

raise

+ Supporting our hospital communities through their most challenging year ever



Raise (West Hertfordshire Hospitals NHS Trust Charity)
The corporate trustee's report and accounts
for the year ended

31 March 2021



raise

West Hertfordshire
Hospitals Charity

Raise
(West Hertfordshire Hospitals NHS Trust Charity)

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Image: Memorial garden at Watford General Hospital

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1. INTRODUCING RAISE

We are Raise – the charity that works with the local community to support hospitals in west Hertfordshire.



NHS CHARITIES
TOGETHER



Our mission is to make a difference to patient care and to the working lives of staff at West Hertfordshire Hospitals NHS Trust (WHHT). We work with corporate donors, individual supporters and community groups to improve the health and wellbeing of communities across west Hertfordshire.

We have done this since 1995 and we continue to grow each year. Your three local hospitals – Hemel Hempstead, St Albans City and Watford General – serve nearly a million patients each year. Raise is proud to stand alongside its 5,000 NHS staff in good times and in tough times. And there have most certainly been tough times to look back on in this report.

In 2020/21, NHS charities across the UK were pivotal in supporting our NHS as it dealt with the COVID-19 pandemic. Our umbrella organisation

- NHS Charities Together – raised and deployed hundreds of millions of pounds. The money donated has reached hundreds of hospitals and countless patients and NHS staff, including here in west Hertfordshire.

You may even have helped one of our initiatives without even knowing, through sponsoring Captain Sir Tom or donating to NHS Charities Together. Or you may have donated directly to Raise. However you have given, we are very grateful.

Above: Charity director Sofia Sheikh and special projects manager Ruth Paterson with an important message

“Every now and then an extraordinary person comes along and changes people’s lives for ever. Captain Sir Tom was one of those.

The money he inspired others to donate is being used by NHS charities . . . it provides urgent practical and emotional support to NHS staff and volunteers working in extremely difficult circumstances and making life-saving decisions every day. This is the most challenging time in the history of the NHS so the funds raised by Captain Sir Tom and others will continue to be needed now and in future”

Ellie Orton, CEO, NHS Charities Together

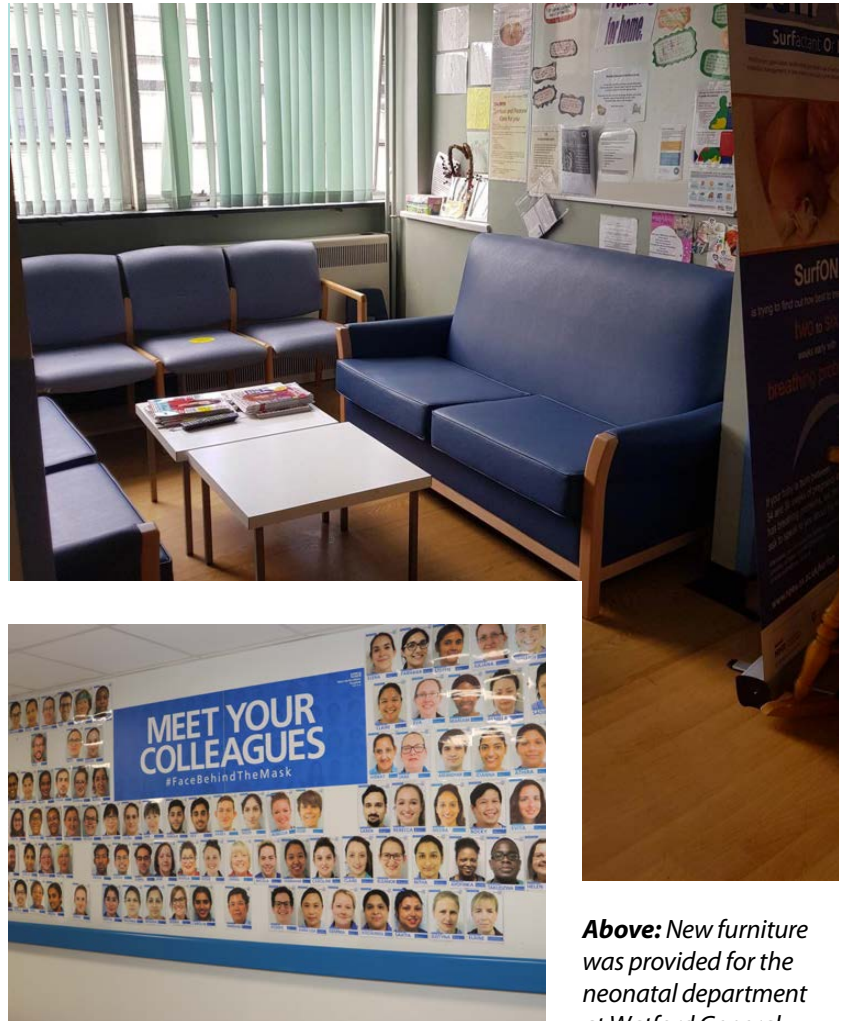
All of us at Raise are proud to have supported WHHT as its staff dealt with what was undoubtedly their most challenging year ever.

Our brief has always been to support its staff and patients, and it is fair to say this was never more important than in this reporting year.

The range of donations was amazing – volunteering, financial and gifts – from individuals, community organisations, schools, charities and businesses across west Hertfordshire and beyond. We simply would not have been able to achieve all we did without the outpouring of love and generosity from our communities. This was humbling, so let us start this report with a **very, very big thank you** to everyone who helped in whatever capacity and with whatever amount.

Our 2019/20 report said: “COVID-19 dominated the last two months of our reporting year and, as we prepare this report, that continues.” We could not have envisaged then that a year later we would be looking back over a period so completely dominated by the virus.

Whilst the pandemic has brought heartache and hardship, it has also brought Raise closer



Above: New furniture was provided for the neonatal department at Watford General Hospital

Centre: The Face Behind The Mask wall has helped patients and families connect with staff during the pandemic

to its community and has shown us how much support there is for us and our mission. We have made firm friends, established new partnerships and boosted our income. With this backing, we can only continue to flourish and ‘pay it forward’.

Every patient deserves the highest quality care, and your support helps Raise and WHHT to go ‘above and beyond’ what the NHS provides. Donations help us fund new technology, environmental enhancements, staff development and the extra comforts that make all the difference to patients. Volunteers help patients and families to navigate our three busy hospital sites and provide support to patients in so many ways.

This report tells you about our unique response to COVID-19 and also reflects on the progress against the aims we set out in our previous annual report. We hope you find it interesting and inspiring.

2. OUR YEAR AT A GLANCE

OVER

£680,000

SPENT

supporting our hospitals,
including nearly **£300,000**
from our COVID-19 appeal

Tens of thousands of
donated meals, drinks
and personal care items
distributed to staff on
COVID-19 wards

Nearly **£60,000** spent on
maternity and special care
baby facilities

Over 100 grant
applications received

Raise a Smile Christmas Appeal
2020 generated over **£20,000**
and hundreds of gifts

Seed-funded four volunteer
pilot projects for WHHT's
voluntary services team

More than

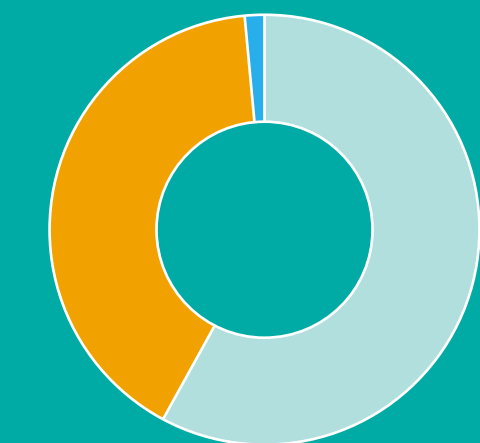
£400,000

donated to our COVID-19
appeal

Including over **£150,000**
received from NHS Charities
Together

CHARITABLE INCOME 2020/21

Total income £1,170,000

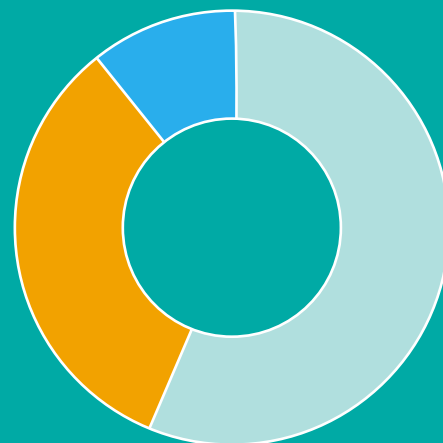


■ Donations **£675,000**
■ Legacies **£477,000**
■ Investment income **£18,000**

CHARITABLE EXPENDITURE 2020/21

Total expenditure £766,000

■ Capital and medical
equipment
£251,000
■ Other charitable activities
£431,000
■ Generating funds
£84,000



The full accounts for the reporting year are shown from Page 34 onwards

3. CHAIR'S OVERVIEW



When we reported last year, COVID-19 was on the rise and I wrote that Raise needed to “adapt quickly and work with our local communities to provide new and different support to our much-loved local hospitals”.

Throughout the reporting period Sofia and her team demonstrated this versatility and resilience time and time again and I am proud of how, as a result, Raise was able to support our NHS trust through its most challenging year ever.

I am hesitant about celebrating success at a time when so many have suffered, but on balance I think it is right to continue to use opportunities such as this report to highlight what the charity does well and the difference it makes.

Some highlights in this report for me are:

- Raise, WHHT, Watford FC and the Watford FC Charity's partnership supporting our 5,000 NHS staff through the peak of COVID-19 by turning the Vicarage Road stadium into a staff welfare facility
- The generosity of local communities and businesses and how Raise and our volunteers pulled together to distribute donated items; making a huge difference to front line clinical staff
- Working with NHS Charities Together to deploy our share of funds raised nationally. This was epitomised of course by the efforts of Capt. Sir Tom Moore
- Our support for WHHT maternity services and the Special Care Baby Unit at Watford
- The reinvigoration and relaunch of the WHHT BAME network. Many people from black and minority ethnic groups have been disproportionately affected by COVID-19 so peer support has never been more needed
- Our support and funding for the WHHT voluntary services team making such a difference; in particular to the way we engage with young volunteers. This has been truly inspiring

I'm also pleased with the steps taken by Sofia Sheikh, our charity director, to modernise the operational functions at Raise, some of which is well overdue. The Charity Committee remains committed to investing in the charity's future and as we start to think about our emergence from the pandemic, we are in the process of reviewing the charity's strategy, financial systems, budgets and risk assessments so that we can build on the strengths we have demonstrated over the reporting year.

