



Annual Review

2019/20



Patron, Sir Peter Rigby
Registered charity No: 1064091



Message from the Chair

Welcome to our Annual Report for April 2019 to March 2020

Welcome to our Annual Review for the year ending March 2020. Whilst the Coronavirus pandemic only impacted us all towards the end of the year, it feels appropriate to start by mentioning it. The Hospice had to very rapidly address the challenges that the virus brought to our operations including to our patients, our staff and volunteers. Every part of the work we do to provide care and support to those in our local community was impacted and the Hospice team did an amazing job of mobilising quickly to ensure that we could continue to provide care to those who needed our help the most. In response to the immediate impact on our income we launched an appeal to help us through the challenging times and we are very grateful to all those in our community who supported us.

During the year the Board agreed the Strategic Plan for the next three years. Whilst this will need to be reviewed in the light of the Pandemic, it provides a framework for our activities over the next period. The focus is very much on maintaining current services, on exploring opportunities to expand our range of services if we can secure additional funding and on collaborative working.

Fiona Murphy - Chair of Trustees

It cost us £2.2 million to provide our Hospice services during the year of which 11% comprised NHS funding. This meant that we had to generate the remaining 89% from fundraising and retail activities. Following a review of our Retail operations we implemented a new strategy and saw a successful overall growth in our retail income. We invested in a new EPOS till system during the year to improve the efficiency of our operations. Fundraising activities continued with two flagship events being delivered - our cycle ride through the Cotswolds and the Dragon Boat Race.

Looking ahead there will be challenging times for all Hospices operating up and down the country, particularly in the wake of the Pandemic. There may well be changes in the overall NHS and social care landscape. We will continue to monitor all developments carefully and look for opportunities to extend our reach. We will also continue to review our operations and ensure we are cost efficient.

I would like to thank all the wonderful staff at the Hospice and our volunteers and supporters without whom we would not be able to offer the care and support we provide to the local community. I would also like to thank my fellow Trustees who have continued to give their time voluntarily over the year and have helped to steer the Hospice through another challenging year.

Trustees:

Fiona Murphy - Chairs, Income Strategy, HR
Dr Cristina Ramos - Chairs, Clinical Governance
Gill Thomas - Income Strategy
Kathryn Williams - Clinical Governance
James Richards - Income Strategy
Charles Horton - Finance & Audit

Richard Barrett - Chairs, Finance & Audit
Debbie Smith - Clinical Governance
Elizabeth Spencer - Clinical Governance & HR
Dr Jeremy Shearman - Clinical Governance
Bill Acres - Chairs, Income Strategy
Paul Simmonds - Chairs, Finance & Audit, HR



Message from the Chief Executive

During this year we have continued to care for over 1,000 patients, their carers and family members. To ensure that we can continue to be responsive to our community's needs we have this year agreed and commenced implementation of our new Strategic Plan 2020-2023, which was developed in consultation with staff, trustees, volunteers and external key stakeholders.

We continue to work closely with South Warwickshire Foundation Trust and other palliative care providers to develop a more equitable service for those needing overnight Hospice at Home services. This project is due for review and early indications have shown that there has been an improvement in access for patients to Hospice at Home services across South Warwickshire.

Following the successful pilot of our rehabilitation project, which was presented at the national Hospice UK Conference in November 2019, we have continued to develop the rehabilitation service and it is now more integrated into our Day Hospice patient activities. We have also commenced provision of education, support and training for new groups such as pharmacists and personal care providers, and plan to extend this in the future to include more contact with care homes.

The impact of the Coronavirus Pandemic has been felt immediately and as a consequence of managing the onset of the pandemic during March, the Hospice had to quickly address the immediate challenges that the potential infection brought to our patients, their families, our staff and volunteers.

We had to close our Day Hospice to patients and very rapidly we mobilised remote and virtual support calls for our patients and their families, we continue to operate in this way and will do into the foreseeable future. The Hospice at Home team have continued to work as normal, albeit preparing for an increase in referrals.

I am very proud of the way in which our clinical teams have coped with this difficult situation, they are totally committed to providing the best palliative care and working as part of a wider team with NHS staff.

We were delighted to have received a certificate of recognition from the Stratford Business Forum for providing 21 years of service to the local community, also in recognition of the World Health Organisation Year of the Nurse 2020.

