



LONGFIELD

Community Hospice Care



OUR STORY

ANNUAL REPORT AND ACCOUNTS 2020-21

Registered Company Limited by Guarantee Number: 02213662

Registered Charity Number: 298627

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"Dear Longfield,

I hope you will be able to convey our enormous thanks to the team who looked after mum (Vonne) to enable her to stay at home until she passed away.

They did so much more than just the physical care necessary. There was always such laughter from the room and mum was left not only happier but smelling and looking beautiful with a smile on her face and spirits lifted.

Please express my family's huge thank you very much to everyone involved in mum's care.

Gabby & Mick x"

This year, we helped 178 families care for a loved one at home. In a year when Covid restrictions made visits to hospitals, hospices and care homes difficult, our Hospice at Home service helped loved ones spend precious time together. You can read Mick's story on page 9.



WELCOME FROM SIMON, CEO, AND ALAN, CHAIR OF TRUSTEES

This Annual Report for 1 April 2020 to 31 March 2021 tells the story of an unprecedented time in our 33-year history. The period encompassed changes to our ways of working and a threat to the charity's existence, not to mention wider societal upheavals and extreme pressures on the nation's healthcare system of which we are an integral part. Above all, it was a year when we had to be incredibly responsive – to changing government guidelines, to the needs of our patients and families, to the wellbeing of our staff and volunteers, and to the volatility of our finances.

At the start of the Covid pandemic, team members drove miles to secure adequate personal protective equipment (PPE) for our care staff. Nervous as many of them were, our valiant Hospice at Home team donned and doffed their PPE, covering thousands of miles across Gloucestershire to provide compassionate care to enable people at the end of their lives to die at home surrounded by family and loved ones. Our work has perhaps never been more important with higher death rates, hospital beds full, visits curtailed and the NHS under such strain. Our nurses and healthcare assistants have been an inspiration to us all.



Meanwhile, with the hospice building closed to the public, and most staff furloughed or working remotely, we rapidly adapted our community day services to provide advice, support and counselling via the telephone and online. Collaborating closely with the NHS palliative care and district nursing teams, through calls and video conferencing, together we worked hard to offer holistic care to patients diagnosed with life-limiting conditions, and their families and carers.

In March 2020, having just produced our plan and budget for the year, we faced the prospect of drastically reduced income due to the closure of our 20 shops and inability to hold any face-to-face fundraising activities. Combined with government restrictions, this meant we had to adapt all aspects of our work. In response, we created a small Finance Group of trustees and senior staff to manage the financial cliff-edge we faced. Fortunately, the Government soon stepped in to provide vital funding, as well as targeted support for hospices, thanks to Hospice UK's advocacy. Our shop landlords also played their part by kindly agreeing to reduce rents on our shops, which were closed for half the year. Were it not for these interventions, we may have had to make redundancies and cuts to our care services - despite the need being greater than ever.

In addition, we transformed our fundraising, particularly thanks to the generosity of trusts and foundations, and our individual supporters, so that voluntary income increased to over £1 million – up 40% on the previous year.

2020-21 was incredibly tough for patients with life-limiting conditions and their families, who could not access the usual care and support from us or the NHS. It was also very challenging personally and professionally, for our staff and volunteers. It is their efforts and resilience to which we would like to pay tribute and give our thanks. As ever, with their commitment alongside that of our loyal and generous supporters, we were able to find a way through the many challenges we faced.

While it was a year of huge uncertainty for Longfield, we continued to look ahead, consulting our stakeholders to produce an ambitious new strategic plan for 2021-24. We feel confident to be aspirational, despite the ongoing pandemic, in part because with just six weeks of the financial year remaining, we received legacies to the value of £348,025. This late but welcome addition to our funds provides the charity with the security to weather future crises and the ability to invest to a greater extent in our new strategy to reach more individuals in need of our care services.

Simon Bernstein and Alan Simmons

Handwritten signatures of Simon Bernstein and Alan Simmons in black ink.

OUR YEAR IN NUMBERS

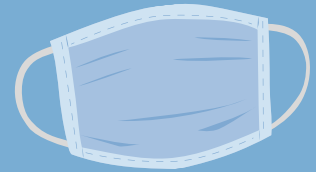
IT'S BEEN A YEAR WE'LL NEVER FORGET. DESPITE EVERYTHING, THE PANDEMIC BROUGHT OUT THE BEST IN OUR STAFF, VOLUNTEERS AND SUPPORTERS. TOGETHER, WE CONTINUED TO CARE FOR PATIENTS AND LOVED ONES ACROSS GLOUCESTERSHIRE.



We supported 1,031 patients and families, delivering expert care in the home, over the phone and online.



Our nurses and healthcare assistants worked 365 days of the year, relieving pressure on our over-stretched NHS.



We used 1,000 face masks, 100 aprons and 1,500 pairs of gloves every single week.



Our amazing volunteers gave over 19,000 hours to support our vital work. That's equivalent to £170,000 worth of time donated!



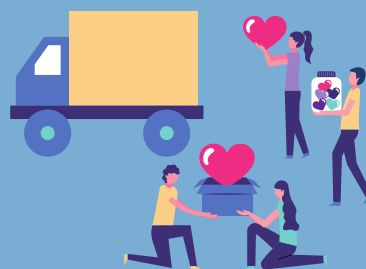
More supporters committed to a monthly gift, increasing our regular giving income by 35% to over £47,000.



In partnership with Sue Ryder, we delivered online masterclasses in end-of-life care to over 120 registered nurses from hospitals across the county.



We made 1,700 calls to patients and carers. From a friendly chat to treatment support, these calls were a lifeline for those feeling isolated, anxious and lonely.



We raised £38,500 from our eBay sales, with customers from the UK all the way to Australia.



We gave 1,090 counselling sessions, supporting people dealing with issues such as a new diagnosis, the stress of caring, and bereavement.



We delivered 239 home-cooked meals and 71 bunches of flowers to make our patients and families smile!

WHO WE ARE

Longfield Community Hospice is a charity for adults in Gloucestershire with a life-limiting condition, their carers and family members.

We believe everyone should have the best care at the end of life - enabling people to live well and die comfortably. We're there for the whole family, ensuring they feel supported as they cope with their loved one's illness and the death of someone special.

Our free care services help families make the most of their time together.

WHAT WE DO

WE'RE THERE FOR PEOPLE WHO'VE RECEIVED A DEVASTATING DIAGNOSIS.

Finding out you have a life-limiting condition can be overwhelming. We offer counselling to help patients explore their feelings and emotions. Our practical workshops enable people to understand and manage symptoms like fatigue and breathlessness. And our range of holistic therapies help patients relax and enjoy life.

If someone wants a cup of tea and a chat, that's fine too. This year, we've offered a listening ear over the phone. We can't wait to welcome people back to the hospice when it's safe to do so.

WE CARE FOR PEOPLE AT THE END OF LIFE, IN THEIR OWN HOMES.

Since the start of the pandemic, more people than ever are dying at home. Our Hospice at Home teams worked throughout the year, including lockdowns, to ensure patients felt comfortable and safe in their last days and weeks.

Our teams include registered nurses and healthcare assistants. They visit patients up to three times a day – and overnight if needed. These visits offer loved ones a much-needed break from caring, as well as an opportunity to talk to us about anything on their mind.

WE HELP FAMILIES COPE WITH A LOVED ONE'S ILLNESS AND DEATH.

Looking after someone with a life-limiting condition is intense and emotional work. We're here to make caring easier. Our practical workshops provide useful advice on issues such as government benefits, cooking healthy food, and understanding conditions like heart disease and dementia.

Our individual and group counselling sessions help people come to terms with a loved one's illness and death. When it's time for a break, our range of holistic therapies help carers relax and unwind.



SUPPORTING PEOPLE DURING A PANDEMIC

LOCKDOWN BROUGHT INCREASED ISOLATION AND UNCERTAINTY FOR OUR PATIENTS AND THEIR FAMILIES. WE ADAPTED QUICKLY, TAKING OUR EXPERT CARE AND SUPPORT ONLINE TO REACH AS MANY PEOPLE AS POSSIBLE.

The pandemic has confirmed for us – time and time again – how critical our work is for people with life-limiting conditions. Spending a day with us at the hospice gives patients and loved ones a chance to relax, socialise and enjoy the holistic therapies on offer.

When Covid hit and we closed our hospice doors on 23 March, we acted fast to adapt our services. By the end of the month, we'd contacted everyone registered with us to assess their individual needs and plan how to continue their care safely.

SUPPORT CALLS

From concerns about cancelled hospital appointments to shielding and symptom queries, we were there to offer practical advice and emotional support to hundreds of people across Gloucestershire. Our follow up actions included liaising with health and social care professionals and signposting to other support services. More recently, we shared people's joy at having their vaccines or getting their hair cut.

"During these difficult times, just picking up the phone and checking in with people has lifted them mentally. We've been contacted by family members after the death of a loved one, to say our regular calls made a real difference to their relative at a time when, in so many other areas, they felt abandoned."

- Alison, Day Therapy Lead

COUNSELLING

Our counselling services offers patients and carers the time and space to talk about their feelings and make sense of what's happening in their world. With a growing waiting list for places, we took our counselling service online, offering one-to-one calls over the phone and via video calling. By June, we had extended our team of professional counsellors and trained volunteers, so we could reach as many people as possible.



ONLINE GROUPS AND WORKSHOPS

We took some of our most popular groups and workshops online too, including our carers' groups, Tai chi classes and courses to help patients cope with symptoms such as breathlessness and fatigue. We worked intensively with the people on our courses, helping them manage their symptoms for a better quality of life.

"I'd approach each session thinking, 'oh dear I've got to do this again!' But by the end of the session, I felt great. If you come to Tai chi feeling stressed or flustered, it's a perfect way to unwind. By the end, I'd realise my concentration was much sharper after focusing on my mind and body."

- Jo

ACTS OF KINDNESS

Sometimes it's the little things that make all the difference. Throughout the year, our volunteers delivered surprise gifts to lift spirits and put a smile on people's faces. Our goody bags, flowers and meal deliveries have been a lovely way to remind our patients and loved ones we are thinking of them.



