



Claire House
CHILDREN'S HOSPICE

TRUSTEES' REPORT AND CONSOLIDATED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

CHAMPION ACCOUNTANTS LLP

Statutory Auditors, 2nd Floor, Refuge House, 33-37 Watergate Row, CHESTER, CH1 2LE

Registered Charity No. 1004058 Company No. 02620240

WELCOME

TO OUR 2022-23

ANNUAL REPORT



"As a family, you have had a profound impact on our lives, becoming our second home and a source of unwavering support. Your care for Sauda goes beyond words. You provide her with the attention and tailored experiences she needs, making her stay eventful and filled with joy."

NAZNIN, WHOSE DAUGHTER SAUDA IS SUPPORTED BY CLAIRE HOUSE.

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REPORT OF THE TRUSTEES

INCLUDING DIRECTOR'S REPORT AND STRATEGIC REPORT FOR THE YEAR ENDED 31 MARCH 2023

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 2023. These 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.

CHAIR'S AND CEO'S REPORT

This year was a story of resilience: both of the children and families we support, and of Claire House itself. Having been pushed to their limits during the pandemic, families faced a cost-of-living crisis that tested them even further.

Throughout this time, we have always been there – offering emotional, practical and medical support, whilst constantly evolving our services to better meet families' needs. An example of this is the young adult leads we have appointed to help tailor our support for the young people who will become too old for Claire House services, and will need help to navigate adult social and specialist palliative care services.

End of life care continued to be at the centre of all that we do. We know we only have one chance to get this right and will always support families at the toughest of times. We have also been out in the community, taking the hospice's services to families' homes and responding to crises round the clock. This year we cared for 107 children at the end of their lives. To read about the impact of our end of life care work, turn to Finley's story on page 6.

We have also been there to give families a break from the pressures of caring for a seriously ill child, providing short breaks and respite care, and we have increased the amount of day care we offer from 112 sessions in 2021/22 to 203 sessions in 2022/23. We have expanded our family support and counselling teams to better meet the growing demand. Our services for young adults have been transformed as we have truly listened to their needs. This means that not only do we offer the right activities to those coming to the hospice, but we help those leaving find the support they need for the future.

Most of our referrals are now babies who are less than one year old, so our perinatal team has pioneered new ways to support families whose babies have been diagnosed with a life-threatening condition during pregnancy, or after their baby was born.

Despite the current financial climate making fundraising more challenging, our income remained strong and our reserves robust. This has meant that we have had the stability to refocus on our dream of one day reaching each and every child who needs us – and to see through our



commitment to those we already help. Particular thanks must go to those who showed their belief in our work by leaving a gift to Claire House in their will.

By the end of the year, we were able to restart our plans to develop a second hospice in Liverpool, which had to be paused during the pandemic. As the Liverpool site will take many years to reach its full potential as a 24/7 hospice, during 2022-23 we made significant improvements to both sites, with the aim of continuing to provide outstanding facilities for those who visit us. Thank you to those amazing organisations that funded these much-needed projects.

The future of Claire House is an ambitious and exciting one and we need everyone in our community to help shape it. We remain eternally grateful to our loyal supporters, strong partnerships with healthcare providers, and to those who have surprised us with some truly amazing one-off gifts.

As we look forward, evidence shows us that more children than ever before will need our support. We are committed to meeting this challenge by offering the very best care to children and families, both now and in the years to come.

Leila Williams
Chair of the Board of Trustees

David Pastor
CEO

WHY CLAIRE HOUSE EXISTS AND OUR VISION

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

At Claire House we go to extraordinary lengths to help seriously and terminally ill children make the most of the time they have, however long or short that time may be.

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

In partnership with other healthcare providers, we are leading the way in 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, both while a child is living and after they die. Our Specialist Nurses and Butterfly Coordinators work with children and families to try to achieve their 'bucket lists', including memory making sessions to help them create cherished keepsakes that last a lifetime.



"Thanks to Claire House, I was able to experience one of the most precious memories and wishes we have asked for. Evie Kate wanted nothing more than to buy a swimming costume and, for the first time in four years, go swimming. She had so much fun and it's a memory I can treasure forever."

ABBIE, WHOSE DAUGHTER CAME TO CLAIRE HOUSE.

OUR PLANS FOR THE NEXT TWO YEARS

The additional funds that we have raised over the past few years present us with an incredible opportunity to invest in our future plans, so that we are significantly closer to achieving our vision.

WE WILL FOCUS ON:

STATE OF THE ART FACILITIES

Keeping children, young people, families and staff at the heart, we will start building a leading hospice facility in Liverpool and we will invest in and improve our Wirral facilities.

BEST PLACE TO WORK

We are committed to being the best employer and developing a culture that makes everyone feel proud. We will continue to build an outstanding employer reputation, to attract and retain the skills and experience required to achieve our ambitions.

LEADING CARE SERVICES

We will be a centre of excellence for children's palliative care, delivering outstanding services over two sites. We will continue to adapt and transform to meet the needs of children, young people and families. We will partner and collaborate to enhance our impact nationally.

TRANSFORMATIVE INCOME GENERATION

Achieving our aspirations needs a transformative sum of money. We are committed to growing our income by innovating and investing in our future. We will retain and grow our supporter family by keeping supporters at the heart of what we do.

HOW WE HELPED DYING CHILDREN AND THEIR FAMILIES – IN NUMBERS

456

(434 LAST FINANCIAL YEAR)

babies, children and young people, and their families, got the care and support they needed (this includes families who are currently receiving care, as well as those who were discharged or died during 2022-23)

107 (108)

families supported at end of life at home, in the hospice, or in hospital

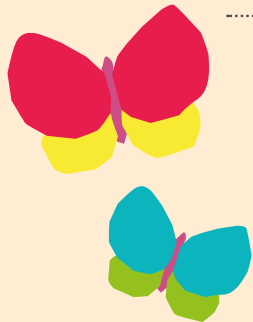


342 (285)

nights of emergency (unplanned) care provided, which includes end-of-life care and breaks provided at times of crisis because of a healthcare or social emergency

1,733 (955)

nights of planned respite delivered at the hospice, increasing now as we recover from Covid



29 (31)

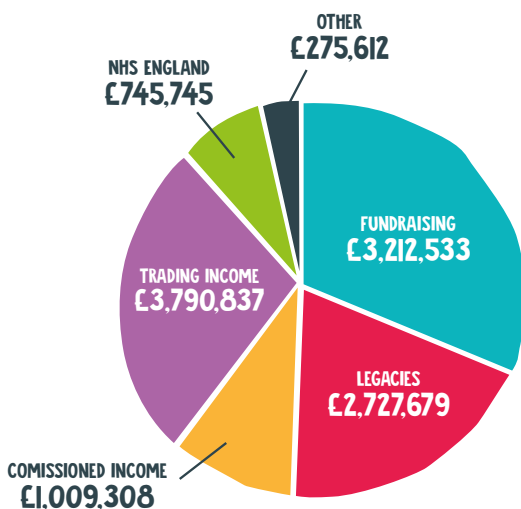
families who used the Butterfly Suite, a cooled room where children can stay after they die

1,160 (705)

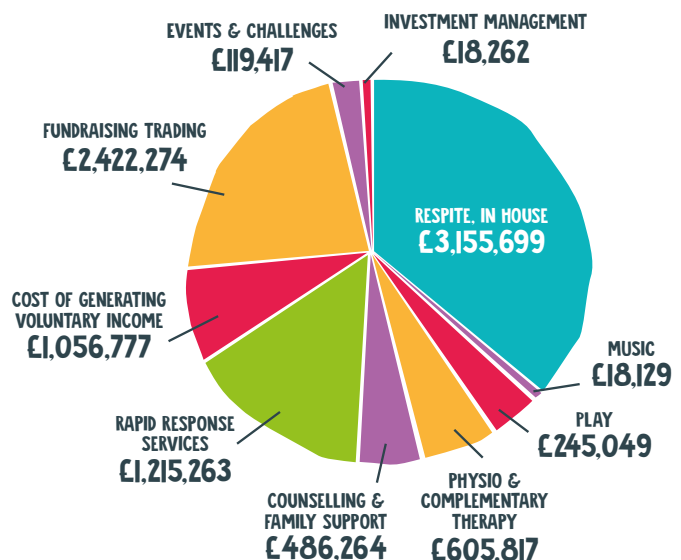
virtual and face to face counselling sessions



HOW WE RAISED OUR MONEY



HOW WE SPENT OUR MONEY





FINLEY'S STORY

Our son Finley arrived into the world in November 2021. Born at 23 weeks, he was fighting for his life from the moment he was born.