Also, all of our volunteers were stood down and almost 50% of our staff were furloughed. All Hospice shops were closed by 24th March and all fundraising events were cancelled. This was particularly disappointing as 2020 is the Hospice's 21st anniversary year and we were planning many events to celebrate this. Fortunately, we were able to have our first celebratory event at the Hospice during February, and we will plan to be "21 again" next year to celebrate this important milestone.

Due to the immediate impact in income generation, we launched an appeal in March, to which there was a fantastic response from our local community. We consider that we will have mobilised strategies to ensure that we can continue to provide the care our community needs, even though that may look a bit different than before, and which will continue to evolve in the current climate.

Without you, our wonderful community, we wouldn't be the organisation we are, and I am particularly appreciative of this as we face the current challenges of the Coronavirus Pandemic.

My heartfelt thanks also to our staff, volunteers and trustees who have been a tremendous support throughout the year.

Angie Arnold
Chief Executive



Our Vision



Every young person and adult living in our community with a life limiting illness, and those who matter to them, will be supported with the care and compassion they need.

Mission Statement

We will provide expert, holistic and specialist care of the highest standard for those living in our community with a life limiting illness, and their carers.

For each individual we will ensure compassionate care and support throughout their journey, recognising their individual choices.

We will reach out and provide support for isolated groups , such as carers, cancer survivors, young people affected by a life limiting illness and those caring for people with dementia.

We will work collaboratively with other health and social care professionals to ensure responsive, seamless care.

We will invest in innovative models of care that will thrive and adapt to the changing needs of our community.

We will provide training and support within our community to develop and enable good palliative and end of life care practice.

We will engage with our community to shape, deliver and fund our care, continuing to provide volunteering and work experience opportunities for young people.



Clinical Services

Our clinical services are individualised and tailored to each and every patients' specific needs, however our range of services are not independent of each other. We pride our offer as one that is all inclusive and embraces not only the patient but their complete support system, family and loved ones. For this reason, our teams work together to maximise our offer and reach.



We consider ourselves as the Hospice without walls, with many of our services reaching out into the community setting and within patients own home environments. The main Hospice site at Shottery is home to our Day Hospice provision, the 'heart' of our services and our clinical services hub. This hub and spoke model enables our reach to remain versatile and all encompassing.



Day Hospice

The Day Hospice service provides a range of support for patients, carers and those who have been recently bereaved.

Service users will usually attend for a full day each week and can freely access specialist nurses, occupational therapy, physiotherapy, complementary therapy, diversional therapy, spiritual care and counselling services. Our wonderful kitchen team also ensure that a hot, nutritious lunchtime meal is available to all those in attendance.

Our days are structured according to our service user groups. Within this provision one day each week is dedicated to those fulfilling a caring role or who have been recently bereaved. Investing in our carers can be a lifeline to some, giving that opportunity for specialist advice and support, the ability to socialise with others fulfilling a similar role and also a small opportunity for some brief respite.



Supporting those who have recently been bereaved can have a positive impact for individuals attempting to process their grief. The Hospice provides a safe and secure haven to ask questions, reflect and connect with staff who may have also previously cared for their loved one. These sessions allow for a 'step up and step down model' for the provision of mental health, wellbeing and spiritual support, whether it be transition into our Counselling services or the link to our spiritual care team and/or our 'Coffee Club' both of which are supported by our incredible volunteers.

We have continued to run a monthly late-night session each month, to ensure provision for those patients, carers and recently bereaved who are unable to attend during the day due to work or other commitments.

Day Hospice

238

Referrals received
which is a

↑ 17%

increase compared to
the previous year

An average

of

134

attendees
each month



The Four Seasons paintings by
patients of our Day Hospice



61%

of all those
attending Day
Hospice chose
to undertake
Diversional
Therapies

73%

of all those
attending Day
Hospice chose
to undertake
Complementary
Therapies

The CQC regulate the Hospice for up to patients 15 per day, but as an independent charity we rely on the support of individuals, groups and corporate supporters to help fund our staffing costs. Safety and quality is of paramount importance and currently our staffing can support up to 10 patients per day within our nursing led model, but we would love to expand that in the future by resourcing more nursing capacity to offer our full regulated capacity.