JANE'S STORY

Jane was diagnosed with lung cancer days before the first lockdown. She wanted support to manage symptoms such as breathlessness and regain her fitness.

"Each visit at hospital was rushed: I went in, they did everything quickly and I didn't stay long because of Covid. At the peak of the pandemic, hospitals were rather intimidating places to go for cancer treatment. You didn't stick around to ask questions.

I'm quite an active person – a couple of years ago I cycled from Land's End to John O'Groats. But after the diagnosis, I did a lot of sitting while my husband looked after me. This led to me getting more breathless and less fit.

A friend suggested I try my local hospice for advice, so I called Longfield and joined an online course to help boost my energy levels. We learned ways to manage fatigue and cope with feeling out of breath. One was using visualisation as a relaxation technique for better sleep. My husband joined that one and was snoring gently by the end! Another session was a guide to eating well.

The breathing exercises were most useful for me. When I'm out of breath, I learned to take a breath in and blow it out for longer than normal to fill my lungs deeply.

It's been hard work to get active again. But I did a bit, then a bit more. Now I walk up and down the hills in my village. I am not prepared to sit around and wait for cancer to get me. I'm getting on with life."

CARING FOR PEOPLE IN THEIR OWN HOMES

MORE PEOPLE THAN EVER CHOSE TO DIE AT HOME THIS YEAR. OUR HOSPICE AT HOME TEAMS DROVE OVER 93,000 MILES ACROSS GLOUCESTERSHIRE, DELIVERING OUR EXPERT AND COMPASSIONATE CARE TO 178 PATIENTS ACROSS THE COUNTY.

As the pandemic took hold, pressure on hospitals mounted and restrictions prevented loved ones from saying goodbye in person. It's no wonder that care at home became the first choice for many people with a life-limiting condition.

Throughout the year, our Hospice at Home service received a consistently high flow of referrals. We cared for an average of 21 people a month, visiting each patient up to three times per day, compared to around 14 people a month in the previous year. We targeted our support to patients with rapidly deteriorating and complex care requirements who needed us most.

There were challenges: the nationwide shortage of personal protective equipment meant driving long distances to pick up supplies at the start of the pandemic. We struggled with staffing levels including staff shielding and self-isolating, and social distancing measures meant our Hospice at Home teams couldn't car-share for some time, which meant less opportunity to debrief after each visit.

Despite Covid's challenges, our specialist skills have continued to shine through. Our teams have learned new ways of working, delivering end-of-life care in homes across the county while keeping our patients and staff safe. As a result, we enabled 178 people to be cared for at home, where they felt safest, with loved ones by their side.



MATT'S STORY

MATT WORKS FOR OUR HOSPICE AT HOME TEAM. HE'S JUST FINISHED STUDYING FOR A LEVEL 3 CERTIFICATE IN END-OF-LIFE CARE. LONGFIELD IS A REGISTERED AND ACCREDITED TRAINING PROVIDER FOR HEALTHCARE PROFESSIONALS AND CARE HOMES ACROSS GLOUCESTERSHIRE.

"When the pandemic hit, I was glad to get back to work straight away. After 10 years in the job, I knew how hard lockdown would be for our patients and families. I wanted to get out there and help.

People are so grateful to be out of hospital - especially now, during the pandemic. We have a patient who spent five months in hospital with very little family contact. She has young children, so all she wanted was to get home and be with her family. The fact that we can support that to happen is amazing. This is a very special job. Being part of a family's life at such a vulnerable time is a privilege. I feel proud of what we achieve as a team."



MICK'S STORY

IN OCTOBER 2020, MICK'S WIFE YVONNE (VONNE) WAS DIAGNOSED WITH LUNG CANCER. HER WISH WAS TO BE CARED FOR AT HOME, SURROUNDED BY HER LOVED ONES.

“ We found out Vonne had lung cancer and secondary lesions on her brain during the pandemic. Looking back it's a blur, but we knew one thing for sure, Vonne had been through cancer treatment twice before and didn't want chemotherapy again.

We all supported Vonne's wishes for palliative care at home. We did everything possible to make sure she could live the rest of her life in the company of her family, in the place she loved. Nothing was more important to us.

Caring for Vonne would have been so much harder without support from Longfield's Hospice at Home team. We knew they would help us wash Vonne and get her comfortable. What we didn't realise was how uplifting their visits would be. They were so cheerful and communicative, yet also completely professional and sensitive to the situation.

I never felt like we were just another family they cared for. It wasn't a 'get in, get out quick' job. They had time for all of us. Vonne felt buoyed up after their visits and of course, that had a knock-on effect. If she was happy, we were happy too. Vonne's wish was to die at home, and I think we did her proud. ”



HOW WE RAISE FUNDS

AS A CHARITY, WE RELY ON VOLUNTARY DONATIONS AND SHOP SALES FOR OVER 85% OF OUR INCOME. WHEN THE PANDEMIC HIT, FACE-TO-FACE FUNDRAISING WAS CANCELLED, AND OUR SHOPS CLOSED THEIR DOORS. THANKS TO OUR INCREDIBLE SUPPORTERS AND EMERGENCY GOVERNMENT FUNDING, WE CONTINUED TO CARE FOR PATIENTS AND FAMILIES ACROSS GLOUCESTERSHIRE.

In April 2020, at the start of this year of unknowns, we were deeply concerned about our finances and how any losses would impact the care we provide. As the pandemic intensified, the financial security of hospices across the UK – including Longfield’s – was on the line.

In response, Hospice UK negotiated with the government to secure emergency Covid funding, and during the year we received over £655,000 in grants towards the running of our services. NHS England awarded funding to allow us to provide community-based support for people with complex needs and end of life situations - in the context of the Covid situation, from April 2020 to July 2020 and then again between November 2020 and March 2021. Without having the security of this income, we would have been forced to make difficult cost saving decisions early in the year, unaware of the large amount of legacies and grants we would go on to receive much later.

Within two weeks of the March lockdown we launched an urgent appeal to ask our community for help. The response was incredible. We raised over £105,000 through individual gifts and 38 supporters set up regular monthly donations. Thank you to all our supporters for your commitment to the hospice during a difficult time. With your help, we have achieved a 43% increase in fundraising income (excluding legacies) compared to the previous year.



GOING DIGITAL!

In response to Covid, we took our fundraising online, offering our supporters different ways to raise money for our work. The 2.6 Challenge saw people of all ages take up a variety of challenges, including dancing, running, walking, quizzing and cycling. Their efforts raised an incredible £17,216 in one weekend.

With travel banned, our supporters trekked the globe - virtually - to raise money for our work. From visiting the Grand Canyon to walking the Inca Trail, you raised over £34,000 from virtual events and online auctions.

We remembered loved ones during our digital Light up a Life Appeal, with an online sky of stars and a celebratory concert. The appeal raised £21,395 - more than twice the income of the previous year.

We boosted our social media engagement through a combination of lively content and appealing fundraising opportunities. We raised almost £10,000 from Facebook fundraising and increased the number of our Facebook followers. The launch of our new website in October resulted in a 35% increase in engagement.

We took part in The Big Give Christmas Challenge and exceeded the target, raising £8,677 to refurbish the hospice, ensuring it meets the very latest infection control requirements.



IN MARCH 2021, MATT TOOK ON THE STROUD FIVE VALLEYS WALK, TWICE, IN MEMORY OF HIS DAD. ANDY WAS CARED FOR BY OUR HOSPICE AT HOME TEAM.

“Palliative care is so important – you only understand that when someone you love needs it. Thanks to Longfield, we had quality time with dad that wouldn’t have been possible if he was in hospital. My mum and my family are forever thankful. From start to finish, we were blown away by the personal care and attention you provide.

Dad loved being outdoors. He went out walking as often as he could – up to the point he got ill. That’s what inspired my walk. I retraced Dad’s steps, passing by places that were special to us. In the end, I raised over £3,500. I know that money will help other families when they need it most.”

MATT'S STORY



CHRISTMAS TREE RECYCLING SCHEME



The Christmas tree recycling scheme is one of the highlights of our fundraising year. Sadly, due to a second wave of Covid and the national lockdown in early January, we took the difficult decision to cancel tree collections to ensure the safety of our volunteers and staff.

We were indebted to our community for understanding why we called off the scheme. Amazingly, most supporters let us keep their donations for which we are truly grateful. That meant over £36,000 was donated to Longfield in the Christmas period. A huge thank you to everyone who supported us and for your many words of kindness.

LOTTERY

Fewer people signed up to our Crackerjackpot lottery this year due to the lack of face-to-face canvassing. However, we celebrated several winners and raised almost £83,000 during the year.

"I couldn't wait to phone up my best friend and tell him the news." - Marion



COMMUNITY AND CORPORATE SUPPORT



Our supporter groups raised almost £12,000 from fundraising activities including baking and mask-making. Our largest long-standing corporate supporter is the Coventry Building Society, this year donating £68,349; based on their clients' Affinity account balances predominantly through the Dursley, Nailsworth and Stonehouse branches, in addition to staff fundraising. We would like to thank all businesses that have donated during the year, whether through staff fundraising or gifts in kind.

OTHER VITAL FUNDING DURING AN EXTRAORDINARY YEAR

We received ongoing financial support from the NHS, via the One Gloucestershire Clinical Commissioning Group. This amounted to £343,964, or 8% of our total income. The figure represented a 24% decrease on the £454,514 received the previous year.

LEGACIES

Gifts in wills create a lasting legacy for the hospice and are a vital source of income. Legacy pledges are largely unknown, making planning for them extremely difficult. In the previous year, 2019-20, only £59,115 was received in total. By mid-February 2021, we had received just £52,204 from legacies. We were therefore delighted that by the end of the year, our legacy income had reached £348,025 with a few notifications outstanding. This unexpected legacy income, 85% of which was received in the last six weeks of the financial year, changed our financial outlook dramatically after a very worrying beginning. To mitigate the uncertainty around the timing of legacy gifts, we have now established a legacy equalisation reserve to help smooth out this significant but unpredictable income stream.