Finally, in this opening narrative, it would be remiss of me not to thank every individual donor, staff member, volunteer, community group, school, religious organisation, business, charity and other body that has helped us this year.

Thank you feels weak for what you have done, but Thank You!

+ Jonathan Rennison
Chair of the Charity Committee

“Throughout the reporting period Sofia and her team demonstrated versatility and resilience time and time again and I am proud of how, as a result, Raise was able to support our NHS trust through its most challenging year ever”

4. THOUGHTS FROM THE CHARITY DIRECTOR

2020/21 was my first full year in post as charity director, and the pandemic has obviously dominated the charity's activities throughout, as you will read in this report.



However, the counter to that, for me, has been the incredible spirit I have witnessed in our community, in particular responding to our calls for help when it became obvious that our hospital staff were going to need support for many weeks and months.

Our communities demonstrated the very best of human nature, helping us to help our hospitals cope with their toughest year ever.

Some of my plans – set out in last year's report – for developing Raise had to be accelerated during the year, whilst others were paused. Our team grew as I was joined by Ruth Paterson (previously voluntary services manager at WHHT) in the role of specialist project manager; Freya Hollingsworth as fundraising officer; and Valerie Hill who split her time between Raise and WHHT's communications team. I aspire to continue this expansion in the coming year as I firmly believe Raise can do even more for our hospitals with extra resources.

“the pandemic has dominated the charity's activities . . . however, the counter to that has been the incredible spirit I have witnessed in our community, in particular responding to our calls for help when it became obvious that our hospital staff were going to need support”

As well as marshalling incoming donations and offers of help during 2020/21, we took major steps forward in terms of our infrastructure. Following a procurement exercise, we have outsourced our fund management to an organisation with expertise in charity finances. The benefits of this are clear already and we have adopted many new processes and systems that are helping to streamline this

side of our operation and bring it into line with charity sector standards. We have also developed a more efficient grant application process, introduced a new donor management system, and strengthened our social media presence.

Our major capital appeal was not launched as planned, but as we write this exciting project is now underway.

Many, many organisations have helped us this year, but I must give a special mention to Watford Chamber of Commerce, and of course to Watford FC and Watford FC Community Sports and Education Trust (the club's charity). Without the donated stadium facilities, their people, and their vocal support for Raise and WHHT, the pandemic would have been even tougher.

When we look forward to the pandemic being behind us, we also see a future where we continue to work with those who supported us so steadfastly through it.

I must also thank Watford Borough Council. The council allowed Raise to use offices in the Town Hall when it became impractical for us to be on hospital premises. Again, without this support, we would not be the team we are today.

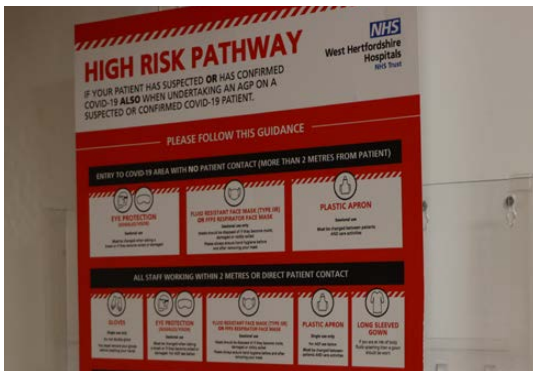
Signing off a year by writing for the annual report is, by nature, retrospective, but I would like to end on a forward-looking note. The next few months will be a period of consolidation and re-assessment of plans as we emerge from the pandemic. In the longer term I remain ambitious for Raise; with our communities' support we can only go from strength to strength.

+ Sofia Sheikh
Charity Director

5. COVID-19 IMPACT AND RESPONSE

THE IMPACT OF COVID-19 ON THE CHARITY

Across the UK and around the world, many charities struggled this year as fundraising events were cancelled and donor attention and money was diverted to COVID-19 related causes.



But Raise and other NHS charities were impacted differently; we were faced with unprecedented community support, donations running into six figures and an influx of gifts.

We quickly had to turn our attention to the logistics of receiving, storing and distributing donated items - what a lovely problem to have! Food seemed to be a theme, with edible treats flooding in to keep NHS staff on the go. We also found that requests we put out were answered almost immediately – things like face cream (to soothe skin after wearing PPE for long periods of time) and homemade scrubs, which arrived when needed.

WHHT's trusty volunteers, as well as redeployed staff and volunteers from WFC and Watford Chamber of Commerce helped us manage everything that came in for the 5,000 staff working across WHHT's three hospitals and in particular, those on the COVID-19 wards.

THE COVID-19 RESPONSE PORTAL

At the beginning of 2020 we created the COVID-19 online response portal for people to give in lots of ways. This also provided a central point, from which a supporter could:

- make a financial donation
- volunteer their time
- see a regularly updated wish list of what was needed by our hospitals
- find information about giving gifts in kind

The portal also provided a central point for WHHT staff to:

- let Raise and the public know what was needed at the frontline
- apply for Raise funding for COVID-19 related support, equipment and materials



“We received incredible support from our community this year, most notably during the last weeks of the reporting year in response to the COVID-19 public health emergency”

Raise Annual Report 2019/20



Above: The wellbeing of our hospital staff is always a focus for Raise

CARING FOR NHS STAFF

The impact of the pandemic on WHHT NHS staff cannot be overstated. As well as very challenging times at work – which in many cases involved taking on new roles and dealing with distressing experiences – staff were also managing the issues associated with lockdown, with worries for their own health and that of friends and family.

At one point, some 20% of WHHT ward staff were unable to work because of the virus; either directly or because of needing to isolate.

WHHT lost six members of staff to COVID-19, most of whom were clinical and were from black and ethnic minority (BAME) communities. Our hearts go out to their families and indeed Raise was able to provide some immediate financial assistance where needed.

BAME communities have been disproportionately affected by the virus; given that approximately 40% of the WHHT

workforce are from these ethnic groups, it is understandable therefore that this has brought additional concern.

Raise funded many COVID-19 related staff welfare projects in this reporting year, but we are under no illusion that the need for support is over; the impact of the pandemic will be felt for many months yet, and possibly years.

One of our stated intentions from our 2019/2020 report was to achieve a higher profile among WHHT staff. Whilst we would never have wished for a pandemic to be the reason for having greater prominence, Raise has felt privileged to help and to be at the centre of initiatives that supported staff wellbeing. These included distributing care packs, delivering exercise classes and counselling sessions, and the equipping and refurbishment of staff-only spaces in clinical areas – both existing ones and those created to deal with COVID-19.

THE RESPONSE FROM OUR NEIGHBOURS WATFORD FC

The health professionals who have come over here have been very much treated as family. Even though it's a massive football stadium it's as if they're coming home to their own living room and just taking a bit of time out to relax before they go back to that hot house of the hospital to look after sick patients. It's making a huge difference. Once you get here the warm welcome that we get from the club's staff and volunteers, the food, the facilities, just looking across the pitch, the fresh air. Absolutely amazing.

Anthony Curran, WHHT Pastoral Care Manager, May 2020

At the end of the previous reporting year the UK had just entered the first national COVID-19 lockdown, and at that time we reported how businesses, charities and community groups were coming to the aid of the hospitals with donations of cash, goods and services beyond our wildest expectations.

In particular we reflected on how the support we received from Watford FC was so critical at that time. Now, in the light of the experience of the full year, we make no apologies for repeating our grateful thanks to the club and the club's charity.

It is difficult to describe what it meant to everyone at WHHT and Raise when they stepped in with the approach of 'our home is your home'. NHS staff were quite literally given use of the full stadium facilities for weeks and weeks, a truly incredible story that, quite rightly, made national news headlines. Football club staff served thousands of meals, put the club's laundry facilities to use washing medical scrubs, and stored and helped us distribute tens of thousands of donated items. The space provided included safe relaxing areas, counselling rooms, training space, a memorial room dedicated to lost colleagues and plenty of freedom to spend time on the terraces in fresh air in a COVID-safe environment.

We all feel privileged that we can actually make a difference and do something ...truly privileged ...it's a demonstration of the quality of staff that we have at this football club and our core values. I couldn't be prouder as the chairman of Watford FC as I am today.

Scott Duxbury, Chairman and Chief Executive, Watford FC, May 2020



I look back now and wonder how we would have managed without the facilities and people the club provided. It was an incredible act of kindness, and one that we will never forget.

Sofia Sheikh, Charity Director



THE RESPONSE FROM INDIVIDUAL DONORS

Raise received a superb response to our own local COVID-19 fundraising appeal, which we launched at short notice using our then relatively new social media channels and the services of JustGiving. During the financial year funds donated directly by the public via JustGiving amounted to some tens of thousands of pounds

Individual donations ranged from £5,000 from an anonymous donor, to a few pounds from children giving us their pocket money. All were deeply appreciated and every penny essential, underpinning our activities during the year.

THE RESPONSE IN GIFTS IN KIND

Public and businesses' generosity with goods and gifts far exceeded our expectations. We had to work hard to ensure that no goods or offers of help were turned away. Use of the ample storage at Watford FC helped us enormously.

Amongst the many gifts were

- Many thousands of bottles of water from several donors including ASDA and Nestlé
- Tens of thousands of packs of face creams and moisturisers, including stock from British Airways
- Personal care gifts to make up thousands of packs for clinical staff
- Tens of thousands of healthy snack bars
- Tens of thousands of packets of biscuits, crisps and other snacks including a large donation from Burtons Biscuits
- Thousands of bottles of energy drinks, many purchased by individual donors through our Amazon Wish List and others donated by local businesses
- 2,000 boxes of vitamin D tablets sent to us from Vitabiotics
- Fridges, coffee machines, kettles, microwaves, furniture and other equipment for staff areas

THE RESPONSE FROM VOLUNTEERS

The trust's amazing volunteers continue to be a fantastic and energetic source of support. On the last day of the previous reporting year the COVID-19 Volunteer Response Hub was created, and one year on, over 250 volunteers had given their time, donating a total of nearly 15,000 hours of care and dedication.

Raise funded a dedicated volunteering coordinator to relieve some of the pressures on the hospitals during winter months and during the pandemic by providing volunteer support to the emergency department. During the year over 5,000 hours of volunteer support was provided to the emergency department alone.

Following a successful pilot 'end of life' care volunteering project, this year Raise secured funding from Helpforce for a project manager for one year to embed this work.

The project was paused due to the pandemic and recommenced in February 2021 with a project manager in post. At the end of March 2021, just a few weeks into the project, 10 volunteers had already been trained to provide specialist end of life care support to patients and their families.