Hospice at Home

The Hospice at Home service is a well-established 24/7 nursing service providing personal and nursing care alongside support and advice to patients within their own homes.

During 2019/20 the team enabled 88% of patients referred to them to remain at home to die, on average making 150 home visits per month across the South Warwickshire region.

This year we have integrated additional support from our highly skilled Day Services Occupational Therapist within the Hospice at Home team, recognising the significant impact that can be made by expediting access to such valuable expertise. The specialist skills of the Occupational Therapist have helped to maximise an individuals' independence, alongside supporting the 'carer unit' with advice and helpful coping strategies within the home environment, for as long as needed. Our Occupational Therapist can often visit within 48 hours (sometimes sooner) of a referral being made, which has proven advantageous in times of need. A response time that is not always so achievable in the NHS, due to excessive pressures within this system. We work closely with our NHS colleagues to ensure that our patients receive responsive high quality care at all times.



An average of
150
Home visits per
month



Our Hospice at Home service has successfully met the changing demands within community care over the last 12 months, supporting the NHS to reduce the number of inappropriate admissions to acute settings for end of life care. This service has provided invaluable support, reducing anxiety for patients, providing effective symptom control management and in turn enabling our patients, carers and loved ones to fulfil their wishes during their final days.

Our Regulatory Body – Care Quality Commission

Our offer is acknowledged as being unique and built around the needs of our community. We are recognised widely for our exceptional care and provision of our innovative services. Our teams are dedicated and ensure that the highest standards of care are provided to all of our service users.

Our clinical Hospice services were inspected in 2016 by our regulatory body, the Care and Quality Commission (CQC), whereby we were rated as 'Outstanding' within the Well Led domain and 'Good' overall.

Rated as
Good overall

Rated as
Outstanding
within the Well
Led domain

Your community hospice,
Reaching out to families



Children's and Family Support Service

The Children's and Families Support Service offers support to children and young people between the ages of 5 and 18, who have either been bereaved or who are facing the loss of someone close to them who has a life limiting illness. In addition support and guidance is also offered to those who are in a caring capacity for the child.

The service provides a range of support for young people and their families including 1-1 support; group work; information and advice; telephone support and support for schools and other professionals.

Over the last 12 months we set out to improve our activities and service delivery. We have experienced a growth of 12% in referrals compared to the previous year. On average we have provided 64 contacts per month across both our 1-1 and group elements.

Some of our achievements this year include:

Recruitment and training of 6 additional volunteer support workers. As a result, we have provided almost six hundred 1-1 support sessions to children who have been bereaved or are supporting a family member with a life limiting illness this year.

Training opportunities for schools and teaching staff. We continue to work closely with our local schools to provide support and training to pupils and staff. This year we provided two sessions to Year 7 and 8 pupils in a bespoke PHSE drop down day, focusing on bereavement and peer support.

A successful application for 3 years of funding from Children In Need

Development of groups provision for our young service users, including weekend workshops. The children and young people who attended these workshops had all experienced bereavement and had received 1-1 support at the hospice prior to attending. The workshops were aimed at primary school aged children and provided a perfect opportunity for children to share their experiences with peers who may have experienced similar.



↑ 12%
Increase in
referrals

Children's and Family Support Service

Residential weekend to Hill End outdoor centre.

Following on from the weekend workshops the children were also invited to attend our residential weekend which took place at Hill End Outdoor Education Centre near Oxford. This weekend aims to extend their networks with other children and build their resilience through fun and appropriate activities. For many children, this will be the first time away from home since their loved one died.

During this year we also completed a project for Children's Grief Awareness Week (CGAW), which was recognised at the end of November. We worked on a photography project with a group of teenagers, some who have been involved with the Hospice over a couple of years and others more recently involved. The project followed the CGAW theme of 'Lost for Words' encouraging participants to express both their memories and grief through pictures rather than words. The project culminated in an exhibition, which family members attended.

We also set up a new group for children who are supporting a family member with a life limiting illness. Life for these children can be unpredictable and challenging and we wanted to provide a space where they could meet other children who understand what it is like. We decided to run a monthly drop-in group rather than planned sessions, so that families have more flexibility. The sessions focus on coping strategies and self-esteem, as well as having fun and making new friends.