GRANTS FROM TRUSTS AND FOUNDATIONS

Special thanks must go to all the local, regional and national charitable trusts and foundations who have supported our work this year and, in many cases, given extra support due to the Covid crisis.

Substantial grants were received from The Wolfson Foundation, The Julia and Hans Rausing Trust, St James's Place Charitable Foundation, CAF Resilience Fund, and The Linder Foundation.

We would also like to thank our Patron for his support through the Prince of Wales's Charitable Fund, and our District and County Councils for their donations.

Thanks to donations from trusts and foundations, we have been able to refurbish many areas of the hospice building, keep the Hospice at Home team running and equipped with vital personal protective equipment and fund essential new posts. In total this year, £426,781 was raised from trusts and foundations, a massive 123% increase on the previous year.



**£426,781 WAS RAISED
FROM TRUSTS AND
FOUNDATIONS**



OUR SHOPS

OUR 20 CHARITY SHOPS ACROSS GLOUCESTERSHIRE SELL PRE-LOVED ITEMS SUCH AS CLOTHES AND ACCESSORIES, BRIC-A-BRAC, TOYS AND BOOKS. LOCKDOWN WAS TOUGH. BUT WITH THE SUPPORT OF OUR AMAZING STAFF, VOLUNTEERS, CUSTOMERS AND LANDLORDS, OUR SHOP SALES ARE BOUNCING BACK.

Our shops provide crucial income for the hospice's work. Every sale contributes to our care. Because of the pandemic, our shops were closed for around half the year creating a dramatic drop in profits. Our landlords responded generously, by either granting us rent-free periods or reducing our payments and saving us a total in excess of £200,000. We are indebted to their understanding and kindness. We also received £247,000 of local authority grants to support our retail operation. Without these many forms of support, our normal £2.2 million income retail operation would have made a significant loss during the year.

When we could open the doors, our shops operated with around half the volunteers we had before the pandemic. Many, understandably, were cautious about returning before they were vaccinated. This had a direct effect on sales since we could not manage donations or replenish stock as quickly. With shops open again we need volunteers more than ever.

MAKING OUR SHOPS SAFE

Behind the scenes we worked hard to keep staff, volunteers, and customers safe for our re-opening. This included risk assessments, social distancing requirements, reduced customer numbers and daily cleaning. Quarantine rules initially meant we had to quarantine all stock for up to 72 hours before it was displayed.

DONATIONS

During the year, you answered our call for quality, pre-loved items by giving 92,000 bags of donations in the six months we were open. Thank you!



SHOP SUCCESS

During lockdown we focused attention on our eBay shop. Online sales helped boost income and spread the word about Longfield on a global scale! We sold hundreds of items to people all over the world, including a tea set to a customer from Korea, a satellite radio receiver to China, and a Play Station controller to France. Among our premium items was a collectors' camera which sold for £1,100.

Next year we plan to grow our eBay operation, and consider moving to a bigger warehouse to expand our range of stock for sale.

Despite the pandemic, our customers came out in force each time we re-opened, helping us to achieve sales of over £866,000.

The dedication of our retail staff and volunteers during this difficult year has been outstanding. Thank you for your hard work and commitment.



BETH AND ROSEMARY VOLUNTEER AT OUR SHOP IN BISHOPS CLEEVE, CHELTENHAM. THEY ARE TWO OF HUNDREDS OF VOLUNTEERS WHO'VE KEPT OUR SHOPS RUNNING THIS YEAR.

BETH, 25, HAS VOLUNTEERED WITH US FOR AROUND A YEAR. SHE'S GREAT ON THE TILL AND ENJOYS MEETING NEW PEOPLE. BETH HAS LEARNING DIFFICULTIES.



“ I work on the till, take money and do card payments. Everyone's really friendly here. I was a bit nervous when I first started but then I got to know people and now I love it. I like talking to the customers and learning new skills. In the future, I want to work in administration or IT. ”

Lloyd is Beth's manager. He says:

“ It didn't take long for Beth to learn the till and the card machine. She's a natural! The till's never been wrong - it's always spot on. She is endlessly polite and cheerful and lovely to everyone: both customers and staff. Thanks for your hard work Beth! ”

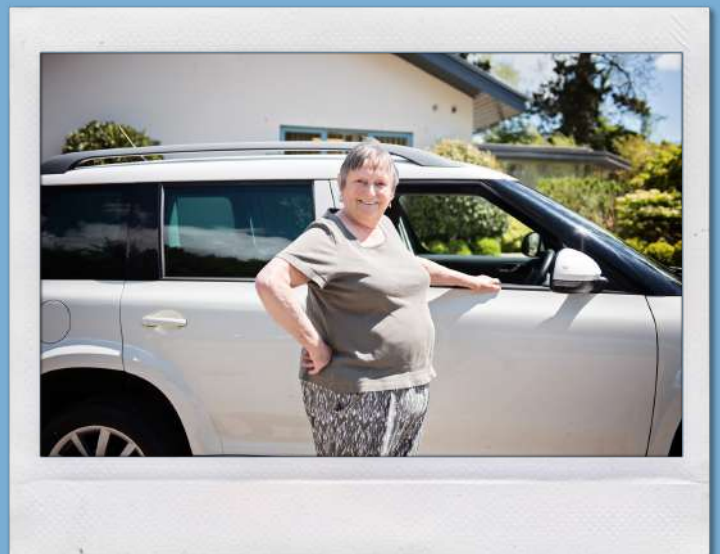
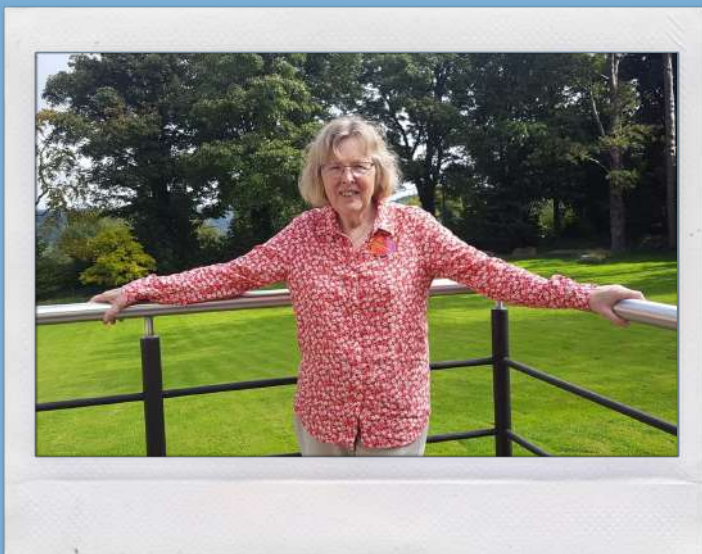
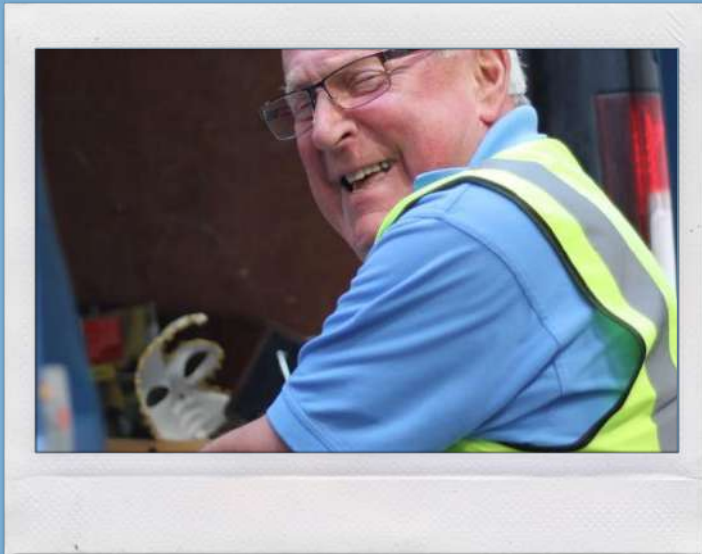
ROSEMARY HAS BEEN WITH US FOR NEARLY SEVEN YEARS. AT 84, SHE'S ONE OF OUR OLDER VOLUNTEERS – NOT THAT YOU WOULD KNOW IT! HER ENERGY AND ENTHUSIASM ARE BOUNDLESS.

“ I work half days on Mondays, Wednesdays and Saturdays – around 12 hours a week. Volunteering gets me out and keeps me busy. I can't sit around all day doing nothing, although I am 84. I missed the shop and the banter during lockdowns. Volunteering brings friendship, good company and lots of laughs. I feel I'm doing something worthwhile. ”



OUR PEOPLE

WITHOUT OUR VOLUNTEERS, WE SIMPLY WOULDN'T BE HERE. THEIR TIME, ENERGY AND DEDICATION KEEP THE HOSPICE RUNNING, OUR SHOPS OPEN AND OUR EXPERT CARE POSSIBLE. THIS YEAR, OUR VOLUNTEERS GAVE OVER 19,000 HOURS TO SUPPORT OUR WORK. HERE ARE SOME OF THEIR STORIES.



HANNAH'S STORY

HANNAH WAS STUDYING TOWARDS A COUNSELLING QUALIFICATION WHEN SHE STARTED VOLUNTEERING WITH US. DURING THE PANDEMIC, SHE GAVE UP HER TIME FOR FREE AS A TELEPHONE COUNSELLOR. AMANDA WAS ONE OF HER CLIENTS.



"I applied for a volunteering placement because I like your ethos. The fact your holistic care encompasses the whole family is so forward-looking. I felt welcomed as a volunteer and the training was great. I came away with lots of different resources and techniques to use. For me, counselling is about people coming up with their own solutions. When people work out how to help themselves and navigate life's challenges on their own - that's when you know there's a turning point."