Paula and Kat, nurses from Claire House, came to see us. They visited regularly over the following weeks and months, and we always appreciated their friendly and gentle approach.

Finley took a turn for the worse and palliative care was suggested as the next step. After my husband Alex, Paula was the next person I called.

Kat was there for us all throughout Finley's final moments and also arranged for photography of Finley's final moments.

Finley's big brother Jasper was able to stay with us at the hospice after Finley died and had full access to all the wonderful facilities. He loved the art room and the playground. He loved playing with all the toys and the staff were wonderful with him.

We attended our first monthly 'Butterfly' parental bereavement group just two weeks after Finley's funeral.

As I sat there the tears started to fall and I struggled to find the words to tell our story. The unspoken understanding between us all was one of our few comforts and still is today.

Losing Finley created overwhelming emotions alongside crippling isolation from some close to us who were sadly unable to acknowledge or understand the lasting significance of our loss. Connecting with others at the Butterfly Group has helped me to feel less alone.

Losing Finley has broken my heart and I can't imagine how we could have got through the last year without the care and support from Claire House. All the different elements of support we've received have been invaluable to us.

CHARLOTTE & ALEX BOUTON, WHOSE SON FINLEY CAME TO CLAIRE HOUSE

STRATEGIC REPORT

OUR CARE SERVICES

The services we provide both at the hospice, at home and in the community have a massive impact on seriously and terminally ill children and their families.

THE CARE AND SUPPORT WE PROVIDE IS:

- Planned care (respite stays at the hospice or home, day care and groups for different ages)
- Unplanned or Emergency care (which includes end-of-life care and breaks provided at times of crisis because of a healthcare or social emergency)
- 24/7 Rapid Response team who provide highly specialist nursing and end-of-life care, be it at home, hospital or in the hospice. This team is supported by our Palliative Care Consultant who works jointly with Claire House and Alder Hey
- Perinatal support, working closely with Liverpool Women's Hospital and other neonatal units across Cheshire and Merseyside for families before and after birth when it is recognised that a child may not survive for long
- Physio and Occupational Therapy support and Aquatic therapy
- Young adult and transition support, working closely with adult palliative care partners
- Counselling and bereavement support for the whole family
- Sibling support
- Complementary, play and music therapies
- Butterfly Suite & bereavement support



CARE SERVICE AIMS AND ACHIEVEMENTS

During 2022-23 we had the highest total caseload (456 children and young adults) since the hospice opened (up from 434 the previous year). Having made enormous inroads in perinatal care and working more closely within hospitals, we have continued to reach the most critically unwell babies and children at the earliest stage. 86% of referrals are now perinatal or from critical care. We also supported 805 bereaved families, up from 717 last year.

DEATHS AND END-OF-LIFE

The Rapid Response Team of highly skilled nurse specialists provides 24/7 direct support when a child is receiving end of life care. Over the last 12 months we continued to prioritise end of life care and supported an increased number of deaths, giving families a choice of where their child died, whether that be at home, in the hospice or in hospital.

This included enabling critically ill babies and children to be transferred out of the neonatal and critical care units to their preferred place of death (hospice or home).



"Claire House has also provided invaluable respite on a number of occasions when we have not been able to cope, usually when Pippa has been discharged from a stay in critical care, is still unwell, we are all exhausted and there is care package break down."

KATE, WHOSE DAUGHTER PIPPA COMES TO CLAIRE HOUSE.

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 Butterfly Suites, cooled rooms that offer an alternative to a funeral home. The team are specialists in everything from assisting with funeral arrangements, to helping families to decorate the Butterfly Suites with mementos and arranging for family and friends to come to visit. They will also support families who wish for their child to stay at home ahead of their funeral, providing specialist support and equipment.

UNPLANNED / EMERGENCY RESPITE

Offering help to families when they really need it is an important part of our services. Unplanned respite could be requested because of a family crisis, or due to a healthcare or social emergency.

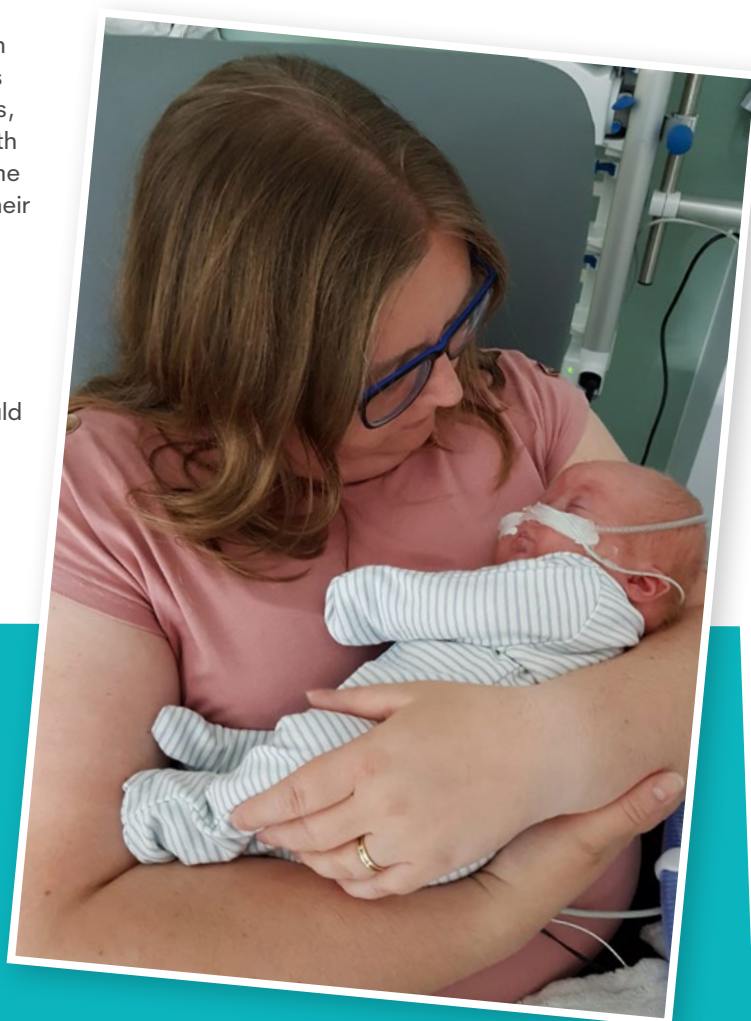
"Norman and I started counselling and we joined the Butterfly Babies bereavement group. It helps being around people who understand what we've been through. Friends and family try but sometimes I don't think they know how to deal with it or how to react."

CAROL PLUMPTON WALSH WHO ATTENDS A CLAIRE HOUSE BEREAVEMENT GROUP.

STATUTORY FUNDING

We continued to work with NHS Cheshire and Merseyside Integrated Care Board (ICB) and the local NHS Places in our catchment area. All NHS Places within the ICB commission unplanned/emergency respite nights at the Hospice, plus palliative and end of life care in the community. NHS Liverpool Place and NHS St Helens Place also commission a perinatal service which in-reaches into local hospitals, and NHS Wirral Place are currently funding a project to improve the transition process between children's and adults' services.

On a national level, we have been heavily involved in the campaign to retain the Children's Hospice Grant, which is worth almost £900,000 annually to Claire House, as its future remains uncertain.





"The social group has given me so much confidence in meeting new people, making friends and trying new things. It played a massive part in me feeling comfortable enough to go to uni, move out from home and make friends there."

LIAM ASHTON, 19, WHO HAS BEEN COMING TO CLAIRE HOUSE FOR 11 YEARS, ATTENDS THE HOSPICE YOUNG ADULTS SOCIAL GROUP.