Young people are invaluable to our service and we have developed a group of young volunteers who have used the bereavement services themselves in the past and now help out in our groups.



'One parent told us' "The residential weekend was his first experience of staying away from home with people other than his closest family. He clearly felt so safe and secure with the staff and other children at the hospice that he jumped at the chance to attend Hill End and loved every moment. He was confident and mature and came home with some special memories that he was able to share with us."



"This exhibition has been a good insight into her feelings and how she sees life now her dad's not here. The photographs are moving, but also make me smile with my memories and knowing she is comfortable recalling her own memories."

'Mother of the bereaved child'

"The decision of becoming a volunteer for Shakespeare Hospice was easy. I myself used the services they provided for many years through the loss of my dad. How they helped me was priceless so I thought I would give something back and to help children who are going through a similar situation not feel so alone. Seeing the smiles on their faces and their confidence grow and knowing that I have hopefully helped someone just a little to get to terms with their loss makes it all worthwhile."

'Bereaved Young volunteer'

Adult Counselling / Bereavement

Responding to the bereavement needs of individuals before and after the death of someone close is an important part of our work.

Grief is a natural and normal process. Bereavement and preparing for a bereavement, can be the most traumatic and significant life event that a person has to face and is often a life altering experience. Some people may benefit from support to understand and cope with these emotions.

Counselling provides a private and confidential space to explore and make sense of thoughts, feelings and experiences without judgement with a trained counsellor or our highly skilled bereavement support workers

This year the service has experienced an 8% increase in referrals, with 136 new clients receiving our counselling support and over 880 one to one contacts being provided. An increased proportion of those referred have been encountering complex depression or mental health conditions, whilst also coming to terms with their grief (both pre and post bereavement).

This year we organised two celebration of life services, exclusively for those bereaved individuals and families who have had a recent connection with The Shakespeare Hospice. This is an opportunity for those who are grieving, whether they have a religious faith or none, to remember and celebrate the life of their relative or loved one who has died. Both services were well attended and were a wonderful opportunity for our families to reflect, whilst having the chance to visit the hospice, becoming more aware of the range of our work and services on offer. One of our families fed back after the service saying...



“Very moving service with beautiful music and readings, I have listened to the music and re read the readings a number of times since and they have helped me reflect on things, thank you. It was good to come back to the hospice where I had brought Mum so many times and that she had enjoyed so much, it had been the highlight of her week for many months. Thank you to you all.”

Transitional Care

Our Transitional Care service supports young people, aged between 16 and 24, with a life limiting condition, to develop and extend their 'independence', with the aim of a seamless transition from children to adults' services. The service also supports their families and carers, who can access the range of services available at the hospice. The focus is, to ensure specialist, age appropriate support that ensures everyone achieves their maximum potential in terms of education, health, physical, psychological and social development and a prospect of a good adult life.

Generally those benefitting from our services attend from the South Warwickshire and North surrounding areas, however with such limited opportunities and few similar services available in the Midlands, we can support individuals from further afield such as Birmingham and Worcestershire, if the need arises.

We have increased our contact time with our service users by 76% in the last twelve months and on average we are working with up to 15 younger people at any point in time.

We provide day respite provision both on a 1-1 basis and in small groups, where appropriate. This opportunity can be provided both at our Hospice site or through structured days out exploring the local environment and community. Activities are needs led but for those with cognitive impairment there is a significant focus on sensory benefits, with access to bathing facilities, communication devices, technology in art or music, or simply socialising and learning about different environments.

Many of our young people will sadly die due to their illness, before experiencing a full adult life. We do however, experience some young adults being discharged from our services, once they have made a good transition to adult care, or have developed appropriate coping strategies, becoming as independent as they can be.

There has been a focus this year on our service model, exploring how we can better meet individual needs through more intensive and 'therapeutic goal driven achievements' so as to reach maximum independence, at the earliest opportunity and thus fulfilment for the younger person entering adulthood.

We support parents and carers to develop a greater knowledge of relevant aspects such as will writing, finance, guardianship and deprivation of liberty. We will offer home visits if beneficial and will utilise our expertise and networking to signpost parents to other agencies that could be of value. Parents and carers are also offered support via our internal Hospice services, such as complementary and diversional therapies (accessible through our Day Hospice), counselling support and where appropriate sibling support through our Children and Families Support Service.



