

Summary Information Return 2008 (Online)



Summary Information Return 2008 Of Aims, Activities and Achievements

This return is intended to comprise a Summary of key information contained in the Trustees' Annual Report and Accounts and in other documents.

NORTH DEVON HOSPICE

Charity Number: 286554

Submitted on 27 January 2009

This online version of the form shows the information you have entered through Annual Return 2008 Online and has been designed to make it easier for Charities to print.

**The Summary Information Return was submitted online by MR GORDON
LESTER on 27 January 2009**

Question 1 - The Charity's Aims

What are your charity's aims?

The provision of specialist palliative care to patients with cancer and other life threatening illnesses in order to help the patient have the best quality of life left by responding appropriately to their physical, emotional and spiritual needs. To support family members both before death, and during the period of bereavement.

Further details can be obtained from:

Further details can be obtained from: www.northdevonhospice.org.uk
and the North Devon Hospice 'Annual Review' obtainable on request

Question 2 - Who benefits?

Who benefits from the charities work?

- Individuals with an advanced incurable disease who live within North Devon and Torridgeside.
- Support is also offered to family members both before and after the bereavement.

How do you respond to their needs and how do they influence the charity's developments?

Through the provision of a range of caring services based on face-to-face contact and agreed care planning. The hospice undertakes an annual patient survey and co-opts service users onto working committees.

Further details can be obtained from:

Further details can be obtained from: www.northdevonhospice.org.uk and the North Devon Hospice 'Annual Review' obtainable on request.

Question 3 - The Charity's Strategy

What are the key elements of your charity's medium to long term strategy?

- Evaluate current service provision inviting stakeholder feedback and further develop services as appropriate for patients, relatives and carers.
- Further refine and develop our approach to corporate governance and the use of information technology.
- Build on the positive relationships created by collaboration with other providers in the area.

How does your charity measure the success of the strategy?

By regular reviews at meetings of the Board of Trustees. Feedback from the annual patient survey, the statutory Provider Visit, and the response from the Healthcare Commission to the regular self-assessment process. Regular informal feedback both oral and in writing, from a wide variety of local stakeholders.

Further details can be obtained from:

Further details can be obtained from: www.northdevonhospice.org.uk and the North Devon Hospice 'Annual Review' obtainable on request.

Question 4 - The Charity's Objectives and Achievements

What were your charity's main annual objectives and were they achieved?

Objective	Achievement
- Acknowledge the rapidly changing environment in palliative care and develop appropriate relationships with Devon PCT, Commissioners and other Stakeholders.	Much groundwork was undertaken in anticipation of the national End of Life Strategy and greater local collaborative working.

- To maintain a high profile in the North Devon Community	By way of example the first North Devon "Nightwalk" saw 1126 walkers generate a profit of £100k split between North Devon Hospice and Macmillan Cancer Support.
- Enhance the catering and dining facilities for patients, staff and visitors.	Funded by a NHS Capital Grant of £490k, the new facilities opened in December 2007.
- Continue to provide the very highest quality care for the people of North Devon.	The many letters of thanks and informal feedback bear testament to the regard in which hospice services are held by our community.

Question 5 - The Charity's Income and Expenditure

What were your charity's sources of income in the year?

Income Source	% of incoming resources	£ 000s
Voluntary Income	43	2,206
Activities for generating funds	25	1,292
Investment income	4	229
Incoming resources from charitable activities	0	13
Other Incoming Resources	27	1,365
Total	100	5,105

What were your charity's most significant activities during the year and how much did you spend on them?

Charitable Activities	£ 000s
Operations of Charity	2,715
Governance	40
Education	129
Other	0
Total expenditure on Charitable Activities	2,884
Total Expenditure	3,652
Explanatory Comments	
Total expenditure includes the operating costs of our retail and lottery operations (total £767799)	

What were your charity's three main fundraising activities in the year and how much did each generate and cost?

Fundraising Activity	Income generated	Cost of Activity £ 000s
Legacies and in memoriam	1,574	38
Grants receivable	1,365	12
Trading - shops and lottery	1,292	768
Other	645	351
Total voluntary income and activities for generating funds	4,876	
Total cost of generating voluntary income and fundraising		1,169
Explanatory Comments		
Nothing to add		

Further details can be obtained from:

North Devon Hospice Financial Statements for the year ended 31st March 2008 and North Devon Hospice Annual Review (obtainable on request)

Question 6 - The Charity's Financial Health

How would you describe your charity's financial health at the end of the period?

The Trustees have reviewed the balance sheet of the hospice, its reserves, financial forecasts and budgets in light of future plans and all associated risks. The Trustees concluded that the financial health of the hospice is sound.

Further details can be obtained from:

Further details can be obtained from: 07/08 Financial Statements and the North Devon Hospice 'Annual Review' obtainable on request.

Question 7 - The Next Year

How will the overall performance last year affect your charity's medium to long term performance?

Our strong financial performance in 2007/08 affords a degree of confidence to proceed with a medium term strategic plan providing this is sustainable in a volatile financial climate. The hospice is currently engaged in a process to determine the future directly of travel in consultation with the full range of stakeholders; so that it can enhance the organisation's capacity to develop enough quality specialist palliative care supported with robust business systems.

What are your charity's main objectives for next year?

To provide leadership through education

To build collaborative partnerships and enhance our capability in provision of services

To develop our people

To increase resources for sustainable development

Further details can be obtained from:

The Chief Executive, North Devon Hospice.

Question 8 - The Charity's Governance

How does the charity ensure that its governance arrangements are appropriate and effective?

Relevant professional guidance is circulated by the CEO, the hospice Treasurer and members of the Senior Management Team to the Chairman of the Board and other Trustees. The Trustees are reviewing their role across all aspects of Corporate Governance which will result in the production of an updated Corporate Governance Policy by 31/03/09.

Information in Summary Information Return was agreed by Council of Management on 15.01.2009

Further details can be obtained from:

Further details can be obtained from: www.northdevonhospice.org.uk, the North Devon Hospice 'Annual Review', available on request.

DECLARATION

Your Summary Information Return was submitted online by MR GORDON LESTER on 27 January 2009, telephone number 01271 344248.

MR GORDON LESTER certified online that:

- the information provided was correct
- it had been or would be brought to the attention of all the trustees

Those who give answers that they know are untrue or misleading may be committing an offence.

CONTACT DETAILS

Address

The Charity Commission
PO Box 1300
Liverpool, L69 3BF

Telephone

0845 3000 218

Email

enquiries@charitycommission.gsi.gov.uk