

Richard House Trust

Registered Charity Number: 1059029

Registered Company Number: 3232837

REPORTS AND ACCOUNTS FOR YEAR ENDED 31 MARCH 2021



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Part 1

Report from the Trustees

Introduction from our Chair

The Board of Trustees is pleased to present the Richard House Children's Hospice annual report and financial statements for 2020/21.

Our purpose at Richard House is to provide the best possible care and support to children with life limiting conditions and their families. While our focus has remained unchanged, the challenges of Covid-19 over the past year have changed every aspect of the way we work. Ensuring the safety and wellbeing of our staff, while protecting the hospice and maintaining services, has been a priority. Where possible, staff have worked from home, supported by new technology. Those who provide care in the hospice or through our Hospice at Home service have followed stringent working practices to ensure rigorous infection control. Our retail staff have managed the closing and re-opening of our shops, while volunteers have patiently paused their roles or adapted to our new needs. We thank them all and extend our particular thanks to our CEO, Chris Baker, who has stewarded Richard House so smoothly through these turbulent times.

NHS England awarded Richard House a substantial government grant to provide support to children and young people with complex needs in the context of Covid-19. We are proud of the work Richard House has done to support the efforts of the NHS, including welcoming children whose move to the hospice freed up space in hospitals for Covid treatment. We believe the pandemic highlighted to the NHS the true value of working in partnership with children's hospices and we look forward to continuing this effective working relationship to the benefit of all.

With many of our usual fundraising activities made impossible by Covid restrictions, we have relied on the commitment and support of our funding partners more than ever. We are grateful to the trusts and organisations whose exceptional generosity has helped us through challenging times and to the diverse collection of faith, community and social groups on whom we have relied to promote our work and offer assistance.

As a result of this, and the efforts of all at Richard House, our income exceeded our expenditure in the year, resulting in a surplus and consequential improvement in our cash and reserves position. While this excellent performance has taken us much of the way towards the levels we seek, there is still work to do and we will continue to focus on growing both cash and reserves to improve our longer-term resilience and sustainability.

From a financial perspective we cannot expect a repeat of this year's government grant and without this we remain very reliant on gifts, donations and income from our shops, with only about a third of expenditure being funded from statutory sources. We expect a stronger performance from the Richard House Trading Company Limited which made a loss in this financial year, with shops closed due to pandemic restrictions. We are aware, however, that some of those organisations and individuals who supported us so generously have themselves been affected by the pandemic and we continue to highlight the key risk of raising sufficient income from fundraising to fund our expenditure commitments.

It gives me great pleasure to reflect on the success of Richard House in responding to the challenges of Covid-19. The hospice has remained open to care for the children, young people and families who have been in most need of our services at this toughest of times. Going forward, we hope to see a return to the full range of activities participated in and appreciated by all who use and contribute to Richard House.

The Board of Trustees would like to express our thanks to all those who have supported Richard House during the year.

Nicola Ukiah

Chair

Richard House Trust Trustee Directors' Annual Report

The Trustee Directors present their Trustee Directors' Annual Report and the audited financial statements of the company for the year ended 31 March 2021.

Reference and administration details

Charity name: Richard House Trust
Registered company number: 3232837
Registered charity number: 1059029
Registered office: Richard House Children's Hospice
Richard House Drive
London
E16 3RG

Trustee Directors: David Bickerton
Sara Hazzard
Quentin Humberstone
James Joly
Sir Robin Knowles CBE QC
Derek Lovelock
Wendy Pritchard
Gowhar Shaikh
Dr Meng Tan
Nicola Ukiah (Chair)
John Winter

Chief Executive and Company
Secretary: Christopher Baker

Auditors: Moore Kingston Smith LLP
Devonshire House
60 Goswell Road
London
EC1M 7AD

Bankers: HSBC
59-61 The Mall
Stratford
London
E15 1X

Structure, Governance and Management

Governing document

The company is limited by guarantee governed by its Memorandum and Articles of Association dated 1 August 1996 as amended on 4 October 1996, 27 January 1999, 18 August 2010 and 15 November 2011. Every member undertakes to contribute such amount as may be required, not exceeding £1, to the company's assets if the company should be wound up whilst he or she is a member or within one year after he or she ceases to be a member. The company is also a registered charity.

Appointment of Trustee Directors

The Board of Trustee Directors selects new members of the Board of Trustee Directors. Applications for trusteeship are sought by various methods including advertisement and with regard to the mix of experience and skills required for the good governance of the Trust.

Trustee induction and training

New Trustee Directors are provided with an information pack and full in-house induction at the time of their appointment. A programme of training updates is also in place for all Trustees Directors. All trustees have been DBS checked.

Related parties

Richard House Trading Company Limited, a wholly owned subsidiary of the charity, was established to operate the trading activities. In accordance with its Memorandum and Articles of Association, Richard House Trading Company Limited gifts, as Gift Aid, its profits to the charity. Richard House Developments Limited, a wholly owned subsidiary of the charity, has been dormant since 31 March 2004.

Compliance with ICO regulation

We are registered with the Fundraising Regulator and comply with the Codes of Fundraising Practice and we are committed to complying with the regulator's Fundraising Promise together with the Information Commissioner's Office (ICO) Direct Marketing guidelines. Over the past year we have reviewed the information we hold and have implemented procedures to comply with new GDPR regulation. This year we sent out 20,000 fundraising communications and received two complaints. These complaints were resolved through discussion with the complainants. We take all complaints seriously and aim to resolve or acknowledge receipt of all complaints immediately, certainly within five working days.

Organisation

The Board of Trustee Directors is responsible for the governance, strategy and direction of the charity. The Senior Leadership Team (with responsibility for care and family services, income generation, human resources and engagement, finance and operations) led by the Chief Executive, is accountable for the delivery of the strategy. Day-to-day activities and operations are carried out by appropriately qualified staff and volunteers, under the leadership and direction of the Chief Executive and other members of the Senior Leadership Team. The remuneration of key management has been set by the Trustees taking account of market rates, expertise, experience and skills required to fulfil the roles successfully. The Board of Trustee Directors has continued to meet by zoom quarterly throughout the year supported by committees attending to more specific matters involved with clinical governance, finance and fundraising. A separate Richard House Trading Company Limited Board of Directors meets to oversee the affairs of that company.

Risk management

The Board of Trustee Directors is aware of the need for major risks to be identified and managed, and systems and staff structures are in place to support this. Richard House Trust is registered with the Care Quality Commission under the Care Standards Act 2000 and the Health and Social Care Act 2008 and as such is inspected, in accordance with the appropriate schedules, by their regulatory agencies. Richard House Trust holds a risk register and the process of risk management includes regular consideration of new risks, which is undertaken by the Senior Leadership Team. The Board of Trustee Directors is updated on these risks and consider that the major risks to which the charity is exposed have been reviewed and that systems or procedures have been established to manage these.

Vision, Mission and Values

Our Vision

Our vision is for communities to have space where they can journey together to create positive memories of living and dying.

Our Mission

- To work in collaboration with others to provide holistic care for children and young people with life-limiting or life-threatening conditions and complex healthcare needs.
- To help families choose when, where and how they receive care and to provide:
 - specialist nursing and medical care
 - short breaks and respite care
 - end of life care
 - family support before and after death
- To support individuals, families and communities of all faiths and none with living, dying and death to promote education and understanding of issues to do with living, dying and death.

Our Values

We create a happy and **POSITIVE** environment for all

We are **RESPECTFUL** and welcome people from all our diverse communities and treat them with care and respect

We value openness and **INTEGRITY** in all our dealings

Our **DEDICATED** staff and volunteers put children, young people and families at the centre of our work

We are passionate about achieving **EXCELLENCE** in all we do.

Our Communities

Our families

From the moment a child is diagnosed with a life-limiting, life-threatening or complex health condition everything changes. These changes affect the whole family, which is why we feel it is vital not only to provide care to the child but to support the whole family.

Richard House provides a family-centred, needs led, and outcome based service to ensure that all psychological, physical, emotional, social and spiritual needs of our children, young people and families are met.

