



Incorporating Fair Havens Hospice
& Little Havens Children's Hospice



2010

Havens Hospices Annual Review



Isabella at
Little Havens
with teacher
Karen

A brief introduction

Havens Hospices incorporates Fair Havens Hospice and Little Havens Children's Hospice. The charity provides specialist respite breaks, symptom control and end of life care to adults and children living with life-limiting illnesses. We aim to make their journey – and that of their family – as comfortable as possible, creating special memories along the way.

Fair Havens Hospice is based in Westcliff and opened in 1983. In that time, we have cared for over 20,000 adults plus countless family members from across Southend, Castle Point and Rochford. Little Havens Children's Hospice opened in 1998 and cares for life-limited children, their siblings and families from across Essex. We have cared for and supported over 1,000 families.

As a charity, we rely on the goodwill of our neighbouring communities and local businesses through kind donations, fundraising events, custom at our 15 charity shops and gifts in wills to ensure we can meet our running costs of over £5 million each year.

This Annual Review shows you, our supporters, what we have been able to achieve in the past year thanks to your generosity.



Dave and his family who are cared for by Fair Havens Hospice

Message from the Chairman

One of the primary objectives of Havens Hospices is to strive for excellence in the care we give to the adults and children who use our services. But the pursuit of excellence applies to all areas of our work not least in the environment in which our caring takes place and in which our staff have to work.

Recently we became increasingly aware that parts of Fair Havens were becoming tired and well worn and in need of updating to meet modern standards. In the last year we have been able to make a significant investment –partly thanks to a substantial grant from the Department of Health - in completely refurbishing the hospice, extending the number of beds from eight to ten, and provide the care staff with the working environment they deserve. However, we recognise the limitations of the existing site and this year we have also begun the process of planning for a new purpose built adult hospice. Future Annual Reports will report on progress of this exciting challenge.

These major developments have been tackled alongside the day to day tasks of caring for those in need and would not have been possible without the support, hard work and, in the case of the refurbishment, patience of our staff and volunteers. On behalf of the trustees I would extend our sincere thanks to them and look forward to another year of achievement for our charity.

Alan Paynter

Alan Paynter





Kannan, a
Havens Hospices
London Marathon
Runner

Our Year in Numbers...

Our Fair Havens Macmillan Team cared for 1221 patients, providing home visits and 6584 supportive phone calls.

123 children and 149 siblings were cared for by Little Havens Children's Hospice.

Our 550 volunteers "gave" over 104,000 hours of work.

140 Havens Hospices London Marathon Runners pounded 88,200 miles during training, raising over £250,000.

5,000 hours of home-based respite care was provided by Essex Palliative Integrated Care Children's Respite Service (EPIC) which is jointly funded by Little Havens Children's Hospice and Primary Care Trusts

Fair Havens Hospice at Home provided 2595 respite care visits to patients in their own home.

122 patients visited our Day Care Centre.

Over 10,000 people now play the Havens Weekly Draw.

On average, six new children are referred to Little Havens for care each month.

115 patients were cared for by the Fair Havens In Patient Unit – lower than previous years because of our refurbishment.



Staff Nurse
Janet in one
of the newly
created
bedrooms

Fair Havens Hospice – We promised to...

...provide a higher focus on the needs of Carers.

The Carers Group continues to run once a week in the Day Care Centre. Carers are now given the opportunity to learn about different aspects of caring and are given advice and support by professional staff. In conjunction with this we are now running a complementary therapies evening called 'Hand in Hand' which gives our Carers and our patients the chance to come along for a bit of pampering together.

...refurbish the In Patient Unit.

This much-needed work now means we can care for patients and their families in a more friendly and welcoming environment. The new rooms are stylish, more spacious and are furnished with modern and up to date equipment. The addition of an extra downstairs bedroom means that patients will not have to wait so long for a suitable bed to become available. The refurbishment now means we can care for an extra 50 patients a year.

Remi and Thomas
with Nurse
Brian at Little
Havens, opening
the refurbished
teenage rooms



Little Havens Children's Hospice – We promised to...

...work with other care professionals to provide seamless care for life-limited children across Essex.

The Head of Care at Little Havens has been instrumental in setting up and chairing the Mid Essex Paediatric Palliative Care Forum, which includes membership from across Health and Social Care professionals. In addition Little Havens launched the ACT (Association of Children's Palliative Care) Neonatal Pathway by hosting a workshop to help raise awareness for professionals on the role hospices can play in supporting families of babies with palliative care needs. As a direct result, there has been an increase in referrals to Little Havens and we have been able to provide help, care and support to these families. Meetings with PCT (Primary Care Trust) commissioners continue in order to secure more sustainable longer term funding for the charity.

...develop our services to meet the needs of young people making the transition from child to adult hospice care.