FAMILY SUPPORT AND COUNSELLING

Looking after families' mental health and wellbeing is a key priority for Claire House, as we know this helps maintain resilience, now and in the future. The Family Support team of counsellors (staff and volunteers), a music therapist, a therapeutic sibling support worker and complementary therapists, plays an increasingly important role, providing a range of support for children, young people and the whole family.

This year we identified the need for a Clinical Psychologist, who will support families dealing with trauma and ensure we provide holistic support. We have now appointed to this role and are excited about the difference this will make to families in the coming years.





"I work with our teenagers and young adults supporting their transition into the adult world between the ages of 18-25. I make sure they have some support in the adult world and help them take charge of their own lives to understand their own care needs. I want the young adults to be fully involved in any decisions about their lives."

ANDY CURTIS, YOUNG ADULT COORDINATOR. THE CLAIRE HOUSE YOUNG ADULTS SOCIAL GROUP WAS SET UP IN 2019. NOW OVER 20 YOUNG PEOPLE MEET ONCE A MONTH.



YOUNG ADULTS SERVICE

Claire House has a bespoke young adults service, that aims to treat the teenagers and young adults who access our services with the utmost respect and dignity, and ensure their voices and wishes are put at the centre of their care.

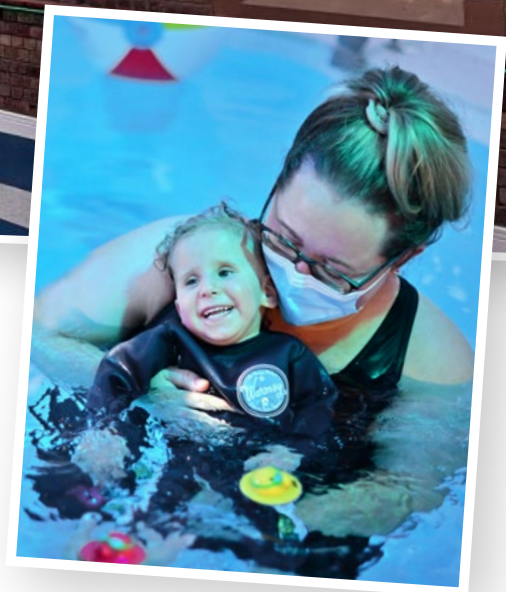
The team coordinate social activities, help with the transition from the hospice to adult services and provide specialist palliative care.

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

In 2019 we were proud to be rated as 'Outstanding' by the Care Quality Commission (CQC). 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".

We have had three virtual CQC reviews focussing on infection control and service provision and development as we emerged from the pandemic period, with positive feedback and no concerns raised and our CQC 'Outstanding' remains in place. In 2022-23 we had no formal complaints from service users.

READ THE REPORT HERE: WWW.CQC.ORG.UK/LOCATION/I-116772470



OUR ESTATES AND FACILITIES

Claire House has two sites, a full hospice on the Wirral and a second site in West Derby, Liverpool, from which we offer a range of services including daycare, complementary therapies and counselling.

Our aim is to provide the children and families who need us with the best possible facilities and during 2022-23 we have made significant improvements to the Liverpool and Wirral sites.

In the Wirral we refurbished the hydrotherapy pool. At our Liverpool site we reconfigured the flow of the building to ensure it works better and provides more privacy for the children, young adults and families who visit us.

In Liverpool we opened our new atrium, to provide a social space for young adults' activities, and also opened our new complementary therapy rooms, which provide a much more relaxing environment for those receiving treatments.

We know that opening a second hospice in Liverpool will help us with our ambition to reach every child and family who needs us, but during the pandemic we decided to pause our plans. In the coming year, as well as continuing with improvements to our Wirral site, we are excited about restarting our plans to develop a second hospice.



OUR FUNDRAISING

During another extraordinary year, defined by the cost-of-living crisis and squeezed budgets, our supporters have continued to step up by donating money or getting involved in fundraising events. In this financial year, our fundraised income reached £6.6m (2021-22: £6.4m), thanks to our local community who kept Claire House close to their hearts despite the challenging times.

After two pandemic years, there was renewed enthusiasm to have fun raising money with family, friends and work colleagues as sign ups to events continued to bounce back with record numbers of fundraising pages being set up online. As expected, recruitment and maintaining sign ups to our lottery and regular gifts proved a challenge but we discovered in our frequent thank you calls to supporters that there was no decline in passion for our cause which bodes well for the future.

KEY HIGHLIGHTS



CYCLING FOR LITTLE SISTER POPPY

Daisy, age 4, wanted to raise funds for Claire House in memory of her little sister Poppy Hope. After learning how to ride her bike, she cycled 3K around the Wirral and raised over £600.

Mum Jenna said: "Our beautiful baby girl Poppy sadly passed away shortly after she was born in May 2020. With Poppy's second birthday approaching, Daisy wanted to do something special. She had just learnt to ride her bike, so decided that she would cycle for Claire House."

GIFTS IN WILLS

We are forever grateful to those who leave us a gift in their Will. These vital gifts mean their support continues making a difference long after they are gone. In fact, 1 in 5 children we care for is funded by gifts in Wills. These gifts enable Claire House to make sure we will always be here for seriously and terminally ill children and their families.

CORPORATE SUPPORTERS

After a four-year partnership with M&S Bank, they have decided to extend the partnership for a further three years. So far, the partnership has raised £103,789. This is thanks to the energy and commitment of the staff, who have taken part in a series of events from golf days to butterfly bakes. We have been the house charity for Mowgli Street Food on Water Street in Liverpool since December 2016. The partnership has raised £256,820 to date and Mowgli are now planning future Dog Fests, as well as supporting us with "£1 on the Bill" and other fundraising activities with staff.



Barratt Homes have chosen Claire House as their charity of the year for both 2022 and 2023. On top of their fantastic fundraising work, raising an amazing £63,435, the team have also given up their time to volunteer at the hospice.

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, in the hope that they will continue to support Claire House for the long-term.

TRUSTS AND FOUNDATIONS

We are very grateful to the 64 Trust, who have donated £1 million to Claire House over the last two years. This generous donation helped us further develop our second site in Liverpool, including redeveloping our complementary therapy rooms, making improvements to the Wirral hospice, such as refurbishing the hydro pool, and funding some of our core services.

A big thank you to the Marian Elizabeth Trust which so generously funds several key roles in our Care team, helping us to reach every local child who needs our support. Thanks also to BBC Children in Need, who continue to support both our Play Service and Sibling Events Programme. Their loyal support over the years has positively impacted on hundreds of children and young people, helping them to smile through extremely difficult circumstances.

Many thanks to the Southampton Hospitals Charity, who allowed us to bid for some of the proceeds of the sale of the Banksy painting *Game Changer*. The grant has funded two new roles in our care team: a clinical psychologist and a young people's support worker.

We continue to be grateful to all the Trusts and Foundations who have supported us over the past year.

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 committed to the Code of Fundraising Practice. We require any third parties to also be signed up to the Code.

Our in-house fundraising team use professional fundraisers to help us deliver certain fundraising initiatives, such as lottery and regular giving recruitment. This involves face-to-face recruitment in venues and on a door-to-door basis. We also sometimes use telephone fundraising agencies. They are used for lottery and regular giving recruitment campaigns.

We view every third party as an extension of our in-house team and we provide inductions for all new staff. We also invite them into the hospice annually to keep up to date with our work. We have safeguards in place when working with suppliers so that we protect our supporters and the reputation of our charity.

We log all communications on our fundraising customer relationship management system and have clear ways of ensuring that no supporter is subjected to persistent approaches. We are also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving fundraising communications from us.

HELPING SUPPORTERS AND ADDRESSING COMPLAINTS

We are passionate about improving and we value feedback on how our supporters think we can do this. Our website outlines our complaints policy and clearly explains how an individual can complain. We received no supporter complaints in 2022-23.

RETAIL

The retail department demonstrated exceptional performance, with income of £2.2m outperforming budget by £138k. The relocation of existing stores in Ellesmere Port and St Helens has contributed to this success. The department has also shown a commitment to the wellbeing of its staff, which has undoubtedly played a role in their high performance. However cost pressures have resulted in a decline in the contribution to £220k (2021-22: £320k). As we move into the new financial year, we aim to sustain good results with our main focus being on training and development, as well as new store openings.