I worked with Amanda during the first lockdown. Building rapport over the telephone is challenging but not impossible: Amanda and I managed to do that quite quickly. As the sessions progressed, I could hear in her voice that she was feeling happier – her zest was coming back!

Amanda worked hard during our sessions. She was open and reflective. I always say to people that they do the hard work, I'm just there to support them on their journey."

AMANDA CALLED LONGFIELD AFTER HER SISTER DIED IN MARCH 2020. SHE HAD EIGHT SESSIONS WITH OUR VOLUNTEER COUNSELLOR, HANNAH.

"The weeks leading up to my sister's death were incredibly traumatic. After she died, I tried to carry on as usual. But I couldn't concentrate at work and kept breaking down.

A friend recommended Longfield's counselling service, and I started weekly phone sessions. Hannah, my counsellor, was amazing. She would unpick my feelings and help me understand certain patterns of behaviour.

A month in, I started to feel lighter and more hopeful as the fog began to clear. The difference in me since the counselling is amazing. I was flat before. Now I've got my zest for life back, which is what my sister would have wanted."

AMANDA'S STORY



JOHN'S STORY

WE CARED FOR JOHN'S WIFE, FRAN, WHEN SHE WAS DIAGNOSED WITH CANCER. AFTER FRAN DIED, JOHN CAME BACK TO US FOR COUNSELLING. SINCE THEN, HE'S VOLUNTEERED AS A DRIVER. THANKS JOHN!

"The way I look at it, Longfield was good to me and good to Fran. I thought it was important to give something back. Before Covid, I was driving people from their homes to the hospice. They could spend the day, have therapy, a massage, lunch – whatever they fancied. This year, I've done a few long trips to pick up essential items like masks and gloves for our care work.

I want people to know they're not on their own. When I'm driving people, I explain about Fran and how I used to take her to day therapy. They're going through the same experience, and they realise I know what it's about. You can talk on a level – I think that helps folk to feel comfortable."



MARY'S STORY



MARY VOLUNTEERS IN OUR OFFICE A DAY A WEEK. SHE HAD COUNSELLING WITH US AFTER HER HUSBAND DIED.

I started volunteering in the gardens, but my ancient knees complained! So, I went to help out in the finance team, and it's been absolutely wonderful. I count a lot of cash that comes in, bag it up and get it ready to go to the bank. I do lots of invoice filing and sorting, anything they ask me really. I had never dealt with money or office work in my life before. It's different, it keeps my brain ticking over and it's interesting work. Volunteering does me far more good than it does Longfield, I can assure you!

OUR FUTURE PLANS

DESPITE THE CHALLENGING YEAR, WE HAVE INVESTED TIME TO PLAN FOR OUR FUTURE AND BE CLEAR ABOUT OUR STRATEGIC DIRECTION FOR THE NEXT THREE YEARS.

We listened to the views of over 500 stakeholders, either through individual and group interviews or via surveys. This feedback from health and social care professionals, other organisations, staff, volunteers and supporters has helped shape our ambitions for the coming years.

More than a year into a worldwide pandemic and with so much still uncertain, we know our plans are aspirational. Yet the need for our care services is greater than ever. We are committed to reaching more patients, carers and families across Gloucestershire who need us. We're focussing on generating more income and strengthening our team, ready to take the hospice to the next stage of our development.

HERE'S WHERE WE ARE HEADING OVER THE NEXT THREE YEARS:

Vision:	Everyone with a life-limiting condition has access to excellent palliative and end-of-life care, and support for their loved ones from diagnosis into bereavement				
Mission:	To enable people in Gloucestershire diagnosed with life-limiting conditions to live well and die comfortably, and their families and carers to feel supported throughout and in bereavement				
Organisational Goal:	Improve the wellbeing of more patients with life-limiting conditions and of their families and carers				
Guiding Principles:	Strategic aims:				
Increasing awareness and engagement	Offer wellbeing services to meet more diverse needs in more places	Increase the impact of our end-of-life care	Provide greater support to families and carers	Grow our net income sustainably	Develop our people and culture, systems and infrastructure
Consolidating and building on our existing services					
Providing care and support in partnership with others					
Values	Compassionate	Holistic	Responsive	Collaborative	Transformative

OUR FUTURE PLANS

WE ARE COMMITTED TO:

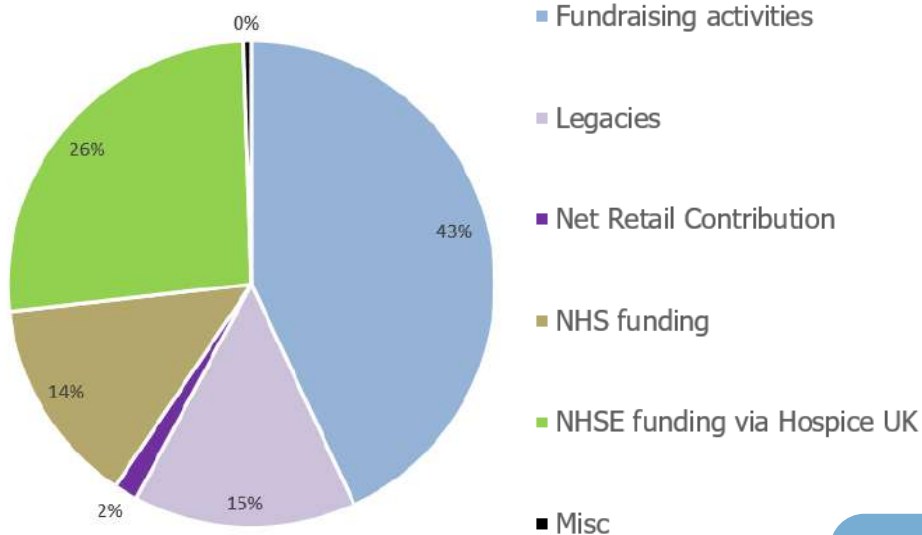
- Developing our therapeutic and rehabilitative care, transforming the hospice into a wellbeing centre to enable more people to feel good and function well.
- Increasing our emphasis on families and carers, including counselling services, by recruiting a new Family and Carer Support Manager.
- Reviewing our Hospice at Home service to reach more patients at the end of life who want to die in their own homes.
- Developing a people strategy to invest in both our staff and volunteers.
- Growing our net income by investing in fundraising and strengthening our retail arm for the years to come.



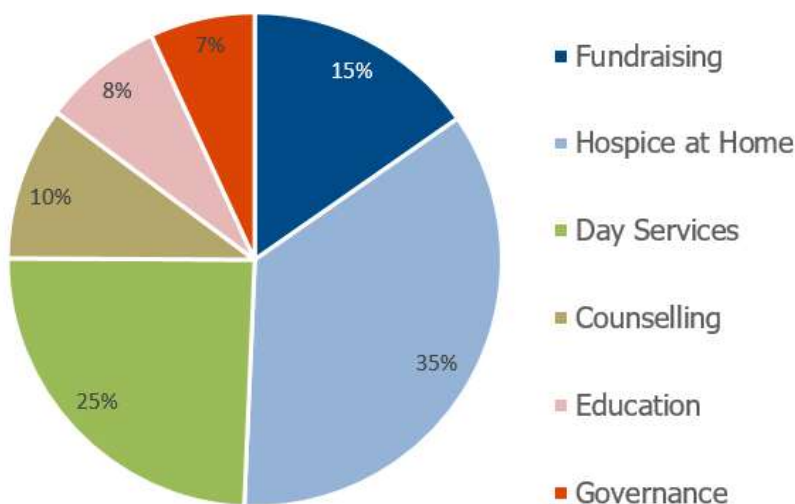
FINANCIAL REVIEW

Financial headlines	2020-21	2019-20	% difference
COVID-19 Government support	811,416	-	100%
NHS grant and CHC income	343,964	454,514	-24%
Trusts and Foundations	426,781	191,061	123%
Other Fundraising	647,508	565,077	15%
Legacies	368,927	59,115	524%
Misc & Education	10,983	26,134	-58%
Total incoming charity resources	2,609,579	1,295,901	101%
Hospice at Home	680,222	723,997	-6%
Day Care Services & Outpatients	444,230	524,295	-15%
Counselling & Education	330,059	342,415	-4%
Cost of Fundraising	263,251	347,599	-24%
Cost of furloughed employees	156,030	-	100%
Total charitable expenditure	1,873,792	1,938,306	-3%
Retail income including furlough & grants	1,549,191	2,577,542	-40%
Cost of Retail operation	1,509,862	1,774,487	-15%
Net Retail operation	39,329	803,055	-95%

Sources of income



Cost of charitable activities



This year, for every pound donated or granted to Longfield, we spent 35p on Hospice at Home, 25p on delivering our day services remotely, 10p on our counselling services and 8p on training and education to enhance the quality of end-of-life care across the county. 22p was spent on governance and the cost of raising those donations. Because of the pandemic lockdowns, retail-related income was only marginally above the costs of retail.

UNCERTAINTY

As for most charities, 2020-21 was a rollercoaster ride of uncertainty over the length and impact of lockdowns and restrictions. For example, our Hospice at Home staff required personal protective equipment (PPE), which was expensive at the time, given the scarcity and high demand. Later we were included in the NHS deliveries of equipment, which came without a price tag: for several months we expected to be recharged an unknown amount before it was finally confirmed that this was being provided for free. While we continued to support patients and carers by telephone and online, this involved considerably lower costs than offering therapies and treatments in person.

Having finalised a budget before the pandemic in March 2020, we re-budgeted in May 2020, and then again in August 2020. Each time, we budgeted to re-open our face-to-face services before the end of the year but, ultimately, continuing Government restrictions meant this could not happen until May 2021. While the lockdowns damaged our budgeted retail income, the Coronavirus Job Retention Scheme (furlough) and Government support for high street businesses helped compensate us for the closed shops.

In the immediate aftermath of the first government lockdown, we launched an Urgent Appeal to keep our services running. Shortly afterwards, we received news of emergency funding from NHS England (NHSE). We are very grateful to Hospice UK for negotiating this on behalf of the hospice sector. These negotiations were very complex, and lengthy, so after the initial funding for April to June 2020, we had very little certainty as to whether we would receive any more funding at all. Further funding was only confirmed at the beginning of February 2021 for the period November 2020 to March 2021.



