



West Herts
Hospitals
Charity

Supporting excellent patient care
Charity no. 1052210

Annual Report & Accounts

For the year ended 31 March 2024





**West Herts Hospitals
Charity**

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West Hertfordshire Teaching Hospitals NHS Trust

Staff/budget

- Over **5,800** staff
- Medical staff: **760**
(313 of these are consultants)
- Nursing staff: **1,793**
- Midwives: **207**
- Support workers/ Health Care Assistants: **677**
- Professional, admin and support staff: **1,682**
- Annual budget: **£506 million**

Patients/activity

- Catchment area of **607,000** people
- Outpatient appointments: **490,256**
- Elective treatments: **47,576**
(inpatient **5,237** and daycase settings **42,339**)
- Operations: **21,888**
- Babies delivered: **3,785**
- Emergency department attendances: **181,942**
- Non-elective admissions, including maternity: **55,639**



About our charity

Our mission is to support the strategic priorities of the trust in providing healthcare for its catchment area of 607,000

Our mission is to support the strategic priorities of the trust in providing the best healthcare for its catchment area of 607,000 people from across the region and beyond - raising standards above the level that NHS funding alone allows.

We do this by funding the latest technology, capital and environmental enhancements, staff development, research, and extra comforts that make such a difference to patients, day after day.

The Charity believes that...

- Our patients will receive diagnoses, care and treatment using the very best equipment
- Our patients will have an excellent experience at all our trust's sites and in the wider community where our trust operates
- Patients approaching the end of their lives will be treated with equal dignity and compassion
- Supporting our staff to feel valued helps them deliver excellent care
- Volunteers play a central role in supporting patient care
- Our hospitals will be dementia friendly
- Distraction, through play and companionship, helps patients through difficult times

Our supporters:

Donors and fundraisers are central to all we do, and deserve an outstanding experience when engaging with us, so they feel valued. It is also important that they are confident that their contributions are making an impact.

Sustainability

We are keen to support the trust in its ambition to deliver environmentally sustainable care. To do this, we will ensure that our grant giving process considers environmental impact / benefit alongside other considerations. We will also review the environmental impact of our fundraising and other activities, as well as reviewing the environmental credentials of our own suppliers.



How we deliver

We are the only registered charity dedicated to supporting patient care across West Hertfordshire Teaching Hospitals NHS Trust. We believe that every patient deserves the highest quality care possible, whether it's support through a pregnancy, care in an emergency, treatment for a long-term illness, or kindness in final days.

Thanks to the generous support of our donors, staff in our three hospitals can provide a level of patient care beyond that which would be possible with NHS funding alone.

Patients and families – Supporting patients is at the core of our work, providing funding for specialist services, equipment and comforts that complement existing NHS-funded services.

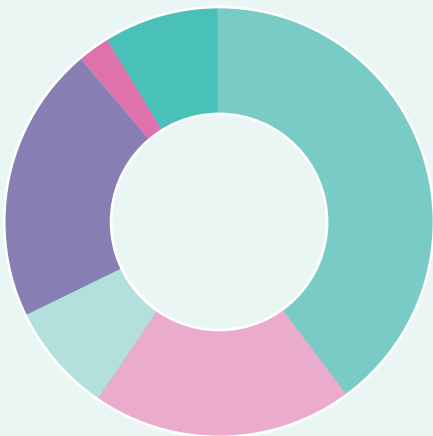
The latest technology – Medical equipment evolves at a speed with which the NHS cannot keep pace, and charitable funding can help to ensure that patients receive the best care possible, using the latest technologies.

Healing spaces – Calm and well-structured surroundings can reduce stress during a visit to hospital, aid recovery and enhance wellbeing and safety, so we raise funds for indoor and outdoor environmental enhancements.

Developing staff – We support initiatives which enable staff to develop their skills and expand their knowledge so they can provide even better care. Charitable funds also support staff wellbeing by providing initiatives to help them relax and take care of themselves, such as fitness classes and wellbeing spaces.