When the pandemic struck volunteer support to the women's and children's services was reduced as visitors were limited. Approaching the second wave and winter pressures, it was clear that targeted support here would be a huge benefit to patients, families and staff who had greatly missed the volunteer support received in previous years. In November 2020 Raise funded a one year post for a dedicated women's and children's services volunteering coordinator and in five months to year end a group of over 50 volunteers had been established. The breastfeeding peer support team has also been relaunched with two previous peer supporters returning and a recruitment plan in place; at year end eight new volunteers were undergoing the training to become breastfeeding peer supporters and there are plans for a further 10 this year.

In a climate of volatile employment prospects during the pandemic, Raise was successful in its bid to The John Lewis Foundation to build on the already strong youth volunteering project with a two year youth volunteering manager post from January 2020. The service now includes focus on supporting young people to gain employability skills through volunteering and during 2020/21 over 150 young people aged 16-25 have given over 6,000 hours supporting our hospitals through the pandemic.

WHHT's voluntary services team is an important recipient of Raise funding and this will no doubt continue to be the case irrespective of the virus. During the reporting year Raise is very proud to have funded or part funded an emergency department volunteer coordinator, an end of life care volunteer manager, a women's and children's services volunteer coordinator and a youth volunteer manager.

Below: Ruhie is amongst the many valued volunteers who make such a massive difference across all three of our hospitals



THE RESPONSE FROM FUNDRAISERS

2020/21 was a very different year to normal for our fundraisers. Mass participation events were cancelled and it was difficult or impossible to arrange many of the usual community events that so many charities rely on.

But we weren't let down. More than £20,000 was raised for us through community fundraising. The enthusiasm and innovation was impressive; from telling jokes to running on the spot, from virtual marathons to skydiving from 15,000 feet (socially distanced, of course) and from livestreaming gaming and music to being inspired by Captain Sir Tom Moore's incredible 100 laps of his garden.

It is always with deep gratitude that we receive donations in memory, often inspired by the care that has been provided to a family member by the NHS staff across our three hospitals. There were many examples of this during this reporting year and we are humbled to receive such donations.

HERE ARE JUST A FEW EXAMPLES OF COMMUNITY FUNDRAISING THIS YEAR. THERE ARE MANY MORE - FAR TOO MANY TO FIT HERE - BUT WE ARE EQUALLY GRATEFUL TO YOU ALL WHETHER MENTIONED HERE OR NOT.



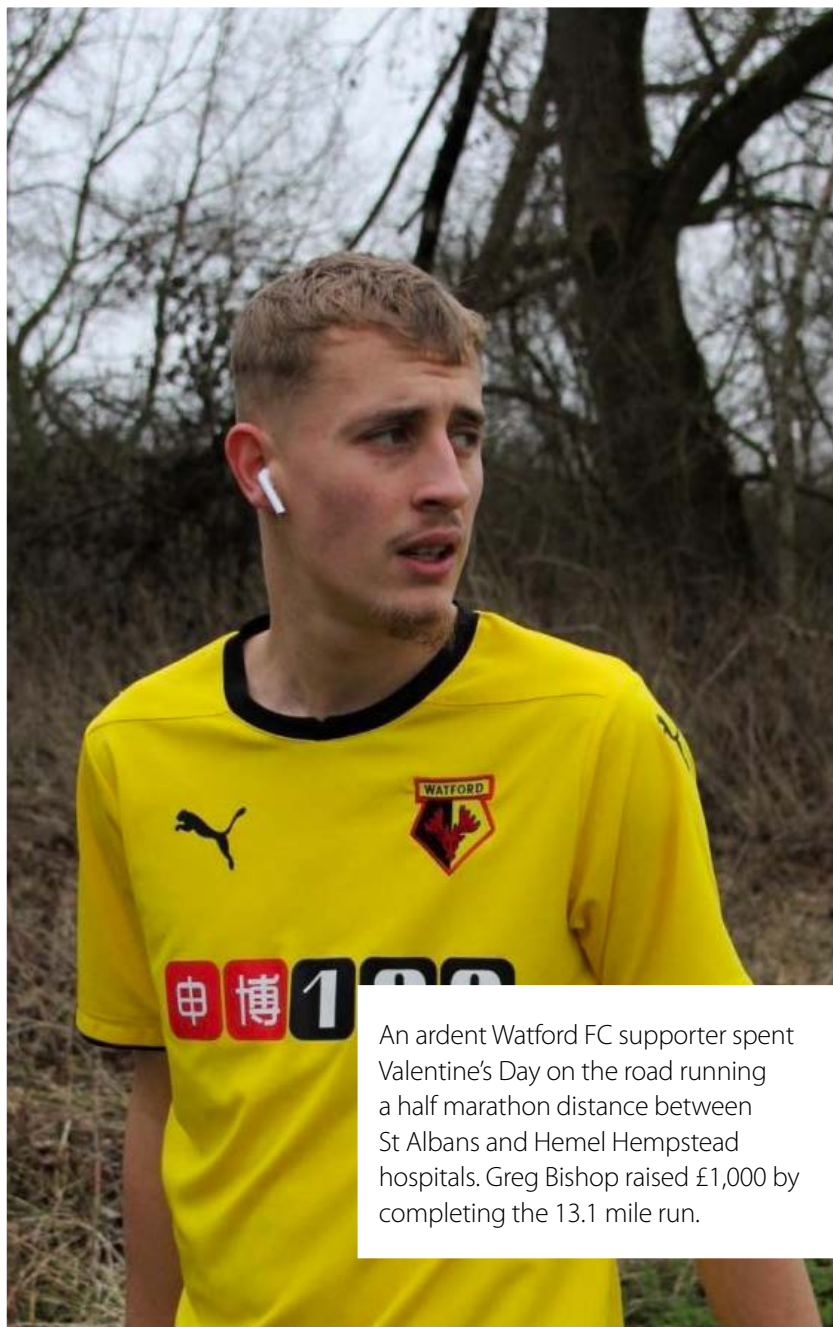
7 year old Lily's Lockdown Jokes raised over £2,000 for raise and brought much needed smiles to her community

Ellie, Tasha and Isabella chose to leap out of an aeroplane, raising over £3,700 which they asked us to use to support maternity services



Sarah, Nicola and Rebecca Ho, with family and friends, raised over £4,000 in memory of their husband and father Nelson, who sadly passed away in January 2021.

+ Community Fundraising
raised over £20,000.



Over £3,000 was donated by friends and family of Alan Fitchett who was taken from them by COVID-19 in April 2020

A football match between Harvesters U16 South and Borehamwood Youth raised more than £200 in February, following the postponement of a game that was cancelled in the first lockdown



6. OUR CHARITABLE ACTIVITIES

HOW WE SPEND YOUR MONEY

Raise funds were spent in five broad areas during the reporting year:

- **RESPONDING TO COVID-19**
- **NEW TECHNOLOGIES**
- **PATIENTS AND FAMILIES**
- **DEVELOPING STAFF**
- **THE HEALING ENVIRONMENT**

In previous years, a category 'Greatest immediate need' has been included in our reporting. This year that has been replaced with the category 'Responding to COVID-19'.

These factors are considered when deciding how spending is split between our five threads of work:

- The grant applications we receive
- The Charity Committee's assessment of priorities
- Any restrictions imposed by donors
- The availability of unrestricted funds
- Guidance from clinicians and other experts at our hospitals
- The experiences of neighbouring or similar NHS charities

RESPONDING TO COVID-19

Here are just a few examples of how we have spent your COVID-19 related donations.

BLACK AND MINORITY ETHNIC NETWORK

With support from NHS Charities Together we provided funding of £50,000 which will be spent over the period 2020/2023 supporting Connect, a peer support network for BAME staff working at the three hospitals. The funding allows the recruitment of a network coordinator and is providing Cultural Intelligence training on diversity issues across the workforce. It will also fund network events once these are permitted.

"The training was very insightful. It has helped in enriching my understanding of how to function in a multicultural organisation ... the importance of striking a balance between reality and objectives was apparent after the training".

Temitayo Magbagbeola,
Associate Chief Nurse



EQUIPMENT

Reconfiguration of wards to enable isolation areas to be set up meant that many staff rest areas were lost at a time when they were most needed. Raise contributed to the speedy equipping of replacement and temporary staff areas by purchasing or co-ordinating donations of microwave ovens, fridges, kettles, coffee machines and other equipment.

Raise also approved funding towards the refurbishment of facilities by WHHT to support our diverse community and the psychological wellbeing of NHS staff. The proposal includes prayer rooms as well as wellbeing rooms to accommodate counselling and psychological support, as well as upgrading the pastoral care and chaplaincy office.

“The funding ... will support the staff during the post pandemic phase of which is likely to be a considerable period of time. This includes the possibility of post-traumatic symptoms developing. Therefore funding to support the environment for staff over the next three to four years is crucial to supporting their wellbeing.”



Sofia Sheikh
Charity Director

CARE PACKS

During the first wave of the pandemic, Raise and the WHHT volunteers created and distributed thousands of care packs to frontline staff. These were made up of a mixture of donated goods (for example the vitamin D tablets donated by Vitabiotics and moisturisers donated by British Airways) and items purchased by Raise, including snacks, lip balm and other small gifts. These packs were well received by intensive care unit staff in particular.

MEMORIALS

Conscious of the devastating impact of the loss of several staff members to COVID-19, Raise has funded several grant applications to fund memorial items. These include £1,600 for a memorial bench to provide a space for peaceful reflection, something that was planned and requested by the WHHT chief nurse in consultation with staff. This was supplemented shortly afterwards by a further grant of £1,800 to purchase cherry blossom trees and other plants to create a memorial garden around the bench.

The resulting area is well used and is pictured on the inside front cover of this report.

PLANNED TERRACE AREA AT WATFORD GENERAL HOSPITAL

Funding secured by Raise from NHS Charities Together will contribute to the cost of building a new wellbeing space for NHS staff at Watford General Hospital – The Haven. This large project is in development and will create a 100sqm covered terrace accessible from the main restaurant area; it is the largest of a number of planned enhancements to staff areas across all three of hospitals with focus on those hardest hit by the pandemic and most in need of extra comforts.

The Haven and the other enhancements will provide staff with valuable spaces for them to be able to comfortably rest away from the busy clinical areas.

Since the return of professional football to Vicarage Road and the inevitable loss of the use of the facilities at the football club for hospital staff, far fewer numbers are responding to the trust's Rest, Rehydrate and Refuel campaign encouraging them to take breaks and time out from the busy frontline of the pandemic.

The Haven, being located right by the main restaurant, will strive to replicate the sanctuary experience provided by our kind neighbours at WFC during the first wave.