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 we provide outstanding care to so many children and their families.

Staff health and wellbeing continue to be high on the agenda. We take a holistic approach – mental, physical, social and financial, and recognise the benefits to both our employees and Claire House. We have also continued our work to offer competitive salaries to retain and attract the skills and experience required to achieve our ambitions.

We are very grateful for the support of our 674 volunteers, who work tirelessly across the organisation. This includes our trustees, of whom Chair Eileen Baildam, John Gittins and Mark Thomas step down in the coming year.

This year we launched our first new volunteer led department in Liverpool and welcomed in lots of corporate volunteers to help maintain the site. Looking forward, we're building our work experience programme to offer opportunities to 20 young people in the area and continuing our 'Just One Hour' marketing campaign to attract more volunteers into shorter, more flexible roles.

EQUALITY, DIVERSITY AND INCLUSION

To reach every child and young person who needs us we need to reduce barriers and reach out into different communities. The Equality, Diversity and Inclusion (EDI) group was set up in 2021 to raise awareness, help inform staff and build our contacts within more diverse

communities. This year's highlights include continuing with the Faith at End of Life training for our care staff and running Champions training to help identify staff members who can promote EDI across the organisation.

RECYCLING

Claire House is keen to play a positive role in protecting our environment. In 22-23 we recycled 188 tonnes of clothes through our Retail department.



VOLUNTEER STORY

"VOLUNTEERING HELPED ME TO BECOME MORE CONFIDENT AND HAPPIER."

Kerry who volunteers in the Claire House Hunts Cross shop has seen the benefits of giving a little bit of time to a good cause. *"When I first started, I had some issues with my health, I was feeling really low and I didn't talk much. Volunteering was a good way to keep me moving."*

"It's been a year now and it's helped massively. I'm more confident, I feel happier and I'm nearly three stone lighter! I'm a single mum of five and know how it feels when your child is sick. That's why I chose Claire House. It's good knowing that I'm giving back."

FINANCIAL REVIEW



Claire House has continued to receive fantastic support, enabling the charity to support the children and families who need us. Despite external factors including the cost of living crisis and the war in Ukraine, we maintained a strong financial position.

Due to the continued support and generosity of our supporters, and the dedication of our staff and volunteers, the charity has spent £6.0m (2021-22: £4.7m) on care for dying children and other service-related activities.

Income remains strong at £12.0m (2021-22: £11.7m) and consistent with the previous year, despite the loss of additional grants received in response to the Covid pandemic.

From 1st July 2022, the Clinical Commissioning Groups became Integrated Care Services and the way funding was managed and distributed changed. Under the Integrated Care Services, nine Clinical Commissioning Groups became one funding body in the area in which Claire House provides services. However we have not seen, and are not anticipating, any changes to the levels of current funding.

In addition to this, Claire House received a continuation of its NHS England grant of £745,745 (2021-22: £670,078), designed to provide an element of interim public sector funding until a more reliable funding structure is implemented. This grant has been extended into 2024/25. NHS England also provided a grant of £117,111 (2021-22: £91,853) towards the NHS pension contribution incurred by the organisation.

Claire House maintained its strong relationships with public healthcare commissioners, who invested in services which provided 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 2022-23 was £908,980 (2021-22: £796,005).

The Fundraising Team generated a total net income during this period of £6.6m (2021-22: £6.4m), inclusive of legacy income which increased by £0.5m compared to last year. Our legacies continue to remain our biggest source of funding, and this year we had a strong response to a new marketing and awareness campaign.

Now that we are returning to normal following the Covid pandemic we have seen an increase of funds raised from the many events organised by Claire House and our supporters. Our shops have seen an increase in income of £62,954, bringing total shops income to £2.2m (2021-11: £2.2m), this trend is expected to continue as consumers increasingly choose to shop in charity shops due to the current cost of living crisis. We have seen an increased trend in consumers choosing to shop in charity shops linked to the current cost of living crisis.

Investments during the year contributed £145,537 (2021-22: £102,946).

Cost pressures have been felt across the organisation. Claire House has sought to maintain competitive

remuneration for staff to ensure the finest team is in place to provide our services. There has also been significant development of our Liverpool site throughout the year, with the ground floor now fully operational as an outpatient centre, including respite, counselling and complementary therapy rooms. Investment has also been made in systems and IT to ensure we are in the best place to support our children and families now and in the future.

Overall, as of 31 March 2023, Claire House had a surplus of unrestricted funds before movements on investments of £2,418,017 (2021-22: £3,788,214).

INVESTMENT POWERS & POLICY

As of 31 March 2023, £3,883,411 of the charity's reserves were managed by Investec, with due consideration of risk and of ethical issues. The investment policy was discussed and agreed by the charity's Investment Committee and also with the full Trustee body.

RESERVES POLICY

The Trustees have established the level of reserves that the charity ought to have as £3.6m 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 of 31 March 2023, Claire House held approximately £9.9 million in free reserves (excluding tangible fixed assets and Designated funds). The context of the charity's reserve fund is important: income remains unpredictable post-pandemic, with major risks including the cost of living crisis, the war in Ukraine, public sector funding reforms and fluctuating gifts in wills.

Further development of the Liverpool site will require significant investment and there is also a need to develop and modernise the services provided by Claire House and underlying infrastructure. The free reserves will enable the organisation to move forward with these plans over the coming years.

The Trustees believe that the reserves held will protect the charity and ensure its future progress, with the overall aim that every dying child, and their family, gets the very best support when and where it is needed.

PRINCIPAL RISKS AND UNCERTAINTIES

ECONOMIC UNCERTAINTY

High inflation and the cost-of-living crisis mean that goods and services cost us more, and our supporters don't have as much to give. However, due to strong financial foundations we are able to cope with fluctuations in prices. In terms of our income, a diversified fundraising base means our income also remains strong.

IMPACT OF NURSE VACANCIES

Whilst our salary review (we now meet the NHS Agenda for Change salaries) has given us more confidence in our ability to recruit and retain nurses, due to the national nurse shortage staffing is still a challenge and remains one of the biggest limiting factors on our ability to provide safe care.

STAFF WELLBEING

The mental health and wellbeing of our staff and volunteers remains a key concern. As with other organisations, we accept that anxiety and stress are likely to be prominent issues in the coming years and this could impact on our ability to deliver on our plans.

THE CHILDREN'S HOSPICE GRANT

The future of the children's hospice grant, which funds a fifth of our care, remains uncertain. However, after continuing talks with government and lobbying by Together for Short Lives, who represent hospices across the UK, we are optimistic that this important source of funding will continue. Losing the grant would not close the hospice but would put more pressure on our fundraising teams.



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 objectives 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 0-25 and is subject to regular inspection. Its most recent inspection carried out in October 2019 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.

Trustees normally serve for a maximum of six years, although in exceptional circumstances (as happened this year) the Board may, with the unanimous consent of all the Trustees, decide that such a Trustee may put themselves forward for reappointment to a maximum of eight years to help the charity manage emergent risks, as well as a robust succession process.

If a Trustee position becomes available, or if the Board decides that an individual with a particular skillset 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 personal development plan and also undertake a regular skills and performance audit 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, Health and Safety, Investment, Income Generation & Comms and People (which includes 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 March 2023 all roles were reviewed to ensure we were paying competitive rates, as informed by Croners and Charity Retail for non-care roles and NHS Agenda for Change for care roles. Changes were implemented in April 2023.