Total Income 2023/24

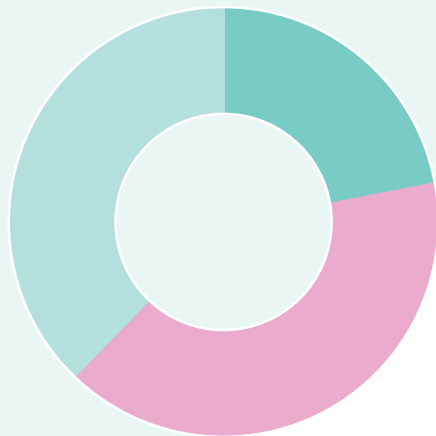
- Total income £580,000



- Donations, grants and sponsorship **£231,000**
- Legacies **£114,000**
- Other activities including events **£48,000**
- Lottery income **£120,000**
- Gifts in kind **£15,000**
- Investment income **£52,000**

Total Expenditure 2023/24

- Total expenditure £816,000



- Patient and staff welfare **£179,000**
- Other charitable activities **£329,000**
- Generating funds **£308,000**

Message from the charity CEO



I am delighted to have joined the incredible team at West Herts Hospital's Charity in July 2023

The past year saw us reach our target of £695k for the Super Scanner appeal which means patients can have less invasive surgery, improved recovery times and reduced complications.

We are looking forward to the grand opening in summer 2024. Staff development and support are a high priority for the charity with NHS staff impacted by the cost-of-living crisis and a huge workload. The hospital's dedicated and committed staff are the cornerstone of the care provided but the cash strapped NHS cannot always offer the extras that make such a difference.

We sincerely thank our corporate partners who sponsor our annual Stars of Herts Awards and also those donors, particularly grateful patients, that make it possible for us to provide wellbeing projects and initiatives as well as refurbishments to staff facilities.

We continue to invest in activities which make all the difference to the patient experience, by creating calm and healthy environments and providing additional comforts that make a meaningful difference such as comfort packs for the elderly and special chairs for relatives who need to stay over for end-of-life patients.

Legacies continue to be an important source of funding and we are delighted that this year a legacy has funded a new counselling room in our neonatal service for those families who have babies in special care, as well as skylights. Another legacy has funded an important piece of medical equipment called a FIT analyser which increases the number of bowel cancer tests that can be done.

We are also privileged to have been working with the bereavement midwives to raise £40k for the refurbishment of a new maternity bereavement suite.

This year has also seen some new fundraising initiatives with the launch of a new hospital lottery with the aim of providing significant unrestricted funds in future years that can be used where needed most. We have introduced a new legacy campaign and created both staff champions and hospital ambassadors. Our aim is to reach across the local community and establish partnerships that can provide benefits for patients and help the hospital thrive.

With the above in mind, as well as funding for green spaces and hospital equipment in 2024, we aim to support volunteering, particularly for end-of-life and also have a key focus on staff wellbeing. With the new hospital in Watford by 2030 and the redevelopment of all three sites we will progress new projects such as the Art Programme across each site.

None of this would be possible without the unwavering support we receive from our corporate partners, community fundraisers, legacy givers, foundations, and trusts, who together help us to make a lasting impact on healthcare and the wider community. Every donation plays a vital role in ensuring that we can offer excellent support to staff and patients.

Alison Rosen

Alison Rosen
CEO West Herts Hospitals Charity

Chairs overview

It has been a year of investment and planning.



It has been a year of investment and planning, with the completion of the scanner appeal we have moved forward with new projects, invested in a lottery and launched new fundraising programmes.

The celebration of the 75 Years of the NHS was a special occasion, and we were pleased to fund the staff All Stars Week and also run a successful appeal to support patients. We were delighted to celebrate the Coronation with coronation boxes gifted to the wards and the charity supporting ward parties.

The NHS's 75th anniversary celebrations not only marked a significant milestone but also showcased the remarkable support, volunteering, and recognition of our dedicated staff at West Hertfordshire Teaching Hospitals. Throughout these 75 years, NHS charities, such as ours have stood alongside the NHS, providing vital support.

The launch of the lottery and the introduction of the new Charity Ambassadors Programme have added new dimensions to our outreach, reinforcing our commitment to the community and underpinning future growth for the charity.

