



Making Every Day Count

Havens Christian Hospice | Annual Review 2009



Havens Hospices incorporates Fair Havens Hospice and Little Havens Children's Hospice. Fair Havens cares for adults in Southend, Castle Point and Rochford with services including an eight-bedded In Patient Unit, Day Care Centre, Community Macmillan Nursing Team and Hospice at Home. Little Havens provides respite breaks and end-of-life care for children across Essex through its own In Patient Unit, Day Care and a community home care service. Both hospices are also supported by a Chaplaincy, Bereavement and Family Support Team. The Heath Education Centre (at Little Havens) provides training and conference facilities. A network of charity shops provides valuable income to the charity.

“Continuing our Journey”

I AM DELIGHTED to welcome you to Havens Hospices' Annual Review. This has been a 'stonkingly' good year in which there have been some remarkable achievements, good reason to celebrate and many occasions to feel justly proud of the progress we have made.

All this has been made possible because of the hard work and dedication of everyone in the organisation, the astounding and fantastic support we have received from the local community and God's goodness and Grace. You will read of the remarkable response to the 'Help our Hospice' Appeal, which averted an impending crisis for Fair Havens and of the many ways our services make such a difference to the lives of so many people.

On all their behalf, I want to thank you for making this possible and I invite you to enjoy reading about the year and to continue the journey with us into the future.

“Looking to the Future”

IT HAS BEEN a great privilege to be Chairman in a year which started with us in the midst of a crisis appeal for Fair Havens and ended successfully enough for us to consider serious investment in the future. A stark contrast between the beginning and end of a year brought about by the hard work and dedication of the whole organisation, but in particular by the Fundraising and Marketing team, who worked long and hard to transform this situation.

As a result, we can look forward with a reasonable degree of confidence. The New Fair Havens project has been restarted with, in the interim, the refurbishment of the existing Fair Havens bedrooms which will afford patients the best standard of accommodation and better working conditions for our staff.

Finally, a word to everyone involved in Havens Hospices, whether as staff, volunteers or supporters. Your loyalty and enthusiasm does not go unrecognised. On behalf of the Council of Management, I extend our thanks and admiration for everything you do and we look forward, with you, to continuing success in serving the community.

Andy Smith
Chief Executive



Alan Paynter
Chairman



“At Fair Havens, I feel like the most important person in the world”

THIS YEAR HAS been very busy and productive for both the In-Patient and Day Care Units. Working together along with the Fair Havens Macmillan, Supportive Care and Hospice at Home teams, we have provided patient focused- care for all stages of their journey.

Staff across both units have worked together to introduce new practice in areas such as manual handling and nutrition, improving the patient's and carer's overall experience. The integration of the reception service into our team means there is now consistency right from the beginning of a person's contact with the hospice.

A review of the In-Patient Unit highlighted the need for more senior staff to support nurses in their practice and clinical development. As a result a new Deputy Ward Sister post was developed and we were delighted that two of our existing Staff Nurses took on the post in a job share. They are working closely with the Education Department to implement more practical and 'on the job' teaching.



The Day Care Unit is involved in the development of the organisation's work with Carers and staff, taking part in formal teaching sessions and activities aimed at helping increase the confidence and knowledge of families and friends who take on that caring role.

Our User Group goes from strength to strength and has been influential in the development of patient information and fundraising material. We are hoping over the next year to attract more members and for them to take a lead in designated projects.

Both units were heavily involved in the HAQU (Health Accreditation Quality Unit) survey earlier in the year and received glowing reports. In commenting on the patient's journey, the surveyors described how we aspired to give, and succeeded in giving, a quality of care that was above and beyond the standards of recognised good practice.

Catherine Wood

Catherine Wood
Head of Patient Services





FAIR HAVENS HOSPICE at Home, working collaboratively with the other Fair Havens services and Primary Care, has supported 552 patients and their families during this last year.

A total of 2,553 supportive visits have been made by the Hospice at Home Team, delivering 11,041 hours of care to patients and their families who have needed support at different stages along their journey. Of those patients supported by Hospice at Home who expressed a preference for their place of death, 67% (220 out of 326) died at home, 40% (9 of 22) died in the Hospice, and 100% (1 of 1) died in hospital.

There have been two national mentions for Fair Havens Hospice at Home during 2008. The first was in the publication of the End of Life Care Strategy (July 2008), as an exemplar of good practice. The second was the continuing involvement of the Fair Havens Hospice at Home service as one of the sites for a national research project which seeks to establish whether there is a positive impact for bereaved carers if their loved one dies in the place of their choice.

