous. It's not just about the child, it's about the family afterwards as well," says Mandy.

CAMPAIGNING FOR CHANGE

If we are going to reach every child who needs us, we strongly believe that we don't just need to evolve our services, but we have to influence the way children's palliative care and end-of-life services are developed at a local and national level.

At a local level we have strong, mutually beneficial relationships with local Clinical Commissioning Groups. This has allowed Claire House to become a respected, key provider of clinical services and to develop innovative projects which provide direct solutions to identified clinical needs.

At national level we have engaged with politicians, NHS England, Together for Short Lives and Hospice UK, as well as appearing in national media, in order to influence long-term change within the children's palliative care sector. This work has contributed to significant success nationally, including the increased National Health Service England (NHSE) children's hospice grant.

WORKING WITH COMMISSIONERS AND THE PUBLIC SECTOR

We now have commissioning relationships with every Clinical Commissioning Group (CCG) in our catchment area; this ranges from formal contractual arrangements to spot purchasing agreements, depending on the CCG. The development of these relationships is a priority for us.

We play a significant role in the national discourse around the funding of children's palliative care and were delighted to hear that our annual NHS England grant will be increased significantly in 2020-21 (up from £395,455 in 2019-20 to £593,183 in 2020-21).

During 2019-20 government announced a one-off additional grant to the hospice sector, with the funds to be distributed on a per population basis to CCGs for allocation to local providers. We engaged with all CCGs in our catchment area around this opportunity and were able to secure an additional £137,066 in the year.

By developing relationships with Commissioners, we are able to help the organisation be seen as an integral part of

children's palliative care in the region. As part of this, we have developed innovative projects which provide direct, effective and efficient solutions to clearly identified clinical needs.

One example of this is the Perinatal Project which we have been running in partnership with Liverpool Clinical Commissioning Group (see details on page 15).

The total value of all public sector funding for Claire House in 2019-20 came to £1,202,069 (up from £970,624 in 2018-19); this breaks down as £395,455 NHS England annual grant, £591,202 commissioned services, £137,066 one off additional government grant, and £78,346 additional spot purchased services.

It is also of note that during the Covid-19 crisis we have received part of the Government's Hospice Grant; this grant ensured capacity to face the crisis at a national level, and Claire House was happy to be a part of that response.

COMMISSIONING PLANS FOR 2020-21:

1

We continue to work closely with Liverpool CCG around the innovative Perinatal Project, which is currently in its second year. We will look to ensure the future funding of this work.

2

We will also push to build a greater evidence base around the value and impact of the services we are commissioned to provide, or have the capacity to provide.

3

Over the next year, a new five-year strategy for 'Palliative and End of Life Care' for England will be launched and for the first time this will include children. Alongside this there are changes afoot within the commissioning of children's palliative care, including a new Service Specification for children and young people's palliative care and the development of ICSs (Integrated Care Systems). Claire House plans to be at the forefront of these changes and make the most of opportunities to increase our income from statutory sources.

OUR ESTATES AND FACILITIES

The hospice first opened its doors in 1998, looking after 10 families; over 20 years later we have a total caseload of 394. The Wirral hospice has seen great changes over the years and has been adapted to the more complex needs of the children we look after, however, despite doing everything we can to make the best use of our facilities, if the number of children we look after continues to rise, we will need more facilities.

Since purchasing the site of a Carmelite Monastery in 2018 in West Derby, Liverpool, we have been able to convert a small part of the building in order to provide day-care, counselling and complementary therapy facilities. Our dream is to build a second hospice, able to offer 24/7 rapid response service for end-of-life care as well as complex medical care

on the site. However, before we can do so we need to raise funds – and this has been made even more difficult in the current environment. We have therefore made the decision to pause further development of the Liverpool site until we fully understand the impact of the pandemic on our finances.

In the meantime, we are very grateful that The Steven Gerrard Foundation has given us £202,386 to convert an unused outdoor courtyard space into an indoor “glazed atrium” which will primarily be used by our young adults to meet, spend time together and to enjoy group sessions. This exciting development will evolve over time in line with what the young people want and will push the overall Liverpool project forward.

FEEDBACK ON OUR SERVICES, INCLUDING DETAILS OF OUR LATEST CQC INSPECTION REPORT

We are delighted to have been rated as ‘Outstanding’ by the Care Quality Commission (CQC). The regulator of health and social services in England visited the Wirral hospice for its two-day inspection in October 2019. Outstanding is the highest rating given by the CQC and is achieved by only a small percentage of healthcare organisations.

The organisation received ‘outstanding’ in the areas of: caring, responsive and well-led, and ‘good’ in safe and effective. It was recognised that the hospice provides exceptional high-quality, responsive care to seriously and terminally ill children and their families.

Although Claire House achieved the same rating in its last inspection in 2015, to achieve the rating again is a high achievement, given that the standards have been raised and

the organisation is now inspected in the same way as other healthcare organisations, such as hospitals, that have much greater resources.

According to the report, parents of children who used Claire House services said: “It’s a fantastic place. My daughter loves it there. The staff are excellent,” and “The aftercare has been superb”.

Claire House staff commented: “The training is very good here. We have regular meetings. We have good links with parents and community professionals” and “My job satisfaction is amazing”. All the staff said they received good support from the management team and that they had no concerns about the welfare of the people they supported.

If you’d like to read the report visit:

WWW.CQC.ORG.UK/LOCATION/I-116772470

CARE SERVICE LEARNINGS

We have focused on making sure our services are what the children and young adults who come to Claire House need and want

We encourage feedback as a way of learning

We have built a larger rapid response team that can respond to emergencies and reach families when they really need us – particularly when a child is dying

CARE SERVICE COMPLAINTS

In 2019-20 we received two informal complaints – all were dealt with within 20 days and resolved without further action. This is in comparison to four formal and two informal complaints in 2018/19.

CARE SERVICE DEVELOPMENT PLANS FOR 2020-21:

1

We will work to position Claire House as central to the provision of children's palliative and end-of-life care for Merseyside and Cheshire.

3

We will continue to work alongside the NHS in the Covid-19 response – focusing on offering end-of-life and emergency respite.

2

Working alongside families and healthcare professionals and using available data and insight, we will review our vision for care based on analysis of the needs of the children we are looking after and the impact of Covid-19.

4

We will continue to invest in our people and strengthen and build the skills of the re-structured care team.

5

We will develop our databases and IT infrastructure to ensure we can deliver care efficiently and effectively.

OUR FUNDRAISING

Without our extraordinary supporters, Claire House simply wouldn't exist. In 2019-20 we raised an incredible £4,404,735, 6% more than in 2018-19. 75% of our income comes from donations of one kind or another. In particular we would like to thank our local communities who find ever more creative ways to fundraise; our corporate supporters who use their company's resources to change children's lives; the trusts and foundations who invest in projects that help us to reach out to more children and their families; those that run, climb, walk and crawl to

raise funds; those that play our lottery or donate regularly; and those who make the most significant gifts either during their lifetime or through leaving Claire House a gift in their will, meaning that their support continues making a difference long after they are gone. We are especially grateful to those who have found new and inventive ways to show their support during the coronavirus crisis and have been amazed by the creativity and kindness the local community has shown.



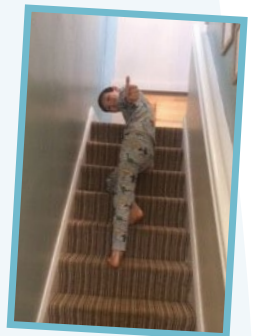
Lewis and Evie

LEWIS'S STORY

In March 2020, eight-year-old Lewis Murphy from Wirral inspired the Claire House fundraising event, the Step Up Challenge, after hiking the equivalent of Ben Nevis on his stairs in memory of his cousin Evie and raising over £500 for the hospice.

"I did it to keep my cousin Evie's spirit alive," said Lewis.

"It was amazing to watch Lewis do his daily challenge and build up a following of supporters each day raising vital funds for Claire House, whilst doing all-important exercise safe at home," said Dad, Neil Murphy.



KEY HIGHLIGHTS FROM 2019-20:

We would like to thank the Cain family and their friends and community who arranged Claire Cain's £40k for 40 event – to mark the year that Claire (the little girl who Claire House is named after) would have turned 40. A year of fundraising included a running race, a ball and Funny Hat Day, which was supported by schools all over our local area. Smashing their target, they raised £85k in total.