Poverty and disadvantage also have a significant impact on the families we work with:

- The majority of our families come from boroughs with the highest child poverty rates in the UK, Tower Hamlets, Newham and Hackney.
- Newham, Tower Hamlets, Barking and Dagenham and Hackney have some of the highest levels of income deprivation in London.

Medical advances are enabling children with increasingly complex conditions to live longer and we feel passionately that these children need to be supported.

Our families remain committed to Richard House and show their support for us by holding events to raise money even after they no longer use our services.

Our staff

Ensuring the safety and wellbeing of our staff, as well as protecting the hospice and maintaining services, continued to be a priority this year. We continued to provide protective care and have strict control measures in place to enable access to the hospice. We reviewed and adapted COVID secure working practices further to ensure rigorous infection control. We have also implemented stringent testing measures requiring all staff to take a lateral flow test prior to attending the hospice as well as encouraging vaccination uptake. For staff working from home, we have invested in new technology to ensure the best possible experience and continued connection to the hospice. Alongside this we have hosted regular all staff meetings remotely and sent out monthly newsletters to ensure that staff are up to date with what is happening at the organisation. We have an employee assistance programme in place and have regularly promoted this, along with additional wellbeing resources, to ensure that staff have access to wellbeing support. Managers have also been making wellbeing a topic of one to one catch up meetings.

Our development programme for palliative care nurses broadens their specialist competencies. This training means we can continue to support a range of complex cases, which has increased our catchment area, as this level of care is not available generally.

Recruitment and retention remains a priority focus, particularly in Care and Family Support due to the ongoing nationwide shortage of nursing staff. This year we have specifically expanded our bank of temporary staff to ensure flexibility in staffing and to prevent staff shortages.

Our volunteers

Volunteers are a crucial part of the Richard House family, with over 300 volunteers giving their time and skills to support our children and families. Their roles range widely, from retail assistants to van drivers; from receptionists to gardeners and from admin assistants to photographers. During the past year and the COVID-19 pandemic we have had to pause many of our volunteering roles due to retail closures and in order to safeguard the hospice and our volunteers. However, volunteer commitment to Richard House remains high and volunteers have keenly returned to their roles as soon as possible, such as upon re-

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opening of our shops and our gardens. We look forward to welcoming all of our volunteers back as soon as possible.

To us they are our **HEROES**

Happy to help
Enthusiastic
Reliable
Outstanding
Effective
Special

Our partners

This past twelve months have been very challenging for Richard House, with much of our planned fundraising activities curtailed due to Covid. Without the commitment and support of our partners and supporters we would not have finished the year in such a strong position, and we are immensely grateful to the many companies, Trusts and organisations who have helped us through, many of whom were facing challenging circumstances themselves. Partnership is integral to our fundraising, and whilst many of our usual activities such as volunteering and challenge events have not been possible, many of our partners have developed new virtual ways to support us, and we have developed new initiatives such as our mental health workshops to help support our partners through the challenges of the last year.

West Ham Football Club have also continued to support us and once again held an awareness match in support of Richard House. We look forward to welcoming a crowd back to next year's event.

Our supporters

Richard House is proud to work with the many different communities that make up the areas of London we work within. Throughout the last year we have continued to receive support from a diverse group of faith, community and social groups, and in particular we are grateful for the continued support of the Muslim community, who continued to promote our work through local mosques, and to the many Freemasonry Lodges that have offered assistance.

We believe that the coming year will continue to be challenging for fundraising, with much uncertainty still surrounding fundraising events. Over the coming year our supporters will continue to be essential to securing the income we need.

Our Services

When a child is living with a life-limiting or life-threatening health condition, every member of their family is impacted physically, spiritually and emotionally. We provide holistic residential and therapeutic services for the whole family.

- Clinical care for children and young people with complex health care needs.
- Step down care – smoothing the transition from hospital to home.
- Short stays – providing respite and giving children and young people opportunities to enjoy social interaction.
- Hospice at Home – to provide health respite, step-down or end of life care to a child at home.
- Oncology services – providing support for children and young people with cancer and their families.
- Symptom management – ensuring pain and symptoms are minimised.
- End of life care – providing end of life care at the place of choice by families.

- Trips and family days – enabling children, young people and their families to enjoy activities they couldn't do otherwise.
- Group sessions – providing a supportive environment to meet with others in similar situations.
- Music therapy – an established psychological clinical intervention through music to support our children and young people with their psychological, emotional, cognitive, physical, communicative and social needs.
- Counselling – available to children and young people, their parents and siblings.
- Transition service – providing young people and their family with information, advice and support when transitioning to adult services.
- Bereavement support – from our qualified practitioners, for the family during a child's illness and following the child's death.

Objectives and Activities

The core purpose of Richard House is to accompany families with children and young people with life-limiting, life-threatening and complex healthcare conditions during the child or young person's journey through life and through death, creating positive experiences along the way, which become good memories for the future.

This core purpose statement underpins our strategy. It reflects our objectives as set out in the Memorandum and Articles of Association which are to provide outreach, respite and hospice care for children and young people with palliative care needs in the London Boroughs of Tower Hamlets, Newham, City of London, Hackney, Barking and Dagenham, Waltham Forest, Redbridge, Islington, Camden, Barnet, Haringey and Enfield, or extended as the Board of Trustee Directors decides.

As a children's hospice we provide a range of services, both on a residential and day care basis. This support is offered in the unique way that a children's hospice operates, which is "home from home", and in full accordance with the aspirations of Together for Short Lives, the UK voice for children and young people, who are expected to have a reduced life expectancy, and their families. We seek to offer social and emotional support; a sense of community; a share in the care of a very sick child or young person, expert respite, palliative and end of life care; and bereavement support for the family from the point of referral and for as long as needed.

Our objectives for 2020/21

The strategic objectives, as stated in the strategic plan agreed for the organisation, were:

1. Digital Transformation: To introduce new digital tools and increase the use of digital technology in the workplace to optimise productivity, improve data security, share information securely with the NHS and continue to engage with children and their families during the pandemic.

How Richard House will achieve this:

- Design and implement an electronic medicine reconciliation and administration record (MRAR).
- Introduce the use of Microsoft Teams to families to enable them to attend meetings with the multidisciplinary team at Richard House remotely.
- Offer virtual play, activities, music therapy and counselling.
- Set up virtual meetings to ensure the effective running of all streams of work at Richard House.
- Optimisation of digital technology to allow remote working of all but essential care and support employees at Richard House.

2. Establish contingency plans and utilise risk management processes to respond and adapt to the impact the COVID-19 pandemic has on delivering essential services to children with palliative care needs at Richard House and in the community.

How Richard House will achieve this:

- Devise protocols and roll out training to all staff to introduce enhanced infection control measures and the use of level two personal protective equipment (PPE).
- Restrict access and screen all visitors, children and their families and staff prior to entering the hospice.
- Conduct COVID risk assessments in the workplace to identify and mitigate the risk of transmission of the corona virus.
- Effective communication between all levels of management within the organisation.

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- Implement emergency staffing measures and provide senior clinical support to the care team whilst only key workers are present at the hospice.

3. Supporting the wellbeing of our staff during the pandemic

How Richard House will achieve this:

- Ensure infection control procedures and COVID secure working practices are in place on sites that staff attend.
- Carry out Display Screen Equipment assessments for employees working from home.
- Carry out COVID-19 risk assessments for employees working in the hospice and in service users' homes.
- Provide regular COVID-19 testing for Care staff.
- Ensure managers are regularly communicating with staff and discussing wellbeing needs with them.
- Signpost wellbeing resources to staff and provide a free Employee Assistance Programme.
- Survey staff engagement and wellbeing and respond to feedback.

4. Develop our Hospice at Home offer in collaboration with North East London partners in line with the NHS palliative care service specification.