What these statistics and research projects don't demonstrate are the many hours that our Nurse Coordinators spend liaising across services to ensure that patients and families receive the support and care that they need to achieve an easeful death in the place of their choice. A key part of this support involves providing 24/7 telephone support, advice and emergency care to patients and their families when they need it most.

Rosalind M. Matty

Rosalind Matty

Director of Fair Havens Hospice at Home

THE FAIR HAVENS Macmillan Team has enjoyed an interesting and challenging year which included reviewing our working practices to ensure we continue to offer a quality service for patients and their families. During the last year, the team supported 1,278 patients, including over 3,300 home visits and nearly 6,000 telephone calls.

The team continues to share its wealth of knowledge with other healthcare professionals by providing education advice and support to our local health and social care economy. In fact, we are promoting our own training programme to the wider audience including medical students, nurses and GP's.

There has been cause for celebration within the team; one nurse passed her Prescribing exam and another completing her diagnostics training; both of these qualifications enhancing the service for our patients.

The team is now on the move, relocating from its current home within the In Patient Unit on Chalkwell Avenue to offices in Alexandra Street in Southend on Sea. With onsite facilities for education and meetings, this will help us to continue forging strong relationships with our professional colleagues. But, as ever, we will remain within the heart of the community providing our unique support for local people.

Carolyn Doyle

Carolyn Doyle

Fair Havens Macmillan Team Leader

“We are forever indebted to Havens Hospices”

THIS YEAR HAS been a time of change and development for our team. It has seen the coming together of the Bereavement and Supportive Care Team with the Chaplaincy Team; now under the Supportive Care Team umbrella. This has meant we have been able to meet together regularly to share information and ideas around the people we are working with, which has been a great benefit.

It has also seen the departure for foreign climes of Maureen Harrold, our Bereavement Co-coordinator, and happily for us her return reinvigorated after several months of sun and relaxation. And latterly our Chaplain Trevor Williams retired after 25 years of service to Havens Hospices. He began working as a nurse with Daphne Hall, one of our founders at the very start of Fair Havens, spent some time as a volunteer, became a Trustee and then joined the Chaplaincy Team. Trevor will be sorely missed, but no one grudges him a rest after such long and faithful service. We look forward to his return as a volunteer after a suitable break, as we know he'll keep in touch.

Sue Pullen has now qualified as a Trainer with an NVQ, which is very much in line with the aim to extend our training profile beyond the organisation, providing increased opportunities for the local community and beyond. She and Maureen will be leading an Introduction to Bereavement course starting this year.

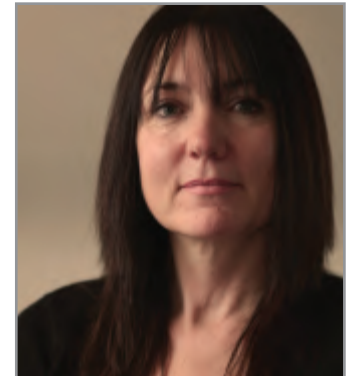
Assistant Social Worker, Sarah Bowman has now taken on the role of Carers' Coordinator,

ensuring that the importance of the role of informal carers is increasingly recognised and valued. With help from her colleagues in Day Care, she has arranged "Pamper Days" for carers along with a regular support group, and has recently arranged the first Carers Garden Party. We hope to be able to extend the service to carers referred by the Fair Havens Hospice at Home and the Fair Havens Macmillan team in the near future.

Looking ahead, Maureen is planning a young widows group to meet an unfortunate but increasing need. She is also planning to follow Sue and become a qualified Trainer this year. We are planning a Schools Project towards the end of the year and Sue hopes to be able to offer a service to very young children (under five years) in the near future.



Steve Pratt
Head of Supportive Care





**“We come to
Little Havens
to live”**



THIS HAS BEEN a challenging yet exciting period in the development of services at Little Havens. We continue to strive to provide a flexible, needs-led service to children, young adults and their families across Essex. In 2008, Little Havens supported and provided a range of services to 147 children with a life-limiting or life-threatening condition, and their families. This has also included support for 163 siblings. In 2008 Little Havens received 56 new referrals. We have provided specialist respite, symptom control, end of life care and after death care to each of these families.

It is a very exciting time in paediatric palliative care with the recent publication of the government's Better Care, Better Lives document and the Paediatric End of Life Care Strategy. In order to ensure appropriate services are developed across Essex, Little Havens is very much involved in a number of county and nationwide proposals to increase both the range and quality of care for children with life-limiting and life-threatening conditions, and those with complex health needs.