Rebecca Ferguson at the One Chance Ball

- **One Chance Ball** – this was our inaugural event and with the support of some key partners (including Sandra Kirkham and Helen Watson) we were able to pull it off with great success with a profit of over £100k.
- **Lottery** – still a huge success story for Claire House. At the end of 2019, the number of weekly plays (entries) tipped over 25,000 per week. While growth has now stabilised, it is still a vital, reliable income stream.
- Thanks to the **M&S Bank partnership** – who have extended the original partnership for two years.
- Thanks also to **Mowgli Street Food** who raised £63,245. This is largely made up from their £1 on the Bill scheme at their Water St restaurant in Liverpool, with an amazing £15,000 from the annual Dog Show which takes place at Claremont Farm; with over 4,000 visitors (and dogs) in attendance.



The Mowgli Dog Show



GRANTS AND FOUNDATIONS

Children in Need continued their loyal support, giving us two grants including **£45,880** towards our Play service and **£9,711** for sibling activities. Cheshire Community

Foundation gave us **£5,725** for counselling for parents. The Dorothy Hall Estate kindly donated **£12,000** towards a bathroom refurbishment, and Tesco Bags of Help Centenary Grant gave us £15,000 for play activities.

OUR APPROACH TO FUNDRAISING

We know that if we're able to raise more money, we can help more children. To achieve this, we continually focus on giving our supporters a fantastic experience, whatever they are doing to fundraise, in the hope that they will continue to support Claire House for the long-term. We hope that our supporters love being involved, and we are able to translate this support into reaching as many dying children and their families as we possibly can.

OUR FUNDRAISING STANDARDS

Donors to Claire House can be assured that we comply with the regulatory standards for fundraising. We are registered with the Fundraising Regulator and are committed to the Fundraising Promise and adherence to the Code of Fundraising Practice. We encourage our fundraising service providers we engage with to also be signed up to the code. This report covers the requirements charities must follow as set out in the Charities Act 2016.

Our in-house fundraising team sometimes engage professional fundraisers to help us deliver fundraising initiatives, such as lottery and regular giving recruitment. This involves face-to-face recruitment in venues such as shopping centres, big shops or offices. It also involves face-to-face fundraising on a door-to-door basis. We use Burden & Burden for our lottery recruitment. They are a trusted partner who we've worked with for six years now and we quality check their work regularly by making follow up calls to recent recruits and asking them about their sign-up experience. We do inductions on all their new staff to inform them about Claire House and we invite them into the hospice annually to keep up to date with our work.

We also sometimes use telephone fundraising agencies. They are used for lottery recruitment campaigns and regular giving upgrade and recruitment campaigns. We don't have a nominated agency at the moment, but we always carefully vet anyone we would consider working with, obtaining references from existing clients, meeting them in person and visiting their offices where possible. When we sign up with a new agency, we make sure we are able to access the calls made to make sure they are adhering to the Code and to our organisational values.

We always have training days built into the start of

any telephone fundraising campaign to make sure the representatives are as knowledgeable about Claire House as possible. We use these third-party suppliers where we do not have the expertise in-house. We have safeguards in place when working with suppliers so that we protect our supporters and the reputation of our charity. We require them to confirm that they comply with the Code of Fundraising Practice.

We are registered with the Fundraising Regulator and comply with all the relevant standards set out in the Code of Fundraising Practice. We often use the Code as a basis for setting up internal systems and processes to ensure compliance and best practice. Several of our in-house fundraising team are members of the Institute of Fundraising.

We have published our vulnerable persons policy on our website. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us. In addition to our policy we have an agreed operating procedure to protect vulnerable people.

HELPING SUPPORTERS AND ADDRESSING COMPLAINTS

We are passionate about improving and value feedback on how our supporters think we can do this.

Our website outlines our complaints policy for the public and clearly explains how an individual can complain. We received nine supporter complaints in the 2019-20 financial year. In contrast, the previous year we received 13 so this represents a 31% decrease.

We responded to all complaints within 10 days. Complaints are dealt with in-line with our fundraising complaints policy. Most serious complaints are escalated to our Executive Leadership Team (ELT) and trustees so they can consider lessons learnt. ELT and trustees also consider an annual report about complaints.

FUNDRAISING PLANS FOR 2020-21:

Like most of the charity sector, we will face huge fundraising challenges in 2020-21 due to the Coronavirus pandemic. However, at Claire House we have worked hard to be in a stable financial position and therefore can take carefully considered actions to safeguard the organisation's long-term future – although, we will need to change and adapt in line with the changes in our income and within our community.

In 2020-21 we are likely to focus on maintaining the areas least affected in the short-term (major donors, individual giving, lottery, trusts and statutory funding), and innovating in our areas of concern. We hope community fundraising will recover fairly quickly as groups and individuals find new and innovative ways of raising money. Our events and corporate income may take a little longer to recover while government restrictions remain in place and consumer confidence is low.

RETAIL

We have 25 charity shops in Merseyside, Cheshire and North Wales. We rely on the goodwill, generosity, hard work and retail expertise of more than 525 volunteers who run our shops, with the support of our staff. The financial value of this support is estimated to be an incredible £1.1m.

Our shops are an important first experience of Claire House for many supporters, volunteers and sometimes even families who may one day need our services – so the standards within our network are of paramount importance.

In 2019-20, our two new shops, Great Homer Street in Liverpool and Rhyl discount shop, performed particularly well, showing good growth against budget.

The income for the Retail Division in 2019-20 was £2.7 m and the total contribution was £327,000. This is equivalent to paying for 9% of our charitable activities.

The onset of Covid-19 has had a big impact on retail, with our shops and all our operations (except for eBay trading) having to close. This will have a significant impact on profits, as will the measures we take to ensure we follow government guidelines for retailers. However, we believe the safety of our staff, volunteers and customers is a top priority.

RETAIL PLANS FOR 2020-21:

- We will look to safely reopen our shops and Donation Centre and re-start donation collections
- We will connect customers with the cause and allow people to understand better where their donations are going
- We will invest in and retain great staff and volunteers
- We will provide an excellent experience to volunteers and increase the numbers of people wanting to volunteer in our shops
- We will digitise our operation to embrace the current trends in the marketplace
- We will make good commercial decisions based on solid data



STAFF, VOLUNTEERS AND INFRASTRUCTURE

Although Claire House is the name given to our buildings and facilities, it is our dedicated staff and volunteers who ensure that we are able to provide outstanding care to so many children and their families.

One of our greatest challenges is to ensure that Claire House is a great place to work and volunteer for. We have a clear system for pay and rewards, supported by an external company who are experts in this field. This means that our staff are paid a fair rate for their hard work. In addition to fair pay, one of the most valued aspects of working for Claire House is our ability and willingness to provide flexible working options so that our staff can fit their important work in around their busy lives.

We strongly believe in investing in our staff and giving them the skills to do the best job they possibly can. In 2019-20 we gave all our staff the opportunity to be trained in the Franklin Covey 'The 7 Habits of Highly Effective People'.

We also undertook The Best Companies 'Better Places to Work' survey that aims to improve staff engagement. Based on the detailed feedback, we have been able to gain more detailed insight to the way we work.

Volunteers are recruited for specific roles based on their unique talents and the time they have available. During the year, Claire House continued to develop roles which work directly with children and their families, for example supporting the regular carers and tots group, volunteer counsellors, play therapists and complementary therapists. Although the majority of volunteering at Claire House focusses on supporting fundraising and retail, each and every volunteer is vital to the care that is provided.

There are now over 1,000 volunteers working in 68 different roles (this has grown from 21 in 2005). These amazing volunteers have given 225,472 hours of their time this year, that saves Claire House £1,963,000. Thank you.

PAT

As her retirement drew near, Pat decided to apply as a volunteer at Claire House and joined team as a Hospice Reception Volunteer in 2010.

"I feel very lucky that I am a valued member of the Hospice Reception team who all present a friendly, reassuring face to the children and visitors to the hospice. I am also very happy to play my part in making a difference to the number of children who come to Claire House.

"As a volunteer I have always been made to feel welcome by everybody involved in the hospice and who are all so grateful for our input."