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):	Dr E Baildam J Gittins M Thomas Dr H J Butterworth L Williams Dr Ian Sinha Dr Andrew Selby Jonathan Bagley Catherine Greening (appointed March 27th)
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 (retired Jun 22) Lian Rogan (appointed July 22 & resigned June 23)
Chief Executive:	D Pastor
Director of Care:	J Sutherland Oakes
Director of Income Generation	G Nove
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:

L WILLIAMS

Trustee



Date: 4.12.23

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS AND TRUSTEES OF CLAIRE HOUSE
FOR THE YEAR ENDED 31 MARCH 2023

OPINION

We have audited the financial statements of Claire House Children's Hospice (the 'charity') and its subsidiaries (the 'group') for the year ended 31 March 2023 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 2023 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below:

EXTENT TO WHICH THE AUDIT IS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

The responsibility for the prevention and detection of irregularities, including fraud, lies with the trustees and with those charged with governance. The objectives of our audit in respect of irregularities and fraud are to assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient, appropriate audit evidence regarding the assessed risks and to respond appropriately to fraud or suspected fraud identified during the audit.

AUDIT PROCEDURES

We determine significant applicable laws and regulations through discussion with those charged with governance and our own knowledge of the industry and design audit procedures to help identify instances of non-compliance with those laws and regulations that may have a material effect on the financial statements.

Our approach is to consider the legal and regulatory frameworks directly applicable to the financial statements reporting framework (FRS 102 and the Companies Act

2006) and the relevant tax compliance regulations in the UK; the nature of the industry; the business performance and the key drivers for management remuneration; the control environment and the procedures in place to address identified risks, including management override, non-compliance with laws and regulations and to prevent and detect fraud or irregularity. We communicate identified laws and regulations throughout our team and remain alert to any indications of non-compliance throughout the audit.

Our procedures are designed to provide reasonable assurance that the financial statements are free from material misstatement or error and include: enquiries of management and of staff in key compliance functions; review of minutes of meetings of those charged with governance; review and testing of manual journals and significant transactions outside the normal course of business; review of financial statement disclosures and testing to supporting documentation; performance of analytical procedures.

We are not responsible for preventing non-compliance and due to the inherent limitations of an audit, as described above, the audit cannot be relied upon to detect all instances of non-compliance with laws and regulations.

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

Date:

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

(INCLUDING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted Funds £	Restricted Funds £	2023 Total Funds £	2022 Total Funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	5,458,692	2,288,739	7,747,431	7,748,096
Charitable activities	3	1,009,308	-	1,009,308	816,932
Other trading activities	4	3,085,139	-	3,085,139	3,019,350
Investments	5	145,537	-	145,537	102,746
Other	6	-	-	-	59,730
Total income and endowments		9,698,676	2,288,739	11,987,415	11,747,054
EXPENDITURE ON					
Raising funds					
Cost of generating voluntary income	7	1,054,377	2,400	1,056,777	871,381
Fundraising trading: cost of goods sold and other costs	8	2,422,274	-	2,422,274	2,308,853
Events & Challenges Costs	9	115,644	3,773	119,417	60,044
Investment management charge		18,262	-	18,262	18,493
Charitable activities	10/11	3,670,032	2,056,190	5,726,222	4,691,220
Total expenditure		7,280,589	2,062,363	9,342,952	7,949,991
Surplus of income over expenditure before net gains/(losses) on investment		2,418,087	226,376	2,644,463	3,797,063
Net gains/(losses) on investment assets	12	(263,401)	-	(263,401)	62,809
Net movement of funds		2,154,686	226,376	2,381,062	3,859,872
Reconciliation of funds					
- Total funds brought forward		15,056,509	2,352,282	17,408,791	13,548,919
- Total funds carried forward		17,211,195	2,578,658	19,789,853	17,408,791

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

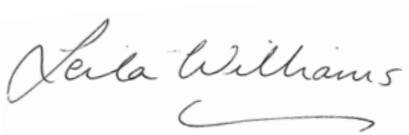
The notes on pages 23-43 form part of these financial statements.

CONSOLIDATED AND CHARITY BALANCE SHEET

FOR THE YEAR ENDED 31 MARCH 2023

		Group		Charity	
	Notes	2023 £	2022 £	2023 £	2022 £
Fixed assets					
Tangible assets	17	5,745,996	5,720,249	5,745,996	5,720,249
Investments	19	3,883,512	3,827,956	3,883,514	3,827,958
		<u>9,629,508</u>	<u>9,548,205</u>	<u>9,629,510</u>	<u>9,548,207</u>
Current assets					
Stocks	20	8,145	20,756	-	4,105
Debtors	21	1,814,453	2,706,836	1,823,501	2,720,175
Cash at bank and in hand		8,944,934	5,929,283	8,938,352	5,927,106
		<u>10,767,532</u>	<u>8,656,875</u>	<u>10,761,853</u>	<u>8,651,386</u>
Liabilities					
Amounts falling due within one year	22	(607,187)	(796,289)	(603,811)	(793,103)
		<u>10,160,345</u>	<u>7,860,586</u>	<u>10,158,042</u>	<u>7,858,283</u>
Net current assets					
		<u>19,789,853</u>	<u>17,408,791</u>	<u>19,787,552</u>	<u>17,406,490</u>
Net assets					
		<u>19,789,853</u>	<u>17,408,791</u>	<u>19,787,552</u>	<u>17,406,490</u>
THE FUNDS OF THE CHARITY					
Restricted income funds	24	2,578,658	2,352,282	2,578,658	2,352,282
Unrestricted funds:					
- General fund	25	15,611,195	13,456,509	15,608,894	13,454,208
- Designated reserve	25	1,600,000	1,600,000	1,600,000	1,600,000
		<u>19,789,853</u>	<u>17,408,791</u>	<u>19,787,552</u>	<u>17,406,490</u>
Total funds					
		<u>19,789,853</u>	<u>17,408,791</u>	<u>19,787,552</u>	<u>17,406,490</u>

The consolidated financial statements were approved and authorised for issue by the Trustees on and were signed on their behalf by:



L Williams - Chair

Company Number: 02620240

The notes on pages 23-43 form part of these financial statements.

CONSOLIDATED CASH FLOW STATEMENT

FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023	2022
		£	£
Net Cashflow from operating activities	28	3,521,354	3,381,801
Cashflow from investing activities			
Income from other fixed asset investment	5	91,734	102,522
Interest received	5	53,803	424
Payments to acquire tangible fixed assets	17	(332,283)	(313,614)
Acquisition of other investments	19	(416,395)	(565,512)
Disposal proceeds of tangible fixed assets		-	310,051
Disposal proceeds of investments		275,688	327,288
Net Cashflow from investing activities		<u>(327,453)</u>	<u>(138,841)</u>
Net increase in cash and cash equivalents		<u>3,193,901</u>	<u>3,242,960</u>
Cash and cash equivalents at beginning of year		<u>6,036,513</u>	<u>2,793,553</u>
Cash and cash equivalents at the end of the year		<u><u>9,230,414</u></u>	<u><u>6,036,513</u></u>

CASH AND CASH EQUIVALENTS CONSIST OF

Cash at bank and in hand	8,944,934	5,929,283
Short term deposits	<u>285,480</u>	<u>107,230</u>
Cash and cash equivalent at the end of the year	<u><u>9,230,414</u></u>	<u><u>6,036,513</u></u>

The notes on pages 23-43 form part of these financial statements.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023 (CONTINUED)

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 2023. 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 charity has also taken advantage of the exemption afforded by the SORP, not

to present a separate Cashflow statement for the parent charity.

The surplus of the charity for the year ended 31 March 2023 was £2,381,062 (2022: £3,859,872).

GOING CONCERN

The trustees have considered the on-going situation with regards to the cost of living challenges, shortage of nursing staff and the ongoing war in Ukraine as part of their going concern assessment. The view of the trustees is that, whilst they acknowledge that costs are going to significantly increase and we may see a decline in regular giving due to people being unable to afford to donate as well as keep up with their outgoings, the trustees believe that the charity has enough reserves to cope with the increase in costs and a reduction in income. With regards to the retention and recruitment of new care staff, the trustees are aware of the work being carried out by the Executive team in reviewing pay and benefits and benchmarking against the NHS to ensure we continue to attract and retain staff within Claire House. The trustees are comfortable that the charity will be able to meet its 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, or 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.