I am delighted to acknowledge the invaluable support from the Watford Mayor Peter Taylor who has, amongst others, been hugely supportive of the charity. Thank you to Oliver Dowden for his visit and distribution of Christmas gifts. Their involvement helps spread the joy and highlights the spirit of giving within our community. Technology, environmental improvements and patient comforts are at the heart of our work.

We are grateful for the generous support from local businesses enabling us to hold events such as a Stars of Herts staff awards event which is an important fixture in the calendar.

In line with our mission, we continue to inspire and cultivate the next generation of skilled healthcare professionals. Our youth volunteering initiative, expanded with secured funding, offers bespoke training to young people aged 16-24 from Watford and nearby areas, providing them with valuable skills and insights into careers in healthcare.

As we look ahead, let us carry the spirit of dedication, community support, and fundraising into the future. Together, we can continue making a positive impact on the lives of those we serve. The aim for 24/25 is to double our funding so that we can achieve more.

Thank you for your outstanding contributions and commitment.

Jonathan Rennison
Chair of the Charity Committee



NHS 75th anniversary celebrations

Highlights of our year

With your help we are making a real difference

We are delighted to share the impact which the money you have helped us to raise has achieved. In 2023/24 we distributed grants ranging from large to small across the entire hospital Trust, funding items not covered by NHS core funding.

Regardless of size, our grants are making life changing differences to patient's treatment, experience, and bringing comfort during challenging times, as well as enhancing staff development and wellbeing.

In the year a total of £261k was awarded in grants.

Developing and Supporting NHS Trust staff	£ 85,078	
Star of Herts awards 2023	£ 25,225	
All stars staff week 2023	£ 17,668	
Essentials hub at Watford	£ 10,350	
Education and learning	£ 9,930	
Wellbeing	£ 5,646	
Other small grants	£ 16,259	
Patient Experience	£ 54,465	
Volunteer roles (End of life and Youth)	£ 27,504	
Ward enhancements	£ 11,652	
Breast pumps	£ 977	
Coronation day celebration	£ 439	
Maternity bereavement memorial	£ 1,543	***
Other small grants	£ 12,350	
Medical Equipment	£ 7,679	*
Age Simulation Suit	£ 1,336	
Blood Pressure monitors	£ 335	
Other	£ 1,360	
Starfish Ward	£ 698	
Portable Cardiac machine	£ 3,950	
Patient Physical Environment	£ 31,138	
Neonatal skylights and counselling room	£ 30,000	
Sensory room	£ 1,138	**
Total grants awarded	£ 178,360	

* Scanner was accrued in 22/23 ** Sensory room grant is in 24/25 ***Maternity bereavement room in 24/25



Highlights in patient care

Super scanner appeal success

Thanks to your help we successfully reached our target to fund an incredible state-of-the-art interventional radiology scanner for Watford General Hospital.

We are so excited to have been shortlisted by NHS Communicate for the best NHS charity campaign.

The upcoming interventional radiology suite, housing the scanner, is expected to open August 2024. This marks a significant advancement in patient care, ensuring faster treatment, lower risk of infection, earlier discharge, and quicker recovery compared to traditional techniques.



This advanced technology will enable minimally invasive pinhole surgery, utilising x-rays to guide surgical instruments into previously inaccessible areas without open surgery, facilitating novel treatments at West Herts."

Dr. Muhammad A. Zamir

Diagnostic and Interventional
Radiology Consultant



THANK YOU
to everyone
who has supported
our interventional
radiology
scanner
appeal!

Thank you to everyone who made the new scanner possible,
special thanks to the following donors:

Kusuma Trust, The League of Friends of Watford Hospitals,
The Estate of Joyce Florence Smith, Peaky Blunders,
The Estate of Malcolm Marsh, The Hobson Charity,
The Lawton Trust Limited.

Plans underway for new sensory room on starfish children's ward

The Sensory Room on Starfish Children's Ward will be an important space for children undergoing treatment to take time out from their treatment and have some respite from the pressures of the day.