STAFF, VOLUNTEERS AND INFRASTRUCTURE PLANS FOR 2020-21:

- We will continue to maximise our systems to improve efficiency and provide data for better decision making.
- We will listen to our people to understand their concerns and anxieties in these difficult Covid-19 times and work with them to find appropriate solutions.
- We will continue to improve staff engagement, by taking full advantage of technological advances and helping all to participate, as well as acknowledging the need for kindness and resilience.
- We will develop the Learning & Development module in our Select HR system to manage and report on the development of our people and monitor required compliance levels.
- We will enable our people to flourish with the aim to become an employer of choice.
- We will continue to increase the role of volunteering in Claire House.
- We will do everything we can to reassure our staff and current volunteers that we can offer them a safe place of work both now and beyond Covid-19

FINANCIAL REVIEW

In 2019-20 Claire House continued to develop its services and supporting infrastructure, whilst at the same time investing in long-term income generation activities. Claire House spent £5.1m (2018-19: £4.9m) on care for dying children and other service-related activities.

The Fundraising Team generated a total net income during this period of £4.4m (2018-19: £3.2) inclusive of legacy income, lottery income, gifts in kind, and the associated gift aid from tax recovery.

Claire House Shops contributed £327k (2018-19: £411,632).

As described earlier in this report, Claire House has worked hard with public healthcare commissioners to invest in services which provide both a cost saving to the NHS and better outcomes for the child and the family. The total value of Clinical Commissioning Group funding in 2019-20 was £806,614 (2018-19 £564,487).

In addition to this, Claire House received a continuation of its NHS England grant of £395,455 (2018-19: £362,500), designed to provide an element of interim public sector funding until a more reliable funding structure is implemented. NHS England also provided a grant of £88,935 (2018-19: £21,946) towards the NHS pension contribution incurred by the organisation. £405,000 government the Retail and Hospitality Grant (this has been included in the year as it has been treated as a donation in accordance with the Charity SORP, though it will be used to support the retail operation in 2020-21). Investments during the year contributed £94,073, a change of £5,667 compared to last year.

Overall, at 31 March 2020, Claire House had a surplus of £628,714 (2018-19: £344,337 deficit), which includes the £405k Retail and Hospitality grant.

INVESTMENT POWERS & POLICY

Overall, at 31 March 2020, Claire House had a surplus on unrestricted funds before movements on investments of £858,682 (2018-19: £343,591 deficit), which includes the £405k Retail and Hospitality grant.

RESERVES POLICY

The Trustees have established the level of reserves that the charity ought to have as £3.3m after a detailed analysis of the financial risks to which it is exposed. It is a reflection of the financial security it would require should one of its significant funding streams dip and the time it would take to replace any such diminished funding while still maintaining services. An example of this would be a change in the NHS England grant or a drop in gifts in wills, a vital yet unpredictable source of support, as has proven the case this year.

As of 31st March 2020, Claire House held approximately £4.6 million in reserve (excluding fixed assets). The context of the Charity's reserve fund is important: much of its income remains unpredictable, with major risks including Brexit, the state of the economy post Covid19, public sector funding fluctuations and fluctuating gifts in wills. The charity has significant challenges to overcome in order to recover from the impact of Covid-19 and is likely to need to use a portion of these reserves to do so. The Trustees believe that the reserves held will protect the Charity and maintain services as it seeks to recover, and in time progress, with the overall aim to reach out to every dying child, and their families.



PRINCIPAL RISKS AND UNCERTAINTIES

The Trustees have a Risk Management Strategy which comprises:

- An annual review of the risks the charity may face and the likelihood of these risks occurring. Particular attention is given to major risks that would prevent the organisation achieving its objectives.
- The CEO reports any changes in status of these risks/ new risks and any actions taken to the Audit and Risk Committee and the main Board.
- The establishment of systems and procedures to mitigate those risks are identified in the annual review.
- Procedures designed to minimise any potential impact on the charity are implemented should these risks materialise.

PRINCIPAL RISKS FACED BY CLAIRE HOUSE IN 2019-20 WERE:

DEVELOPMENT OF PERINATAL SERVICE

As has been discussed in detail in this report, the significant increase in demand for support for perinatal babies has put some pressure on the ability of Claire House to cater for all those children who already use our services. Sustainable development of the perinatal service over the coming years is crucial.

LONG TERM INCOME

As a result of the need to be able to fund the predicted increase in required support in the future, the Trustees have agreed to invest in the continued development of its communications and fundraising work, as well as developing our new site in Liverpool close to Alder Hey Children's Hospital.

ETHICAL / COMPLEX FAMILY ISSUES

Many readers will be aware of the case of Alfie Evans and other similar cases where the family were at odds with the advice of healthcare professionals around them. We expect more difficult ethical cases in the future as, understandably, families try to do everything possible for their child. These matters are routinely discussed at Clinical Governance meetings as well as at various professional networks throughout the region.

NURSE VACANCIES

It has been widely publicised that the number of newly trained nurses entering the profession is inadequate for future need and there are record numbers leaving the profession; this could have a dramatic effect on the ability of Claire House to provide its services. There are a number of operational measures in place to mitigate this risk – for example future workforce planning (we now take on newly qualified nurses), ensuring pay and benefits keep pace with other employers and developing our existing staff; as discussed in this report we also take the wellbeing of our staff across the organisation very seriously and hope that we have a great culture that supports our staff and volunteers to flourish.

INFORMATION GOVERNANCE

We have worked hard in 2019-20 to address the new GDPR regulations and apply them across the organisation. We have taken an active approach to ensure we tightly manage data across the organisation. This is exemplified in the shape of new databases, alongside a suite of new policies and procedures which not only ensure that we are fully compliant, but also ensure we are providing the best possible care and the best possible experience of supporting Claire House. We have appointed an external Data Protection Officer who advises us on all of our major data questions and challenges. Ongoing training and awareness raising of this important area of work will take place in 2020-21 and beyond.

PRINCIPAL RISK FACED BY CLAIRE HOUSE IN 2020-21 IS:

COVID-19: Something we were unable to predict that has had a massive impact on the organisation was the global pandemic. It has affected the whole organisation and our future plans, which are now under review. Due to the diverse nature of our fundraising and by utilising government schemes/grants and our reserves the financial

impact of the pandemic, while significant, is manageable and will not destabilise the organisation. The future impact is more difficult to predict but the Trustees are confident that with careful planning and the continuing generous support of our donors we can continue to provide high quality services to the families that need us.

GOVERNANCE STRUCTURE AND MANAGEMENT OF CLAIRE HOUSE

GOVERNING DOCUMENT AND LEGALITIES

Claire House is a company limited by guarantee, not having share capital, and governed by its Articles of Association. Claire House is registered as a charity with The Charity Commission, with its principal object to offer palliative, end-of-life care and support to children who have life threatening or terminal illnesses, and their families. The Charity is registered with the Care Quality Commission as a hospice for children and young people from 0-23 and is subject to regular inspection. Its most recent inspection was carried out in October 2019 which rated Claire House as 'Outstanding' (read the details of the report by visiting: www.cqc.org.uk/location/1-116772470)

APPOINTMENT OF TRUSTEES

As set out in the Articles of Association the Board of Trustees should consist of no less than three and no more than 12 Members. The ideal number of Trustees is presently deemed to be nine to cover all the areas of skill necessary for the good governance of the Charity and to enable Board meetings to be effective and make informed decisions.

Trustees serve for a maximum of six years, although in exceptional circumstances the Board may, with the unanimous consent of all the Trustees, decide that such a Trustee may put themselves forward for reappointment.

If a Trustee position becomes available, or if the Board decides that an individual with a particular skill-set would be beneficial to the charity's governance, an open recruitment process is conducted usually involving an external publicity campaign in order to find the best possible candidates for the role.

All Trustees are subject to enhanced Disclosure and Barring Scheme checks and rigorous reference checks.

TRUSTEE INDUCTION, TRAINING AND DEVELOPMENT

New Trustees undergo an induction process to ensure that they understand their legal obligations under charity and company law, the content of the Articles of Association, the Board and decision-making process, the strategic plan and the recent performance of the Charity.

The Trustees complete an annual skills and performance audit in order to understand how they can learn, develop and grow as a Board. Every meeting ends with a review of that meeting, again to ensure that the Board is constantly striving to enhance its performance.

ORGANISATION

The Board of Trustees administers the Charity and meets once every three months. There is a separate trading subsidiary, Claire House Shops Limited, which has a separate Board of Directors. The Board is supported by a number of committees, made up of Board members, volunteer subject matter experts and the relevant members of the Executive team.