How Richard House will achieve this:

- Form good links with the local hospitals' neonatal and paediatric teams and promote the delivery of end of life care at the child's and/or family's place of choice.
- Work as part of an integrated service to enable rapid transfer to the hospice or the family home for end of life care.
- Grow the delivery of health respite in the family home (Hospice at Home), so as to support and enable the parents to continue in their caring role managing their child or young person with complex health needs.
- Provide activities, therapeutic and emotional support in the family home to contribute to the wellbeing and quality of life of those children living with a life-limiting condition or serious illness.

How Did We Do?

Total income for the group in the reporting year was £4,743,208 compared to the prior year figure of £4,318,054. The improvement is attributable mainly to an increase of £940,622 in Statutory income £2,192,632 (2020: £1,252,010). The favourable variance is made up of COVID 19 Government grants of £689,277 to the hospice and the remainder is attributable to increased activity levels in respite care during the course of the year. General fundraising income reduced slightly by £33,216 to £2,152,838 (2020: £2,186,054). Income from Trading activities was £365,300, down by £182,458 compared to £547,758 in the previous year. The prolonged shop closures resulted in reduced sales; although, the 2020 result was uplifted by a receipt of government retail grants of £120,000 from the Retail, Hospitality and Leisure Grant Fund for the COVID-19 pandemic. Investments and interest income also increased to £14,904 (2020: £5,824).

The charitable expenditure increased in the year by £214,601 to £2,803,572 (2020: £2,588,971) whilst the expenditure on raising funds reduced by £134,731 resulting in net expenditure increase of £79,888 to £3,992,201 (2020: £3,912,313).

We achieved the following key objectives:

1. Digital Transformation by introducing new digital tools and increasing the use of digital technology in the workplace to optimise productivity, improve data security, share information securely with the NHS and continue to engage with children, young people and their families during the pandemic.

How we achieved this:

- At the start of the pandemic we designed and implemented an electronic medicine reconciliation and administration record (MRAR). This enabled medicine reconciliations to be done remotely thus allowing a child/young person's own drugs to be administered safely whilst they were resident at Richard House.
 - Staff and families were trained in using Microsoft Teams as a way to attend a virtual meeting. This enabled us to conduct pre-admission assessment meetings with parents whose children were due to be admitted.
 - We also continued virtually with mum's groups, various activities, music therapy and counselling. This enabled us to remain engaged with the children, young people and their families and offer much-needed support during lockdown.
 - We set up virtual meetings to ensure the effective running of all streams of work at Richard House. Multi-professional meetings, staff meetings and study days were successfully held whilst lockdown restrictions were in place. This has worked well and will be continued as an effective way of attending meetings and communicating without the need to travel to meetings.
 - All digital technology was upgraded to allow for remote staff working. Office365 was implemented and data moved to the Cloud. Desk and screening equipment assessments were completed to support staff in setting up a workspace at home.
 - The organisation undertook a major IT infrastructure upgrade including switching the internet connection to a leased line to provide a secure connection, along with a supporting backup line and a Health and Social Care Network (HSCN) connection to allow the care team to share information with the NHS and other healthcare organisations.
2. Establish contingency plans and utilise risk management processes to respond and adapt to the impact the COVID-19 pandemic has on delivering essential services to children and young people with palliative care needs at Richard House and in the community.

How we achieved this:

- We devised protocols and rolled out training to all staff to introduce enhanced infection control measures and the use of level two personal protective equipment (PPE).

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- We restricted access and screened all staff, visitors, children, young people and their families entering the hospice.
- We conducted environmental COVID risk assessments in the workplace to identify and mitigate the risk of transmission of the virus.
- Only essential staff continued to work at the hospice and we made changes to ensure senior clinical support was available. Further to this, staffing levels were reviewed at the beginning of each day and on occasions when staffing was not sufficient, the senior nurse on site would step in and work in care.

3. Supporting the wellbeing of our staff during the pandemic

How we achieved this:

- A COVID-19 Infection Control protocol was developed and shared with staff. Sufficient PPE was made available throughout the hospice. Staff underwent testing to ensure the right size FFP3 face masks are used to give them full protection when working with a suspected COVID case. All staff also received training in the correct use of PPE.
- Visits were restricted to only essential visiting and vigorous screening was implemented to ensure as far as possible to protect those in the hospice.
- COVID-19 risk assessments for employees working in the hospice and in families' homes through outreach services, were carried out. An agreed plan was devised for each employee that was in the high-risk group.
- We rolled out rapid antigen COVID-19 testing (LFD) for Care staff. All staff were trained in how to perform testing and were given kits to do an LFD test prior to coming to work before each shift.
- To ensure contingency and safe staffing levels in case of potential COVID related absences, the nurse managers formed part of a rota daily to support the clinical team.
- We continued with virtual team days and reflection sessions were arranged with an external clinical supervisor.
- As well as signposting staff to the Employee Assistance Programme, we sent wellbeing resources to all staff on a weekly basis. We have worked to align the resources to current events such as wellbeing during Christmas and Ramadan, managing anxieties around lockdown easing, and promoting Mental Health Awareness week.
- We ran a pandemic related staff survey in summer 2020. This was a short survey with questions specifically asking for staff feedback on their wellbeing, working conditions and leadership of the charity during the COVID-19 pandemic. We then repeated the questions as part of the wider annual staff survey which ran in Jan/Feb 2021. The responses to questions around mental health and well-being on both surveys were predominantly positive. We also ran small group workshops following the annual survey to explore any issues raised in more detail and are creating action plans to address areas of need.

4. Develop our Hospice at Home offering in collaboration with our North East London clinical commissioning groups and in line with the NHS palliative care service specification.

How we achieved this:

- We continued to work with the local hospitals' neonatal and paediatric teams to promote the delivery of end of life care at the child's and/or family's place of choice. We offered support at home with a senior nurse on call 24/7. We offered the use of the Rainbow Suite for post bereavement care. Special mobile equipment was made available and enabled the senior nurses, who formed part of a 24/7 on call rota, to provide care in the family home if this was requested.
- We saw a huge increase in the demand for health respite in the family home during the pandemic and we delivered 3,929 hours of respite at home, an increase from 1,541 hours in the previous year. We achieved this by deploying some of our residential staff into the

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community whilst demand for respite at the hospice reduced due to the pandemic. We also recruited additional staff to the hospice at home team.

- We provided virtual activities and music therapy in the family home and counselling sessions were offered to those families who needed the support.

Financial Review

Principal risks and uncertainties

The key risks we face include: raising sufficient donations and legacies income to fund our expenditure commitments; limited cash reserves; recruiting and retaining children's nurses required to deliver the support to children, young people, and their families; maintaining high standards of care including the regulatory risks in complying with the requirements of CQC and uncertainty over future levels of statutory income.

Risks and mitigation thereof are reviewed monthly at senior leadership meetings and at Trustee Directors' meetings. We undertake regular performance appraisals to keep the quality of our work high.

Income

The financial statements show an increase in income to £4,743,208 (2020: £4,318,054). Fundraising income (donations and legacies income and income from fundraising and events) reduced to £2,170,372 (2020: £2,512,462) with the Richard House Ball generating £326,408 in 2020. Statutory income increased to £2,192,632 (2020: £1,252,010) as a result of government grants of £689,277 from NHS England (NHSE). NHSE awarded funding to allow the hospice make available bed capacity and community support from April 2020 to March 2021 to provide support to children with complex needs in the context of COVID -19 situation.

Expenditure

The in-year expenditure increased by £79,888 to £3,992,201 (2020: £3,912,313). The increase in net expenditure is mainly in the charitable expenditure which, increased in the year by £214,601 to £2,803,572 (2020: £2,588,971) due to increased activity levels in our care services during the year; thus, contributing in part to the increased statutory income. Expenditure on raising funds reduced by £197,634 reflecting the reduction in fundraising activities and events from COVID-19 restrictions. The trading costs increased by £62,921 resulting in the net decrease of £134,713 to £1,188,629 (2020: £1,323,342).

Net operating result

The overall result for the year was a net income of £751,007 (2020: net income of £405,741). At 31 March 2021, Richard House Trading Company Limited made a loss for the financial year of £132,841 (2020: £112,538 profit). The shops were closed for most of the financial year due to pandemic restrictions.