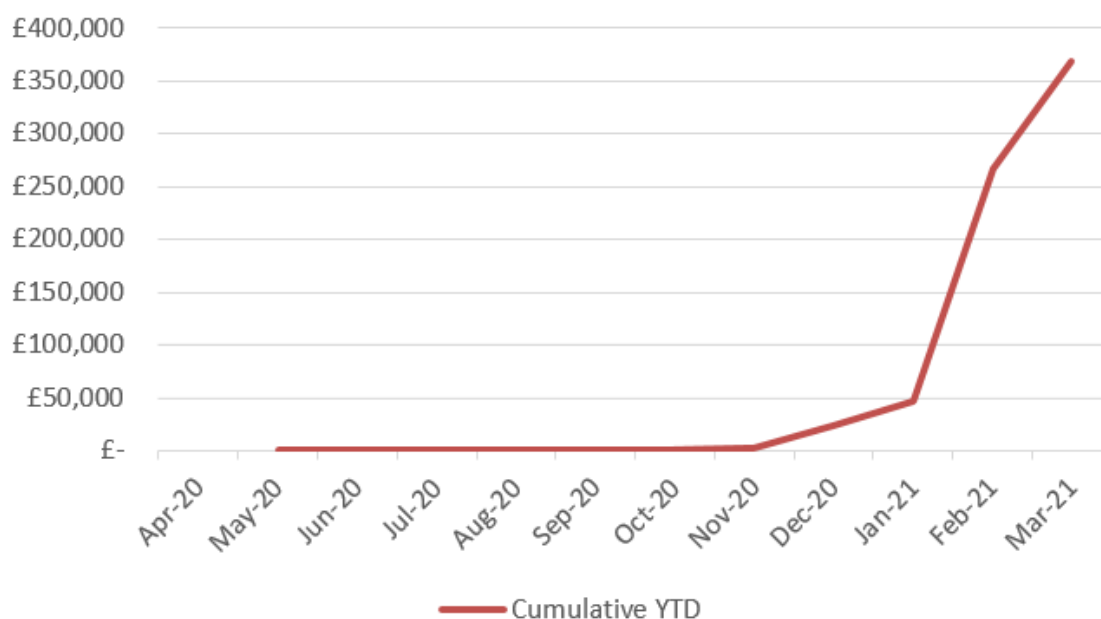
FURLOUGH

When the furlough scheme was swiftly announced, we were relieved to avoid having to make immediate redundancies, but we took the difficult decision after April 2020 to pay furloughed employees only 80% of their wages, the mandated minimum amount.

LEGACIES

Alongside all the uncertainties over fundraising and care delivery, we also had a long period without legacies income. From April to October 2020, we received no legacies at all. Then between October and mid-February, we received the same small amount of legacy income as we did in the whole of 2019-20. During the last six weeks of the year we received £300,000 in legacies which resulted in the year-end position being better than we had anticipated in any of our forecasts throughout the year.

Legacy income receipts during 2020-21



RETAIL

Overall, despite being closed for six months of the year, our shops operation was able to contribute £39k towards our costs rather than making a massive loss. Many of our shop landlords very kindly allowed us rent reductions throughout the year, which across the 20 shops totalled over £200k. Without this and local government support, our shops would have produced a deficit of around £170k. Many of these landlords are private individuals who live locally and considered it a charitable donation towards our work. We thank each and every one of them for their generosity.

	Retail actual	Without rent relief
Total staff cost	990,874	990,874
Furlough reclaim	(382,381)	(382,381)
Property costs	265,594	475,076
Other costs	253,393	253,393
Total resources expended	1,127,480	1,336,962
Local authority grants	261,627	261,627
Trading income	905,183	905,183
Total income	1,166,810	1,166,810
Contribution	39,330	(170,152)

CASHFLOW

During the year, our cash balances improved by over £1m, from the equivalent of under two months' running costs in the bank to nearly five months' worth. This year-end position gives us greater financial security for the future and enables us to invest in our new organisational strategy for 2021-24.

INVESTMENT POLICY

The organisation's aim has been to achieve both capital growth and income growth through a balanced, low to medium risk investment policy. Most financial assets are held in cash deposit accounts, which are interest bearing.

RESERVES POLICY

For the last five years, we have operated a risk-based reserves policy. During the year this policy has been reviewed, and the risk assumptions tested. The introduction of a designated legacy equalisation reserve now covers the risk value of our most unpredictable income stream, while the risks to other sources of income have been re-assessed given the possibility of further pandemic lockdowns or other unforeseen events.

The revised risk factors suggest the need for target reserves of £1.233m, in addition to the legacy equalisation reserve. This is an increase of approximately one month to the previous target of three months of running costs.

Unrestricted funds at the end of the year were £1.5m, of which £195k were fixed assets. Free reserves amounted to £1.36m, slightly in excess of the target reserves figure. Over the next three years, we will be investing in our strategic aims of offering more wellbeing services to meet more diverse needs in more places, increasing the impact of our end-of-life care, and providing greater support to families and carers. While we have managed to set a balanced budget for the year 2021-22, our reserves levels allow us to develop our services despite the threat of further disruption caused by the ongoing global pandemic.



PRINCIPAL RISKS

THE TRUSTEES HAVE IDENTIFIED THE TOP PRINCIPAL RISKS AS:

- Covid preventing us from generating income in the normal ways or leading to an economic recession in which income generation is difficult to maintain at a sustainable level.
- Maintaining regulatory standards and performance according to the Care Quality Commission.
- Uncertainty over future levels of legacy giving.
- Insufficient volunteers available to undertake support work, particularly in shops.

TO MITIGATE THESE RISKS THE TRUSTEES HAVE A RISK MANAGEMENT STRATEGY COMPRISING OF:

- A twice-yearly review of the principal risks that the charity faces and more detailed scrutiny by the trustees' Care Services Committee and Resources Committee. From March 2020 to January 2021 a Finance sub-group of the Resources Committee met monthly to review cashflow and operational budgets on a more detailed and regular basis than usual due to the pandemic.
- A quarterly review of the operational plan to ensure Longfield is on track against objectives across all areas.
- The establishment of policies, systems, and procedures to mitigate those risks identified in the annual report.
- The implementation of controls designed to minimise or manage any potential impact on the charity should those risks materialise.
- Implementation of the Legacy Equalisation Reserve to assist with the unpredictable nature of legacy gifts.
- A review of the people strategy for volunteer recruitment and retention.

GOING CONCERN

In light of the Covid crisis and the measures to contain it, the trustees have paid particular attention to the concept of going concern in these financial statements. They conclude that it is appropriate to prepare the accounts on a going concern basis for the following reasons:

- The target free reserves assessed as adequate to maintain the organisation are available in the form of either cash or net current assets. Further cash is available in the designated legacy equalisation reserve.
- The budget and cashflow until 30 September 2022 show that, with a pessimistic assumption, the costs from April to September 2022 outweigh income by £308k (on the assumption that costs are spread relatively evenly over the year but much of the income generation takes place around Christmas); and, assuming no legacy receipts, the cash balances still would not dip below £1.2m until September 2022.
- If lockdown restrictions cannot be eased as expected, we anticipate government support for shops and small businesses will continue at least in some form.

GOVERNANCE STRUCTURE AND MANAGEMENT

GOVERNING DOCUMENT

The organisation is a charitable company limited by guarantee, incorporated on 25 January 1988 and registered as a charity on 29 January 1988. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up the members are required to contribute an amount not exceeding £1 each.

RECRUITMENT AND APPOINTMENT OF BOARD OF DIRECTORS

Members of the Board, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are shown on page 30.

New members of the Board can be appointed at any time either to fill a casual vacancy or to add to the Board. There must be a minimum of six members on the Board.

BOARD INDUCTION AND TRAINING

All newly appointed trustees undergo an induction programme appropriate to their area of expertise and role within the board. In normal circumstances, this includes an introductory visit to the hospice during working hours and briefings on responsibilities as trustees, the hospice movement and Longfield's history. The induction pack provided to all trustees provides information on strategy, organisational structure and the current financial position and budget.

ORGANISATIONAL STRUCTURE

The charity is governed by a Board of Directors which meets at least four times a year. The Board reviewed its governance structures and processes in January 2020 and developed a new governance framework for the charity. There are two committees with delegated responsibilities as follows:

Resources Committee: this consists of at least three directors as well as co-opted members as required. It meets a minimum of four times a year, with the CEO and relevant senior managers in attendance. The delegated responsibilities of the Resources Committee relate to the financial and corporate affairs of the charity; the Committee undertakes oversight of corporate policy, detailed budgetary, human resources and corporate risk management tasks as well as governance of income generation.

Care Services Committee: this consists of at least three directors as well as co-opted members as required. It meets four times a year, with the CEO and relevant senior managers in attendance. The delegated responsibilities of the Care Services Committee relate to the clinical governance of care services; the Committee undertakes detailed policy and procedural work and provides advice to the Board on the appropriateness of clinical service provision.

PAY POLICY FOR SENIOR STAFF

The pay of the senior staff is reviewed annually by the trustees and is normally increased in line with all other hospice staff for whom a small cost of living increase is awarded.

GOVERNANCE STRUCTURE AND MANAGEMENT

FUNDRAISING

Longfield is registered with the Fundraising Regulator, paying the annual fundraising levy and following the codes of Fundraising Practice. Longfield is also signed up to the Fundraising Preference Service to enable individuals to opt out from receiving communications from us, although there have been zero requests during the year. Any suppliers we work with are checked and must also comply with the fundraising codes, ensuring we protect our supporters and the reputation of the hospice. During the year no professional fundraisers have been utilised and businesses that wish to donate a proportion of sales are asked to complete a Commercial Participators Agreement and due diligence is undertaken.