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 2023 £	Total Funds 2022 £
Donations				
General donations including gift aid	2,281,395	3,696	2,285,091	1,881,479
Company & Club	446,858	6,200	453,058	1,565,152
Trusts	-	1,405,783	1,405,783	696,251
Legacies	2,727,679	-	2,727,679	2,259,225
Gifts				
Donations in kind	-	10,204	10,204	11,385
Grants receivable				
Childrens Hospice Grant	-	745,745	745,745	670,078
NHS England Capacity and Community Support Grant	2,760		2,760	471,834
NHS Pension Scheme contribution	-	117,111	117,111	91,853
Coronavirus Job Retention Scheme	-	-	-	19,912
Covid-19 Retail Grant	-	-	-	80,928
	<u>5,458,692</u>	<u>2,288,739</u>	<u>7,747,431</u>	<u>7,748,096</u>

Income from donations and legacies was £7,747,431 (2022: £7,748,096) of which £5,458,692 (2022: £5,911,887) was unrestricted and £2,288,739 (2022: £1,836,209) was restricted.

We continue to see strong support from our volunteers and in the year to 31 March 2023, 552 individuals gave their time to support our work. Our average volunteer hours for the year was 114,816. This hourly contribution equates to a saving to Claire House of £1,054,010.

3. INCOME RESOURCES FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Clinical Commissioning Group funding	908,980	908,980	796,005
Provision of training	100,328	100,328	20,927
	<u>1,009,308</u>	<u>1,009,308</u>	<u>816,932</u>

4. INCOME FROM OTHER TRADING ACTIVITIES

	Unrestricted Funds 2023 £	Restricted Funds 2023	Total Funds 2023 £	Unrestricted Funds 2022 £
General events	178,227	-	178,227	82,354
Income from other trading activities	1,507,001	-	1,507,001	1,400,556
Sale of goods / services	1,399,911	-	1,399,911	1,536,440
	<u>3,085,139</u>	<u>-</u>	<u>3,085,139</u>	<u>3,019,350</u>

Income from other trading activities was £3,085,139 (2022: £3,019,350) of which £3,085,139 (2022: £3,019,350) was unrestricted and £Nil (2022: £Nil) was restricted.

5. INVESTMENT INCOME

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Interest from investments & properties	91,734	91,734	102,522
Bank interest receivable	53,803	53,803	424
	<u>145,537</u>	<u>145,537</u>	<u>102,946</u>

6. OTHER INCOME

	Unrestricted Funds 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Profit on disposal of assets	-	-	59,730
	<u>-</u>	<u>-</u>	<u>59,730</u>

7. COSTS OF GENERATING VOLUNTARY INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Staff costs	738,311	-	738,311	693,164
Premises costs	1,735	-	1,735	695
Depreciation	15,036	-	15,036	19,628
Travel	8,239	2,400	10,639	7,696
Other costs	291,056	-	291,056	204,198
	<u>1,054,377</u>	<u>2,400</u>	<u>1,056,777</u>	<u>871,381</u>

Costs of generating voluntary income were £1,054,377 (2022: £871,381) of which £1,054,377 (2022: £868,981) was unrestricted and £2,400 (2022: £2,400) was restricted.

8. FUNDRAISING TRADING COST OF GOODS SOLD AND OTHER COSTS

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total 2022 £
Merchandise costs	(9,780)	-	(9,780)	9,854
Staff costs	1,200,540	-	1,200,540	1,115,354
Premises costs	480,918	-	480,918	396,357
Depreciation	72,001	-	72,001	129,426
Travel	82,779	-	82,779	83,278
Other trading activity costs	464,943	-	464,943	448,286
Other costs	130,873	-	130,873	126,298
	<u>2,422,274</u>	<u>-</u>	<u>2,422,274</u>	<u>2,308,853</u>

Costs of fundraising trading were £2,422,274 (2022: £2,308,853) of which £2,422,274 (2022: £2,307,010) was unrestricted and £Nil (2022: £1,843) was restricted.

9. COSTS OF EVENTS AND CHALLENGES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Events and Challenges	115,644	3,773	119,417	60,044
	<u>115,644</u>	<u>3,773</u>	<u>119,417</u>	<u>60,044</u>

Costs of events and challenges were £119,417 (2022: £60,044) of which £115,644 (2022: £60,044) was unrestricted and £3,773(2022: £Nil) was restricted.

10. COSTS OF CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Hospice activities undertaken directly	2,002,836	2,007,562	4,010,398	3,446,123
Support costs	1,636,846	48,628	1,685,474	1,218,394
Governance costs	30,350	-	30,350	26,703
	<u>3,670,032</u>	<u>2,056,190</u>	<u>5,726,222</u>	<u>4,691,220</u>

Costs of charitable activities were £5,726,222 (2022: £4,691,220) of which £3,670,032 (2022: £2,868,103) was unrestricted and £2,056,190 (2022: £1,823,117) was restricted.

11. COSTS OF CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Hospice Activities undertaken directly £	Support Costs £	Governance Costs £	Total Funds 2023 £	Total Funds 2022 £
Staff costs	3,452,103	1,121,898	16,100	4,590,101	3,551,486
Premises costs	165,150	102,018	-	267,168	192,127
Depreciation	154,252	65,187	-	219,439	269,144
Professional fees	-	48,960	14,250	63,210	53,892
Operating costs	238,893	347,411	-	586,304	624,571
	<u>4,010,398</u>	<u>1,685,474</u>	<u>30,350</u>	<u>5,726,222</u>	<u>4,691,220</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 2023 £	Total Funds 2023 £	Unrestricted Funds 2022 £
Profit on sale of investment	56,750	56,750	46,447
Gain/(loss) on revaluation of investment assets (note 19)	(320,151)	(320,151)	16,362
	<u>(263,401)</u>	<u>(263,401)</u>	<u>62,809</u>

13. NET INCOME/(EXPENDITURE) FOR THE YEAR

	2023	2022
	£	£
This is stated after charging:		
Depreciation	306,536	418,205
Auditors remuneration		
- Audit of the financial statements	14,000	13,000
- Accountancy services	3,200	3,000
Profit/(loss) on fair value movement of investments	(320,151)	16,362
Operating lease costs:		
- Land and buildings	331,928	275,351
	<u>331,928</u>	<u>275,351</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 (2022: Nil).

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

	2023	2022
	£	£
Wages and salaries	5,548,669	4,568,695
Social security costs	518,887	385,800
Pension costs	461,397	351,509
	<u>6,528,953</u>	<u>5,306,004</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, the Head of Finance and the Director of Income Generation. The total employee benefits of the key management personnel were £346,669 (2022: £284,716).

16. PARTICULARS OF EMPLOYEES

The average number of staff employed during the year was 179 which includes 78 part time staff. The average number of full-time equivalent (FTE) staff employed during the year was 173. The average FTE is analysed by function as follows:

	2023	2022
	Number	Number
Number of nursing staff	92	84
Number of administrative staff	23	20
Number of management staff	6	6
Number of fundraising staff	19	19
Number of retail staff	33	37
	<hr/> 173	<hr/> 166

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

	2023	2022
	Number	Number
£60,000 - £70,000	1	1
£70,000 - £80,000	-	-
£80,000 - £90,000	1	-
£90,000 - £100,000	1	1
	<hr/> 1	<hr/> 1

Total redundancy/termination payments in the year amounted to £36,378 (2022: £28,534).