Transitional Care

Isaac is 19 years old and has very complex needs, his family have been accessing our Transitional Care services for two years. We have collaborated with the charity Lifelites, who through the magic of assistive technology, provide opportunities for younger people that they wouldn't otherwise have. We have particularly been supporting Isaac with his communication. We have supported Isaacs parents through Continuing Health Care assessments, End of Life planning and equipment provision. Isaacs Mum said:

Isaac's Mum told us
“This is a wonderful Service and invaluable to ourselves. Isaac loves it here and so do we. It's such a warm relaxing and secure environment – space to have a break”
The service has helped them “vent frustrations, prepare for end of life and enrich the present”.

Young people with appropriate cognitive ability will access our services for particular assistance with maximising independence. This may include grant applications for funding equipment, motor vehicles, sports activities, or technology. We work together on individual goals and collaborate with other agencies to achieve those goals as needed.

Henry, who is 21 years old has a neuromuscular disorder called Duchenne Muscular Dystrophy (DMD), a genetic disorder characterized by progressive muscle degeneration and weakness. We helped Henry to obtain a Motability grant, which was successful. With his new vehicle he has since been able to travel to Spain with his carers.



“It is fantastic that this van will give me more freedom!”
Henry

We have increased our Saturday club provision in 2019/2020, offering at least one session each month to those who would benefit. The growing demand for further sessions over weekend and holiday periods is evident and we would like to explore this further in the future, as and when funding allows.



Youth and Community Support Services - Young Carers, Work Experience, Volunteering & Young Ambassadors

Working in partnership with Warwickshire Young Carers we host weekly support groups, for children who have a caring role within our community. These sessions run during term time, after school and provide children with an opportunity, outside of their usual home environment, to simply be 'children'. During these sessions the children can play and engage in age appropriate activities, having fun, socialising with other youngsters who may be in similar caring roles to themselves.

Student Ambassadors represent their schools at the Hospice and act in an advisory capacity within the Hospice, particularly with our fundraising and marketing team, putting forward suggestions for ways of attracting more young people to our events. They also run their own event each year, this years event was a Thrift Sale in conjunction with the retail department*

Our Youth and Community Co-ordinator has also supported many youngsters to undertake volunteering opportunities across the organisation and similarly work experience placements. These have spanned across all service departments in the Hospice; within Clinical, Retail and the Fundraising departments.

One of our student volunteers, Abi, who is also a student ambassador for the Hospice was selected by the Local Shakespeare Lions Club to represent them at the District Finals for 'Lions International Young Ambassador 2020', presenting a project which she wished to turn into reality. Abi won the District Final securing a £500 bursary to undertake her project, whilst also being put forward for the national finals. Abi, aged 17, presented at the District Finals about how she planned to "break the stereotype" of how teenagers seek help after a death, if she was awarded the £500.

Abi was 14 when her father died suddenly. Initially she did not feel that professional help would be of benefit to her, fearing having to "sit in a circle and talk about feelings". Abi also reported that at that time she did not feel that her school were particularly equipped to support her. However additional stress with her GCSEs later made her realise that she had not dealt with her loss and wanted to find a different way to do so.

Abi has devised a project to find 'new ways to support bereaved teenagers who do not feel comfortable accessing traditional counselling and support routes', tackling issues around bereavement, including days out at theme parks, cinemas or meals out together. Within her project Abi has also incorporated how she would like to go into schools to talk about what young people there may have been through following a bereavement.

"I want to break the stereotype of sitting in a circle talking about your feelings. That's what I assumed it would be like so I didn't seek any help at the time." Abi



Volunteers

Our team of 320 volunteers are the lifeblood of the Hospice, providing crucial and valued support across all departments.

They work in our shops, organise their own fundraising events and support ours, welcome people and answer the phones on our reception desk, provide help and companionship in our Day Hospice or work in our garden, helping us to provide essential services and to generate fundraising and retail income.

In June 2019, a group of loyal volunteers who undertake a variety of roles won Long Service Awards at the South Warwickshire Volunteer Awards Ceremony held at Myton School. Seven of the ten volunteers that had volunteered at the Hospice for a total twenty years attended the evening and picked up a trophy.