Richard and Emma McCabe's daughter received treatment for cancer for two years at Watford and the experience inspired them to encourage Richard's rugby club, The Fullerians, to raise significant funds to help improve the hospital experience for young patients facing the challenges of treatment. Thanks to their efforts we will now be able to improve the level of comfort and support for children staying on the ward.

The impending work on the Sensory Room marks a crucial step forward in this endeavour. The club's incredible efforts can already be seen in the introduction of a new fish tank and play equipment, which brings positivity into the lives of the children on the ward.

The space has been designed to cater to the unique needs of young patients. It includes a wall-mounted activity board which provides tactile and visual stimulation and a sensory projector, which will create a therapeutic and calming atmosphere.



Sensory rooms play an important role in healthcare settings, particularly for children facing prolonged or regular hospital stays. They provide a warm environment that stimulates the senses, including touch, sight, and sound. Sensory rooms can help reduce stress, anxiety and the sensory overload which can be associated with medical treatments.

The new sensory room will provide a sanctuary where our young patients can find relief and engage in activities that promote relaxation. The fish tank plays a significant role in creating a soothing environment. It offers a source of visual engagement, promoting a sense of tranquillity and providing a welcome distraction from the challenges of medical procedures.

We are grateful to Richard and Emma and the Fullerians Rugby Club on their commitment and dedication in helping raise the funding - they are making a lasting impact on the wellbeing of the children who are receiving treatment on Starfish Ward."

Samantha Lee,

Matron, Starfish Ward

Team from Starfish ward



Newly refurbished clinical special baby care unit paves the way to a brighter recovery

This year, a significant advancement has been made in transforming the Special Baby Care Unit at Watford. The unit previously had very low ceilings and lacked external windows which created an oppressive environment.

Thanks to an refurbishment, a holistic approach and investment from the Charity, poorly lit rooms with dull white ceilings now have LED light panels which simulate daylight through realistic, high-resolution pictures creating stimulating, calming blue skies. This creates a more natural and soothing atmosphere, contributing to a sense of normality for babies who may spend extended periods indoors.

Exposure to LED lights replicating daylight helps regulate the circadian rhythms. This can be particularly beneficial for babies in a hospital setting, where consistent sleep-wake cycles can aid in overall wellbeing and recovery.

The panels can now be found in the nursery, ITU, HDU, isolation rooms, and a breastfeeding room. The addition of themed cladding in clinical areas and the conversion of an office space into a counselling room adds to the positive and supportive environment. Thanks to a legacy gift, the charity was able to contribute a sum towards lighting and a counselling room.

The unit is now as child friendly as possible, with murals, toys, and tailored music and comfortable furniture all helping to create a comforting atmosphere. Artwork designs, including charming motifs like badgers, ladybirds, and butterflies, further contribute to the welcoming atmosphere. This multifaceted initiative not only addresses the physical wellbeing of the babies being treated but also recognises the importance of emotional support in the healing process.



Zaky Glove Hugs help premature babies

We are delighted to have provided the Special Care Baby Unit with Zaky Glove Hugs which are proven to be instrumental in helping premature babies by providing crucial support during their vulnerable early stages. These carefully designed gloves mimic the gentle touch of a parent's embrace.

Premature babies often struggle with proper positioning and the weighted hand-shaped cushions offer stability, ensuring the baby's head aligns correctly with the body, preventing potential respiratory difficulties by promoting a position conducive to optimal breathing. Beyond physical support, the gloves aid emotional wellbeing, simulating the comforting

sensation of being held by a caregiver. These innovative gloves help nurture premature babies, creating a sense of security, comfort, and promoting healthy development during a very critical phase of their early lives.



New breast feeding pumps

When seven of the smaller breast pumps stopped working, the Neonatal Ward looked to the charity to replace them.

Sarah Guest, Infant Feeding Lead Nurse, explains "The breast pumps are smaller than the ones we use on the unit. We like to loan them to parents for the duration of their hospital stay. They can leave them in their baby's cupboard to use when they

are by their baby's side so they don't have to leave them to go to the expressing room to pump. Families are also able to take them home at no charge. They really make a difference, expressed breast milk for premature or sick babies is so important due to its protective properties".