Above: The terrace will provide much needed restful space for our hospitals' staff

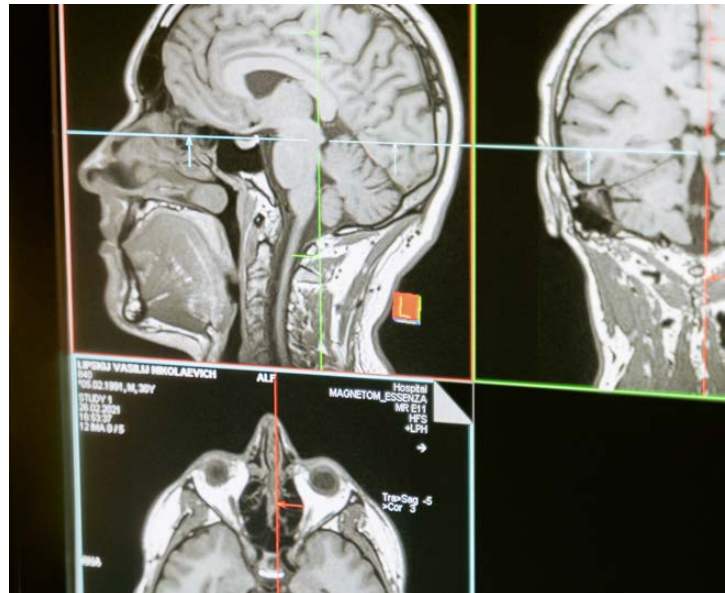


NEW TECHNOLOGIES

We are very pleased that we were able to continue supporting our hospitals with investment in new equipment, just as in previous years.

Purchases in this financial year included over £15,000 for a colposcopy chair, enabling the department to examine patients in comfort and dignity.

£30,000 was provided to the WHHT radiology department to purchase new PACS workstations. PACS is a Picture Archiving and Communication System and is a model of imaging technology. PACS technology is economical, digital, and links multiple technologies (radiographs, CT, MR, ultrasound etc) both within hospitals and indeed around the world. This has increased the capacity of the department and will also facilitate some excellent radiology training.



Above: a colposcopy chair

Above: Radiology were also provided with £2,600 of funding to purchase a new patient transfer slide with inbuilt weighing scales.



£4,500 was spent to provide a birthing bed to facilitate maternity staff training, allowing best use of the simulation manikins purchased last year.

This has considerably enhanced the ability of the simulation department to provide training to NHS staff dealing with complex scenarios including dealing with haemorrhage in childbirth.

The same department was provided with £1,360 to purchase simulation venesection arms which are used to train staff to draw blood and treat conditions such as genetic haemochromatosis.

We were particularly pleased to be able to provide £17,000 for the purchase of a LifeStart trolley for the neonatal unit. This specialist equipment saves lives.



"Babies born preterm are at risk of brain injury that can have long lasting effect on the baby and family. Recent research has shown that deferring umbilical cord clamping by a few minutes can improve blood circulation in the baby and reduce brain injury, bowel inflammation and need for blood transfusions. However, these babies being small and vulnerable, lose heat quite quickly and therefore special equipment is required to keep them warm, provide breathing support while the umbilical cord is still attached. Having access to a special resuscitaire such as LifeStart trolley enables the neonatal team to do all of this while the umbilical cord is still attached to the placenta."

Sankara Narayanan, WHHT Neonatal Consultant



PATIENTS AND FAMILIES

We were delighted to have been able to maintain our support for the maternity and neonatal care services at Watford General Hospital, including the Special Care Baby Unit (SCBU).

We are often in receipt of donations from donors that wish to support these specific services and we will always honour this of course.

Purchases this year that have been funded by Raise include £3,000 for a specialist 'kangaroo' breastfeeding chair to replace some of the simple waiting room style chairs used by the maternity wards until now. This is a considerable enhancement, in particular for mothers experiencing problems starting or maintaining breastfeeding.

We also purchased sofas and other equipment for the neonatal staff area and neonatal patient areas and committed grant funding to allow the purchase of new neonatal drip stands early in the new financial year.

Other purchases included breast pumps, pillows and seating. The units have also benefited, like others, from equipment purchased with our COVID-19 fund and from the purchase of the LifeStart Resus trolley mentioned above under the New Technologies heading above.

Above: Raise is always proud to support our hospitals' maternity services

DEVELOPING STAFF

As noted earlier, Raise funded a significant investment in training via the BAME network, Connect.

This cultural intelligence training was made available to staff at all levels, including at board level, and has advanced understanding of the cultures and needs of BAME staff.

Raise contributed to several other staff training initiatives during the year.

We also provided nearly £5,000 for training above and beyond the minimum required for the NHS for a variety of projects, including enabling an increased proportion of the nursing staff on Tudor Ward (haematology and endocrinology) to complete enhanced training in caring for patients undergoing chemotherapy and for those at end of life.

Understandably, NHS staff have been less able to attend additional training during this reporting period but as we emerge from the pandemic we will again welcome grant applications from staff who wish to complete courses, attend conferences, and undertake additional simulation and other training in order to enhance their skills.

PASTORAL CARE

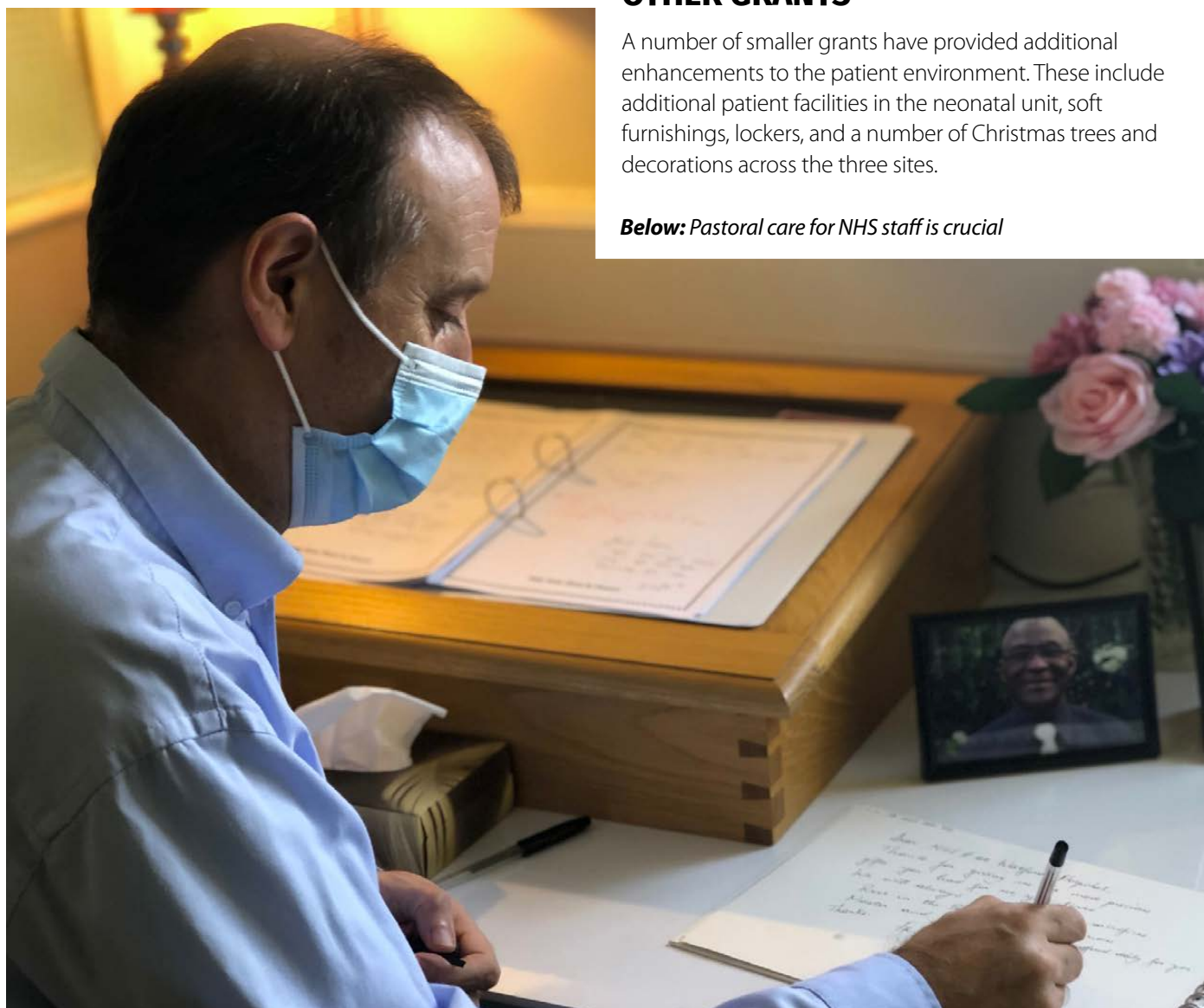
During this financial year Raise funded the refurbishment of the trust's pastoral care facilities, which provide spaces of rest, relaxation and respite for staff, patients and their families. The pastoral care facilities now include memorial rooms and outdoor spaces at each of the trust's three hospitals.

The pastoral care facilities also include rooms for counselling and reflection for use by staff, patients and their families, which include stress relief, anxiety and relaxation devices.

OTHER GRANTS

A number of smaller grants have provided additional enhancements to the patient environment. These include additional patient facilities in the neonatal unit, soft furnishings, lockers, and a number of Christmas trees and decorations across the three sites.

Below: Pastoral care for NHS staff is crucial



PROJECTS FOR 2021/22

Raise will continue with all five threads of activity as much as is practical in the coming year.

Responding to COVID-19 will continue to be a feature of our work whether there is a further wave or not, and our investment in new resources, planned before the pandemic, means that we will be seeking to increase our investment in the other threads.

NEW PROJECTS

Funding for several projects for 2022 has already been agreed, including two major grants:

Over £53,000 will enable the WHHT vascular study department to purchase a new ultrasound system. Although not critical, this equipment makes a big difference to the patient experience. Therefore, this is a good example of how Raise can provide 'above and beyond' that funded by the NHS. The new equipment will speed up the diagnostic process, provide high-resolution images, and facilitate accurate diagnosis of venous thromboembolism and deep vein thrombosis.

£28,000 has been requested to purchase new phototherapy units and radiometer light meters to treat neonatal jaundice, replacing outdated bulky equipment and making space around the neonatal bed space. This will create better outcomes for the babies treated and better access for parents.

We will, of course, report on progress with these and other grants and projects on our website as they are implemented and in next year's annual report.

CAPITAL FUNDING APPEAL

Looking beyond 2021/22, Raise still intends a major capital funding appeal to build a new interventional radiology (IR) suite at Watford General Hospital. We originally planned to launch this in early 2020 but, like so many plans, the appeal was postponed during the pandemic.