This inaugural awards event was held in partnership with Warwickshire County Council, Warwick District Council and Stratford-Upon-Avon District Council as part of events to celebrate Volunteer Week. A total 130 guests were invited to celebrate individual and group achievements of volunteers across South Warwickshire.

Pictures taken on the night including Councillor Martyn Ashford presenting Long Service Awards to volunteers James Thacker, Di Buckley, Jan Hyde, Viv Drake, Rosemary Livingston and Beryl Dyke and Anne Bloxham. Not pictured were Jenny Franey, Marian Mitchell and Ileen Fisher who could not attend the Awards.

Pictures below taken from our Volunteers Christmas Tea Party

Friends of the Hospice

The Stratford Friends and North Cotswolds Friends are groups of dedicated volunteers who work tirelessly to raise money for the Hospice.

The Friends have contributed enormously to the Hospice over the years, not only in their fundraising endeavours but with their enthusiasm, commitment and thousands of hours spent volunteering. Many fundraising events are organised each year by the Friends, lots of which have become fixtures in the calendar.



Facilities

Our facilities team continue to ensure our Hospice and buildings are in good order.

In May 2019, unfortunately, the catalytic converter was stolen from our only retail van, but thanks to public and corporate support we were able to quickly get it fixed and back on the road.

We installed a new boiler with help from grant funding, which required a brief closure of the Hospice for a week. However, this was essential to ensure that our patients and staff are kept warm throughout the year.

Thank you to all of you who have supported us throughout the year, it is very much appreciated.



Our reception area was also treated to a refresh and refurbishment with help from volunteers from the NFU in Stratford upon Avon.

Income Generation - Retail

A new 3 year (2020-23) Retail and Marketing Strategy has been implemented to progress opportunities to strengthen our presence and brand in the community, this includes our wish to become destination stores through product lines, shop events, and online shopping. We invested in a new EPOS till system in March 2020 to aid the increase of Gift Aid sign up, improve our stock management and to help us develop a more targeted strategy for new good and best-selling donated lines.

Our biggest success story has been at the Avenue Farm Furniture and Homeware shop which has seen the highest increase in sales since the new shop format was implemented, the collections and delivery service was increased to 5 days a week, and it has also been successful as a new donation station due to its ideal location.

Improving our customer experience is central to everything we aim to achieve within our retail operations, and we have had some really helpful feedback which has informed some of our changes.
Thank you!



Income Generation - Fundraising

In the summer of 2019 we delivered two successful flagship fundraising events. Our annual sportive cycle ride through the Cotswold's welcomed almost 400 participants raising £19,000 and the popular Dragon Boat Race, which has become an established annual event in Stratford upon Avon, was supported by 25 teams who raised £28,000. We also introduced a new family-friendly Rainbow Run event, last year.



We have gained six new corporate supporters in 2019, including a renewed partnership with Wasps Rugby Club. They have provided excellent publicity, sponsorship, donations and participation for our community fundraising events.

Grants from trusts and foundations continue to make a significant contribution to our annual income (see funders on page 22), with funds from this source reaching their highest recorded levels to date in 2019/20.

Our annual Christmas Appeal, in conjunction with the UK's biggest online Christmas match funding appeal the Big Give, raised £11,000 which was then doubled by matched funding partners to £22,000, helping us to fund our Hospice at Home Service over Christmas.



Marketing and Social Media

In September/ October 2019 we ran a large campaign with the aim of gaining votes in the Persimmon Homes - Building Futures scheme. The campaign was highly successful and saw us win £5,000!



The Shakespeare Hospice
Sep 20, 2019 · 🌐

Just 7 days to go until the voting closes at midnight on 27th September!!!

The Shakespeare Hospice (TSH) has been shortlisted to win a share of Persimmon Homes' Building Futures £1million pot but first we need online votes to win. One initiative from each category will go on to win £100,000 each through a national award scheme to be decided by a public vote. As well as the £100,000 first prize, there will be a £50,000 second prize and £20,000 third prize in each sector, while a further 87 shortlisted projects will each receive £5,000.

Help us get the votes we need and share this email and our social media posts with your friends, family, and contacts! You can VOTE ONCE EVERY 24hrs from the same IP address.

Voting could not be simpler and takes a few seconds. Just log on to <https://www.persimmonhomes.com/building-futures/finalists> and select The Shakespeare Hospice and vote for us, we really need everyone's support.