A complaints policy is in place and our website outlines how people can complain, along with timescales and a stepped approach for escalation to the senior management team or CEO where appropriate. Three complaints were registered during the year for fundraising and dealt with internally to a satisfactory conclusion, and none for retail. All feedback is welcome so we can continually improve as an organisation and complaints are reviewed by the senior management team and Board of Trustees. During the year we successfully gained a licence under the Gambling Commission to conduct raffles, which led to further training and compliance, especially around safeguarding against vulnerable persons. Fundraising policies are in place around treating customers fairly, accepting donations and dealing with people in vulnerable situations. External learning is encouraged and provided through the Institute of Fundraising, Hospice Income Generation Network and Hospice Lottery Association.

RESPONSIBILITIES OF THE BOARD OF DIRECTORS

Company law requires the directors to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the Charity and of the surplus or deficit of the Charity for that period. In preparing these financial statements, the directors are required to:

- Select suitable accounting policies and then apply them consistently.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue to operate.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the Charity and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

As far as the Trustees are aware, there is no relevant audit information of which the charity's auditors are unaware. The Trustees have taken all necessary steps to make themselves aware of any relevant audit information and to establish that the charity's auditors are aware of that information.

AUDITORS

The auditors, Messrs Bishop Fleming LLP, are willing to continue in office. A resolution concerning the appointment of auditors for the ensuing year will be proposed at the Annual General Meeting. This report, incorporating the strategic report, was approved by the Trustees, in their capacity as company directors, on 29 July 2021 and signed on their behalf by:



Alan Simmons
Chair of Trustees



Martin Moule
Treasurer

REFERENCE AND ADMINISTRATIVE INFORMATION

CHARITY NAME

Longfield Hospice Care

REGISTERED CHARITY NUMBER

298627

COMPANY NUMBER

2213662

HOSPICE ADDRESS AND REGISTERED OFFICE

Longfield Hospice Care
Burleigh Lane
Burleigh
Minchinhampton
Gloucestershire, GL5 2PQ

DIRECTORS/ TRUSTEES

Alan Simmons, Chair
Dr Trevor Bentley (resigned 10/5/2021)
Dr Sarah Robinson
Neil Hampson (resigned 01/03/2021)
Brian Ratcliffe (resigned 26/10/2020)
Dr Chris Boden
Andrew Humphries
Hugh Gladman
Mel Dew
Martin Moule
Dr Sally Pearson (from 09/09/2020)
Martin Saunders (co-opted 05/11/2020)
Prof Jane Melton (co-opted 06/05/2021 post year-end)

SENIOR MANAGEMENT TEAM

Simon Bernstein, Chief Executive
Sian Cole, Director of Care (left 24/4/2021)
Susan Parris, Director of Care (from 8/3/2021)
Ian Cherry, Director of Operations
Fiona David, Head of Human Resources and Volunteer Services (left 17/7/2020)
Rachel Jones, Head of Fundraising and Marketing (from 7/4/2021)
Myn Cotterill, Head of Finance (from 1/9/2020)

AUDITORS

Bishop Fleming LLP
Statutory Auditors and Chartered Accountants
10 Temple Back
Bristol, BS1 6FL

SOLICITORS

Harrison Clark Rickerbys
Ellenborough House
Wellington Street
Cheltenham, GL50 1YD

Davey Law
10/12 Dollar Street
Cirencester
Gloucestershire, GL7 2AL

BANKERS

Lloyds PLC
Sedgemoor House
Deans Gate Avenue
Taunton, TA1 2UF

OPINION

We have audited the financial statements of Longfield Hospice Care (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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 Auditors' 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 United Kingdom, including the Financial Reporting Council'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 trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Annual Report.

We have nothing to report in respect of the following matters in relation to which we to report to you if, in our opinion:

- the Charity 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 Charity 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 THE BOARD OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees 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 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 charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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.

IDENTIFYING AND ASSESSING POTENTIAL RISKS RELATED TO IRREGULARITIES

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- We have considered the nature of the sector, control environment and financial performance;
- We have considered the results of enquiries with management and trustees in relation to their own identification and assessment of the risk of irregularities within the entity; and
- We have reviewed the documentation of key processes and controls and performed walkthroughs of transactions to confirm that the systems are operating in line with documentation.

As a result of these procedures, we have considered the opportunities and incentives that may exist within the organisation for fraud and identified the highest area of risk to be in relation to revenue recognition, with a particular risk in relation to year-end cut off. In common with all audits under ISAs (UK) we are also required to perform specific procedures to respond to the risk of management override.

We have also obtained 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. The key laws and regulations we considered in this context included the Charities Act 2011, Charity SORP 2019, FRS 102 and the terms and conditions attaching to material grants received by the Charity. In addition, we considered the provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the Charity's ability to operate or avoid a material penalty. These included data protection regulations, health and safety regulations and employment legislation.

Our procedures to respond to risks identified included the following:

- Reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- Performing analytical procedures to identify unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviewing board meeting minutes;
- Enquiring of management in relation to actual and potential claims or litigations;
- Performing detailed transactional testing in relation to the recognition of revenue, specifically grants, with a particular focus around year-end cut off; and
- In addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments; assessing whether the judgments made in accounting estimates are indicative of potential bias; and evaluating the business rationale of significant transactions that are unusual or outside the normal course of business.

We also communicated identified laws and regulations and potential fraud risks to all members of the engagement team and remained alert to possible indicators of fraud or non-compliance with laws and regulations throughout the audit.

As a result of the inherent limitations of an audit, there is a risk that not all irregularities, including a material misstatement in financial statements or non-compliance with regulation, will be detected by us. The risk increases the further removed compliance with a law and regulation is from the events and transactions reflected in the financial statements, given we will be less likely to be aware of it, or should the irregularity occur as a result of fraud rather than a one-off error, as this may involve intentional concealment, forgery, collusion, omission or misrepresentation.

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

USE OF OUR REPORT

This report is made solely to the members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the members, as a body, for our audit work, for this report, or for the opinions we have formed.

Joseph Scaife FCA DChA (Senior Statutory Auditor)

for and on behalf of

Bishop Fleming LLP

Chartered Accountants

Statutory Auditors

10 Temple Back

33 Bristol, BS1 6FL



Date

4/8/21

FINANCIAL STATEMENTS


Statement of Financial Activities (incorporating income & expenditure account) for the year ended 31st March 2021

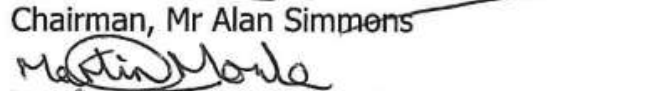
	Notes	Unrestricted General Funds	Unrestricted Designated Funds	Restricted Funds	TOTAL 2021 £	TOTAL 2020 £
Donations and legacies						
Voluntary income:						
Donations and gifts	3	390,171	50,000	327,373	767,544	404,908
Legacies		-	368,927	-	368,927	59,115
Income from other trading activities						
Events		222,890	-	1,000	223,890	259,633
Retail Income		905,183	-	-	905,183	2,202,462
Lottery		82,855	-	-	82,855	91,597
Investment income	4	1,824	-	-	1,824	4,364
Income from charitable activities:						
Course organisation		9,159	-	-	9,159	6,042
National Health Service Funding		130,200	-	213,764	343,964	454,514
COVID 19 income						
NHS England Emergency funding				655,386	655,386	
COVID Job Retention Scheme grants				538,411	538,411	15,080
Local authority retail grants		261,627			261,627	360,000
Other income					-	15,728
Total Income		1,742,282	680,554	1,735,933	4,158,770	3,873,443
Expenditure						
Cost of generating funds:						
Fundraising	5	257,081	4,431	1,739	263,251	347,599
Shop Running Costs		503,608	623,759	114	1,127,481	1,774,487
Charitable activities:	5					
Hospice at Home Service		-	5,030	675,192	680,222	723,997
Day care Services and Outpatients		14,849	32,217	397,165	444,230	524,295
Counselling		-	4,685	181,343	186,028	131,137
Education		127,332	13,884	2,816	144,031	211,278
Staff costs covered by Job Retention grants				538,411	538,411	
Total Expenditure		902,870	684,005	1,796,779	3,383,654	3,712,793
Net gain/(loss) on investments	10	-	-	-	-	(2,124)
Net (outgoing) incoming resources before revaluation		839,413	(3,451)	(60,846)	775,116	158,526
Transfer between funds		(48,862)	0	48,862	-	-
Statement of recognised gains and losses						
Realised gain (loss) on sales of investments	10	1,666	-	-	1,666	-
Net movement in funds/total recognised gains and losses		792,217	(3,450)	(11,984)	776,782	158,526
Reconciliation of Funds						
Total funds b/fwd as 1 April 2020		760,693	2,930,164	36,986	3,727,844	3,569,318
Total funds c/fwd at 31 March 2021		1,552,910	2,926,714	25,002	4,504,626	3,727,844

Longfield Hospice Care Balance Sheet as at 31st March 2021

		TOTAL 2021 £	TOTAL 2020 £
FIXED ASSETS			
Tangible Assets	9	2,702,346	2,767,397
Investments	10	-	61,950
		<u>2,702,346</u>	<u>2,829,347</u>
CURRENT ASSETS			
Debtors	11	639,355	729,682
Deposit accounts		1,363,059	264,937
Cash at bank and in hand		<u>113,550</u>	149,864
		2,115,964	<u>1,144,483</u>
LESS CREDITORS- amounts falling due within one year			
	12	<u>313,684</u>	<u>245,986</u>
NET CURRENT ASSETS		1,802,280	<u>898,497</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>4,504,626</u>	<u>3,727,844</u>
FUNDS OF THE CHARITY			
Unrestricted income funds:			
General Reserve		1,552,910	760,693
Designated Funds:			
Property Fund		2,460,784	2,523,161
Wolfson Grant designated for building improvements		50,000	
Retail Grants fund		0	360,000
Legacy Equalisation Reserve		368,927	0
Revaluation Reserve	17	47,003	47,003
Restricted income funds:			
Other	18	25,002	36,986
		4,504,626	<u>3,727,844</u>

Approved by the Board and authorised for issue on: 29th July 2021


Chairman, Mr Alan Simmons


Treasurer, Mr Martin Moule

Registered Charity number: 298627

Registered Company Limited by Guarantee Number: 2213662

The notes set out on pages 36 to 46 of this document form part of these financial statements.