Interventional radiology is a minimally invasive procedure, performed by highly skilled doctors, to diagnose and treat various diseases. The hospital has a small IR team that shares its space and equipment with other services. This can mean that to be able to receive IR procedures patients may need to be treated further away from home, or they have to revert to their procedure being carried out in traditional, more invasive ways.



The new tailor-made IR suite will include a specialist paediatric facility which will enable children and their families to receive specialist support closer to home here in west Hertfordshire.

The project will be led by Dr Zamir Muhammad, pictured.

THE LEAGUE OF FRIENDS OF WATFORD HOSPITALS

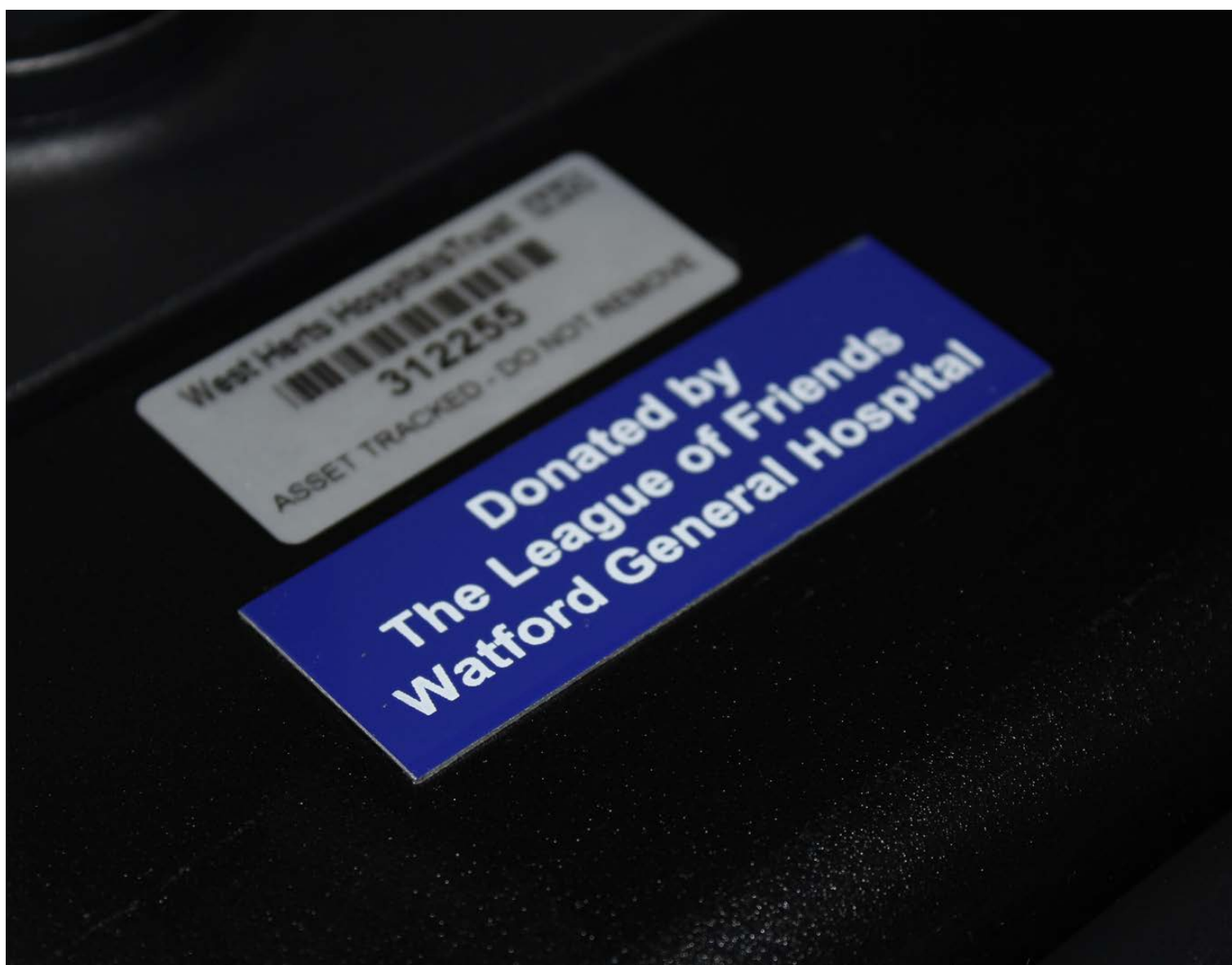
The League of Friends of Watford Hospitals continued their long tradition of working with Raise in support of patient care.

They were quick to help during the pandemic when WHHT rapidly increased its critical care training. In line with their previous support to the simulation suite at Watford General, the League paid for additional equipment which was used for training staff who were deployed to COVID-19 wards. The rapid purchase of this equipment was a vital part of WHHT's response.

Donations from the League are largely generated from sales at two refreshment outlets at Watford General Hospital. The larger of these two is volunteer-run and is in the outpatients department, but has been closed during the pandemic. The smaller tea bar, which has paid staff, has continued to operate through most of the pandemic.

We remain enormously grateful to the League for their support and we look forward to working with them in the future.

Below: The League has a great tradition and track record of funding medical equipment purchases for Watford General Hospital



7. OUR VISION FOR THE FUTURE

The Charity Committee, representing WHHT as the corporate trustee of the charity, recognises that there is still so much more that we can do.

At the time of writing this report, the committee is reviewing its strategic plans for the charity working with external consultants from CASS Business School's Centre for Charity Effectiveness. We will share our plans as they emerge.

Whatever strategic plans may develop over the coming months, supporting the staff at our three hospitals throughout COVID-19, post pandemic and beyond will always be a high priority.

Despite what is happening around us – in fact driven by what is happening around us – we still want to pursue our ambitious plans for the future. Having created an independent identity and brand presence, grown the team, and improved various operational functions, we are in a good position to press ahead. The charity is also in a strong financial position and thus able to invest in its own future if required.

Over the next three years, our aspirations include:

- Generating funds that allow us to invest £1m a year in our three NHS hospitals
- Delivering the capital campaign for Interventional Radiology to transform services for our patients
- Working in partnership with WHHT to secure a base for the charity in the redevelopment plans for the site at Watford General Hospital
- To be recognised as the most prominent local charity in west Hertfordshire
- To be increasingly recognised and called on by WHHT staff when they identify ways to improve patient care, the patient environment, and their working environment, above and beyond what can be funded by the NHS

- To be self-sustaining with our own infrastructure
- To be 'best in class' when it comes to governance and administrative efficiency
- To be a charity with significant impact, and that communicates well with donors, so they know what their money is achieving

To do all this, in the coming year, Raise will grow its team and expand the ways that stakeholders and our wider community can get involved and support us through fundraising and volunteering – as individuals, local businesses, community groups, trusts and foundations.

We will continue the work started last year consolidating and streamlining fund administration and financial processes and will further modernise our infrastructure.

The Charity Committee members represent the corporate trustee, West Hertfordshire Hospitals NHS Trust. As a group we are proud of what has been achieved this year, however we always want to do more.

Sofia and her team have coped very well with the impact of the pandemic but there is a lot to do going forward and 2021/22 will certainly be another very busy year for us all.



Helen Brown,
Deputy CEO WHHT
and Raise Charity
Committee Member

8. BEYOND COVID-19: HOW YOU CAN HELP

If you would like to support Raise and help us make a genuine difference at your local NHS hospitals, you can do so in several ways:

MAKE A DONATION

You can make a fast and secure card donation at our website www.raisewestherts.org.uk/donate. A financial contribution to our general (unrestricted) fund is the simplest way to help us because it gives the trustee of the charity discretion over how best to spend your gift, ensuring it is deployed quickly and where it is needed the most.

EVENTS

We do not know when we will be able to offer places on challenge events again, but of course we will publicise this on our website and social media channels as soon as it happens.

We encourage you to organise or take part in community organised fundraising events on our behalf, but please do so within all the current COVID-19 related guidelines. Please stay safe. Let us know what you are doing so we can support you with fundraising materials. We can give you a shout out on our social media channels too; you can find us on Twitter, Instagram and Facebook (all our social media handles are @raisewestherts).

DONATE IN MEMORY OF A LOVED ONE

You can commemorate the life of a loved one by making a donation to Raise. Please contact us at any time to discuss this and how it might be recognised. You can also arrange collections for Raise in lieu of funeral flowers, either at a ceremony or online. Again, please contact us for advice.

SUPPORT US THROUGH YOUR BUSINESS

Do you run a west Hertfordshire business? Please consider adopting us as your 'Charity of the Year' or encouraging your staff to fundraise for us. Please contact Sofia Sheikh to talk about how we can work together to help meet your corporate social responsibility agenda to our mutual benefit.



LEAVE A GIFT IN YOUR WILL

A gift left in a Will to Raise can make a significant difference to our three hospitals. Also, through a special arrangement with Hertfordshire solicitors Heckford Norton, you can take advantage of their Will writing service at a reduced cost, just mention Raise when you contact them.

LEARN MORE ...

To learn more about supporting Raise, please explore our website raisewestherts.org.uk



9. GOVERNANCE AND MANAGEMENT

LEGAL STRUCTURE

Raise (West Hertfordshire Hospitals NHS Trust Charity) was established by a Declaration of Trust dated 12 December 1995 and its aim is to provide monies wholly or mainly for the services of the hospital trust. There are a number of subsidiary funds relating to the umbrella charity.



CORPORATE TRUSTEE REPRESENTATIVES AND THEIR RESPONSIBILITIES

The charity has a single corporate trustee, West Hertfordshire Hospitals NHS Trust. The NHS Trust Board, representing the corporate trustee, delegates responsibility to a Charity Committee. This committee meets at least four times a year and the Chair of the Committee reports to the NHS Trust Board, as corporate trustee, following each meeting.

MEMBERS OF THE CORPORATE TRUSTEE'S BOARD

As at 31 March 2021 these were:

EXECUTIVE

Christine Allen
(Chief Executive)

Professor Tracey Carter
(Chief Nurse and Director of Infection Prevention and Control)

Don Richards
(Chief Financial Officer)

Michael van der Watt
(Chief Medical Officer)

Helen Brown
(Deputy Chief Executive)

NON-EXECUTIVE

Phil Townsend
(Chairman)

Paul Cartwright
(Non-Executive Director)

Jonathan Rennison
(Senior Independent Director)

Virginia Edwards
(Non-Executive Director)

Edwin Josephs
(Non-Executive Director from December 2020)

Natalie Edwards
(Non-Executive Director from December 2020)

There were three changes in the composition of the Corporate Trustee's board in the year ending March 2021; John Brougham left his non-executive director post and Edwin Josephs and Natalie Edwards joined as non-executive directors. At 31 March 2021 there were five executive directors and six non-executive directors making up the Corporate Trustee's board.