Investment policy

Surplus funds are kept on deposit to earn interest, so that they are readily available to meet our costs when required. This policy is reviewed periodically by the Board of Trustee Directors.

Cash flow

The cash inflow from operating activities was £1,033,074 (2019: inflow £745,397) resulting in net cash inflow after investing activities of £998,255 (2020: inflow of £596,567).

Reserves policy

Unrestricted funds of the charity at the year-end amounted to £5,935,062 (2020: £5,025,855) of which £1,348,742 (2020: £337,721) were free funds.

The Board of Trustee Directors aspires to retain free funds equivalent to a minimum of six months' operating costs of £1.7 million, based upon the costs for the year ended 31 March 2021. The Board is working to restore free funds above the target level as soon as practicable over the next three to five years. This will ensure that there is very little risk of unplanned closure that might otherwise have a very serious impact on our vulnerable beneficiaries. The Finance and Fundraising Committee continues to review our reserves policy to reflect any changes that may be necessary.

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Outlook and key 2021/22 Objectives

Our plans for 2021/22 have had to be fundamentally changed due to the COVID pandemic.

Our key priorities for 2021/22 have become:

- To minimise, as far as possible the risks of COVID infection within the hospice and to ensure the safety of our children, their families and our team.
- To maintain our residential and Hospice at Home services as long as circumstances allow.
- To work with the NHS to support their efforts including making available beds to free space in Hospitals.
- To maintain and expand our fundraising activities to ensure that as far as possible income lost from cancelled events and other activities is made up from other sources.
- To support national and local efforts to secure emergency Government funding.
- To ensure our retail shops are COVID secure and are kept open as much as national regulations allow.

The Board intends to undertake a full strategic review in 2022 when hopefully the outlook for the future will be clearer.

The Board of Trustee Directors would like to thank all staff and volunteers for the immense efforts they have made over the last year.

Statement of Trustees' Responsibilities

The trustees (who are also directors of Richard House Trust for the purposes of company law) are responsible for preparing the Trustee Directors' Annual Report (including the Strategic Report) and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities Statement of Recommended Practice;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards including FRS102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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 enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the group 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 themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

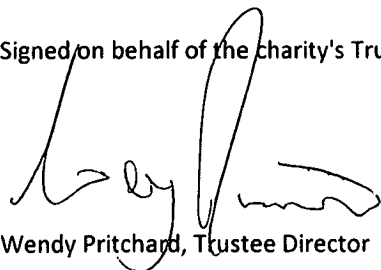
Auditors

The auditors, Moore Kingston Smith LLP, will be proposed for re-appointment in accordance with the Companies Act 2006.

Declaration

The Trustee Directors declare that they have approved the Trustee Directors' Annual Report above.

Signed on behalf of the charity's Trustee Directors on 16 December 2021

A handwritten signature in black ink, appearing to read 'Wendy Pritchard', is written over a horizontal line.

Wendy Pritchard, Trustee Director

Part 2

Financial Statements

Independent Auditor's Report to the Members and Trustees of Richard House Trust

Opinion

We have audited the financial statements of Richard House Trust (the 'company') for the year ended 31 March 2021 which comprise the Group Summary Income and Expenditure Account, the Group and Parent Charitable Company Balance Sheets, the Group Cash Flow Statement and 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 FRS 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 the parent charitable company's affairs as at 31 March 2021 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

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 financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements 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 charitable company'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 other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

Richard House Trust Financial Statement

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 the audit:

- the information given in the [strategic report and the] trustees' annual report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- [the strategic report and the] trustees' annual report have 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 parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in [the strategic report or] the trustees' annual report.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Act 2011 require us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company'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
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the Trustees' Annual Report and from preparing a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 15, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, 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 and parent charitable company'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 parent 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

Richard House Trust Financial Statement

We have been appointed as auditor under the Companies Act 2006 and section 151¹ of the Charities Act 2011 and report in accordance with those Acts.

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 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.

Explanation as to what extent the audit was considered capable of detecting irregularities, including fraud

The objectives of our audit in respect of fraud, are; to identify and assess the risks of material misstatement of the financial statements due to fraud; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud, through designing and implementing appropriate responses to those assessed risks; and to respond appropriately to instances of fraud or suspected fraud identified during the audit. However, the primary responsibility for the prevention and detection of fraud rests with both management and those charged with governance of the charitable company.

Our approach was as follows:

- We obtained an understanding of the legal and regulatory requirements applicable to the charitable company and considered that the most significant are [the Companies Act 2006, the Charities Act 2011, the Charity SORP, and UK financial reporting standards as issued by the Financial Reporting Council]
- We obtained an understanding of how the charitable company complies with these requirements by discussions with management and those charged with governance.
- We assessed the risk of material misstatement of the financial statements, including the risk of material misstatement due to fraud and how it might occur, by holding discussions with management and those charged with governance.
- We inquired of management and those charged with governance as to any known instances of non-compliance or suspected non-compliance with laws and regulations.
- Based on this understanding, we designed specific appropriate audit procedures to identify instances of non-compliance with laws and regulations. This included making enquiries of management and those charged with governance and obtaining additional corroborative evidence as required.

As part of an audit in accordance with ISAs (UK) we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit

Richard House Trust Financial Statement

evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purposes of expressing an opinion on the effectiveness of the group and parent charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the group and parent charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the group or parent charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the group to express an opinion on the consolidated financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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 and, in respect of the consolidated financial statements, to the charity's trustees, as a body, in accordance with Chapter 3 of Part 8 of the Charities Act 2011. Our audit work has been undertaken so that we might state to the charitable company's members and trustees those matters which we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the charitable company, the charitable company's members, as a body, and the charity's trustees, as a body, for our audit work, for this report, or for the opinion we have formed.

Moore Kingston Smith LLP

Neil Finlayson (Senior Statutory Auditor)
for and on behalf of Moore Kingston Smith LLP, Statutory Auditor

20/12/2021

Devonshire House
60 Goswell Road
London
EC1M 7AD

Consolidated Statement of Financial Activities (Incorporating an Income and Expenditure Account) for year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Income					
Incoming resources' from fundraising					
Donations and legacies	2	1,922,446	230,392	2,152,838	2,186,054
Other trading activities:					
Fundraising and events	2	17,534	-	17,534	326,408
Income from trading company	3	365,300	-	365,300	547,758
Income from investment and interest		14,904	-	14,904	5,824
Income from Charitable activities					
Statutory and grant funding for hospice care	4	1,123,172	1,069,460	2,192,632	1,252,010
Total income		3,443,356	1,299,852	4,743,208	4,318,054
Expenditure					
Expenditure on Raising funds					
Fundraising and publicity	5	690,488	-	690,488	888,122
Expenses of trading company	3	498,141	-	498,141	435,220
		1,188,629	-	1,188,629	1,323,342
Expenditure on Charitable activities					
	5	1,478,341	1,325,231	2,803,572	2,588,971
Total expenditure	5	2,666,970	1,325,231	3,992,201	3,912,313
Net income/(expenditure)		776,386	(25,379)	751,007	405,741
Fund balances brought forward at 1 April 2020		5,030,217	55,438	5,085,655	4,679,914
Fund balances brought forward at 1 April 2021		5,806,603	30,059	5,836,662	5,085,655
		Note 19	Note 20		

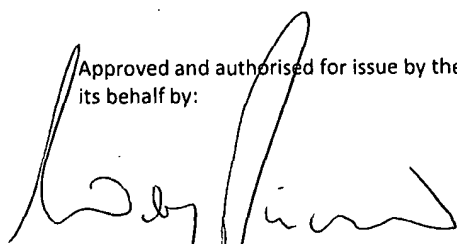
The net income attributable to the parent company was £883,848 (2020: net income £293,203). The company has taken the exemption under Section 408 of the Companies Act 2006 not to publish its own Statement of Financial Activities