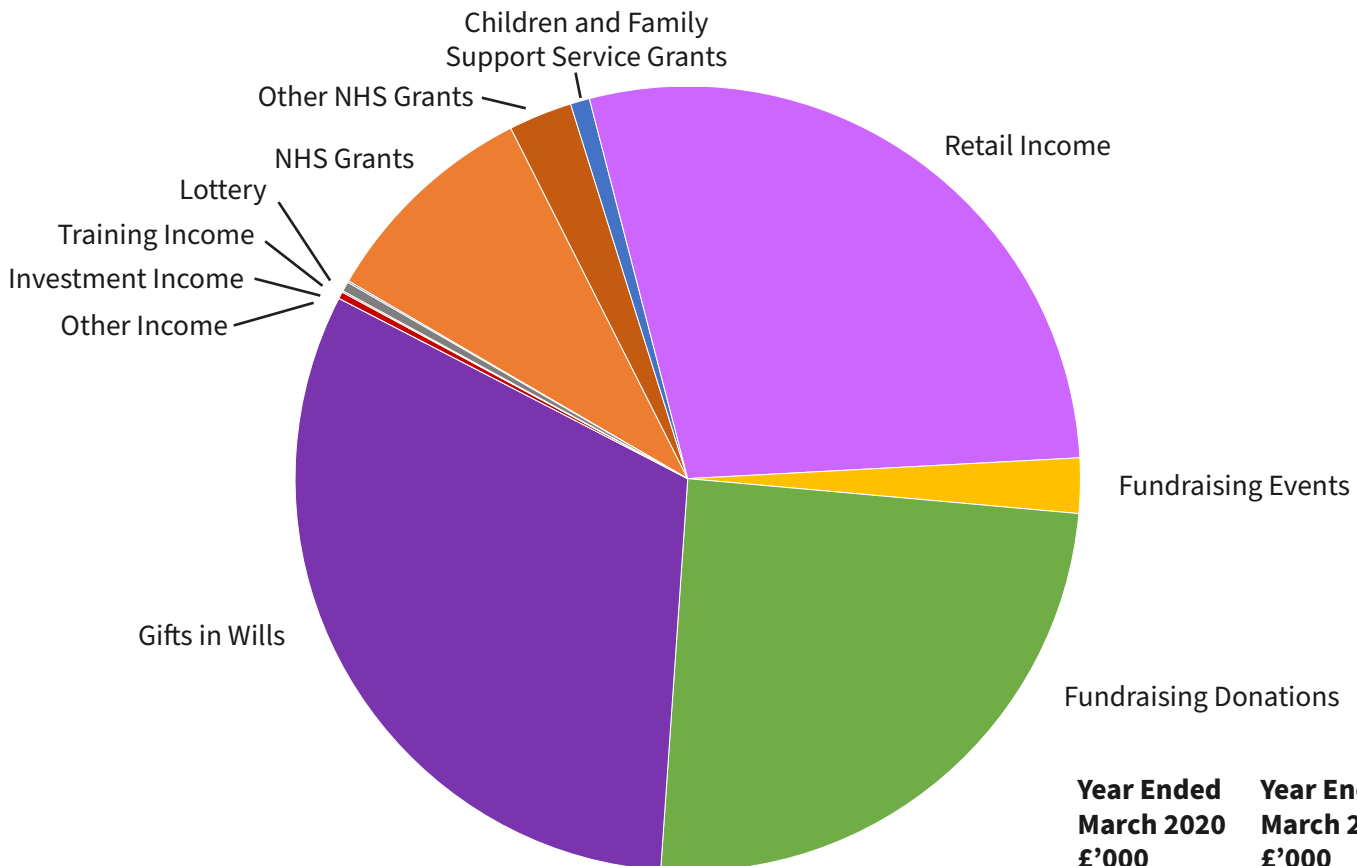
Social Media following

Facebook - The Shakespeare Hospice	3,704
Facebook - The Shakespeare Hospice Furniture & Homeware Store	2,727
Instagram - The Bards Hospice	1,141
Twitter - The Bards Hospice	3,904
LinkedIn - The Shakespeare Hospice	63