A Transition Development Group has now been formed with membership from across both our children and adult services at Fair Havens Hospice and other providers of adult palliative care. An audit has identified that 31 life-limited young people currently using Little Havens will need to make the transition into adult care in the near future. Meetings are now taking place with providers of other adult hospice care across Essex to start this process, including looking at the facilities at Fair Havens Hospice, especially the Day Care Centre. The teenage area at the hospice has also recently undergone a makeover, which has been done in consultation with the young adults currently using our services. The aim of the newly refurbished rooms is to help promote and maintain independence for the young people using them.



Befriender
Caroline with
Hospice at
Home carer
Jane

Fair Havens Hospice at Home – We promised to...

...appoint volunteer befrienders to our team.

Fair Havens Hospice at Home is delighted to have appointed three volunteer befrienders to the team and is in the process of increasing the service further. Our volunteer befrienders visit patients providing companionship, comfort and support. This is particularly beneficial for those who are unable to go out, who live alone or may not have any friends or family who live in the area. The dedicated volunteers provide between an hour to three hours company per visit depending on the patient's wishes.

Fair Havens Macmillan Team – We promised to...

...introduce the national End of Life Care Strategy to south Essex.

Over the past year the Community Macmillan Team have been evaluating their current practices in line with the End of Life Care Pilot which will soon be rolled out across Thundersley and Leigh. This will provide many challenges to the team and different ways of providing care to our patients who are being cared for in the community. The team have also been involved in providing educational support to other health providers covering issues surrounding end of life care.



Volunteer
Sandra Ives and
Manager Carol
Reeve at the
Asda Shoebury
charity shop

Support Services – We promised to.....

....introduce new charity shops to increase income.

This year saw the opening of three new shops at Frobisher Way, Shoebury, Market Square, Rochford and The Vineyards in Great Baddow. All shops have been trading really well and have quickly become supported by the community, thus providing much needed funding which goes towards providing the care in our Hospices.

....modernise the kitchen at Little Havens Children's Hospice.

The kitchen in the children's hospice is at the heart of the hospice, providing a focal meeting point for families bonding over a cup of tea or chatting during a home-cooked meal. Although the existing kitchen was very homely, the old design meant the children and families had restricted view into the area and staff had limited storage. Children's charity Wooden Spoon donated £25,000 towards the new modern kitchen which features an open-plan layout, seamless worktops and more space for the kitchen staff and volunteers to cook home-made meals. The project was managed by our in-house Support Services Team.



Oliver, Archie
and Madeleine
being filmed
by GMTV for
Children's
Hospice Week

Fundraising and Marketing – We promised to...

...increase the amount of money we raised for the organisation whilst reducing our costs.

We are very grateful to everyone in the local community who support Havens Hospices, but the worrying economic climate has affected everyone this year and we have noticed our community donations decreasing. However, this year we have taken a more strategic approach to raising money. For example, creating committed giving clubs for major donors allows us to tailor and personalise our donor development to suit this group of supporters. We have also been even more careful this year about the money we spend to raise money, so we can ensure every possible penny is spent on our patients and their families. This, combined with our usual high energy programme of events and activities and generous gifts left through people's Wills has meant that we have raised more net income than we expected.

...to improve awareness of Havens Hospices and the services we provide.

By concentrating on stories and pictures of real patients and their families we have increased the feature coverage we have received in local and national media. We think it is important that as many people as possible know about our services, so we have created 'core messages' - the fundamental facts that we want people to know about Havens Hospices. For example that our care is free and available for all on the basis of need, and that we help people with life limiting conditions through a whole range of services. We have also been reaching out to a wider range of people, using social media like Facebook and our new website to build awareness and understanding of Havens Hospices with younger people who may never have had contact with a hospice before.

SUMMARY FINANCIAL INFORMATION

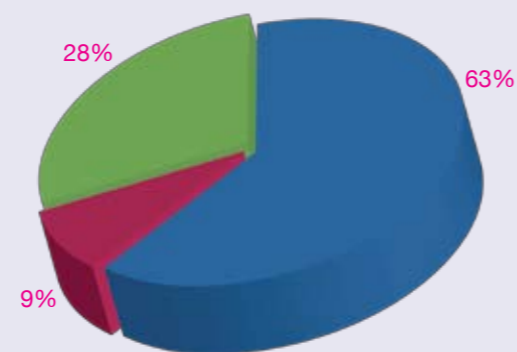
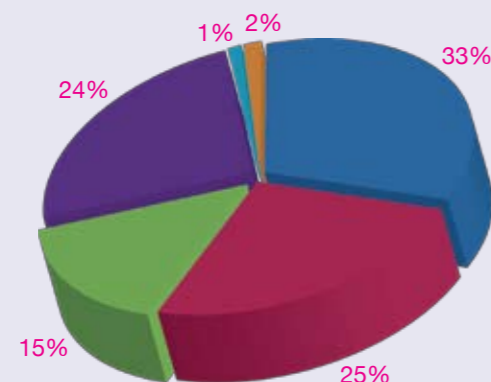
for the year ended 31st March 2010

The financial results for the year show a surplus of just over £1.0 million for the charity which is an excellent result and particularly pleasing in the current economic environment. The figures shown in this summary separately feature the key income and expenditure for Fair Havens Hospice care services and Little Havens Children's Hospice care services.