Richard House Trust Financial Statement

Richard House Trust Group and Charity Balance Sheet at 31 March 2021

		Group		Company	
	Notes	2021 £	2020 £	2021 £	2020 £
Fixed Assets					
Intangible assets	8	267	667	267	667
Tangible assets	9	4,386,575	4,504,704	4,370,914	4,472,309
Investments	10	-	-	4	4
		<u>4,386,842</u>	<u>4,505,371</u>	<u>4,371,185</u>	<u>4,472,980</u>
Current Assets					
Debtors falling due within one year	11	333,354	445,568	426,522	397,407
Cash at bank and in hand		<u>1,757,184</u>	<u>758,929</u>	<u>1,680,941</u>	<u>745,666</u>
		2,090,538	1,204,497	2,107,463	1,143,073
Creditors: Amounts falling due within one year	12	<u>(635,326)</u>	<u>(617,426)</u>	<u>(513,527)</u>	<u>(534,780)</u>
Net current assets		<u>1,455,212</u>	<u>587,071</u>	<u>1,593,936</u>	<u>608,293</u>
Creditors: Amounts falling due within more than one year	14	-	(1,395)	-	-
Provisions	15	(5,392)	(5,392)	-	-
Net assets		<u>5,836,662</u>	<u>5,085,655</u>	<u>5,965,121</u>	<u>5,081,273</u>
Represented by:					
Unrestricted funds					
Charity funds	19, 22	5,935,062	5,025,835	5,935,062	5,025,835
Trading subsidiary funds	19, 21	<u>(128,459)</u>	<u>4,382</u>	-	-
		5,806,603	5,030,217	5,935,062	5,025,835
Restricted funds	20, 21	<u>30,059</u>	<u>55,438</u>	<u>30,059</u>	<u>55,438</u>
		<u>5,836,662</u>	<u>5,085,655</u>	<u>5,965,121</u>	<u>5,081,273</u>

Approved and authorised for issue by the Board of Trustee Directors on 16 December 2021 and signed on its behalf by:



Wendy Pritchard, Trustee Director
Company number: 3232837

**Richard House Trust Consolidated Cashflow Statement for year ended
31 March 2021**

	Notes	2021 £	2020 £
Net cash (outflow) /inflow from operating activities	(a)	1,033,074	745,397
Investing activities			
Purchase of intangible fixed assets		-	-
Purchase of tangible fixed assets		(49,723)	(154,654)
Investment income and interest		14,904	5,824
Net cash used in investing activities		(34,819)	(148,830)
Net (decrease) /increase in cash and cash equivalents		998,255	596,567
Cash and cash equivalents at beginning of year		758,929	162,362
Cash and cash equivalents at end of year		<u>1,757,184</u>	<u>758,929</u>

Notes to the cash flow statement

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

Net (outgoing) incoming / resources for the year	751,007	405,741
Depreciation	167,852	168,262
Amortisation	400	857
Investment income and interest	(14,904)	(5,824)
Decrease in stocks	-	-
Increase in debtors	112,214	(27,984)
Increase in creditors/provisions	16,505	204,345
Net cash (outflow)/inflow from operating activities	<u>1,033,074</u>	<u>745,397</u>

Richard House Trust Notes to the Financial Statements for year ended 31 March 2021

1. Accounting Policies

Richard House Trust is a charity incorporated in England and Wales.

Basis of accounting

These financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (FRS 102) and the requirements of the Companies Act 2006.

The Charitable Company and its subsidiaries constitute a public benefit group as defined by FRS 102 and therefore the Charity also prepared its financial statements in accordance with the 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 (The FRS 102 Charities SORP), the Companies Act 2006 and the Charities Act 2011.

These accounts have been prepared on the going concern basis, under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Consolidation

The group financial statements consolidate the financial statements of the company and its two wholly owned subsidiary undertakings, Richard House Developments Limited and Richard House Trading Company Limited, for the year ended 31 March 2021.

In accordance with Section 408 of the Companies Act 2006, no separate statement of financial activities is presented for the charity. The net outgoing resources attributable to Richard House Trust were £883,848 (2020: net income £293,203).

Income

This represents income from grants, donations, fundraising events, merchandising sales, statutory funding, and interest.

There are two types of income: unrestricted and restricted. Unrestricted funds are funds that can be spent at the discretion of the Trustee Directors on the charity's objects. Designated funds are unrestricted funds which have been set aside by Trustees Directors for specific purposes. Restricted funds are funds provided by external sources for specific projects and may only be applied towards those specific projects.

All incoming resources are included in the Statement of Financial Activities when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably, and it is probable that the income will be received.

For donations to be recognised, the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then the income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the Charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS 102). Further detail on their contribution is given in the Trustees' Report.

Richard House Trust Notes to the Financial Statements for year ended 31 March 2021 (continued)

1. Accounting Policies (continued)

For legacies, entitlement arises when the Charity is aware that probate has been granted. Receipt is normally when the executors have established that there are sufficient assets in the estate. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition has not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supply of goods and services to raise funds and is recognised when entitlement has occurred.

Expenditure

This represents the expenditure on raising funds and charitable expenditure. Expenditure on raising funds includes fund raising and publicity costs and the expenses of the trading company. Charitable expenditure is the cost of activities in furtherance of the charity's objects.

Expenditure is classified by the category of activity for which it is used rather than by type of expense. Allocation is on an actual basis, or where this is not possible, on an estimated usage basis.

- Expenditure on raising funds are those costs incurred in attracting donations and legacies income, and those incurred in trading activities that raise funds.
- Charitable activities include expenditure associated with the provision of hospice and related care and include both the direct costs and support costs relating to these activities.
- Support costs include central costs and have been allocated to cost categories on the basis of staff time spent in each area.
- Governance costs (included as part of support costs) include those incurred in the governance and strategic management of the organisation including costs associated with meeting constitutional and statutory requirements.

Liabilities are recognised as soon as there is a legal or constructive obligation committing the charity to the expenditure.

Tangible Fixed Assets

Expenditure on tangible fixed assets over £1,000 is capitalised and depreciation is provided at the following annual rates to write off the cost of each asset over its estimated useful life:

Fixtures and fittings	20% straight line
Office equipment	15% straight line
Motor vehicles	25% straight line
Computer equipment	33% straight line
Freehold buildings	2% straight line

Intangible Fixed Assets

Expenditure on intangible fixed assets over £1,000 is capitalised and depreciation is provided at the following annual rates to write off the cost of each asset over its estimated useful life:

Web site	33% straight line
Computer software	33% straight line

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

1. Accounting Policies (continued)

Stock

Stock is valued at the lower of cost or net realisable value after making due allowance for any obsolete or slow-moving stock.

Donated goods for resale or distribution

The company receives donated goods for resale in the charity shops of the subsidiary company. As per the advice of The Accounting Council, donated goods are not recognised as income on receipt as the value cannot be measured reliably and the benefit of recognising the item does not outweigh the costs.

Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less.

Provision for accrued holiday pay

The company has made a provision for unused holiday pay accrued at year end. As the total amount accrued was immaterial, the adjustment was made within the reporting period.

Provision for bad debt

The company has made a provision for bad debts based on those debtors which are unpaid at the time the accounts were approved and due to the time may not be recovered in full.

Taxation

The company is a registered charity and did not receive taxable income in the year.

Remuneration

The company has a Remuneration policy which includes remuneration for key management personnel. The company undertakes benchmarking regularly when setting remuneration and determining salary changes.

Operating leases

Rentals charged under operating leases, including any lease incentives received, are charged on a straight-line basis over the term of the leases.

Pension costs

Pension contributions are charged to the statement of financial activities on an accrual basis,

Financial instruments

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the company's statement of financial position when the company becomes party to the contractual provisions of the instrument.

Basic financial assets, which include trade and other debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

1. Accounting Policies (continued)

using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities, including trade and other creditors, bank loans, loans from fellow group companies and preference shares that are classified as debt, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Going concern

The trustees have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The trustees have made this assessment for a period of at least one year from the date of approval of the financial statements and have considered the potential impact of the Covid-19 pandemic. In particular the trustees have taken account of pressures on statutory income, donation income, fundraising events, and trading income, as well as expenditure. The trustees have considered various scenarios and the mitigating action available to them should income fall significantly. Based on this and the significant unrestricted reserves available the trustees have concluded that there is a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. The charity therefore continues to adopt the going concern basis in preparing its financial statements.