Financial Summary

For the year ended 31st March 2020

How it was raised



	Year Ended March 2020 £'000	Year Ended March 2019 £'000
NHS Grants	255.2	284.7
Other NHS Grants	73.0	-
Children and Family Service Grants	22.1	21.8
Retail Income	785.8	803.7
Fundraising Events	63.1	127.7
Fundraising Donations	688.1	687.3
Gifts in Wills	878.1	41.0
Investment Income	-	1.3
Other Income	7.9	19.2
Training Income	1.7	1.7
Lottery	11.0	11.7

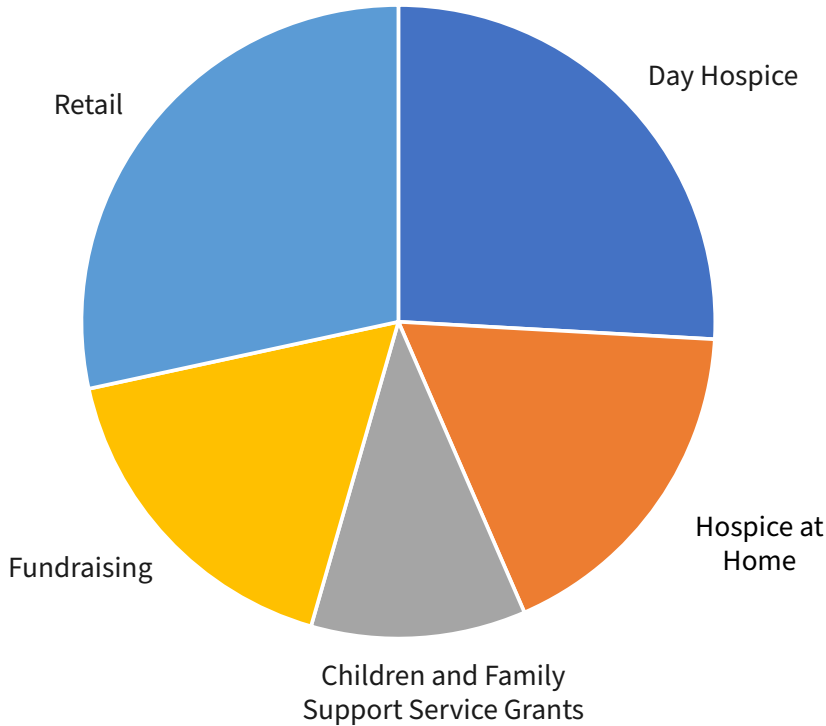
Trustees Statement

We are pleased to report a surplus of £607k for the year, the first for several years. This is mainly due to a substantial £800k legacy. We had an overall £786k increase in income: legacy income was £837k greater than in 2018/19, our income from charitable activities (NHS Grants, Grants for Young People's Services and training income) increased by £44k. Offsetting the increases is a £65k fall in fundraising income (due to weather related cancellations of events) and an £18k reduction in retail income. The fall in retail income reflects closure of our Moreton in the Marsh store in March 2019, the impact of Covid 19 causing all our shops to close in mid-March 2020, offset by a stronger performance prior to this. We are extremely grateful to all who support us financially during their lifetimes and to those who remember us in their wills. Without this support, we would not have been able to provide the excellent services outlined earlier in the review.

Financial Summary

For the year ended 31st March 2020

What it costs



	Year Ended March 2020 £'000	Year Ended March 2019 £'000
Day Hospice	564.0	615.8
Hospice at Home	383.8	395.9
Children and Family Service Grants	238.8	244.2
Fundraising	374.0	408.2
Retail	618.8	675.2





Thank You!

Please get in touch if you need our help and would like to find out more about the Hospice services.

 01789 266852

 enquires@theshakespearehospice.org.uk

 www.theshakespearehospice.org.uk

Want to Donate?

It is easy to make a donation to The Shakespeare Hospice in person, by phone, post or online.

Regular gifts to The Shakespeare Hospice provide funding that we can rely on.

If you would like to make a regular online donation, please visit [www.theshakespearehospice.org.uk/ways to donate](http://www.theshakespearehospice.org.uk/ways-to-donate) to find out more.

For information about fundraising, volunteering opportunities and other ways to get involved, please contact us on the fundraising email:

 fundraising@theshakespearehospice.org.uk




Stay in touch

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 www.theshakespearehospice.org.uk

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