These committees are: Clinical Governance, Audit and Risk, Investment, Retail and People (which includes the important area of volunteering as well as paid staff).

A Chief Executive Officer is appointed by the Trustees to manage the day to day operations of the Charity. To facilitate effective operations the CEO has delegated authority, within the terms of delegation approved by the Trustees, for all operational matters.

The Trustees set the long-term goals for the organisation and the CEO translates this into a strategy and business plan which is then delivered by the CEO and the Executive Team.

PAY POLICY FOR SENIOR STAFF

The Trustees are committed to ensuring that there is a clear process in place for the setting of salaries within the Charity, and that all staff are paid fairly for their roles and responsibilities. This is achieved by having every role, including key management personnel, evaluated by an external specialist and regularly benchmarked against similar roles in other comparable organisations. In June 2018 all paid roles were benchmarked by Croner Reward, a business specialising in salary benchmarking and job evaluation. In addition, the 'learn, develop and grow' framework was further developed to encourage all staff to 'be the best they can be', regardless of their position. This, alongside the continued development of volunteering, ensures that all paid staff and volunteers are truly valued for their hard work and dedication to the cause.

RELATED PARTIES

Claire House Shops Limited is a wholly owned subsidiary of Claire House (via two £1 shares) and is consolidated as part of these accounts. Claire House Shops Limited sells merchandise and receives commission on the sale of Gift Aided donations.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity Name	Claire House
Charity Registration Number:	1004058
Company Registration Number:	02620240
Trustees (in the period and at the date of approval):	H Watson (Chairman – resigned July 2019) A Rice Dr B Stewart Dr E Baildam (appointed Chairman July 2019) V Lawton J Gittins M Thomas Dr H J Butterworth (appointed April 2018) H J Smallman (appointed November 2018)
Principal and Registered Office:	Claire House Children's Hospice Clatterbridge Road Bebington Wirral Merseyside CH63 4JD
Key Management personnel (in the period and at the date of approval):	
Company Secretary:	J Wallace
Chief Executive:	D Pastor
Director of Care:	J Sutherland Oakes
The Charity's professional advisors are as follows:	
Auditors:	Champion Accountants LLP 2nd Floor Refuge House 33-37 Watergate Row Chester, CH1 2LE
Bankers:	Lloyds Bank plc Liverpool Law Courts Liverpool, L2 1TS
Solicitors:	Lees & Partners 44-45 Hamilton Square Birkenhead, Wirral, CH41 5AR
Investment Manager	Investec Wealth & Investment Limited The Plaza 100 Old Hall Street Liverpool, L3 9AB

TRUSTEES RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS

The charity trustees (who are also the directors of Claire House for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing the financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting 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 charitable company will continue to operate.

The trustees are responsible for keeping adequate accounting records that disclose, with reasonable accuracy at any time, the financial position of the charitable company and 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.

In so far as the trustees are aware:

- there is no relevant audit information, of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make them aware of any relevant audit information and to establish that the auditor is aware of that information.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

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

Signed by order of the Trustees by:

E BAILDAM

Trustee

Date:

E Baidam
25/11/2020

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS AND TRUSTEES OF CLAIRE HOUSE
FOR THE YEAR ENDED 31 MARCH 2020

OPINION

We have audited the financial statements of Claire House Children's Hospice (the 'charity') and its subsidiary (the 'group') for the year ended 31 March 2020 which comprise the consolidated statement of financial activities, the consolidated and charity balance sheet, the consolidated statement of cash flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and charitable company's affairs as at 31 March 2020 and of the group's incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

BASIS FOR OPINION

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

CONCLUSIONS RELATING TO GOING CONCERN

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the group's and the charity's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

OTHER INFORMATION

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

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

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Report of the Trustees, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report and the strategic report included within the Report of the Trustees has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of the knowledge and understanding of the group and the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report and the strategic report included within the Report of the Trustees. We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charity, or returns adequate for our audit have not been received from branches not visited by us; or
- The charity's financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

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

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

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

SUSAN HARRIS MA ACA

(Senior Statutory Auditor)

for and on behalf of Champion Accountants LLP

Chartered Accountants

Statutory Auditor, 2nd Floor Refuge House,
33-37 Watergate Row, Chester, CH1 2LE

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Unrestricted Funds £	Restricted Funds £	2020 Total Funds £	2019 Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	4,273,081	1,396,763	5,669,844	4,130,483
Charitable activities	3	821,018	-	821,018	586,429
Other trading activities	4	3,368,733	65,067	3,433,800	3,450,267
Investments	5	94,073	-	94,073	99,839
Other	6	6,036	-	6,036	39,289
Total income and endowments		8,562,941	1,461,830	10,024,771	8,306,307
EXPENDITURE ON					
Raising funds					
Cost of generating voluntary income	7	1,048,870	2,400	1,051,270	836,001
Fundraising trading: cost of goods sold and other costs	8	2,645,994	-	2,645,994	2,447,027
Events & Challenges Costs	9	125,690	1,850	127,540	182,747
Investment management charge		16,347	-	16,347	15,875
Charitable activities	10/11	3,867,358	1,306,988	5,174,346	4,914,989
Total expenditure		7,704,259	1,311,238	9,015,497	8,396,639
Net gains/(losses) on investment assets	12	(251,947)	-	(251,947)	151,978
Net movement of funds		606,735	150,592	757,327	61,646
Reconciliation of funds					
- Total funds brought forward		8,671,121	2,291,382	10,962,503	10,900,857
- Total funds carried forward		9,277,856	2,441,974	11,719,830	10,962,503

The Statement of Financial Activities includes all gains and losses recognised during the year. All Income and Expenditure derive from continuing activities.

The notes on pages 35-51 form part of these financial statement.

CONSOLIDATED AND CHARITY BALANCE SHEET

FOR THE YEAR ENDED 31 MARCH 2020

	Notes	Group		Charity	
		2020 £	2019 £	2020 £	2019 £
Fixed assets					
Tangible assets	17	6,270,039	6,344,486	6,270,039	6,344,486
Investments	19	3,046,368	3,238,769	3,046,370	3,238,771
		<u>9,316,407</u>	<u>9,583,255</u>	<u>9,316,409</u>	<u>9,583,257</u>
Current assets					
Stocks	20	36,637	34,082	14,079	10,416
Debtors	21	1,703,058	923,676	1,721,890	947,692
Cash at bank and in hand		1,344,110	1,094,946	1,343,353	1,091,243
		<u>3,083,805</u>	<u>2,052,704</u>	<u>3,079,322</u>	<u>2,049,351</u>
Liabilities					
Amounts falling due within one year	22	(680,382)	(673,456)	(678,202)	(672,406)
Net current assets		<u>2,403,423</u>	<u>1,379,248</u>	<u>2,401,120</u>	<u>1,376,945</u>
Net assets		<u>11,719,830</u>	<u>10,962,503</u>	<u>11,717,529</u>	<u>10,960,202</u>
THE FUNDS OF THE CHARITY					
Restricted income funds	24	2,441,974	2,291,382	2,441,974	2,291,382
Unrestricted funds:					
- General fund	25	8,327,856	7,721,121	8,325,555	7,718,820
- Designated reserve	25	950,000	950,000	950,000	950,000
Total funds		<u>11,719,830</u>	<u>10,962,503</u>	<u>11,717,529</u>	<u>10,960,202</u>

The consolidated financial statements were approved and authorised for issue by the Trustees on 23/4/20 2020 and were signed on their behalf by:



E Baildam - Chair

Company Number: 02620240

The notes on pages 35-51 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2020

	Note	2020 £	2019 £
Net Cashflow from operating activities	28	473,004	211,681
Cashflow from investing activities			
Income from other fixed asset investment	5	90,035	93,854
Interest received	5	4,038	5,985
Payments to acquire tangible fixed assets	17	(264,404)	(818,108)
Acquisition of other investments	19	(486,824)	(354,850)
Disposal proceeds of tangible fixed assets	6	6,036	1,836
Disposal proceeds of investments		211,312	471,687
Net Cashflow from investing activities		<u>(439,807)</u>	<u>(599,596)</u>
Net increase in cash and cash equivalents		33,197	(387,915)
Cash and cash equivalents at beginning of year		1,336,157	1,724,072
Cash and cash equivalents at the end of the year		<u>1,369,354</u>	<u>1,336,157</u>

CASH AND CASH EQUIVALENTS CONSIST OF

Cash at bank and in hand	1,344,110	1,094,946
Short term deposits	25,244	241,211
Cash and cash equivalent at the end of the year	<u>1,369,354</u>	<u>1,336,157</u>

The notes on pages 35-51 form part of these financial statements.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

I. ACCOUNTING POLICIES

GENERAL INFORMATION

The charity is a private company limited by guarantee, registered in England and Wales. The address of the registered office is Claire House Children's Hospice, Clatterbridge Road, Bebington, Wirral, Merseyside, CH63 4JD.