Transition from child to adult services remains high on the agenda for all health and social care professionals. In order to help identify and address the needs of young people we have produced a Transition Strategy based on the Association for Children's Palliative Care and Department of Health initiatives. This will be implemented throughout the year

Little Havens strives to provide high quality palliative care expertise and it is important to ensure that staff are appropriately trained and skilled to perform their duties. We are committed to an ongoing training programme for all staff that allows us to increase the skills and competence in all areas. This additional training helps to recruit and retain appropriately qualified and competent staff to care for the children and families.

As joint commissioners with local Primary Care Trusts in providing the EPIC Children's Home Respite Service, we will be working towards an integrated service which is capable of offering choice to children and families in their preferred place of care; additionally we will work towards the development of a Hospice at Home Service for children and young adults.

Little Havens, over the past 11 years, has always strived to develop its services to meet the changing needs of the local population it serves; this year will be equally as challenging.

Wendy Dodds

Director of Care/Executive Nurse

“I want to help Havens Hospices in any way I can”

Our Anniversary Year got off to a celebratory start with a Rolling Stones Tribute concert and the opening of a special flower display at Southchurch Park. Fair Havens 25th and Little Havens 10th birthdays were celebrated in style – with thousands of local people baking, eating and selling cake to raise money for Havens Hospices. The celebrations got particularly sticky when the Essex Fire Museum took their chance to join in!

After a financial shortfall was identified in 2007, Fair Havens Hospice launched the ‘Help Our Hospice Appeal’ at the start of 2008 with the ambitious target of raising a total of £500,000 over and above budgeted income by the end of the year. The Appeal was widely covered in the press, and thanks to everyone’s generosity we made extremely good progress and the final total was over £430,000 – just under £70,000 shy of our target. However the extra income meant Fair Havens could move out of the crisis ensuring no cuts in nursing services. We thank everyone for helping Fair Havens in its time of need.

Despite the uncertainties of the general economic climate, Havens Hospices had a very successful fundraising year; with support from numerous clubs, companies, schools and organisations. Our programme of events expanded from the ever popular London Marathon and Havens Ferrari Day to brand new events such as the Great Pier Swim. In all cases, intrepid adventurous people were willing to go that extra mile for Havens – including ‘Iron Man’ who not only carried an ironing board throughout the 26.2 miles, but also stopped regularly along the Marathon route to press another shirt!





We continued to receive huge support from the local community who were once again willing to give their time, commitment and effort to raising money to help the children and adults in our care. Even the animal kingdom got involved this year, with Gemma the Labrador and her owner Nicola Battle walking the streets to deliver leaflets promoting the Havens Bond.

People leaving money via their Will continues to be a vital source of income for Havens Hospices, and a total of £686,730 is included in the 2008/09 accounts. This was substantially less than we have received in some previous years; but despite this, these legacy gifts have helped us maintain our services and plan forward for further development.

We have also kept in the public eye through the significant media coverage we have received. Our first ever children's art exhibition during Children's Hospice Week encouraged many of our patients and their families to get creative – and get into the local press. Our other key exhibition of local photographer, John Attwell, at Atelier Gallery showed off behind the scenes of Havens Hospices. His work can be seen throughout this Annual Review.

Every penny of the funds we raise through voluntary income comes from ordinary people willing to be extraordinarily generous with their time and money. Your help allows us to care for local people and their families who need our help at perhaps one of the most difficult times in their lives. With your ongoing support we can continue this care long into the future.

A handwritten signature in black ink that reads 'Vanessa Longley'.

Vanessa Longley
Director of Fundraising and Marketing



“Ensuring we can care for the future”



IF IN THE previous year we said that 2006-7 was an eventful year, then 2008-9 was out of the ordinary! The economic situation declined progressively from September 2008, which meant our income generators had to work doubly hard, but with extraordinary success.

The HR Department reviewed and drafted our new Employee Handbook which brings together very successfully our employment policies and procedures and this was issued to staff in October.

Support Services - the department that keep our buildings and gardens in wonderful condition - moved to prepare and start the work at Little Havens Children's Hospice on the extension to the school room area kindly funded by a number of donors.



Our Charity shops continued to trade well although progressively encouraging donations to sell have become one of the Trading Department's key activities. We still receive tremendous support from our customers and donors of goods, and this has helped the shops to have a record year.

Throughout this work, our Finance Team has been busy with providing management information to guide the Charity through the developing difficult times.