CHARITY COMMITTEE

Acting for the Corporate Trustee, the purpose of the Charity Committee is to:

- Ensure there are robust processes in place and implemented to manage resources.
- Monitor the deployment of resources to ensure funds held on trust are used in a way which reflects donors' wishes, and that funds are maximised.
- Promote greater awareness of the charity to encourage donations, particularly through demonstrating their impact on patient care.
- Proactively fundraise for the charity to support charitable activities and purposes across our three hospitals.

10. ADMINISTRATIVE INFORMATION

Registered charity number

1052210

Registered charity name

West Hertfordshire Hospitals NHS Trust Charity

Operating names

Raise

Raise West Herts

Bank

Lloyds TSB
67 High Street
Watford
Herts
WD17 2DU

Registered charity address

c/o West Hertfordshire Hospitals NHS Trust
Watford General Hospital
Vicarage Road
Watford
Hertfordshire
WD18 0HB

Independent Auditor

Hillier Hopkins LLP
Chartered Accountants & Statutory Auditor
Radius House
51 Clarendon Road
Watford
Herts
WD17 1HP

Investment managers

Rathbones Greenback Investments
8 Finsbury Circus
London
EC2M 7AZ

Senior charity staff

Ms Sofia Sheikh (Charity Director,
appointed December 2019)

Internet

www.raisewestherts.org.uk
office@raisewestherts.org.uk

Social media

facebook.com/raisewestherts
twitter.com/raisewestherts
instagram.com/raisewestherts

Privacy and fundraising

We work hard to meet our responsibilities under the General Data Protection Regulations (GDPR). Our privacy notice is available on our website and explains what supporters and others can expect from us and how we collect and manage information about them. Any adverse matters relating to GDPR compliance are reported to the Charity Committee and to our regulators as required. There were no such matters to report this year.

We are registered with the Fundraising Regulator to demonstrate our commitment to transparency. Our fundraising promise is published on our website and explains what supporters can expect from us, and what to do if they have any concerns.



+ FINANCIAL REVIEW

11. FINANCIAL REVIEW

OVERVIEW

Our total net assets as at 31 March 2021 were £1,414k; this represents an increase in reserves of £483k (increase of 51%) from 31 March 2020.

Income has increased from £610k to £1,170k (an increase of 92%). This included monies received from League of Friends projects of £53k (previous year £242k) and income from legacies and in memorial of £495k (previous year £107k). COVID-19 donations income were £199k (previous year £nil) and income from Trust and Foundations were £294k including COVID-19 grants of £203k (previous year £336k). Income from other sources increased by £55k in the year to £130k (previous year £75k).

Total expenditure has also increased, from £587k to £766k (an increase of 30%). This is mainly due to charitable activities where expenditure in the year ending 31 March 2021 was £682k (previous year £541k).

Investments

The valuation of the charity's portfolio was £691k at 31 March 2021 (previous year £618k). This is an 11.8% increase in value and reflects the recovery effect of emerging from COVID-19 on world stock markets. Returns on investment are allocated on a pro rata basis to unrestricted (including designated) and restricted funds.

The trustees continued to monitor the portfolio based on Rathbones' advice as the COVID-19 pandemic affected stock markets around the world. In March 2021 Rathbones recommended that the investment strategy remain unchanged and planned to make strategic purchases of preferred equities in a more considered way. Subsequently, Rathbones have been cautiously re-investing funds in light of the possible measured reopening of economies and a possible bounce in markets, with a higher percentage of the portfolio in cash investments.

Debtors

As at 31 March 2021 total debtors were £17k (previous year 15k). This comprised monies due from the League of Friends (£14k) and Gift Aid of £3k.

Cash

As at 31 March 2021 the total cash balance was £1,029k (previous year 321k) due to one-off higher legacy income of £451k and COVID-19 donations. The charity has some exciting new projects planned for the new financial year to use these funds to improve patient outcome and staff development.

Creditors

The amount owed by Raise at 31 March 2021 was £323k which includes monies for completed projects and accruals for other projects, all due to the NHS Trust.

Reserves policy

The reserves currently stand at £1,414k (previous year £931k). At 31 March 2021 the valuation of the investment portfolio was £691k, with the balance of assets (£723k) being net current assets. The main element of the current assets make-up is cash (£1,029k).

Note 10 of the accounts refers to the purposes of the material funds. Of the total fund balance at 31 March 2021 of £1,414k, there are 16 restricted funds with a value of £750k, with the rest of the funds (£664k) held in designated unrestricted funds.

The Corporate Trustee is committed to applying the income of the charity within a 'reasonable time' of receiving it. This policy applies to restricted and unrestricted (designated and undesignated) funds. The focus on timely expenditure of funds, together with the investment objective places a requirement on fund holders and fund managers to work with the charity to develop spending plans and forecasts for expenditure.

The reserves policy has been considered and it has been agreed that reserves will be retained sufficient to fund six months of expenditure including a cash holding of 90 days expenditure at a minimum.

Investment policy

Our investment objectives are to maximise growth over the long term whilst protecting the real value of the funds and maintaining a reasonable level of income. The appointed investment managers have, at the discretion of the Corporate Trustee, unrestricted powers in accordance with the Charities Act 2011, with the exception that there will be no investment in companies that have a significant investment in tobacco or alcohol.

Rathbones Investment Managers Ltd have been the charity's investment manager for the whole of the financial year ending 31 March 2021. They report quarterly to the Charity Committee regarding performance of the investment portfolio and outlook for the coming year. The report explains all investment movements i.e. purchases, sales and market movements, and all financial transactions are supported by contract notes. Rathbones charge a quarterly management fee which is 0.75% of the portfolio valuation and is deducted direct from the portfolio cash holding.

Risk management

The Charity Committee, on behalf of the Corporate Trustee, ensures that the charity meets its obligations for risk management as set out in the terms of reference. It has established a framework for risk identification and has examined the strategic and operational risks that the charity faces. The Charity Committee regularly reviews these risks and takes action to mitigate and monitor them.

The investment strategy is constantly reviewed by the Charity Committee in line with the level of risk appetite agreed by the Corporate Trustee.

At the time of writing, a major review of the charity's risk register and the risks it faces is underway and we will report the outcomes of this as soon as is appropriate.

Incoming resources

Total incoming resources for the year ending 31 March 2021 was £1,170k (previous year £610k) which included voluntary income of £1,152k and investment income of £18k.

Voluntary income includes donations from other charitable organisations including trusts and grant-giving bodies, churches and schools, private companies, trust employees, community events and other individual donations from patients, their relatives and their friends.

Investment income includes income from the investment portfolio managed by Rathbones Investment Management Ltd.

Resources expended

Total resources expended were £766k (previous year £587k). This was split between charitable activities (£682k) and activities for generating funds (£84k).

Charitable activities include expenditure incurred by the charity in undertaking activities that further its charitable aims of improving patient and staff experience and wellbeing, as follows:

Improving patient outcomes: Patient wellbeing and amenities £365k (previous year £345k) including monies spent on fixtures and fittings (£63k) capital equipment (£151k), patient welfare including staff assistance (£50k), and medical equipment (£101k).

Staff development: This is made up of staff wellbeing and amenities £94k (previous year £34k) including the salary costs of the specialist project manager since August 2020.

Expenditure on staff training (course expenses) comprised spend on general training of £6k (previous year £48k) and equipment for staff benefit £49k (previous year £7k).

Expenditure on fundraising includes monies spent on the charity's branding of £37k (previous year £7k) and running costs of £13k (previous year £2k).

Administration and audit costs amounted to £72k (previous year £43k). This includes interim finance support cost (£28k), interim digital media support (£17k), communication support (£3k) and administration/support costs from West Hertfordshire Hospitals NHS Trust (£19k), and audit costs of £6k (previous year £6k). West Hertfordshire Hospitals NHS Trust provided a finance service to the charity with the charge being governed by a service level agreement until 31 March 2021.

Staff costs were £99k (previous year £89k); the cost of the charity director is included. The charity directors' costs are currently charged 50% to the unrestricted general fund and 50% to charitable activities. The charge to the charitable activities reflects the work on governance of the charity. During the year a new fundraising officer was appointed (from 1 June 2020) and a communication support officer was appointed (from 1 September 2020 for one day per week).

Investment management fees were £6k (previous year £5k) being the fee charged by our investment managers, Rathbones Investment Managers Ltd, based on the value of the portfolio.

12. INDEPENDENT AUDITOR'S REPORT

Independent Auditor's Report to the Corporate Trustee of West Hertfordshire Hospitals NHS Trust Charity

Opinion

We have audited the financial statements of West Hertfordshire Hospitals NHS Trust Charity (the 'charity') for the year ended 31 March 2021 which comprise of Statement of Comprehensive Income, Statement of Financial Position, Statement of Cash Flows and notes to the financial statements, including 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 charity's affairs as at 31/03/2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of 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 charity 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 Corporate Trustee's 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 Corporate Trustee 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 Corporate Trustee's annual report, other than the financial statements and our auditor's report thereon. The Corporate Trustee is responsible for the other information contained within the annual report. 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.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Corporate Trustee's report; or
- the charity has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Corporate Trustee's responsibilities statement on page 34, the trustee is 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 trustee 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 Corporate Trustee is responsible for assessing 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 Corporate Trustee either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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:

- the nature of the industry and sector, control environment and business performance including the remuneration incentives and pressures of key management;
- the primary responsibility for the prevention and detection of fraud rests with both those charged with governance of the entity and management. We consider the results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the Charity's documentation of their policies and procedures relating to:
 - identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
 - the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations.
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud. In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override, including testing journals and evaluating whether there was evidence of bias by the directors that represented a risk of material misstatement due to fraud.

We also obtained an understanding of the legal and regulatory frameworks that the charity operates in, focusing on provisions of those laws and regulations that had a direct effect on the determination of material amounts and disclosures in the financial statements. We focused on laws and regulations that could give rise to a material misstatement in the financial statements, including, but not limited to, the Companies Act 2006 and relevant tax legislation.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at <https://tinyurl.com/auditors-responsibilities>. This description forms part of our auditor's report.

Other Matters

The comparative financial statements are unaudited.

Use of our report

This report is made solely to the charity's Corporate Trustee, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's Corporate Trustee those matters 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 anyone other than the charity and the charity's Corporate Trustee as a body, for our audit work, for this report, or for the opinions we have formed.