ACCOUNTING CONVENTION

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) effective January 2019 – Charities SORP (FRS 102), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note below.

The financial statements are prepared in sterling, which is the functional currency of the charity, rounded to the nearest pound.

Claire House is a public benefit entity as defined by FRS 102.

BASIS OF CONSOLIDATION

The Consolidated Statement of Financial Activities, the Consolidated Balance Sheet and the Consolidated Statement of Cash Flows include the financial statements of the company and its subsidiary, Claire House Shops Limited, made up to 31 March 2020. There are uniform policies across the group and intra group transactions are eliminated on consolidation. Consolidation is on a line by line basis. A separate Statement of Financial Activities and Income and Expenditure Account for the charity has not been presented because the charity has taken advantage of the exemption afforded by Section 408 of the Companies Act 2006.

The surplus of the charity for the year ended 31 March 2020 was £757,327 (2019: £61,646).

GOING CONCERN

The trustees have considered the on-going situation with regard to COVID-19 as part of their going concern assessment. The view of the trustees is that, whilst they acknowledge the significant disruption that the pandemic has brought and will continue bring over the coming weeks and months, the trustees believe that the charity is well placed to negotiate the unique set of conditions currently facing the UK economy. The charity has a broad range of sources of income and has accessed all available sources of government funding and as such believes that, while it has experienced a significant drop in income, by utilizing reserves it will be able to manage the expected shortfall in the coming months. This gives the trustees comfort in being able to meet the charity's liabilities for the coming 12 months.

In reaching their conclusion, the trustees have reviewed the charity's monthly cash flows, applied sensitivity analyses as appropriate, and considered the various financial support measures that have been announced by the UK government.

After consideration of all factors, the trustees continue to adopt the going concern basis in preparing the financial statements.

THE FUNDS OF THE CHARITY

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds which have been set aside by the Trustees for specific purposes. The aim and use of each designated fund is set out in the notes to the Financial Statements.

Restricted funds are funds which are used in accordance with specific restrictions imposed by the donors or which have been raised by the Charity for particular purposes. The cost of raising and administering such funds are charged against these funds. The aim and use of each restricted fund is set out in the notes to the Financial Statements.

Investment income and gains are allocated to the appropriate funds.

INCOMING RESOURCES

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income, after performance conditions have been met, receipt is probable and the amount can be quantified with reasonable accuracy, except where sponsorship and monies are received for a Claire House Event which is to take place in the next financial year, and the funds are deferred.

For legacy income, entitlement is the earlier of the Charity being notified of an impending distribution or the legacy being received.

Gifts donated for resale are included as income when they are sold. Donated facilities are included at the value to the Charity where this can be quantified and a third party is bearing the cost. No amounts are included in the Financial Statements for the services donated by volunteers.

Gifts in kind are included at valuation (over £100) and recognised upon receipt.

Gift aid receivable / income tax receivable and investment income are accounted for on an accruals basis.

RESOURCES EXPENDED

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category.

Costs of generating voluntary income are those incurred in seeking voluntary contributions and do not include costs of disseminating information in support of the charitable activities.

Fundraising trading costs are those incurred in relation to the selling of donated and bought in goods as well as costs associated with running the members' lottery.

Events and challenges costs are those costs incurred in arranging fundraising events and sponsored challenges.

Charitable activity costs are those costs incurred directly in support of expenditure on the objects of the Charity.

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

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties together with specific governance costs related to legal and audit matters.

Support costs are those incurred in providing finance, human resources (HR), information and communication technology (ICT) and maintenance services, together with chief executive office costs (CEO).

GOVERNMENT GRANTS

Grants receivable are included in the Financial Statements when approval of the grants has been confirmed to the Charity.

TANGIBLE FIXED ASSETS

Tangible fixed assets costing more than £2,000 (£1,000 prior to year ended 2012) are capitalised at cost including any incidental expenses of acquisition.

When a new lease is signed, the fitting out of the shop is capitalised. All significant refits of existing shops are also capitalised. Alterations and repairs are expensed.

DEPRECIATION

Depreciation is calculated so as to write off the cost of an asset (excluding land), less its estimated residual value, over the useful economic life of that asset as follows:

Freehold property	2% straight line
Equipment	written off over 5-7 years
Fixtures and fittings	written off over 3-7 years
Motor vehicles	written off over 3-7 years
Shop fixtures and fittings	written off over the shorter of the length of the lease or 5 years

Where it has been identified that the recoverable amount of a fixed asset is below its net book value the asset is written down to its recoverable amount and the impairment loss is recognised in the Statement of Financial Activities.

INVESTMENT ASSETS AND INCOME

Investments are recognised initially at fair value, which is normally transaction price, excluding transaction costs. Subsequently they are measured at fair value at the balance sheet date, subject to any permanent diminution in value. The Statement of Financial Activities includes the net gains and losses arising on revaluations and disposals during the year. Investments donated to the Charity are included as income as soon as the market value can be established after receipt of the shares. Investments in subsidiaries are measured at cost less impairment.

STOCKS

Stocks consist of purchased goods for resale and consumables. Stocks are valued at the lower of cost or net realisable value. Items donated for resale or distribution are not included in the Financial Statements until they are sold or distributed.

DEBTORS

Debtors receivable within one year are recognised at transaction price. Any losses arising from impairment are recognised in expenditure.

CASH AT BANK AND IN HAND

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

CREDITORS AND PROVISIONS

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

Deferred income includes:

- Income received for events taking place after the balance sheet date
- Unreleased discounts from retail premises rent free periods
- Lottery income received for draws taking place after the balance sheet date

FINANCIAL INSTRUMENTS

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of fixed asset investments which are subsequently measured at fair value where this can be reliably measured.

PENSION COSTS

The Charity contributes to the NHS Pension Scheme on behalf of qualifying employees and administers a defined contribution Pension Scheme for the benefit of its other employees. The assets of the scheme are held separately from those of the Charity. The annual contributions payable are charged to the Statement of Financial Activities.

OPERATING LEASES

Rentals paid under operating leases are charged to the income and expenditure on a straight-line basis over the period of the lease.

INCENTIVES

Rent free periods granted as an incentive when negotiating a new lease are written off over the initial lease period.

TAXATION

As a registered charity, the company benefits from rates relief and is generally exempt from Income Tax, Corporation Tax and Capital Gains Tax, but not Value Added Tax.

VOLUNTEERS

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the Trustees Annual Report and note 2.

2. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Donations				
General	2,193,174	92,601	2,285,775	1,889,379
Company & Club	547,831	50,360	598,191	323,298
Covenanted income & regular giving	172,590	-	172,590	141,415
Trusts	16,912	653,422	670,334	924,930
Legacies	937,574	-	937,574	456,064
Gifts				
Donations in kind	-	115,990	115,990	11,202
Grants receivable				
NHS England grant	-	395,455	395,455	362,500
NHS Pension Scheme contribution	-	88,935	88,935	21,695
Covid-19 Retail Grant	405,000		405,000	
	<u>4,273,081</u>	<u>1,396,763</u>	<u>5,669,844</u>	<u>4,130,483</u>

Income from donations and legacies was £5,669,844 (2019: £4,130,483) of which £4,273,081 (2019: £2,793,142) was unrestricted and £1,396,763 (2019: £1,337,341) was restricted.

During the year the charity received volunteer support of over 1000 volunteers totalling 225,472 hours. In accordance with accounting standards, the economic contribution of general volunteers is not included in the accounts.