The overall financial figures (for the year ending 31st March 2009) showed a surplus of some £634,000 including increased Primary Care Trusts grant monies for the year of some £630,000. The Charity saw some difficult times within certain of our income areas, and we cautiously looked at expenditure but ensuring that the services we offer are not affected.

The Charity enters our next year (April '09 to March '10) facing a higher degree of uncertainty with the declining economic position; however we are determined to go forward towards the challenge with confidence as the services we provide are an essential part of the local Healthcare economy and our patients, families and carers rely on us to be there "at their time of greatest need".

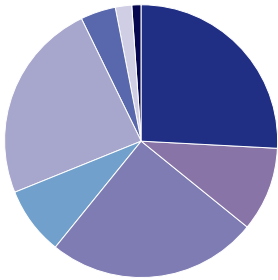
Peter Marriner
Director of Finance and Operations

Statement of Financial Activities for the Year

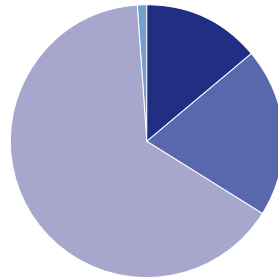
	Havens Unrestricted £	Designated £	Fair Havens Restricted £	Little Havens Restricted £	Total 2008/2009 £	2007/2008 £
Incoming Resources						
Voluntary Income:	728,063	0	1,000,781	1,805,336	3,534,180	3,914,614
Donations	564,821	0	666,416	1,616,213	2,847,450	2,581,068
Legacies received	41,117	0	299,127	82,123	422,367	1,333,546
Legacies receivable	122,125	0	35,238	107,000	264,363	0
Activities for Generating Funds:	1,694,244	0	19,929	517,212	2,231,385	2,005,488
Fundraising Event activities	357,853	0	14,371	199,545	571,769	516,889
Hospice Bond	173,706	0	5,558	317,667	496,931	374,398
Shops and other commercial operations	1,162,685	0	0	0	1,162,685	1,114,201
Income from Charitable Activities:	7,400	0	1,214,137	765,901	1,987,438	1,625,405
Statutory Funding for the Hospices	0	0	1,193,410	731,836	1,925,246	1,431,859
Other	7,400	0	20,727	34,065	62,192	193,546
Investment Income	109,954	0	0	148,945	258,899	220,118
Total Incoming Resources	2,539,661	0	2,234,847	3,237,394	8,011,902	7,765,625
Resources Expended						
Costs of Generating Funds & Voluntary Income:	1,466,657	0	0	859,905	2,326,562	2,336,976
Fundraising & Marketing activities	594,904	0	0	678,855	1,273,759	1,251,716
Hospice Bond	0	0	0	181,050	181,050	191,091
Shops and other commercial operations	871,753	0	0	0	871,753	894,169
Charitable Activities:	75,796	10,701	2,740,714	2,159,055	4,986,266	4,512,378
Governance Costs:	64,717	0	0	0	64,717	59,831
Total Resources Expended	1,607,170	10,701	2,740,714	3,018,960	7,377,545	6,909,185
Net Incoming / (Outgoing) Resources and Movement in Funds						
Net Resources before Legacies	769,249	(10,701)	(840,232)	29,311	(52,373)	(477,106)
Legacies received	41,117	0	299,127	82,123	422,367	1,333,546
Legacies receivable	122,125	0	35,238	107,000	264,363	0
Net Incoming / (Outgoing) Resources	932,491	(10,701)	(505,867)	218,434	634,357	856,440
Transfers between Funds	(990,000)	0	1,021,500	(31,500)	0	0
Fund Balance (01.04.08)	1,226,089	700,022	194,021	5,057,681	7,177,813	6,321,373
Fund Balance (31.03.09)	1,168,580	689,321	709,654	5,244,615	7,812,170	7,177,813
Summary Balance Sheet and Fund Analysis as at 31 March 2009						
Tangible Fixed Assets	447,439	0	611,551	2,791,316	3,850,306	3,899,078
Long Term Investments	1,750,000	0	0	2,400,000	4,150,000	3,700,000
Cash and Bank Balances	291,726	0	88,479	15,505	395,710	355,538
Other Net Assets / (Liabilities)	(1,320,585)	689,321	9,624	37,794	(583,846)	(776,803)
Net Assets	1,168,580	689,321	709,654	5,244,615	7,812,170	7,177,813

Notes

1. The information above conforms to that shown in our statutory accounts which have been prepared in accordance with the Companies Act 1985 and SORP 2005.
2. Under SORP 2005 all central support costs, other than those deemed to be governance, are apportioned over the charity's main activities of Fair Havens Care, Little Havens Care, Fundraising & Marketing and Trading.
3. Governance costs represent those costs incurred in the governance of the charity and its assets, in particular those associated with its constitutional and statutory requirements.
4. The Designated Fund has been established for the purpose of undertaking the project to build a New Fair Havens adult hospice facility.