EXPENDITURE

In 2009/10 our costs totalled £7,861,000 of which £4,567,000 was for Fair Havens Hospice services and £3,294,000 for Little Havens Children's Hospice services

Fair Havens Hospice care services	(£000's)	Little Havens Children's Hospice care services	(£000's)
In-Patient Care services	£1,495	In-Patient Care services	£2,074
Community Care services	£1,142	Community Care services	£290
Fundraising & Marketing	£703	Fundraising & Marketing	£930
Trading	£1,077	Trading	£0
Governance	£71	Governance	£0
New Fair Havens Project	£79		
Total Expenditure – Fair Havens Care	£4,567	Total Expenditure - Children's Care services	£3,294



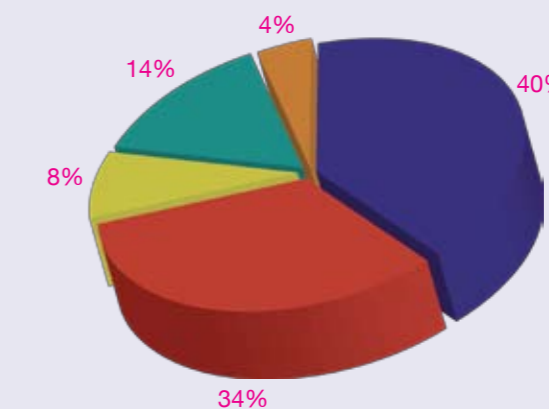
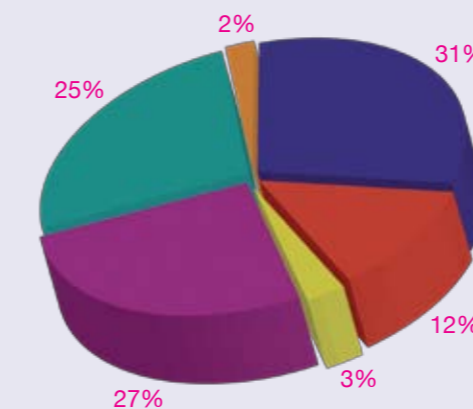
INCOME

The charity's total income in 2009/10 amounted to £8,885,000 of which £4,835,000 is attributed to Fair Havens Hospice care services and £4,050,000 to Little Havens Children's Hospice care services.

Total gross income from voluntary sources amounted to £5,592,000 (63%) whilst income from statutory funding overall represented only 20%.

Please note: The details shown on these pages are extracts from our full Annual Report and Accounts. As such, they may not contain enough information to give a full understanding of Havens Hospices. For a copy of our Annual Report and Accounts, please contact Havens Hospices Finance Department at Stuart House.

Fair Havens/Havens Hospices	(£000's)	Little Havens Children's Hospice	(£000's)
Donations and Events	£1,510	Donations and Events	£1,632
Legacies	£569	Legacies	£1,373
Havens Bond	£167	Havens Bond	£341
Trading revenues	£1,300	Trading revenues	£0
Statutory funding	£1,199	Statutory funding	£558
Investment/other	£90	Investment/other	£146
Total Income - Adult Care services	£4,835	Total Income - Children's Care services	£4,050



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 JP, Tim Hedges, Dr Clifford Osborne, Richard Player, Reverend Clive Pegler, Dennis Rensch MBE DL, Dr Jenny Thorp, Garron Baines (appointed AGM 2009; resigned for personal reasons in July 2010).

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

SUBSIDIARY COMPANIES

Havens Hospices Trading Company Ltd (2582455)

Brian Armstrong (until May 2010), Dennis Bear, Tim Hedges, Reg Ramm MBE J.P, Neil Raven, David Sullivan

Havens Hospices Development Company Ltd (6245406)

Brian Armstrong, Reg Ramm MBE J.P, Dennis Rensch MBE DL, John Sinclair (all to December 2009), Alan Paynter (from September 2009), 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

PHOTOGRAPHY

John Attwell, Ron Poulter and Havens Hospices



APPEALS AND ADMINISTRATION OFFICE

Stuart House, 47 Second Avenue,
Westcliff on Sea, Essex SS0 8HX
Tel – 01702 220350 Fax – 01702 220351
Web – www.havenshospices.org.uk

Registered Charity Number – 1022119
Registered Company Number – 2805007