Longfield Hospice Care Statement of Cashflows for the year ending 31st March 2021

	31/03/21	31/03/20
	£	£
Net cash provided by /(used in) operating activities	1,076,079	(95,385)
Cash flows from investing activities		
Dividends, interest and rents from investments	1,824	4,364
Purchase of tangible fixed assets	(79,710)	(116,835)
Proceeds from sale of tangible fixed assets	-	2,209
Proceeds from sales of investments	63,616	-
	(14,270)	(110,262)
Increase/ (decrease) in cash in the year	1,061,809	(205,647)

Notes to the cashflow statement

(a) Reconciliation of changes in resources to new inflow from operating activities	31/03/21	31/03/20
	£	£
Net incoming resources before revaluations	775,116	158,526
Net loss/ (gain) on investment	-	2,124
Depreciation	(1,824)	(4,364)
(Increase)/decrease in debtors	144,759	130,283
Increase/(decrease) in creditors	90,327	(469,175)
	67,700	87,221
Net cash inflow from operating activities	1,076,079	(95,385)

NOTES TO THE ACCOUNTS

I. COMPANY INFORMATION

Longfield Hospice Care is a company limited by guarantee and a charity registered at the Charity Commission in England and Wales. The principal address is Burleigh Lane, Burleigh, Minchinhampton, Gloucestershire, GL5 2PQ.

2. ACCOUNTING POLICIES

a) Basis of preparation

The financial statements have been prepared under the historical cost convention as modified by the revaluation of Investments and freehold property. They have also been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective from 1st January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The charity has taken advantage of Paragraph 3 of Section 396 of the Companies Act 2006 and adapted the Companies Act formats to reflect the special nature of the charity's activities.

The Trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern.

The charity constitutes a public benefit entity as defined by FRS 102.

The charity's functional and presentational currency is the pound sterling.

b) Going Concern

The Trustees assess whether the use of going concern is appropriate, i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

The Trustees continue to monitor the impact that Covid is having on operations. Under all the scenarios reviewed, the charity has sufficient reserves to enable it to continue as a going concern for the foreseeable future. For this reason it continues to adopt the going concern basis in preparing the financial statements.

c) Fixed assets and depreciation

Fixed assets are included at cost, or, where donated, at valuation with a corresponding credit to income. Fixed assets have been depreciated on the following bases:-

Buildings - 2% straight line on cost

Furniture and equipment - 25%/33% on cost

IT Equipment - 50% straight line on cost

Shop fittings etc. - 5 years straight line

Shop Van - 3 years straight line on cost

d) Investments

Investments are shown in the balance sheet at market value.

e) Leasing commitments

Rentals paid under operating leases are charged to the income and expenditure account as incurred.

f) Volunteers

The value of services provided by volunteers is not incorporated into these financial statements. Further details of the contribution made by volunteers can be found in the report of the Board of Directors/Trustees.

g) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income, receipt is probable, and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations & gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Clothing and other items donated for resale through the charity's shops are included as incoming resources within activities for generating funds when they are sold.
- Legacies are accounted for at the time of receipt of the gift or once there is sufficient probability of a receipt which can be accurately quantified, if sooner.
- Investment income is included when receivable.
- Incoming resources from charitable trading activity are accounted for when earned.

h) Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered:

- Costs of generating funds comprise the costs associated with attracting voluntary income & the costs of trading for fundraising purposes including the charity's shops.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities & services for its beneficiaries. It includes both costs that can be allocated directly to such activities & those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity & include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on the basis of management estimates of the amount attributable to that activity in the year either by reference to staff numbers, space occupied, or estimated usage, as appropriate.

i) Stock

Donated items of stock for resale or distribution are not included in the financial statements until they are sold or distributed because the Trustees consider it impractical to be able to assess the amount of donated stocks as there are no systems in place which record these items until they are sold and undertaking a stock take would incur undue cost for the charity which far outweigh the benefits.

j) Fund Accounting

Unrestricted funds are funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and have not been designated for any other purposes. Designated funds are unrestricted funds that have been set aside by the trustees. These are represented by a property fund to represent the valuation of the freehold property, a revaluation reserve, a legacy equalisation reserve and a building improvement reserve arising from a grant applied for before Covid, which was offered as unrestricted funds due to the pandemic, but designated for its original purpose. Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income and gains are allocated to the appropriate fund as the underlying investment dictates.

k) Pension scheme

The company operates a defined benefit scheme and two defined contribution group personal pension schemes. The defined benefit scheme is part of a multi-employer scheme. The charity is unable to identify its share of the underlying assets and liabilities of the scheme as it is part of the state-run NHS pension scheme. Likewise, any future contributions which may be required to make up any funding deficit are also unable to be quantified.

The assets of the group personal schemes are held separately from those of the charity in an independently administered fund.

The pension costs charge represents contributions payable by the charity to the funds for the year.

l) Financial instruments

Financial instruments are recognised in the charity's balance sheet when it becomes a party to the contractual provisions of the financial instrument.

Trade debtors: Trade debtors are non-interest bearing and are stated at original invoiced amount less an appropriate allowance for irrecoverable amounts. Such allowances are based on known customer exposures.

Cash: Cash comprises cash at bank and in hand.

Trade creditors: Trade creditors are non-interest bearing & are stated at the original invoiced amount.

Accruals: Annual leave not taken before year end is accrued for at the post year-end salary rate applicable, to reflect the net present value of the obligation.

3. DONATIONS AND GIFTS

Donations and Gifts	Total 2021 £	Total 2020 £
Donations	340,762	213,847
Charitable Trusts	426,781	191,061
	767,544	404,908

4. INVESTMENT INCOME

Investment Income	Total 2021 £	Total 2020 £
Interest Income	1,824	2,448
Income from UK listed Investments	0	1,916
	1,824	4,364

5. TOTAL RESOURCES EXPENDED

	2021							2020	
	Fundraising £	Shops £	Hospice at Home £	Day Care and Outpatients £	Counselling £	Education £	Furloughed Staff £	Total	Total
Costs Directly allocated to activities									
Staff costs	157,405	608,493	491,662	185,384	94,712	50,472	538,411	2,126,539	2,190,682
Staff & Volunteer expenses, Training	1,466	10,925	41,385	686	0	2,110		56,572	77,791
Property and Equipment	426	272,175	1,588	0	0	682		274,871	447,943
Marketing	23,981	0	0	25	0	95		24,101	25,991
Fundraising events	7,206	0	0	0	0	0		7,206	16,013
Legal and Professional Fees	614	990	0	0	0	0		1,604	7,232
Other Costs	17,200	109,308	9,497	678	1,080	3,154		140,917	199,552
Depreciation		72,302						72,302	55,568
Total of direct costs	208,296	1,074,194	544,133	186,773	95,792	56,513	538,411	2,704,112	3,020,772
Support Costs allocated to activities									
Facilities Costs	11,451	1,613	10,088	124,061	37,933	28,460		213,606	229,713
Kitchen Costs	-	-	940	1,880	940	940		4,699	33,395
HR Costs	3,233	27,713	13,764	5,820	831	1,293		52,656	88,343
Marketing officer Costs	9,658	-	5,795	11,590	5,795	5,795		38,633	34,408
Finance Department Costs	13,120	13,120	15,744	31,489	15,744	15,744		104,962	88,276
Chief Executive Costs	9,456	9,456	11,347	22,695	11,347	11,347		75,649	54,321
Depreciation Costs	8,035	1,384	5,586	34,927	4,825	16,374		71,131	74,002
Total of support costs allocated	54,954	53,287	63,264	232,460	77,416	79,954		561,336	602,456
Governance			72,824	24,997	12,820	7,564		118,205	89,565
Total Resources Allocated	263,251	1,127,481	680,222	444,230	186,028	144,031	538,411	3,383,654	3,712,793

6. EXPENDITURE

	2021	2020
	£	£

The following are included in expenditure:

Depreciation	144,759	130,283
Auditors Remuneration for audit services- charity	7,120	7,610
Operating lease rentals- plant and machinery	0	21,280
Operating lease rentals- shop buildings	1,924	19,944
Trustee indemnity insurance	1,245	1,245
	155,049	180,363

The charity operates a multi-employer defined benefit pension scheme and two group personal pension schemes. Contributions totalling £5,724 (2020: £6,514) were payable to the defined benefit pension scheme at the year-end and are included in creditors. The number of staff enrolled in the defined benefits pension scheme at year end were 12, and the number enrolled in the defined contribution schemes were 99.

No trustee received any remuneration from the charity (2020: nil). No trustee received expenses in the year (2020: nil). During the year one employee received remuneration in the range of £60,001 to £70,000 (2020: one employee).

Staff redundancy payments were made during the year totalling £13,277.25 (2020: £9,631).

The Hospice considers that the key management personnel comprise the trustees and the Senior Management Team - who are the CEO, Director of Operations, Director of Care, Head of Fundraising and Marketing, and Head of Finance. (During the year, the Head of HR and Voluntary Services left and was not directly replaced.) The total salaries of the key management personnel of the Hospice were £261,485 (2020: £196,254). In 2020, the role of Head of Fundraising and Marketing did not exist, and there was a period of vacancy in both the CEO and the Head of Finance roles.