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

2. Donations and Legacies

	2021	2020
	£	£
Community	117,521	214,575
Trusts and Foundations	999,082	391,990
Individuals	158,523	267,580
High Value	134,231	146,088
Corporate	479,315	519,300
Legacies	219,235	497,950
Donated Professional Services	-	104,650
Gift Aid	44,931	43,921
	<u>2,152,838</u>	<u>2,186,054</u>

Fundraising and events

	2021	2020
	£	£
Fundraising and events	17,534	326,408

Donations derived from the Richard House Rainbow Ball was £nil (2020: £326,408)

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

3 . Investments in Subsidiaries

	2021	2020
	£	£
<i>Richards House Trading Company Limited</i>	365,300	547,758
Income	<u>27,725</u>	<u>48,736</u>
Intercompany income eliminated on consolidation		
Consolidated income	393,025	596,494
Cost of sales	(16,038)	(18,714)
Administration expenses	(482,103)	(416,506)
Intercompany expenses eliminated on consolidation	<u>-</u>	<u>-</u>
	(498,141)	(435,220)
Net consolidated income before donation and taxation	(105,116)	161,274
Net intercompany income	<u>(27,725)</u>	<u>(48,736)</u>
Operating (loss)/profit before donation to parent company	(132,841)	112,538
Donation to parent company	<u>-</u>	<u>-</u>
(Loss)/Profit on ordinary activities before taxation	(132,841)	112,538
Taxation	<u>-</u>	<u>-</u>
Profit/(Loss) on ordinary activities before taxation	(132,841)	112,538
Dividends	<u>-</u>	<u>-</u>
Retained profit/(loss) for the financial year	(132,841)	112,538
Retained profit brought forward	4,384	4,851
Charitable distribution from parent undertaking		(113,005)
Retained profit carried forward	<u>(128,457)</u>	<u>4,384</u>

At the end of the year, the company had aggregate assets of £157,221 (2020: £208,702), liabilities of £285,678 (2020: £204,318) and net shareholder's deficit of £128,457 (2020: £4,384).

Richard House Developments Limited

The company has not traded during the year or the preceding financial year. During these years the company received no income and incurred no expenditure and therefore made neither profit nor loss. At the end of the year, the company had aggregate assets of £2 (2020: £2) and net shareholder's funds of £2 (2020: £2).

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

4. Statutory and Grant Funding for Hospice care

	2021	2020
	£	£
Income from core NHS contracts	500,116	511,605
Other NHS and local authority income	623,056	371,295
Department of Health grants	380,183	369,110
COVID Grants	689,277	-
	<u>2,192,632</u>	<u>1,252,010</u>

5. Expenditure

Analysis of total expenditure

	Staff costs	Other direct costs	Support costs	Total 2021
	£	£	£	£
Fundraising and publicity	423,977	119,086	147,425	690,488
Trading company expenses	262,307	235,834	-	498,141
Hospice care	1,685,081	713,504	368,554	2,767,139
Governance	19,549	16,385	499	36,433
Total expenditure	<u>2,390,914</u>	<u>1,084,809</u>	<u>516,478</u>	<u>3,992,201</u>

Analysis of support costs

	Staff costs	Other direct costs	Total 2021
	£	£	£
Fundraising and publicity	128,289	19,136	147,425
Hospice care	298,907	69,647	368,554
Governance	-	499	499
Total support costs	<u>427,196</u>	<u>89,282</u>	<u>516,478</u>

Expenditure on Charitable activities includes the expenditure on Hospice care and Governance.

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

5. Expenditure (continued)

Analysis of total expenditure	Staff costs	Other direct costs	Support costs	Total 2020
	£	£	£	£
Fundraising and publicity	505,343	222,820	159,959	888,122
Trading company expenses	198,978	236,242	-	435,220
Hospice care	1,534,865	644,197	377,311	2,556,373
Governance	19,791	12,251	556	32,598
Total expenditure	2,258,977	1,115,510	537,826	3,912,313

Analysis of support costs	Staff costs	Other direct costs	Total 2020
	£	£	£
Fundraising and publicity	131,330	28,629	159,959
Hospice care	305,996	71,315	377,311
Governance	-	556	556
Total support costs	437,326	100,500	537,826

Expenditure on Charitable activities includes the expenditure on Hospice care and Governance.

Analysis of governance costs	2021	2020
	£	£
Staff costs	19,549	19,791
Audit fees	16,385	12,251
Support costs	499	556
	36,433	32,598

Support costs are included in the above analysis of total resources expended and have been allocated across activities on the basis of staff time spent in each area. These costs include providing IT, payroll, personnel, finance, property and other central services to the charity's staff and volunteers.

Governance costs have been funded entirely by unrestricted funds.

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

6. Staff Costs

	2021	2020
	£	£
Wages and salaries	2,460,112	2,358,210
Social security costs	231,686	228,365
Other pension costs	126,310	109,728
	<u>2,818,108</u>	<u>2,696,303</u>

	2021	2020
	Number	Number
Average number of employees full time equivalent:		
Charitable work	36	34
Fundraising	10	10
Trading	11	11
Administration	11	12
	<u>68</u>	<u>67</u>

The number of employees receiving remuneration in excess of £60,000 increased within the following bands:

	2021	2020
	Number	Number
£60,000 - £70,000	1	2
£70,001 - £80,000	2	1
£80,001 - £90,000	<u>1</u>	<u>1</u>

Total pension contributions for the highest paid employee excluding the Chief Executive who is not on the pension scheme during the year were £5,320 (2020: £4,900).

The remuneration of key management personnel, who included the Chief Executive, Director of Finance and Operations, Director of Family and Care Services, Head of Fundraising and Head of HR and Volunteer Engagement, was as follows:

	2021	2020
	£	£
Aggregate emoluments	382,365	371,516
Company pension contributions	17,197	16,705
	<u>399,562</u>	<u>388,221</u>

The number of key management personnel for whom retirement benefits are accruing under defined contribution schemes amounted to NIL (2020: NIL).

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

7. Net (expenditure)/income

		2021	2020
		£	£
This is stated after charging:			
Auditor's remuneration:			
Company	- current year audit fee excluding VAT	12,400	11,620
Subsidiary companies	- current year audit fee	2,300	2,110
	- current year non-audit	550	550
Depreciation		167,852	168,262
Amortisation		400	857

8. Intangible Fixed Assets

Group and Company	Software £	Website £	Total £
Cost			
At 1 April 2020	7,768	15,942	23,710
Additions	-	-	-
At 31 March 2021	<u>7,768</u>	<u>15,942</u>	<u>23,710</u>
Accumulated Amortisation			
At 1 April 2020	7,768	15,275	23,043
Charge for the year	-	400	400
At 31 March 2021	<u>7,768</u>	<u>15,675</u>	<u>23,443</u>
Net Book Value			
At 31 March 2021	<u>-</u>	<u>267</u>	<u>267</u>
At 31 March 2020	<u>-</u>	<u>667</u>	<u>667</u>

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

9 . Tangible Fixed Assets

Group	Freehold Land	Buildings	Fixtures & Fittings	Computer Equipment	Motor Vehicle	Total
	£	£	£	£	£	£
Cost						
At 1 April 2020	270,704	5,704,460	468,614	115,686	39,489	6,598,953
Additions	-	-	43,907	5,816	-	49,723
Disposals	-	-	-	-	-	-
At 31 March 2021	270,704	5,704,460	512,521	121,502	39,489	6,648,676
Accumulated Depreciation						
At 1 April 2020	-	1,578,997	411,857	70,882	32,513	2,094,249
Charge for the year	-	114,089	31,001	17,182	5,580	167,852
Released on disposal	-	-	-	-	-	-
At 31 March 2021	-	1,693,086	442,858	88,064	38,093	2,262,101
Net Book Value						
At 31 March 2021	270,704	4,011,374	69,663	33,438	1,396	4,386,575
At 31 March 2020	270,704	4,125,463	56,757	44,804	6,976	4,504,704

Company	Freehold Land	Buildings	Fixtures & Fittings	Computer Equipment	Motor Vehicle	Total
	£	£	£	£	£	£
Cost						
At 1 April 2020	270,704	5,704,460	307,809	94,707	11,588	6,389,268
Additions	-	-	39,037	5,816	-	44,853
Disposals	-	-	-	-	-	-
At 31 March 2021	270,704	5,704,460	346,846	100,523	11,588	6,434,121
Accumulated Depreciation						
At 1 April 2020	-	1,578,997	257,823	68,551	11,588	1,916,959
Charge for the year	-	114,089	21,970	10,189	-	146,248
Released on disposal	-	-	-	-	-	-
At 31 March 2021	-	1,693,086	279,793	78,740	11,588	2,063,207
Net Book Value						
At 31 March 2021	270,704	4,011,374	67,053	21,783	-	4,370,914
At 31 March 2020	270,704	4,125,463	49,986	26,156	-	4,472,309

A substantial contribution towards the cost of the buildings was received from the National Lottery Charities Board and as such the buildings may not be sold without their consent until 2084.