Alexander Bottom ACA (Senior statutory auditor)
for and on behalf of
Hillier Hopkins LLP



Chartered Accountants
Statutory Auditor
Radius House
51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

Date: 22 December 2021

Hillier Hopkins LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

13. FINANCIAL STATEMENTS

For the year 01 April 2020 to 31 March 2021.

Statement of Corporate Trustee's Responsibilities

The Corporate Trustee is responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and to enable it to ensure that the accounts comply with requirements of the Charities Act 2016; and
- establishing and monitoring a system of internal control; and
- establishing arrangements for the prevention and detection of fraud and corruption.

The Corporate Trustee is required under the Charities Act 2016 to prepare accounts for each financial year. In preparing those accounts, the Corporate Trustee is required to:

- apply on a consistent basis accounting policies laid down by the Charities Act 2016; and
- make judgments and estimates which are reasonable and prudent; and
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Corporate Trustee confirms that, as far as it is aware, there is no relevant information of which the Charity's auditors are unaware and that it has taken all reasonable steps to ensure that this is the case.

The Corporate Trustee confirms that it has met the responsibilities set out above and complied with the requirements for preparing the accounts. These financial statements have been compiled from and are in accordance with the financial records maintained by the Corporate Trustee.

For and on behalf of the West Hertfordshire Hospitals NHS Trust



Signed

A handwritten signature in black ink, appearing to read 'Phil Townsend', written over a horizontal line.

Phil Townsend

Chair of Corporate Trustee

04 November 2021

STATEMENT OF FINANCIAL ACTIVITY

Income and expenditure for the year 01 April 2020 to 31 March 2021

		2020-21	2020-21	2020-21	2019-20	2019-20	2019-20
	See note	Unrestricted Funds £000	Restricted Funds £000	Total Funds £000	Unrestricted Funds £000	Restricted Funds £000	Total Funds £000
Income and endowments							
Donations and Legacies	2.1	158	994	1,152	299	286	585
Investment Income	2.2	16	2	18	22	3	25
Total		174	996	1,170	321	289	610
Expenditure							
Raising Funds	3	(83)	(1)	(84)	(45)	(1)	(46)
Charitable Activities	3	(290)	(392)	(682)	(235)	(306)	(541)
Total		(373)	(393)	(766)	(280)	(307)	(587)
Gains/(losses) on investment assets	4	79	0	79	(40)	(1)	(41)
Net Income/(Expenditure)		(120)	603	483	1	(19)	(18)
Transfers between funds							
		(22)	22	0	0	0	0
Net movement in funds	10	(142)	625	483	1	(19)	(18)
Reconciliation of Funds							
Fund balances B/F	10	806	125	931	805	144	949
Fund balances C/F	10	664	750	1,414	806	125	931

BALANCE SHEET

Statement of financial position at 31 March 2021

		2021	2021	2021	2020	2020	2020
	See note	Unrestricted Funds £000	Restricted Funds £000	Total at 31 March £000	Unrestricted Funds £000	Restricted Funds £000	Total at 31 March £000
Fixed Assets							
Investments	5	324	367	691	534	84	618
Total Fixed Assets		324	367	691	534	84	618
Current Assets							
Debtors	6	8	9	17	13	2	15
Cash at bank	7	484	545	1,029	279	42	321
Total Current Assets		492	554	1,046	292	44	336
Creditors: Amounts falling due within one year	8	(152)	(171)	(323)	(20)	(3)	(23)
Net Current Assets		340	383	723	272	41	313
Total Net Assets		664	750	1,414	806	125	931
Comprising							
Restricted funds	10a	0	750	750	0	125	125
Unrestricted funds	10b	664	0	664	806	0	806
Total Funds		664	750	1,414	806	125	931

Signed


**Phil Townsend***Chair of Corporate Trustee*

04 November 2021

STATEMENT OF CASH FLOW

Cash flow for the year 01 April 2020 to 31 March 2021

		Total Funds 2020-2021		Total Funds 2019-2020	
	See note	£000	£000	£000	£000
Cash flow from operating activities					
Operating surplus/(deficit) before income from bank and investments	9a		349		(2)
Cash flow from investing activities					
Purchase and sale of securities	9b	43		7	
Investment income received	2.2	18		23	
Bank interest received	2.2	0		2	
Total from investing activities			61		32
Movement in working capital					
Decrease/(Increase) in Debtors	6	(2)		17	
(Decrease)/Increase in Creditors	8	300		(20)	
Net Cash Generated from operating activities			298		(3)
Change in cash and cash equivalents in reporting period			708		27
Cash and cash equivalents at beginning of reporting period			321		294
Cash and cash equivalents at end of reporting period	7		1,029		321

NOTES TO THE ACCOUNTS

1. ACCOUNTING CONCEPTS AND POLICIES

1.1 Basis of preparation

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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 (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

West Hertfordshire Hospitals NHS Trust Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going Concern

The finances of the Corporate Trustee (West Hertfordshire Hospitals NHS Trust) were much improved over 2020/21. The Corporate Trustee is not aware of any going concern issues which may cast significant doubt about West Hertfordshire Hospitals NHS Trust's ability to continue operating. The Corporate Trustee has received assurances from the NHS Board that the services currently provided by the Trust will continue to be provided for the foreseeable future.

After making appropriate enquiries, the members of the Charity Committee have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

1.3 Financial instruments

The charity has opted to account for financial instruments in line with IAS 39. See notes 8a and 8b for further details.

1.4 Financial assets

Financial assets are recognised when the charity becomes party to the financial instrument contract or when the income is probable. Financial assets are de-recognised when the contractual rights have expired or the asset has been transferred. Financial assets are initially recognised at fair value.

1.5 Financial liabilities

Financial liabilities are recognised on the statement of financial position when the charity becomes party to the contractual provisions of the financial instrument. Financial liabilities are de-recognised when the liability has been paid or expired.

1.6 Income and Endowments

All incoming resources are included in full in the financial statements as soon as the following three factors can be met:

- i) Entitlement - arises when a particular resource is receivable or the charity's right becomes legally enforceable
- ii) Probability - when receipt of any income becomes probable
- iii) Measurement - when the value of the incoming resources can be measured with sufficient reliability.

1.7 Boundary of Recognition of Income

Incoming resources reflected in these accounts reflect those resources which have satisfied the conditions applied to the boundary of recognition of income. This boundary has been established as the cashiers' office of the Trust.

1.8 Expenditure

The funds held on trust accounts are prepared in accordance with the accruals concept. All expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. In the year 2020/21 all the expenditure approved by the Corporate Trustees has been accrued.

1.9 Raising funds

The cost of generating funds is the cost associated with generating income for the funds held on trust. This will include the costs associated with the investment manager's fees, charity director's salary and other fundraising costs.

1.10 Charitable activities

Cost of charities activities comprise all costs incurred in the pursuit of the charitable objectives and include governance costs which are accounted for on an accruals basis as are recharges from West Hertfordshire Hospitals NHS Trust covering audit fees and accounting services. They are apportioned over all of the funds based on the average fund balance. Grants made by the League of Friends are reported within charitable funds.

1.11 Allocating costs by activity

All administration costs being the other staff costs and audit fees will be apportioned to Raising Funds and Charitable Activities based on time spent on each activity.

1.12 Structure of funds

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified in the accounts as a restricted fund. Funds where the capital is held to generate income for charitable purposes and cannot itself be spent are accounted for as endowment funds. Other funds which are not legally restricted and the Corporate Trustee has chosen to earmark for set purposes are classified as designated funds. See note 14.

1.13 Fixed asset investments

Fixed asset Investments are shown at market value. Quoted stocks and shares are included in the statement of financial position at mid-market price, ex-dividend. Other fixed asset investments are included at the Corporate Trustee's best estimate of market price.

1.14 Debtors

Debtors are amounts owed to the charity. They are measured on their recoverable amount.

1.15 Cash

Cash at bank and in hand is held to meet the day-to-day running costs of the charity as they fall due.

1.16 Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt, and recognised as soon as there is a legal or constructive obligation to make payment to a third party.

1.17 Realised and unrealised gains and losses

All gains and losses are taken to the Statement of Financial Activity as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or date of purchase if later). Unrealised gains and losses are calculated as the difference between market value at the year end and opening market value (or date of purchase if later).

1.18 Pooling Scheme

An official pooling scheme is operated for investments relating to the funds of the West Hertfordshire Hospitals NHS Trust Common Investment Fund. This scheme was registered with the Charity Commission on 2 March 2001.

1.19 Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.20 Related Party Transactions

None of the trustees or members of the West Hertfordshire Hospitals NHS board or parties related to them has undertaken any transactions with, or received any benefits from the charity in payment or kind. Creditors and accruals, see note 8, include the West Hertfordshire Hospitals NHS Trust, included in which is a figure that relates to capital equipment items, categorised as such because the cost is in excess of £5,000. The figures are noted below.

Name of Related Party	Relationship	Nature of transaction	2020/21	2019/20
			£000	£000
West Herts Hospitals NHS Trust	Corporate Trustee	Contribution to the NHS	114	238

2. INCOME AND ENDOWMENTS

2.1 Donations and Legacies

	Unrestricted Funds 2020/21 £000	Restricted Funds 2020/21 £000	Total Funds 2020/21 £000	Unrestricted Funds 2019/20 £000	Restricted Funds 2019/20 £000	Total Funds 2019/20 £000
Donations (i)	140	513	653	175	286	461
Legacies (ii)	0	477	477	107	0	107
Other (via Just Giving/Virgin)	18	4	22	17	0	17
Total	158	994	1,152	299	286	585

(i) Includes large donations received for COVID-19 appeal including grants from NHS Charities Together and others amounting to £402K

(ii) Includes one large legacy payment of £451k for medical and surgical equipment.