3. INCOME RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £
Clinical Commissioning Group funding	806,614	806,614	564,487
Provision of training	14,404	14,404	21,942
	<u>821,018</u>	<u>821,018</u>	<u>586,429</u>

4. INCOME FROM OTHER TRADING ACTIVITIES

	2020 £	2020	2020 £	2019 £
General events	188,668	65,067	253,735	396,332
Challenges	51,891	-	51,891	160,736
Income from other trading activities	1,304,857	-	1,304,857	1,226,094
Sale of goods / services	1,823,317	-	1,823,317	1,667,105
	<u>3,368,733</u>	<u>65,067</u>	<u>3,433,800</u>	<u>3,450,267</u>

Income from other trading activities was £3,433,800 (2019: £3,450,267) of which £3,368,733 (2019: £3,450,267) was unrestricted and £65,067 (2019: £Nil) was restricted.

5. INVESTMENT INCOME

	Unrestricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £
Interest from investments & properties	90,035	90,035	93,854
Bank interest receivable	4,038	4,038	5,985
	<u>94,073</u>	<u>94,073</u>	<u>99,839</u>

6. OTHER INCOME

	Unrestricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £
Profit on disposal of assets	6,036	6,036	1,836
VAT reclaimed for prior years	-	-	37,453
	<u>6,036</u>	<u>6,036</u>	<u>39,289</u>

7. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Staff costs	680,496	-	680,496	610,157
Premises costs	1,565	-	1,565	1,588
Depreciation	20,578	-	20,578	19,490
Travel	19,304	2,400	21,704	20,686
Other costs	326,927	-	326,927	184,080
	<u>1,048,870</u>	<u>2,400</u>	<u>1,051,270</u>	<u>836,001</u>

Costs of generating voluntary income were £1,051,270 (2019: £836,001) of which £1,048,870 (2019: £836,001) was unrestricted and £2,400 (2019: £Nil) was restricted.

8. FUNDRAISING TRADING COST OF GOODS SOLD AND OTHER COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total 2019 £
Merchandise costs	22,714	-	22,714	25,467
Staff costs	1,252,950	-	1,252,950	1,118,508
Premises costs	620,194	-	620,194	492,860
Depreciation	101,380	-	101,380	121,647
Travel	73,899	-	73,899	78,642
Other trading activity costs	415,383	-	415,383	487,814
Other costs	159,474	-	159,474	122,089
	2,645,994	-	2,645,994	2,447,027

Costs of fundraising trading were £2,645,994 (2019: £2,447,027) of which £2,645,994 (2019: £2,446,827) was unrestricted and £Nil (2019: £200) was restricted.

9. COSTS OF EVENTS AND CHALLENGES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Events and Challenges	125,690	1,850	127,540	182,747

Costs of events and challenges were £127,450 (2019: £182,747) of which £125,690 (2019: £181,147) was unrestricted and £1,850 (2019: £1,600) was restricted.

10. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Hospice activities undertaken directly	2,486,252	1,249,781	3,736,033	3,514,288
Support costs	1,357,162	57,207	1,414,369	1,377,337
Governance costs	23,944	-	23,944	23,364
	3,867,358	1,306,988	5,174,346	4,914,989

Costs of charitable activities were £5,174,346 (2019: £4,914,989) of which £3,867,358 (2019: £3,832,707) was unrestricted and £1,306,988 (2019: £1,082,282) was restricted.

II. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Hospice Activities undertaken directly £	Support Costs £	Governance Costs £	Total Funds 2020 £	Total Funds 2019 £
Staff costs	3,002,859	987,603	12,844	4,003,306	3,800,698
Premises costs	120,271	64,220	-	184,491	179,095
Depreciation	205,128	112,765	-	317,893	260,079
Professional fees	-	61,185	11,100	72,285	48,849
Operating costs	407,775	188,596	-	596,371	626,268
	<u>3,736,033</u>	<u>1,414,369</u>	<u>23,944</u>	<u>5,174,346</u>	<u>4,914,989</u>

Governance costs represent the time proportion of staff salary costs required to prepare and provide the relevant information for the Trustees to carry out their proper duties, together with specific governance costs related to legal and audit matters.

12. GAINS/(LOSSES) ON INVESTMENT ASSETS

	Unrestricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £
(Loss)/profit on sale of investment	36,840	36,840	(748)
Gain/(loss) on revaluation of investment assets (note 19)	<u>(288,787)</u>	<u>(288,787)</u>	<u>152,726</u>
	<u>(251,947)</u>	<u>(251,947)</u>	<u>151,978</u>

13. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2020 £	2019 £
This is stated after charging:		
Depreciation	439,850	401,218
Auditors remuneration		
- Audit of the financial statements	11,100	10,815
- Accountancy services	1,080	1,080
Profit/(loss) on fair value movement of investments	(288,787)	152,726
Operating lease costs:		
- Land and buildings	<u>395,714</u>	<u>344,273</u>

14. TRUSTEES' REMUNERATION

None of the Trustees received any remuneration, benefits in kind, or expenses during the year in respect of their duties as a trustee (2019: Nil).

15. ANALYSIS OF STAFF COSTS AND THE COST OF KEY MANAGEMENT PERSONNEL

Total staff costs were as follows:

	2020	2019
	£	£
Wages and salaries	5,144,300	4,847,327
Social security costs	422,388	398,259
Pension costs	370,064	283,778
	<u>5,936,752</u>	<u>5,529,364</u>

The key management personnel of the parent charity and of its subsidiary, Claire House Shops Limited comprise the Chief Executive Officer, the Director of Care and the Head of Finance. The total employee benefits of the key management personnel were £227,075 (2019: £219,160).

16. PARTICULARS OF EMPLOYEES

The average number of staff employed during the year was 248 which includes 96 part time staff.

The average number of full-time equivalent (FTE) staff employed during the year was 196. The average FTE is analysed by function as follows:

	2020	2019
	Number	Number
Number of nursing staff	89	91
Number of administrative staff	21	21
Number of management staff	7	7
Number of fundraising staff	21	19
Number of retail staff	58	52
	<u>196</u>	<u>190</u>

During the year the number of employees who earned more than £60,000 was as follows:

	2020	2019
	Number	Number
£60,000 - £70,000	1	1
£70,000 - £80,000	-	-
£80,000 - £90,000	1	1

The employee earning over £60,000 participated in the NHS pension scheme to which the organisation contributed £13,463(2019:£9,921).

The employee earning over £80,000 participated in the Claire House defined contribution pension scheme to which the organisation contributed £5,983 (2019: £5,588).

Total redundancy/termination payments in the year amounted to £11,549 (2019: £12,192).

17. TANGIBLE FIXED ASSETS

	Freehold property £	Fixtures and fittings £	Motor Vehicle £	Total £
Cost				
At 1 April 2019	7,483,857	2,042,059	369,887	9,895,803
Additions	77,169	269,495	18,740	365,404
Disposals	-	-	(45,526)	(45,526)
At 31 March 2020	<u>7,561,026</u>	<u>2,311,554</u>	<u>343,101</u>	<u>10,215,681</u>
Depreciation				
At 1 April 2019	1,708,976	1,505,015	337,326	3,551,317
Charge for year	150,567	272,014	17,270	439,851
Eliminated on disposal	-	-	(45,526)	(45,526)
At 31 March 2020	<u>1,859,543</u>	<u>1,777,029</u>	<u>309,070</u>	<u>3,945,642</u>
Net Book Value				
At 31 March 2020	<u>5,701,483</u>	<u>534,525</u>	<u>34,031</u>	<u>6,270,039</u>
At 31 March 2019	<u>5,774,881</u>	<u>537,044</u>	<u>32,561</u>	<u>6,344,486</u>

18. CHARGES

There is a legal charge over the site of the Hospice in favour of the Secretary of State for Health.

A further legal charge was created over the Hospice's land on the 27 March 2006 in favour of the National Lottery Charities Board. This charge relates to the £300,000 Big Lotto Grant.

Both charges will be enforced if the property ceases to be used as a Children's Hospice.