Richard House Trust Notes to the Financial Statements for year ended 31 March 2021 (continued)

10. Fixed Asset Investments - Group Undertakings

The company's investments at the balance sheet date in the share capital of companies include the following:

Shares in group undertakings	Nature of business	Class of share	Percentage holding	2021 £	2020 £
Richard House Developments Limited	Property development	Ordinary	100%	2	2
Richard House Trading Company Limited	Retail	Ordinary	100%	2	2

11. Debtors

	Group		Company	
	2021 £	2020 £	2021 £	2020 £
Trade debtors	98,036	56,748	98,036	56,441
Bad debt provision	-	-	-	-
Amount owed from subsidiary undertaking	-	-	158,486	114,885
Other debtors	14,248	19,974	14,246	19,318
Prepayments	117,681	109,185	79,118	72,762
Accrued income	103,389	259,661	76,636	134,001
	<u>333,354</u>	<u>445,568</u>	<u>426,522</u>	<u>397,407</u>

12. Creditors: Amounts falling due within one year

	Group		Company	
	2021 £	2020 £	2021 £	2020 £
Trade creditors	72,815	110,206	66,988	107,591
Taxation and social security	74,151	67,784	74,151	67,784
Amount owed to subsidiary undertaking	-	-	-	-
Other creditors	275,556	268,171	275,556	268,171
Finance lease liability	1,395	5,580	-	-
Accruals	211,409	152,681	96,832	78,230
Deferred income	-	13,004	-	13,004
	<u>635,326</u>	<u>617,426</u>	<u>513,527</u>	<u>534,780</u>

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

13. Deferred income

	Group		Company	
	2021	2020	2021	2020
	£	£	£	£
At beginning of the year	13,004	15,927	13,004	15,927
Released during the year	(13,004)	(15,927)	(13,004)	(15,927)
Additions during the year	-	13,004	-	13,004
	<u>-</u>	<u>13,004</u>	<u>-</u>	<u>13,004</u>

Deferred income comprises income relating to April; all amounts relate to the next accounting period.

14. Creditors: Amounts falling due within more than one year

	Group		Company	
	2021	2020	2021	2020
	£	£	£	£
Finance lease liability	-	1,395	-	-
	<u>-</u>	<u>1,395</u>	<u>-</u>	<u>-</u>

15. Provisions

	Group		Company	
	2021	2020	2021	2020
	£	£	£	£
Deferred tax liabilities	5,392	5,392	-	-
	<u>5,392</u>	<u>5,392</u>	<u>-</u>	<u>-</u>

16. Share Capital

The company does not have share capital. However, every member of the company undertakes to contribute to the assets of the company such amount as may be required, not exceeding £1. There were 11 (2020 - 13) members at the balance sheet date.

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

17. Pension Commitments

The company is an approved organisation, for the purpose of the National Health Service (Superannuation) Regulations 1980, making contributions to the National Health Service Pension Scheme. The Scheme is regarded as a statutory scheme by the Inland Revenue and is covered by section 22 of chapter 3 of the 1970 Finance Act. The contributions of the employer are 20.68% (the employer pays 14.38% under the transitional arrangement and the NHS paid 6.30% until March 2022) and the contributions of the employee range from 7.1% to 13.5%. As a statutory scheme, benefits are fully guaranteed by the Government. Contributions from both members and employers are paid to the Exchequer which meets the cost of the scheme benefits. The Exchequer also pays for the cost of increasing benefits each year by the rate of inflation. This extra cost is not met by contributions from scheme members and employees. Contributions of £28,604 (2020: £20,031) were charged in the financial statements.

Contributions are also made to another independent money purchase pension scheme of which a certain number of the company's staff are members. It is funded by assets held outside Richard House Trust. Contributions of £104,724 (2020: £95,934) were charged in the financial statements. The company has an auto-enrolment process in place for the money purchase pension scheme in compliance with the changes to pension regulations.

At 31 March 2021 contributions amounting to £2,958 (2020: £4,185) were payable to National Health Service Pension Scheme and £15,114 (2020: £12,315) were payable to the independent money purchase pension scheme and both are included in creditors.

18. Contingent Liabilities

Richard House Trust acts as a guarantor on a lease held by Richard House Trading Company Limited and as such covenants to pay rents in the event of Richard House Trading Company Limited failing to comply with the terms of the lease. The annual rent is £33,600 for the remainder of the lease (October 2021) formerly £28,000 for the term of 15 years commencing 20 October 2006.

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

19. Analysis of Unrestricted Funds

	Balance at 1 April 2020 £	Incoming Resources £	Resources Expended £	Transfer between Funds £	Balance at 31 March 2021 £
Designated funds					
Fixed asset fund	4,472,976	-	-	(101,794)	4,371,182
Replacement and maintenance fund	215,138	-	-	-	215,138
	<u>4,688,114</u>	<u>-</u>	<u>-</u>	<u>(101,794)</u>	<u>4,586,320</u>
Free funds	337,721	3,078,056	(2,168,829)	101,794	1,348,742
Unrestricted funds of the charity	5,025,835	3,078,056	(2,168,829)	-	5,935,062
Trading subsidiary funds	4,382	365,300	(498,141)	-	(128,459)
	<u>5,030,217</u>	<u>3,443,356</u>	<u>(2,666,970)</u>	<u>-</u>	<u>5,806,603</u>

	Balance at 1 April 2019 £	Incoming Resources £	Resources Expended £	Transfer between Funds £	Balance at 31 March 2020 £
Designated funds					
Fixed asset fund	4,485,583	-	-	(12,607)	4,472,976
Replacement and maintenance fund	215,138	-	-	-	215,138
	<u>4,700,721</u>	<u>-</u>	<u>-</u>	<u>(12,607)</u>	<u>4,688,114</u>
Free funds	(71,367)	2,900,272	(2,616,796)	125,612	337,721
Unrestricted funds of the charity	4,629,354	2,900,272	(2,616,796)	113,005	5,025,835
Trading subsidiary funds	4,849	547,758	(435,220)	(113,005)	4,382
	<u>4,634,203</u>	<u>3,448,030</u>	<u>(3,052,016)</u>	<u>-</u>	<u>5,030,217</u>

The fixed asset fund represents funds that the trustees have agreed to set aside as designated funds and corresponds to the net book value of tangible fixed assets not represented by restricted funds. The replacement and maintenance fund represents funds set aside as designated funds to ensure that fixtures, fittings and computer equipment are fully operational at all times. Amounts are transferred to and from the general fund to maintain the designated funds at the appropriate levels. These funds typically represent between 4-5% of the fixed asset value.