**Fair Havens & Havens Hospices
Income**



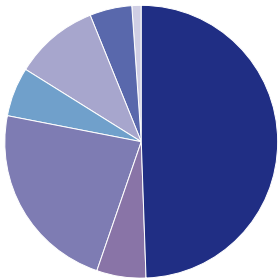
**Fair Havens & Havens Hospices
Expenditure**

**Fair Havens & Havens
Income**

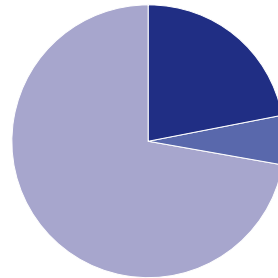
- Donations **26%**
- Legacies **10%**
- Grants **25%**
- Fundraising Events **8%**
- Trading **24%**
- Hospice Bond **4%**
- Investment Income **2%**
- Other Income **1%**

**Fair Havens & Havens
Expenditure**

- Fundraising & Marketing **14%**
- Trading **20%**
- Care costs **65%**
- Governance costs **1%**



Little Havens Income



Little Havens Expenditure

Little Havens Income

- Donations **50%**
- Legacies **6%**
- Grants **23%**
- Fundraising Events **6%**
- Hospice Bond **10%**
- Investment Income **4%**
- Other Income **1%**

Little Havens Expenditure

- Fundraising & Marketing **22%**
- Hospice Bond **6%**
- Care costs **72%**

Trustees Statement

The financial information is taken from the Annual Report and Consolidated audited accounts for Havens Hospices for the year to 31st March 2009 and reflects a summary of the Statement of Financial Activities and Balance Sheet information. These statutory accounts have been approved by our independent Auditors and our Council of Management on 9th October 2009.

The Annual Report has been submitted to the Charity Commission. The full financial statements, including the trustees annual report and auditors unqualified opinion are available from Havens Hospices Finance Department at Stuart House.

Independent Auditor's Statement

We have examined the summarised financial statements contained within the annual review. In our opinion these are consistent with the full signed and audited financial statements for the year ended 31st March 2009.

Kingston Smith LLP, Chartered Accountants and Registered Auditors



The Company

Havens Christian Hospice is a charitable company limited by guarantee

Officers of the Company

Honorary President: Sir Teddy Taylor M.A

Company Secretary: Andy Smith

Members of the Council of Management

Chairman: Alan Paynter

Vice Chair: Betty Long

Honorary Treasurer: David Sullivan

Brian Armstrong, Dennis Bear, David Forster J.P, Tim Hedges, Dr Clifford Osborne, Richard Player, Reverend Clive Pegler, Dennis Rensch MBE DL

Executive Management Team

Chief Executive: Andy Smith

Executive Directors: Wendy Dodds, Vanessa Longley, Peter Marriner, Sharon Paradine

Lead Consultant at Fair Havens Hospice: Dr Pat Ahlquist

Medical Lead at Little Havens Children's Hospice: Dr Thilani Ranasinghe

Trading

Havens Hospices Trading Company Ltd (2582455)

Directors: Brian Armstrong, Dennis Bear, Tim Hedges, Reg Ramm MBE J.P, Neil Raven, David Sullivan

Havens Hospices Development Company Ltd (6245406)

Directors: Brian Armstrong, Reg Ramm MBE J.P, Dennis Rensch MBE DL, John Sinclair, David Sullivan

Bankers - National Westminster Bank plc

South Essex Commercial Office, 3rd Floor, Phoenix Place, Christopher Martin Road, Basildon, Essex SS14 3GC

Solicitors - Todmans SRE

Barringtons, Hockley Road, Rayleigh, Essex SS6 8EH

Auditors - Kingston Smith LLP

Orbital House, 20 Eastern Road, Romford, Essex RM1 3PJ

Appeals and Administration Office

Stuart House, 47 Second Avenue, Westcliff on Sea, Essex SS0 8HX

Telephone: 01702 220350 **Fax:** 01702 220351

Website: www.havenshospices.org.uk

Registered Charity Number: 1022119 **Registered Company Number:** 2805007

Photography courtesy of John Attwell and Havens Hospices