19. FIXED ASSET INVESTMENTS

Group and Charity

	2020 £	2019 £
Market value as at 1 April 2019	3,238,769	3,024,463
Acquisitions at cost	486,824	354,850
Disposals at cost	(174,471)	(472,436)
(Reduction)/increase in cash balances	(215,967)	179,166
Net investment gains/(losses) on revaluations in the year	(288,787)	152,726
	<u>3,046,368</u>	<u>3,238,769</u>
Market value at 31 March 2020	3,046,368	3,238,769
	<u>2,789,405</u>	<u>2,476,114</u>
Historical cost at 31 March 2020	2,789,405	2,476,114

Analysis of investments at 31 March 2020 between funds

	Unrestricted Funds £	Total Funds 2020 £	Total Funds 2019 £
Listed Investments			
Quoted fixed interest securities			
- UK Government Stock	532,323	532,323	318,272
- UK Fixed Interest	362,846	362,846	309,020
- Overseas Fixed Interest	203,448	203,448	259,550
	<u>1,098,617</u>	<u>1,098,617</u>	<u>886,842</u>
Quoted Shares			
UK Equities	519,937	519,937	756,414
Overseas Equities	672,708	672,708	736,292
Property Funds	250,304	250,304	174,222
Alternative Assets	479,558	479,558	443,788
	<u>1,922,507</u>	<u>1,922,507</u>	<u>2,110,716</u>
Total of Listed Investments	<u>3,021,124</u>	<u>3,021,124</u>	<u>2,997,558</u>
Other Investments			
UK cash held as part of portfolio	25,244	25,244	241,211
	<u>3,046,368</u>	<u>3,046,368</u>	<u>3,238,769</u>

Charity investments include £2 investment in Claire House Shops Limited, see note 27 for further details.

Listed investments

Listed investments at a historical cost of £2,764,161 (2019: £2,234,903) (excluding donated shares) are held by the Group and Charity and had a market value of £3,021,124 at 31 March 2020 (2019: £2,997,558).

20. STOCKS

	Group		Charity	
	2020 £	2019 £	2020 £	2019 £
Stock	36,637	34,082	14,079	10,416
	<u>36,637</u>	<u>34,082</u>	<u>14,079</u>	<u>10,416</u>

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2020 £	2019 £	2020 £	2019 £
Amounts due from group undertakings	-	-	15,549	22,594
Income tax recoverable	147,084	215,541	147,084	215,541
VAT recoverable	46,873	101,163	49,753	102,585
Other debtors	157,781	87,621	158,184	87,621
Prepayments and accrued income	741,320	289,351	741,320	289,351
Legacies	610,000	230,000	610,000	230,000
	<u>1,703,058</u>	<u>923,676</u>	<u>1,721,890</u>	<u>947,692</u>

22. LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020 £	2019 £	2020 £	2019 £
Trade creditors	197,538	189,669	197,538	189,669
PAYE and Social Security	102,560	101,494	102,560	101,494
Pension contributions	45,920	45,603	45,920	45,603
Accruals	145,236	160,385	143,056	159,335
Deferred income	189,128	176,305	189,128	176,305
	<u>680,382</u>	<u>673,456</u>	<u>678,202</u>	<u>672,406</u>
Deferred income	£			
Deferred income at 1 April 2019	176,305			
Utilised in year	(176,305)			
Received in year	<u>189,128</u>			
Deferred income at 31 March 2020	<u>189,128</u>			

23. OPERATING LEASE COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2020 £	2019 £
Land and buildings:		
Within one year	409,536	347,556
Between one and five years	1,060,083	336,875
Later than five years	125,792	67,500
	<u>1,595,411</u>	<u>751,931</u>

24. RESTRICTED FUNDS

Group and Charity	Balance at	Incoming Resources	Outgoing Resources	Balance at
	1 April 2019			31 March 2020
	£	£	£	£
Cheshire Community Foundation	-	5,725	5,725	-
Children in Need	2,428	46,415	44,121	4,722
Claire Cain 40th Birthday	-	73,660	57,586	16,074
Claire House Ball	-	65,067	65,067	-
Claude Ballard Southall Memorial Charity	-	5,365	5,365	-
Department of Health	-	395,455	395,455	-
Dorothy Hall Fund	10,024	12,000	501	21,523
Equipment	81,585	4,402	41,557	44,430
European Tour Charitable Foundation	-	21,000	21,000	-
Frodsham Nursing Fund	-	13,500	10,125	3,375
Hospice building	1,799,451	-	40,253	1,759,198
Jessies Fund	2,927	-	2,927	-
Liverpool One Foundation	-	9,271	2,318	6,953
Marian Elizabeth Trust	109,739	200,000	200,000	109,739
Mr David Spratt	12,000	-	123	11,877
Mr John Farrell	-	10,000	10,000	-
New Liverpool Site	10,836	200	-	11,036
NHS Pension Scheme grant	-	88,935	88,935	-
Openwork Foundation	-	10,000	10,000	-
Price Parry Charitable Trust	-	5,000	5,000	-
Shop Direct	226,491	-	49,945	176,546
Sir Jules Thorn Charitable Trust	-	5,001	5,001	-
St Mary's Church Knowsley Village	-	5,000	-	5,000
Steven Gerrard Foundation	-	202,386	-	202,386
The Albert Hunt Trust	-	7,000	7,000	-
The Sobell Foundation	-	5,000	5,000	-
Under £5000 and anon	-	55,458	49,872	5,586
Vehicles	24,721	-	11,466	13,255
Wayne Rooney Foundation	-	100,000	100,000	-
Wallace & Gromits Childrens	4,165	-	906	3,259
Gifts in kind	7,015	115,990	75,990	47,015
	2,291,382	1,461,830	1,311,238	2,441,974

All restricted funds are included in the Charity accounts

HOSPICE BUILDING AND VEHICLES

The Hospice, over the years, has received financial support from many trusts and organisations to enable it to build and extend the facilities our families need and provide transport so they can be supported in their place of choice. These grants are released to unrestricted funds in accordance with the depreciation charged on the associated projects and vehicles.

NEW VEHICLES

In the year grants were received from the Big Lottery and the LVW Group Ltd to purchase new vehicles for the care team.

MEDICAL EQUIPMENT

The Wallace & Gromit's Children's Charity funded a specialist piece of equipment that enables all children to enjoy all the benefits of a multi-sensory session. The Dorothy Hall Fund gave a donation to purchase syringe drivers and a bath Chair. The grants are released to unrestricted funds in accordance with the depreciation values attributable to the piece of equipment.

FAMILY SUPPORT & PLAY

Children in Need continue to support the play team, funding a project that focuses on the use of technology in therapeutic play and along with the Liverpool One

Foundation have funded the counselling team enabling them to support the siblings of the children we care for. The Burbo Bank Extension Community Fund have supported the outreach work at the new Liverpool site for a second year helping families access services nearer to home. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the equipment purchased.

MUSIC THERAPY

Jessies Fund have provided funds to support our Music Therapy programme which makes a real difference to the children we support. The grants are written off to unrestricted funds as the costs are incurred.

NURSING COST

The one to one care our families need means that nursing costs are a significant element of the costs of running Claire House. During the year The Wayne Rooney Foundation donation and money raised by Claire Cain's Family have funded nursing roles and music provision related activities that have enabled us to reach even more families. The Integrated Services team, who provide outreach care in the community and symptom management, have also been able to extend their services due the donation from the Marian Elizabeth Trust and John Farrell. The grants are written off to unrestricted funds as the costs are incurred.

NHS ENGLAND & NHS PENSION CONTRIBUTION

A grant is received to support the core Hospice costs & to subsidise the employers' pension contributions for staff who are members of the NHS pension scheme. The grants are released as the expenditure is incurred.

BUILDING PROJECTS

The staff at Shop Direct continued to support Claire House as their Charity of the year by funding the digital enablement of the Liverpool site and provision of equipment for the care team. These grants are released to unrestricted funds in accordance with the depreciation charged on the project and equipment.

LIVERPOOL SITE

During the year the Charity was able to purchase the old Monastery site in West Derby this was funded by a very generous donation from the Sir Donald and Lady Wilson Charitable Trust. This donation will be released to unrestricted funds in accordance with the depreciation charged on the building.

EQUIPMENT AND ACTIVITIES

These grants are for £5,000 or less, or from trusts or donors who wish to remain anonymous and are used to purchase medical equipment, therapies, activities or outings and to support income generation. The funds are released according to the nature of the expenditure. This line also includes funds shown separately in prior years but now amalgamated here as the amount unspent is under £5,000.

GIFTS IN KIND

Roberts Bakery continue to kindly provide our bread delivery free of charge. Also included are wide variety of other gifts, valued over £100, which have all been charged as an expense.