7. STAFF COSTS

Staff Costs	2021	2020
	£	£
Salaries	2,181,395	2,234,138
Employers national insurance	134,069	144,882
Pension contributions- defined benefit scheme NHS	44,622	49,082
Pension contributions- group personal scheme Scottish Widows	75,457	87,233
	2,435,544	2,515,335

8. STAFF NUMBERS

	2021 FTE	2021 number	2020 FTE	2020 number
Hospice at Home Bank Nurses	0	6	1	7
Operational (excluding Hospice at Home Bank Nurses)	26	41	29	51
Fundraising	6	7	6	7
Retail	50	61	46	55
Administration	12	22	14	23
	94	137	95	144

9. FIXED ASSETS

	Land and Buildings	Furniture and Equipment	Shop Fittings and Equipment	Motor Vehicle	Total
	£	£	£	£	£
COST OR VALUATION					
At 1 April 2020	3,271,297	405,167	648,665	8,958	4,334,087
Additions	0	35,900	43,810	0	79,710
Disposals	0	0	0	0	0
At 31 March 2021	3,271,297	441,067	692,476	8,958	4,413,798
DEPRECIATION					
At 1 April 2020	701,1310	389,105	468,398	8,056	1,566,690
Charge for the year	62,378	10,567	71,319	495	144,759
Released on disposal					0
At 31 March 2021	763,510	399,672	539,717	8,551	1,711,450
NET BOOK VALUE					
At 31 March 2021	2,507,787	41,395	152,758	407	2,702,348
At 31 March 2020	2,570,165	16,062	180,267	902	2,767,397

The value of non-depreciable land carried in these financial statements is £195,884, comprising the historical cost of £148,881 and the revaluation reserve of £47,003.

10. INVESTMENTS

	2021	2020
General Fund		
Market Value at 1 April	61,950	64,074
Disposals	(63,616)	0
Realised Gains	1,666	0
Acquisitions	0	0
Unrealised investment gains (losses)	-	(2,124)
Market value	0	61,950
Historic Cost of Investments	64,703	64,703
Total Investments	0	61,950

As a result of the Covid crisis, the investment was sold in April, for a realised value of £63,615.91, a gain since the 31st of March of £1,666.

II. DEBTORS

	2021	2020
	£	£
VAT	26,909	36,930
Trade Debtors	23,039	24,082
Prepayments	103,713	150,857
Other Debtors	485,695	517,814
	639,355	729,682

12. CREDITORS - AMOUNTS FALLING DUE IN ONE YEAR

	2021	2020
	£	£
Trade creditors	144,532	159,978
Social Security Costs	64,334	54,078
Accruals	73,601	29,010
Deferred income	31,217	2,922
	313,684	245,986

13. FINANCIAL INSTRUMENTS

	2021	2020
	£	£
Financial assets that are measured at fair value through profit or loss:		
Listed securities	0	61,950
Deposit accounts	1,363,059	264,937
Financial assets that are measured at amortised cost:		
Cash at bank and in hand	113,550	149,864
Trade debtors	23,039	24,082
Other debtors	485,695	517,814
	1,985,343	1,018,646
Financial liabilities		
Financial liabilities that are measured at amortised cost:		
Trade creditors	144,532	159,978
Accruals	104,818	31,932
	249,350	191,910

14. COMMITMENTS

The charity has the following commitments under operating leases:

	Land and Buildings 2021	Other Assets 2021	Land and Buildings 2020	Other Assets 2020
	£	£	£	£
Annual Commitments under operating leases				
Operating leases expiring				
Within 1 Year	348,223	18,803	358,340	21,259
2 to 5 years	1,135,241	6,772	1,189,419	26,496
Over 5 years	579,087	0	856,851	0
	2,062,551	25,575	2,404,610	47,755

15. CONTINGENT LIABILITY

The National Lottery Board awarded £180,000 towards the construction of the existing building. As part of this grant a legal charge has been placed on the freehold property for a period of twenty years from final receipt, which was received in 2009. The charge will be exercised if the building is disposed of or has a significant change in use. The award represents 7.2 % of the net book value of the property.

16. FUNDS ANALYSIS

	Balance at 31 March 2020	Incoming Resources	Outgoing Resources	Gains / Transfers	Balance at 31 March 2021
General Funds					
General Fund	760,693	1,742,282	(871,521)	(78,544)	1,552,910
Property Fund	2,570,165		(62,378)		2,507,787
Wolfson Foundation		50,000			50,000
Legacy equalisation reserve	-	368,927	-		368,927
Retail premises COVID-19 grants	360,000	261,627	(621,627)		0
Total general funds	<u>3,690,858</u>	<u>2,422,836</u>	<u>(1,555,526)</u>	<u>(78,544)</u>	4,479,623
Restricted Funds					
Day Hospice and Hospice at Home	20,369	1,162,940	(1,251,868)	76,030	7,471
Restricted funds spent on Fixed Assets - tfr to unrestricted depreciation	16,616	27,683	(29,682)	2,514	17,132
CJRS reclaim		538,411	(538,411)		0
Other		6,900	(6,500)		400
Total restricted funds	<u>36,985</u>	<u>1,735,933</u>	<u>(1,826,461)</u>	<u>78,544</u>	25,002
Total funds	<u>3,727,844</u>	<u>4,158,770</u>	<u>(3,381,987)</u>	<u>-</u>	4,504,626

17. REVALUATION RESERVE

Total

Revaluation reserve b/fwd	47,003
Written off in year	0
Revaluation reserve c/fwd	<u><u>47,003</u></u>

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds	Designated Funds	Restricted Funds	Total £
Fixed Assets	194,559	2,507,787		2,702,346
Investments	0			0
Current Assets	1,672,035	418,927	25,002	2,115,964
Current Liabilities	(313,684)			(313,684)
	<u>1,552,910</u>	<u>2,926,714</u>	<u>25,002</u>	4,504,626

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS – PRIOR YEAR

	Unrestricted Funds	Designated Funds	Restricted Funds	Total
	£	£	£	£
Fixed Assets	197,232	2,570,165		2,767,397
Investments	61,950			61,950
Current Assets	747,497	360,000	36,986	1,144,483
Current Liabilities	(245,986)			(245,986)
	<u>760,692</u>	<u>2,930,165</u>	<u>36,986</u>	<u>3,727,844</u>

20. RELATED PARTIES

In addition to their time, trustees gave donations totalling £5,081 (2020: £1,434) to Longfield Hospice Care. During the first lockdown members of the Senior Management Team voluntarily sacrificed salary to the value of £7,527, which has been grossed up as gifts in kind.

21. PRIOR YEAR STATEMENT OF FINANCIAL ACTIVITIES

	Notes	Unrestricted General Funds £	Unrestricted Designated Funds £	Restricted Funds £	TOTAL 2020 £	TOTAL 2019 £
Income						
Donations and legacies						
Voluntary income:						
Donations and gifts	3	283,270	-	121,638	404,908	256,480
Legacies		59,115	-	-	59,115	103,812
Income from other trading activities				463		
Events		259,170	-	-	259,633	264,298
Retail Income		2,202,462	-	-	2,202,462	2,113,928
Rental Income		-	-	-	-	8,243
Lottery		91,597	-	-	91,597	87,884
Investment income	4	4,364	-	-	4,364	3,869
Income from charitable activities:						
Course organisation		5,042	-	1,000	6,042	24,712
National Health Service Funding		188,279	-	266,235	454,514	509,582
COVID 19 income		15,080	360,000	-	375,080	-
Other Income		15,728	-	-	15,728	-
Total Income		3,124,107	360,000	389,336	3,873,443	3,372,807
Expenditure						
Cost of generating funds:	5					
Fundraising		343,189	4,411	-	347,599	365,344
Shop Running Costs		1,772,248	2,239	-	1,774,487	1,631,431
Charitable activities:	5					
Hospice at Home Service		355,090	4,604	364,303	723,997	802,684
Day care Services and Outpatients		475,149	37,951	11,196	524,295	560,020
Counselling		123,744	4,144	3,250	131,137	169,336
Education		186,181	24,097	1,000	211,278	236,100
Total Expenditure		3,255,600	77,444	379,749	3,712,793	3,764,916
Net gain/(loss) on investments	11	(2,124)	-	-	(2,124)	(160)
Net (outgoing incoming resources before revaluation)		(133,617)	282,556	9,587	158,526	(392,269)
Transfer between funds		-	-	-	-	-
Statement of recognised gains and losses						
Realised gain (loss) on sales of investments		-	-	-	-	-
Net movement in funds/total recognised gains and losses		(133,617)	282,556	9,587	158,526	(392,269)
Reconciliation of Funds						
Total funds b/fwd as 1 April 2019		894,310	2,647,609	27,399	3,569,318	3,961,586
Total funds c/fwd at 31 March 2020		760,693	2,930,164	36,986	3,727,844	3,569,317

GET INVOLVED

VOLUNTEER



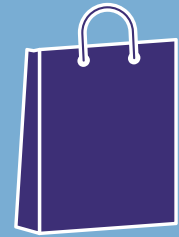
We place huge value on people who choose to volunteer their time. Whether you can give a corporate day or regular time, please get in touch
longfield.org.uk/volunteering

WORK WITH US



We offer flexible working, a stunning environment and a talented, friendly team to work with. See our current vacancies
longfield.org.uk/our-jobs

VISIT OUR SHOPS



We have 20 shops across Gloucestershire and an eBay store, where you find great bargains and donate your pre-loved items
longfield.org.uk/shops

DONATE AND FUNDRAISE



We are a charity dependent on public support. Over 85% of our income comes from community fundraising, donations, retail sales and gifts in Wills, enabling us to continue our work across Gloucestershire. To speak with a member of the fundraising team about a donation or fundraising idea, give us a call on 01453 886868 or to donate online, visit longfield.org.uk/donate

USE OUR SERVICES



To organise end-of-life care at home, you need a referral from a healthcare professional, such as a district nurse or GP. Patients and unpaid carers can access free counselling, therapies and wellbeing support at the hospice by calling us on 01453 886868. Find out more about our services
longfield.org.uk/hospice-services

KEEP IN TOUCH



To let us know how you'd prefer to hear from us, email supporteradmin@longfield.org.uk or call 01453 886868. To keep up to date with our work and news, sign up to our e-newsletter at longfield.org.uk/e-newsletter

PARTNER WITH US



If you share our passion to help people with life-limiting conditions and their carers and families, and have relevant skills and expertise, we would love to hear from you at info@longfield.org.uk