17. TANGIBLE FIXED ASSETS

Group and Charity

	Freehold property £	Equipment, Fixtures and fittings £	Motor Vehicle £	Total £
Cost				
At 1 April 2022	7,268,037	2,398,997	267,508	9,934,542
Additions	223,556	108,727	-	332,283
Disposals	-	-	-	-
At 31 March 2023	<u>7,491,593</u>	<u>2,507,724</u>	<u>267,508</u>	<u>10,266,825</u>
Depreciation				
At 1 April 2022	1,908,166	2,048,418	257,709	4,214,293
Charge for year	146,832	152,638	7,066	306,536
Eliminated on disposal	-	-	-	-
At 31 March 2023	<u>2,054,998</u>	<u>2,201,056</u>	<u>264,775</u>	<u>4,520,829</u>
Net Book Value				
At 31 March 2023	<u>5,436,595</u>	<u>306,668</u>	<u>2,733</u>	<u>5,745,996</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

	2023 £	2022 £
Market value as at 1 April 2022	3,827,956	3,570,161
Acquisitions at cost	416,395	565,512
Disposals at cost	(217,038)	(280,832)
Increase/(Reduction) in cash balances	176,350	(43,247)
Net investment gains/(losses) on revaluations in the year	(320,151)	16,362
	<u>3,883,512</u>	<u>3,827,956</u>
Market value at 31 March 2023	3,883,512	3,827,956
	<u>3,303,144</u>	<u>3,105,687</u>
Historical cost at 31 March 2023	3,303,144	3,105,687

Analysis of investments at 31 March 2023 between funds

	Unrestricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Listed Investments			
Quoted fixed interest securities			
- UK Government Stock	425,216	425,216	454,618
- UK Fixed Interest	541,824	541,824	558,537
- Overseas Fixed Interest	314,046	314,046	336,651
	<u>1,281,086</u>	<u>1,281,086</u>	<u>1,349,806</u>
Quoted Shares			
UK Equities	492,939	492,939	549,918
Overseas Equities	813,417	813,417	817,388
Property Funds	294,705	294,705	337,209
Alternative Assets	715,885	715,885	666,405
	<u>2,316,946</u>	<u>2,316,946</u>	<u>2,370,920</u>
Total of Listed Investments	<u>3,598,032</u>	<u>3,598,032</u>	<u>3,720,726</u>
Other Investments			
UK cash held as part of portfolio	285,480	285,480	107,230
	<u>3,883,512</u>	<u>3,883,512</u>	<u>3,827,956</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 £3,017,664 (2022: £2,998,457) (excluding donated shares) are held by the Group and Charity and had a market value of £3,598,032 at 31 March 2023 (2022: £3,720,726).

20. STOCKS

	Group		Charity	
	2023 £	2022 £	2023 £	2022 £
Stock	8,145	20,756	-	4,105

21. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2023 £	2022 £	2023 £	2022 £
Amounts due from group undertakings	-	-	9,048	13,375
Income tax recoverable	168,313	148,382	168,313	148,382
VAT recoverable	88,111	54,372	88,111	54,372
Other debtors	202,405	69,027	202,405	68,991
Prepayments and accrued income	818,461	819,712	818,461	819,712
Legacies	537,163	1,615,343	537,163	1,615,343
	<u>1,814,453</u>	<u>2,706,836</u>	<u>1,823,501</u>	<u>2,720,175</u>

22. LIABILITIES: AMOUNTS FALLING DUE WITHIN ONE YEAR

	Group		Charity	
	2023 £	2022 £	2023 £	2022 £
Trade creditors	178,629	227,240	178,629	227,240
PAYE and Social Security	86,902	94,666	86,902	93,780
Pension contributions	64,604	47,653	64,604	47,653
Accruals	170,438	170,004	167,062	167,704
Deferred income	106,614	256,726	106,614	256,726
	<u>607,187</u>	<u>796,289</u>	<u>603,811</u>	<u>793,103</u>

Deferred income	£
Deferred income at 1 April 2022	256,726
Utilised in year	(256,726)
Received in year	<u>106,614</u>
Deferred income at 31 March 2023	<u>106,614</u>

23. OPERATING LEASE COMMITMENTS

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

	2023 £	2022 £
Land and buildings:		
Within one year	320,825	316,375
Between one and five years	374,617	581,501
Later than five years	-	-
	<u>695,442</u>	<u>897,876</u>

24. RESTRICTED FUNDS

Group and Charity	Balance at	Incoming Resources	Outgoing Resources	Balance at
	1 April 2022			31 March 2023
	£	£	£	£
Andrea Brabin	-	20,200	225	19,975
Cheshire Freemasons	-	760	-	760
Children in Need	-	41,341	37,275	4,066
David & Ruth Lewis Family Charitable Trust	-	10,000	10,000	-
Denbighshire Council	5,497	-	-	5,497
Department of Health	-	745,745	745,745	-
Dorothy Hall Fund	21,200	-	6,510	14,690
DWF Foundation	-	2,000	935	1,065
Equipment	18,442	-	-	18,442
Ford of Britain Trust	-	3,000	-	3,000
Hollyhock Charitable Foundation	-	72,964	19,828	53,136
Hospice building	1,686,766	-	44,511	1,642,255
Marian Elizabeth Trust	109,739	200,000	244,461	65,278
Mike Edwards	-	-	-	-
Miss André Brabin	-	20,000	-	20,000
Morrisons Foundation	18,425	-	-	18,425
New Liverpool Site	16,443	-	-	16,443
NHS Pension Scheme grant	-	117,111	117,111	-
Shop Direct	25,518	-	25,518	-
Southampton Hospitals Charity	-	249,631	-	249,631
Steven Gerrard Foundation	202,386	-	-	202,386
Under £5000 and anon	25,322	45,783	42,705	28,400
Vehicles	2,150	-	-	2,150
64 Trust	218,530	750,000	755,469	213,061
Gifts in kind	1,864	10,204	12,070	(2)
	<u>2,352,282</u>	<u>2,288,739</u>	<u>2,062,363</u>	<u>2,578,658</u>

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.

MEDICAL EQUIPMENT

We have been fortunate to receive a significant donation from **The 64 Trust**, which we are spending in many different areas, both capital and expenditure. Some of the income has been used to upgrade the hydrotherapy facilities and to provide a cuddle bed. A scan cot and mattress have been funded with the generous help of **Dorothy Hall Fund**.

FAMILY SUPPORT & PLAY

BBC Children in Need continue to support the play team, funding a project that focuses on therapeutic play, together with a **Tesco Community Grant**.

BBC Children in Need also fund our siblings events programme, supporting some of the brothers and sisters of the children we care for. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COSTS

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. This year saw significant pressure placed on the Care team due to difficulties with recruitment.

The 64 Trust provided funding towards the recruitment of 5 new nurses and also towards a significant number of existing nursing staff. During the year the **David and Ruth Lewis Family Charitable Trust, Elaine Neary, Sandra Kirkham, Claude Ballard Southall Memorial Trust** and **Anwyl Homes Lancashire** have funded nursing roles 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 to the donation from the **Marian Elizabeth Trust**. 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 64 Trust is also contributing to the development of our Liverpool site. The grant is released in line with the depreciation attributable to the costs incurred.

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 provided our bread delivery free of charge. and **M53 Ford** provide a vehicle for the Hospice to use plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

Group and Charity	Balance at	Incoming Resources	Outgoing Resources	Balance at
	1 April 2021			31 March 2022
	£	£	£	£
Anwyl Homes Lancashire	-	6,625	6,625	-
Children in Need	11,470	44,011	55,481	-
David & Ruth Lewis Family Charitable Trust	-	12,500	12,500	-
Denbighshire Council	7,340	-	1,843	5,497
Department of Health	-	1,141,912	1,141,912	-
Dorothy Hall Fund	12,000	10,000	800	21,200
Equipment	34,606	-	16,164	18,442
Hospice building	1,728,689	-	41,923	1,686,766
Marian Elizabeth Trust	109,739	200,000	200,000	109,739
Morrisons Foundation	18,425	-	-	18,425
Mr Robert Schofield Owen	10,000	-	10,000	-
New Liverpool Site	16,443	-	-	16,443
NHS Pension Scheme grant	-	91,852	91,852	-
Shop Direct	104,585	-	79,067	25,518
Steven Gerrard Foundation	202,386	-	-	202,386
Tesco Community Grants	3,750	-	3,750	-
Under £5000 and anon	52,463	67,924	95,065	25,322
Vehicles	7,310	-	5,160	2,150
64 Trust	-	250,000	31,470	218,530
Gifts in kind	24,227	11,385	33,748	1,864
	<u>2,343,433</u>	<u>1,836,209</u>	<u>1,827,360</u>	<u>2,352,282</u>

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.

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.

MEDICAL EQUIPMENT

The parents' bedroom are being fully refurbished due to money received from the **Morrison foundation** and the **UKH Foundation**. The grant will be 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 together with a **Tesco Community Grant**. **Children in Need** also funded the counselling team enabling them to support the siblings of the children we care for. Due to Covid the demand for support from the team was immense and due to funding from the **National Lottery Community Fund** they managed to continue with their work. The grants are written off to unrestricted funds as the costs are incurred or in line with the depreciation attributable to the costs incurred.