25. UNRESTRICTED FUNDS

	Group		Charity	
	General Funds	Designated Development Funds	General Funds	Designated Development Funds
	£	£	£	£
As at 1 April 2019	7,721,121	950,000	7,718,820	950,000
Incoming resources	8,562,941	-	8,562,941	-
Outgoing resources	(7,704,259)	-	(7,704,259)	-
Gains and losses	(251,947)	-	(251,947)	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2020	8,327,856	950,000	8,325,555	950,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds to fund the capital work at both the Wirral and Liverpool sites, and ongoing communications, people services and fundraising projects.

	Group		Charity	
	General Funds	Designated Development Funds	General Funds	Designated Development Funds
	£	£	£	£
As at 1 April 2018	7,762,733	1,100,000	7,760,432	1,100,000
Incoming resources	6,968,346	-	6,968,346	-
Outgoing resources	(7,162,683)	(150,000)	(7,162,683)	(150,000)
Gains and losses	152,725	-	152,725	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2019	7,721,121	950,000	7,718,820	950,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds to fund the capital work at both the Wirral and Liverpool sites, and ongoing communications, people services and fundraising projects.

26. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Tangible		Net Current Assets	Total 31 March 2020
	Fixed Assets	Investments		
	£	£	£	£
Restricted Funds:				
Children in Need	-	-	4,722	4,722
Claire 40 for 40	-	-	16,074	16,074
Dorothy Hall Fund	9,523	-	12,000	21,523
Equipment	-	-	44,430	44,430
Frodsham Nursing Fund	-	-	3,375	3,375
Hospice Building	1,759,198	-	-	1,759,198
Liverpool One Foundation	-	-	6,953	6,953
Marian Elizabeth Trust	-	-	109,739	109,739
Mr David Spratt	9,130	-	2,747	11,877
New Garden Area	40,000	-	-	40,000
New Liverpool Site	-	-	11,036	11,036
Shop Direct	176,546	-	-	176,546
St Mary's Church Knowsley Village	-	-	5,000	5,000
Steven Gerrard Foundation	-	-	202,386	202,386
Under £5000 and anon	-	-	5,586	5,586
Vehicles	13,255	-	-	13,255
Wallace & Gromits Childrens	3,096	-	163	3,259
Gifts in Kind	7,015	-	-	7,015
	2,017,763	-	424,211	2,441,974
Unrestricted Funds				
General Funds	4,252,276	3,046,368	1,029,212	8,327,856
Designated Funds			950,000	950,000
Total Funds	6,270,039	3,046,368	2,403,423	11,719,830

	Tangible Fixed Assets	Investments	Net Current Assets	Total 31 March 2019
	£	£	£	£
Restricted Funds:				
Big Lottery Fund	7,678	-	-	7,678
Children in Need	-	-	2,428	2,428
Dorothy Hall Fund	-	-	10,024	10,024
Equipment	66,870	-	24,516	91,386
Hospice building	1,246,068	-	-	1,246,068
Jessies Fund	-	-	2,927	2,927
LWW Group Ltd	9,951	-	-	9,951
Marian Elizabeth Trust	-	-	109,739	109,739
Mr David Spratt	-	-	12,000	12,000
New Liverpool Site	-	-	10,836	10,836
Sir Donald & Lady Edna Wilson Charitable	543,583	-	-	543,583
Shop Direct	-	-	226,491	226,491
Vehicles	7,091	-	-	7,091
Wallis & Gromits Childrens	4,165	-	-	4,165
Gifts in kind	7,015	-	-	7,015
	<u>1,892,421</u>	<u>-</u>	<u>398,961</u>	<u>2,291,382</u>
Unrestricted Funds				
General Funds	4,452,065	3,238,769	30,287	7,721,121
Designated Funds	-	-	950,000	950,000
Total Funds	<u>6,344,486</u>	<u>3,238,769</u>	<u>1,379,248</u>	<u>10,962,503</u>

27. RELATED PARTY TRANSACTION

Claire House Shops Limited (Company number 26555864) whose principal activities are the management of donors on behalf of Claire House, the sale of merchandise, and agency commission, is a wholly owned subsidiary (via 2 £1 shares) of Claire House and is consolidated as part of these accounts. Profits arising in the company are gift aided to the Charity on an annual basis. The directors of the company are appointed by the Trustees of the Charity. A balance of £421,649 was due from Claire House Shops at 31 March 2020 (2019: £22,594).

The results for the year ended 31 March 2020 are as follows:

	£	£
Profit and Loss Account		
Sales	803,383	741,096
Expenses	(706,229)	(659,518)
	<hr/>	<hr/>
Surplus for the year	97,154	81,578
Covenant to Charity	(97,154)	(81,578)
	<hr/>	<hr/>
Retained profit	-	-
Taxation	-	-
Balance brought forward	2,301	2,301
	<hr/>	<hr/>
Balance carried forward	2,301	2,301
	<hr/> <hr/>	<hr/> <hr/>

The aggregate of net assets was:

	2020 £	2019 £
Assets	22,913	27,369
Liabilities	(20,610)	(25,066)
	<hr/>	<hr/>
Shareholders' funds	2,303	2,303
	<hr/> <hr/>	<hr/> <hr/>

There were no other outstanding balances with related parties as at 31 March 2020.

28. RECONCILIATION OF GROUP NET INCOME RESOURCES TO NET CASH INFLOW FROM GROUP OPERATIONS

	2020 £	2019 £
Net incoming resources	1,009,274	(91,078)
Non cash gift in kind	(101,000)	-
Income from investments	(90,035)	(93,854)
Interest receivable	(4,038)	(5,985)
Profit on disposal of fixed assets	(6,036)	(1,088)
Depreciation of fixed assets	439,850	401,218
Decrease/(increase) in stock	(2,555)	(3,759)
(Increase)/decrease in debtors	(779,382)	76,062
Increase/(decrease) in creditors	6,926	(69,835)
	<hr/>	<hr/>
Net cash inflow from operating activities	473,004	211,681
	<hr/> <hr/>	<hr/> <hr/>

29. ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2019 £	Cash Flows £	31 March 2020 £
Cash at bank and in hand	<u>1,094,945</u>	<u>249,165</u>	<u>1,344,110</u>

30. PENSION COMMITMENTS

The charitable company makes contributions to certain pension schemes for its employees. One of the schemes for eligible employees is the NHS Superannuation Scheme. The level of contributions to this scheme is determined annually by the NHS Pensions Agency. The Charity has no further liability beyond the contributions determined. The rate of employer contribution to 31 March 2020 was 20.68% (2019: 14.38%). The Department of Health made a contribution of £88,935 (2019: £21,695) to the Charity to be offset against the cost of employees who were registered in the NHS Superannuation Scheme. The cost to the Charity for supporting the scheme for the year was £135,866 (2019: £137,223) after offsetting the Department of Health's contribution. There was a creditor of £18,443 (2019: £18,963) to this scheme at the end of the year.

The Charity also makes a contribution to a defined contribution scheme for employees who are not eligible to join the NHS Scheme. Claire House administers the scheme but the assets are held separately from those of the Charity. The rate of the employee and employer contribution for the year to 31 March 2020 was 4% (2019: 4%).

The law on workplace pensions changed requiring Claire House, from the 1 August 2014, to automatically enrol into this pension scheme, employees who met the criteria laid down by the Pensions Regulator. The employees automatically enrolled made contributions of 2% from 1 January 2015 to 31 December 2015, 3% from 1 January 2016 to 31 December 2017 and 4% from 1 January 2018 to 31 March 2020. Claire House matched these contributions and encouraged staff to contribute at the full rate of 4% which Claire House also matched.

The amount outstanding at the year-end was £27,477 (2019: £26,640). The charge for the year was £145,262 (2019: £146,554).

31. GUARANTEE

The Charitable Company is limited by guarantee and has no share capital. The members' liability is restricted to £1 each in accordance with the Memorandum and Articles.

32. RETAIL CONTRIBUTION

The Charity runs a chain of 26 (2019: 24) charity shops, the income and expenditure from which are included as part of these accounts. The contribution to the Charity from these shops is as follows:

	2020 £	2019 £
Sale of donated goods	1,588,694	1,473,991
Gift Aid and donated income from agency sales	898,617	876,284
Other income	252,501	215,933
	<u>2,739,812</u>	<u>2,566,208</u>
Costs	(2,411,984)	(2,154,576)
Net contribution	<u>327,828</u>	<u>411,632</u>



Claire House
CHILDREN'S HOSPICE

Claire House Children's Hospice
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