The trading subsidiary funds represents the retained profit held by Richard House Trading Company Limited

It is anticipated that these funds will not be used in the next three years as the care area of the hospice has recently been refurbished. The replacement and maintenance fund is expected to be spent within five years

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

22. Financial Commitments

At 31 March 2021, the group has commitments under non-cancellable leases as follows:

	Land and Buildings		Other	
	2021	2020	2021	2020
	£	£	£	£
Within one year	79,578	95,350	7,288	10,344
Within two to five years	1,841	35,693	17,355	24,623
Over five years	-	-	-	-
	<u>81,419</u>	<u>131,043</u>	<u>24,643</u>	<u>34,967</u>

At 31 March 2021, the company has commitments under non-cancellable leases as follows:

	Land and Buildings		Other	
	2021	2020	2021	2020
	£	£	£	£
Within one year	-	-	7,288	10,344
Within two to five years	-	-	17,355	24,623
Over five years	-	-	-	-
	<u>-</u>	<u>-</u>	<u>24,643</u>	<u>34,967</u>

23. Related Party Transactions

The company has taken advantage of the exemptions available under FRS 102 paragraph 33-1A available to group companies and accordingly, details of transactions between the Trust and its subsidiaries are not separately disclosed.

	2021	2020
	£	£
Donations received from Directors / Trustees for general core activities	59,168	117,100
	<u>59,168</u>	<u>117,100</u>

No trustee was reimbursed for incurred expenses during the year £nil (2020: £nil).

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

Our Thanks

Every year we need to raise more than £4 million to maintain and expand the services we provide for life-limited children and their families. Statutory funding covers only a limited amount of our costs, so for every £4 Richard House spends, £3 must be funded by donors. We could not continue without the commitment of our dedicated supporters and thank all who have shown their support.

A special thanks to all those in the local community who supported us through collection tins and challenge events

Al Madina Moque Barking	City Guilds Chapter no.4256
Alexandra Lodge no.5182	Clifford Chance LLP
Allianz Global Corporate & Specialty London	CLS Group
Allied World Assurance Company (Europe)	Colt Technology Services
Armourers and Brasiers' Gauntlet Trust	Commerzbank AG
Arthur J Gallagher & Co.	Corinthian Lodge no.1382
Arthur Williams Lodge no.3052	Crédit Agricole CIB
ASDA - Dagenham	Crest of Mount Edgcumbe Lodge no.7431
ASDA - Isle of Dogs	Custom House Baptist Church
Ashburton Park Lodge no.4988	Custom House Baptist Church
Association for Financial Markets in Europe (AFME)	David Lloyd Clubs
Atlas Lodge no.6083	Day Lewis Pharmacy
Avondale Lodge no.2395	DM Thomas Foundation for Young People
Baker McKenzie	East Ham Memorial Hospital Charity Football Cup Competition
Bank of America	East London Mosque
Barclays	Ella's Craft Creations
Barclays Wealth Technology Services	Elmhurst Primary School
Barkingside Rotary Club	Elmhurst Primary School
BBC Children in Need	Europa Point Lodge no.8581
BCMY Ltd	ExCel London
Berkeley Foundation	Fisks Docklands
Blakemore Foundation	Gainsbury & Whiting Productions Limited
Blick Rothenberg	Gateway Cleaning Services
Booker Cash & Carry	Graham and Mary Stacy Trust
Brixton Ramblers Lodge no.3347	Guidehouse
Buhler UK Ltd	Guildhall School Of Music Chapter no.2454
Cad-man(uk) Ltd	Hammers for Work & Support
Canary Wharf Group Plc	Henley Lodge no.1472
Canning Town Jobcentre	Highbury Quadrant Congregational Church
Celsus Rose Croix Chapter no.166	Highstone Chapter no.6755
Chadwell Heath Canasta Club	Holden and Partners
Charles S French Charitable Trust	Holt Energy Advisors UK
City Bridge Trust	Homelands Charitable Trust
City Gate Lodge no.9890	HSBC Premier Branches – City

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

HSBC Securities Services	Nisa Local
Independent Research Forum	Oasis Fashions LTD
iPRO Sport Holdings Ltd	One-Element Docklands
Iron Mountain PLC	Peter Stebbings Memorial Charity
Jack Petchey Foundation	Pranic Healing Charity UK
Jerram Falkus Construction	Prince Regent Hotel
Jet Bros Newsagents	Principal Global Investors (Europe) Ltd
John and Amelia Winter	Principle Cleaning Services Ltd
John F Kennedy Special School	Pure Maple
Johns&Co	Rahere Lodge no.2546
KB Toy Bank	Rangoon and Ormond-Iles Lodge no.1268
Kings Cross Lodge no.1732	RCCG Royal Connections
Kri Skincare	S.Walsh & Sons
Lapis Magnes Lodge no.5024	Sandra Charitable Trust
Leeds Building Society Charitable Foundation	Saturnian Lodge no.4045
LEWIS Communications	Sir Walter St John Lodge no.2513
Lodge of Fortitude & Old Cumberland no.12	Sisters Forum
Lodge of Hope no.7152	Sloane Lodge no.4333
Lodge Of The Men Of Sussex no.3712	Spacehub Design
London City Airport Ltd	St Chad's C of E Church
London City Island Leaseholders & Residents Association	St. James's Place Foundation
London City Island Leaseholders and Residents Association	St. Monica's Joint Scout and Guide Council
London City Island Yoga Club	Star Primary School
Loyal Duchess of Kent Lodge no.3963	Sydney Russell Primary School
Macfarlanes	Tate and Lyle Sugars (ASR Group)
Mark Benevolent Fund	Temple Porchway Lodge no.7209
Masonic Charitable Foundation	TerraCycle UK
Metlife	Tesco Bags of Help
Metropolitan Grand Stewards Lodge no.9812	Thames Dragons
Micks Discount Furniture	The Albert Hunt Trust
Military Order of the Collar Foundation	The Ardwick Trust
Miller Evans & Co	The Berkeley Group Plc
Miller Insurance Services LLP	The Charles Lewis Foundation
Millwall RTC	The Cricketers
Morrison's Foundation	The East End Community Fund
Nagreja Brothers LTD	The Economist Group
NaturalMotion	The Edgar E Lawley Foundation
Newham College	The Edith Murphy Foundation
Newham Council Retired Employees Association	The Edward Gostling Foundation
	The Evelyn May Trust
	The February Foundation
	The Green Hall Foundation

**Richard House Trust Notes to the Financial Statements for year ended
31 March 2021 (continued)**

The Guild of Freemen of the City of London
The Hospital Saturday Fund Charitable Trust
The JC & KC Foundation
The Maitlands Fund Charitable Trust
The National Lottery Community Fund
The Queen's Yard Company - The Yard Theatre
The Rank Foundation
The Rehma Fund
The Sir Jules Thorn Charitable Trust
The Worshipful Company of Chartered Secretaries and
Administrators
The Worshipful Company of Glovers of London
The Worshipful Company of Pewterers
Thomas Miller & Co Ltd
TK Maxx & Homesense Foundation
Tower Hamlets Deanery
Tower Hamlets Open Darts League
Trinity Chapel
UEL (Stratford Campus)
Unions Lodge no.256
Unison - University of East London Branch
United Strength Lodge no.228
Utmost PanEurope
Valentine's Park Lodge no.4412
Valero Energy UK LTD
VCMT (Vercer Capital Ltd)
Victoria Lodge no.1056
Wanstead Chapter no.3524
Weinstock Fund
Wells Fargo
Westminsterian Lodge no.3344
White & Case
William Berman's Trust
Winsor Primary School
World Wide Technology
XTX Markets

Thank you to everyone who donated their time and expertise to create the urgent appeal.

Creative Director - Simon Amster
Producer - Jen Lane
Creative - Short Films London
Design and Animation - We Can Make
Original Music and Sound Design - Beetroot Music
Voice Over - Jim Carter and Imelda Staunton
Social Media Consultant - Terrier Social
Communications Strategy - Chetan Murthy

A special thanks to all those in the local community who supported us through collection tins and challenge events

Richard House Children's Hospice
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London
E16 3RG

@richardhousech    
richardhouse.org.uk



Richard House Trust is a registered charity (1059029) and a company limited by guarantee (3232837 - England & Wales). Its registered office is Richard House Children's Hospice, Richard House Drive, London E16 3RG