NURSING COSTS

The one to one care our families need means that nursing costs are a significant element of the cost of running Claire House. During the year the **Wayne Rooney Foundation, Mr John Farrell, the European Tour Charitable Foundation, the Sobell Foundation and the Frodsham Nursing Fund** have funded nursing roles 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**. The grants are written off to unrestricted funds as the costs are incurred.

CLAIRE HOUSE BALL

At the Claire House Ball donations were made to fund a variety of roles and activities at the hospice. The funds were released as the costs were incurred.

PHYSIOTHERAPY

This wide range of therapies we can offer allows us to look after the medical and holistic needs of the children and families who come to Claire House. During the year our physiotherapy services were funded by the **Claude Ballard Southall Memorial Charity, Openwork Foundation, Sir Jules Thorn Charitable Trust, and Price Parry Charitable Trust**. 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 Steven Gerrard Foundation donation will enable us to convert an unused outdoor courtyard space at the Liverpool site into an indoor "glazed atrium" which will primarily be used by our young adults to meet, spend time together and to enjoy group sessions. **St Mary's Church Knowsley Village** gave a donation for the development of the Liverpool site. These grants will be released to unrestricted funds in accordance with the depreciation charged.

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 is the cost of a garden designed and built by **The Greenfinger Trust** plus a wide variety of other gifts, valued over £100. The gifts have either been charged as an expense or capitalised and the appropriate depreciation charged in the year.

25. UNRESTRICTED FUNDS

	Group		Charity	
	General Funds	Designated Development Funds	General Funds	Designated Development Funds
	£	£	£	£
As at 1 April 2022	13,456,509	1,600,000	13,454,208	1,600,000
Incoming resources	9,698,676	-	9,698,676	-
Outgoing resources	(7,280,589)	-	(7,280,589)	-
Gains and losses	(263,401)	-	(263,401)	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2023	15,611,195	1,600,000	15,608,894	1,600,000

Designated Funds are unrestricted funds set aside by the trustees out of unrestricted general funds. The funds designated will be used to maintain the level of services needed to support our beneficiaries during the ongoing economic uncertainty caused by the pandemic, as well as providing a sinking fund to cover essential infrastructure costs and capital work at both the Wirral and Liverpool sites.

	Group		Charity	
	General Funds	Designated Development Funds	General Funds	Designated Development Funds
	£	£	£	£
As at 1 April 2021	9,605,486	1,600,000	9,603,185	1,600,000
Incoming resources	9,910,845	-	9,910,845	-
Outgoing resources	(6,122,631)	-	(6,122,631)	-
Gains and losses	62,809	-	62,809	-
Release of designated reserves	-	-	-	-
Amounts designated in the year	-	-	-	-
As at 31 March 2022	13,456,509	1,600,000	13,454,208	1,600,000

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 Fixed Assets	Investments	Net Current Assets	Total 31 March 2023
	£	£	£	£
Restricted Funds:				
Andrea Brabin	-	-	4,975	4,975
Andrea Brabin	-	-	15,000	15,000
Cheshire Freemasons	-	-	760	760
Children in Need	-	-	4,066	4,066
Denbighshire Council	5,497	-	-	5,497
Dorothy Hall Fund	14,690	-	-	14,690
DWF Foundation	-	-	1,065	1,065
Equipment	18,442	-	-	18,442
Ford of Britain Trust	-	-	3,000	3,000
Hollyhock Charitable Foundation	-	-	53,136	53,136
Hospice Building	1,642,255	-	-	1,642,255
Marian Elizabeth Trust	-	-	65,278	65,278
Miss André Brabin	-	-	20,000	20,000
Morrisons Foundation	18,425	-	-	18,425
New Liverpool Site	16,443	-	-	16,443
Southampton Hospitals Charity	-	-	249,631	249,631
Steven Gerrard Foundation	202,386	-	-	202,386
Under £5000 and anon	-	-	28,400	28,400
Vehicles	2,150	-	-	2,150
64 Trust	180,877	-	32,184	213,061
Gifts in Kind	1	-	(3)	(2)
	<u>2,101,166</u>	<u>-</u>	<u>477,492</u>	<u>2,578,658</u>
Unrestricted Funds				
General Funds	3,644,830	3,883,512	8,082,853	15,611,195
Designated Funds	-	-	1,600,000	1,600,000
Total Funds	<u>5,745,996</u>	<u>3,883,512</u>	<u>10,160,345</u>	<u>19,789,853</u>

	Tangible Fixed Assets	Investments	Net Current Assets	Total 31 March 2022
	£	£	£	£
Restricted Funds:				
Denbighshire Council	5,497	-	-	5,497
Dorothy Hall Fund	16,674	-	4,526	21,200
Equipment	18,442	-	-	18,442
Hospice Building	1,686,766	-	-	1,686,766
Marian Elizabeth Trust	-	-	109,739	109,739
Morrisons Foundation	18,425	-	-	18,425
New Liverpool Site	-	-	16,443	16,443
Shop Direct	25,518	-	-	25,518
Steven Gerrard Foundation	153,569	-	48,817	202,386
Under £5000 and anon	-	-	25,322	25,322
Vehicles	2,150	-	-	2,150
64 Trust	39,526	-	179,004	218,530
Gifts in Kind	1,864	-	-	1,864
	<u>1,968,431</u>	<u>-</u>	<u>383,851</u>	<u>2,352,282</u>
Unrestricted Funds				
General Funds	3,751,818	3,827,956	5,876,735	13,456,509
Designated Funds	-	-	1,600,000	1,600,000
Total Funds	<u>5,720,249</u>	<u>3,827,956</u>	<u>7,860,586</u>	<u>17,408,791</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 £9,048 was due from Claire House Shops at 31 March 2023 (2022: £13,375).

The results for the year ended 31 March 2021 are as follows:

	2023	2022
	£	£
Profit and Loss Account		
Sales	652,824	455,287
Expenses	(580,964)	(397,028)
	<hr/>	<hr/>
Surplus for the year	71,860	58,259
Covenant to Charity	(71,860)	(58,259)
	<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:

	2023	2022
	£	£
Assets	14,727	18,828
Liabilities	(12,424)	(16,525)
	<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 2022.

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

	2023	2022
	£	£
Net incoming resources	2,644,463	3,797,063
Non cash gift in kind	-	-
Income from investments	(91,734)	(102,522)
Interest receivable	(53,803)	(424)
Profit on disposal of fixed assets	-	(59,730)
Depreciation of fixed assets	306,536	418,205
Decrease/(increase) in stock	12,611	16,461
(Increase)/decrease in debtors	892,383	(677,604)
Increase/(decrease) in creditors	(189,102)	(9,648)
	<hr/>	<hr/>
Net cash inflow from operating activities	3,521,354	3,381,801
	<hr/> <hr/>	<hr/> <hr/>

29. ANALYSIS OF CHANGES IN NET FUNDS

	1 April 2022 £	Cash Flows £	31 March 2023 £
Cash at bank and in hand	<u>5,929,283</u>	<u>3,015,651</u>	<u>8,944,934</u>

30. PENSION COMMITMENTS

The charitable company makes contributions to two defined contribution 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 assets of the schemes are held separately from those of the Charity.

The cost to the Charity for supporting the schemes for the year was £461,397 (2022: £351,509) which was offset by contributions made by the Department of Health of £92,554 (2022: £91,852).

The amount outstanding at the year-end was £64,604 (2022: £47,653).

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

During the year, the Charity ran a chain of 17 (2022: 17) 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:

	2023 £	2022 £
Sale of donated goods	1,365,103	1,512,282
Gift Aid and donated income from agency sales	819,637	558,097
Covid-19 Grants	-	65,573
Other income	54,822	40,656
	<u>2,239,562</u>	<u>2,176,608</u>
Costs	(1,957,330)	(1,860,567)
Net contribution	<u>282,232</u>	<u>320,041</u>



Claire House
CHILDREN'S HOSPICE

Claire House Children's Hospice
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