2.2 Investment Income

	Unrestricted Funds 2020/21 £000	Restricted Funds 2020/21 £000	Total Funds 2020/21 £000	Unrestricted Funds 2019/20 £000	Restricted Funds 2019/20 £000	Total Funds 2019/20 £000
Rathbones Dividends/interest	16	2	18	20	3	23
Natwest Bank Interest	0	0	0	2	0	2
Total	16	2	18	22	3	25

3. EXPENDITURE

3 Expenses Summary						
	Charitable activities	Raising Funds	Total Funds	Charitable activities	Raising Funds	Total Funds
	2020/21 £000	2020/21 £000	2020/21 £000	2019/20 £000	2019/20 £000	2019/20 £000
Capital Equipment	151	0	151	238	0	238
Medical Equipment	101	0	101	2	0	2
Staff costs (See Note 3.1(iv))	43	56	99	43	46	89
Staff Welfare	94	0	94	34	0	34
Administration (See Note 3.1(iii))	66	0	66	37	0	37
Furniture/fittings	63	0	63	35	0	35
Patient welfare (See note 3.1(ii))	50	0	50	70	0	70
Courses and equipment	49	0	49	7	0	7
Computers, branding and fundraising software	37	0	37	7	0	7
Consultancy costs	0	25	25	7	0	7
Running Costs	11	2	13	2	0	2
Staff training	6	0	6	48	0	48
Audit (See Note 3.3)	6	0	6	6	0	6
Investment fees	5	1	6	5	0	5
Total	682	84	766	541	46	587

3.1 Staff costs

There are no directly employed staff costs this year or in any previous years; staff are employed by West Hertfordshire Hospitals NHS Trust and recharged to the charity as follows:

- (i) Includes salary recharges for a part-time end of life care volunteering project manager of £17k and a youth volunteer team manager of £14k (previous year £40k)
- (ii) Includes specialist project manager's cost of £32k (from August 2020)
- (iii) The salary of the charitable funds accountant and IT consultant are disclosed as part of the administration costs and apportioned across all funds
- (iv) Includes the charity director, fundraising officer and communications officer (one day/week); the charity director is charged 50% to General Fund and 50% is apportioned across all funds

3.2 Trustees remuneration, benefits and expenses

No member of the Corporate Trustee's board were paid any remuneration or expenses by the charity for their services representing the Corporate Trustee on the Charity Committee

3.3 Auditors remuneration

The external auditors remuneration related solely to audit (previous year: independent review) with no additional work being undertaken. The actual cost for the current year is £6k (previous year £6k).

4. GAINS/(LOSSES) ON INVESTMENT ASSETS

4 (Losses)/Gains on investment assets						
	Unrestricted Funds 2020/21 £000	Restricted Funds 2020/21 £000	Total Funds 2020/21 £000	Unrestricted Funds 2019/20 £000	Restricted Funds 2019/20 £000	Total Funds 2019/20 £000
Realised (losses) / gains	(3)	0	(3)	(7)	(1)	(8)
Unrealised (losses) / gains	82	0	82	(33)	0	(33)
Total	79	0	79	(40)	(1)	(41)

5. INVESTMENT FIXED ASSETS PORTFOLIO

5 Investment fixed assets portfolio			
	Held in the UK £000	Total 2021 £000	Total 2020 £000
Market value at 31 March:			
Investments listed on Stock Exchange	634	634	594
Cash held as part of the portfolio	57	57	24
Total	691	691	618
Market value at start of period 31 March		618	666
Less: Disposals at carrying value		(157)	(100)
Add: Acquisitions at cost		114	93
Net (loss) / gain on revaluation		79	(41)
Movement in cash balance		33	0
Other movements		4	0
Market value at end of period 31 March		691	618
Historic cost at end of period		635	644

6. DEBTORS

6 Debtors		
	31 March 2021 £000	31 March 2020 £000
Amounts falling due within 1 year	17	15
Funding pledge from the League of Friends (£14k (previous year £9k))		
Gift aid claim from HMRC (£3k)		
Total debtors	17	15

7. CASH AT BANK

7 Cash at bank		
	Total 2021 £000	Total 2020 £000
Lloyds current account	48	90
Nat West current account	981	231
Total cash held	1,029	321

8. CREDITORS

8 Creditors		
	Total 2021 £000	Total 2020 £000
Amounts falling due within 1 year	36	19
Accruals	287	4
Total creditors	323	23

Creditors were amounts due to West Hertfordshire Hospitals NHS Trust

8a. FINANCIAL ASSETS

8a Financial Assets				
	At fair value through receipts and payments	Receivables	Total	Total
	31 March 2021 £000	31 March 2021 £000	31 March 2021 £000	31 March 2020 £000
Investments	691	0	691	618
Debtors	0	17	17	15
Cash at bank and in hand	0	1,029	1,029	321
Total financial assets	691	1,046	1,737	954

8b. FINANCIAL LIABILITIES

8b Financial Liabilities			
	Payables	Total	Total
	31 March 2021 £000	31 March 2021 £000	31 March 2020 £000
Creditors	36	36	19
Accruals	287	287	4
Total	323	323	23

9a. RECONCILIATION OF NET EXPENDITURE WITH DEFICIT ON CASHFLOW

9a Reconciliation of net expenditure with deficit on cashflow		
	2020/21 £000	2019/20 £000
Operating surplus (deficit) from statement of financial activities	483	(18)
Deduct: dividends and interest on investment portfolio	(18)	(23)
Deduct: bank interest	0	(2)
Net loss/(gain) on revaluation	(79)	41
Movement in cash balance	(33)	0
Other movements	(4)	0
Per cash flow on operating activities	349	(2)

9b. ANALYSIS OF CASH MOVEMENTS WITHIN THE CASHFLOW

9b Cashflow: Analysis of cash movements within the cashflow		
	2020/21 £000	2019/20 £000
Investing activities		
Sale proceeds from investments	157	100
Purchases of fixed asset investments	(114)	(93)
Total	43	7

10a. RESTRICTED FUNDS

10.a Restricted Funds						
	Balance at 31 March 2020 £000	Incoming resources £000	Resources expended £000	*Transfers (Note iv) £000	Gains and Losses £000	Balance at 31 March 2021 £000
Material funds						
A Breast Cancer Appeal	35	1	(5)	0	0	31
B Horace Robinson Renal Unit	35	2	(6)	0	0	31
C League of Friends (WGH)	0	53	(53)	0	0	0
D League of Friends (HHGH) (Note i)	15	0	(9)	0	0	6
E W.G.Moore Legacy (Dialysis)	10	0	(2)	0	0	8
F Paediatric Diabetes	0	0	0	0	0	0
G Helen Donald Nurse (Cancer)	1	0	0	0	0	1
H Youth Volunteering Dev't (Note ii)	28	35	(14)	0	0	49
I Paediatric Cystic Fibrosis	6	0	(1)	0	0	5
J Investment gain/(loss) (Note iii)	(5)	0	0	0	0	(5)
K Medical and Surgical Equipment	0	451	0	0	0	451
L COVID-19	0	402	(286)	0	0	116
M UK Neqas Training & Education	0	0	0	7	0	7
N End of life Care Volunteering	0	15	(17)	15	0	13
O Volunteering (ED)	0	10	0	0	0	10
P WGH Elderly Patients	0	26	0	0	0	26
Total	125	996	(393)	22	0	750

Notes

- i) The League of Friends Hemel ceased operations during 2018 and donated funds to be spent for the benefit of Hemel Hospital patients
- ii) A grant was received from the Pears Foundation to fund a specific project within the hospital
- iii) Investment gains and losses are only allocated to funds when the gain/loss is realised. This fund balance relates to unrealised losses attributable to the restricted funds
- iv) Funds are reclassified from unrestricted to restricted
- v) Brief description of the nature and purpose of each fund:

A Breast Cancer Appeal	Raising funds for cancer care
B Horace Robinson Renal Unit	Dialysis unit patient care and staff training
C League of Friends (WGH)	Equipment funding for the local hospital
D League of Friends (HHGH)	Funding for the local hospital
E W.G.Moore Legacy (Dialysis)	Renal Dialysis machines
F Paediatric Diabetes	Care for young patients with diabetes
G Helen Donald Nurse (Cancer)	Lung cancer patient care
H Youth Volunteering Development	Youth Volunteering Development
I Paediatric Cystic Fibrosis	Patient welfare
J Investment Losses	Investment movements
K Medical and Surgical Equipment	Equipment funding
L COVID-19	COVID-19 response
M UK Neqas Training & Education	Staff training
M End of life Care Volunteering	Volunteering
O Volunteering (ED)	Volunteering
P WGH Elderly Patients	Elderly patient care

10b. UNRESTRICTED FUNDS

10.2	Unrestricted Funds	Balance at	Incoming	Resources	Transfers	Gains and	Balance at
		31 March	resources	expended	(Note ii)	Losses	31 March
		2020					2021
		£000	£000	£000	£000	£000	£000
Material funds							
A	Haematology Patients	109	2	(64)	0	0	47
B	West Herts General	28	82	(107)	0	0	3
C	Clinical Biochemistry	46	1	(8)	0	0	39
D	Gurney Bequest	31	1	(5)	0	0	27
E	Metabolic (Diabetes)	30	4	(5)	0	0	29
F	Neurology	39	1	(6)	0	0	34
G	Staff wellbeing	5	2	0	0	0	7
H	Colorectal Cancer	36	1	(6)	0	0	31
I	S.C.B.U.	68	12	(57)	0	0	23
J	Carers Support Team	16	1	(3)	0	0	14
K	Paediatrics	29	7	(7)	0	0	29
L	Patients Experience	8	0	(1)	0	0	7
M	Diabetic Equipment	37	1	(6)	0	0	32
N	Investment gains / (loss) (Note i)	(48)	0	0	0	79	31
O	Staff Reward and Development	0	39	(33)	0	0	6
P	Others (116)	372	20	(65)	(22)	0	305
Total		806	174	(373)	(22)	79	664

Notes

- The charity only allocates gains and losses when realised. The fund balance of the unrealised gains as at 31 March 2021 was £79k (previous year loss £48k). Gains in the year of £82k (previous year loss 33k) is shown in note 4.
- Funds are reclassified from unrestricted to restricted
- Brief description of the nature and purpose of each fund:

A	Haematology patients	Treatment of patients with blood disorders
B	West Herts General	Trust wide expenditure
C	Clinical Biochemistry	Education and training
D	Gurney Bequest	Medical education, training and equipment
E	Metabolic (Diabetes)	Metabolic research fund including Clinical Trials
F	Neurology	Education and training
G	Staff Wellbeing	Staff health and wellbeing
H	Colorectal Cancer	Cancer treatment and research
I	S.C.B.U.	Special care baby unit equipment/training
J	Carers Support Team	Supporting parents and other carers
K	Paediatrics	Treatment of children
L	Patients Experience	Patients comforts
M	Diabetic Equipment	Purchase of equipment
N	Investment Losses	Investment movements
O	Staff Reward and Development	Staff reward and development
P	Others	Miscellaneous and historical funds

11. CONNECTED ORGANISATIONS

Name, nature of connection, description of activities undertaken and details of any qualifications expressed by their auditors	2020/21		2019/20	
	turnover of connected organisation	operating surplus of connected organisation	turnover of connected organisation	operating deficit of connected organisation
	£000	£000	£000	£000
West Hertfordshire Hospitals NHS Trust is the charity's corporate trustee	472,565	843	393,675	(18,351)

* The operating surplus or deficit of West Hertfordshire Hospitals NHS Trust is after adjusting for impairment and depreciation on donated assets in excess of donated income.



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