Right: Sarah Guest, Infant Feeding Lead Nurse.

Cardiology portable cardiac machine

The Cardiology department were delighted to receive a Vscan Air SL Portable Cardiac Machine. This ultrasound system is particularly advantageous for rapid cardiac and vascular assessments, due to its wireless, handheld, and portable design. Its mobility allows the cardiac team to perform on-the-go evaluations, enhancing flexibility and efficiency in patient care. It

ensures quick and convenient access to cardiovascular imaging, enabling timely and accurate diagnoses. This technology provides the department with a valuable tool for point-of-care assessments, contributing to improved patient outcomes and facilitating a more dynamic and responsive approach to cardiac and vascular health.



Since we have received the portable echo machine very kindly donated to us we have already seen an impact on how we look after patients admitted to hospital with potential cardiac issues.

The ability for the consultant to make an immediate rapid initial assessment with the scanner has already led to quicker discharges from hospital and allowed our physiologists to concentrate their time on patients who need more detailed scans on the wards. This has been particularly helpful on the weekends to help patient flow."

Dr. Koa-Wing,

Lead Cardiologist and Heart Rhythm Consultant



New blood pressure monitors boost virtual hospital team results

Two new specialised blood pressure monitors have enabled our virtual hospital team to assist more people. The service, which originated during the COVID-19 pandemic, utilises continuous health data monitoring technology. Patients engage through an app, uploading vital health information. The virtual hospital's

multidisciplinary team conducts daily virtual ward rounds ensuring prompt intervention if data deviates. This initiative has not only saved thousands of 'bed days' but also prioritised patient safety and facilitated more joined up care, prevented re-admissions and enable faster discharges from the service.

Festive gifts brings joy to patients

Our popular 'Give with a Heart this Christmas' appeal brings great comfort and joy to patients, families, and staff across West Herts Hospitals during the festive season and beyond. Proceeds from the appeal helped pay for care packages for patients arriving at hospital without any personal items and provided gifts for patients staying in hospital over the festive period.

Patients were especially delighted when Oliver Dowden, Deputy Prime Minister and MP for Hertsmeire visited the Winyard ward to help distribute presents. In 2023 we were delighted as an astounding 2,000 presents were wrapped, gifted and distributed across the three main sites.



New activity table for children's urgent treatment centre, Hemel Hempstead

The new activity table for kids at the Children's Urgent Treatment Centre in Hemel Hempstead is providing much needed recreational activities for young patients. The table served as a creative outlet, encouraging learning through play while enhancing the overall experience for young patients. With their multifunctional design, these tables combine fun and educational elements in the healthcare setting.



Snack station for special care baby unit

Watford General's neonatal unit introduced a snack station for parents unable to bring in food while their baby is on the Neonatal unit. The station offers long-lasting snack items like baked beans, pot noodles and breakfast cereal. This thoughtful initiative, funded by a generous donation from Bellway North London, aims to ease the burden on families, allowing them to remain close to their sick or premature babies without the need for extended food runs.



Comforting space for newly bereaved parents

The Maternity Bereavement team worked hard during 2023 to raise funds to renovate the delivery suite's bereavement room. Facing bereavement in the maternity unit causes unimaginable pain to the families involved. We have now been able to create a comforting space for families to spend the last precious moments with their baby.

Thanks to significant grants from the B&Q Foundation and 4Louis Charity we reached our target. The renovated bereavement room will give families a comfortable space to spend as much time with their baby as possible and prepare to say goodbye.

Photo above: Danielle Picot, Patient Safety Midwife and Chief Nurse Fellow hosted a raffle and raised £680.00 for the Maternity Bereavement Room appeal.

Photo below: The team from the baby bereavement service promoting the Maternity Bereavement Room appeal in the Intu shopping centre, Watford.



Coronation party success

We wanted to ensure patients had the opportunity to celebrate the Coronation of King Charles III alongside the nation. For many, especially our older inpatients, we wanted to recognise their inability to join family celebrations and so created an initiative which ensured they could experience the joy of Coronation Day. Generously supported by Hertsmere Borough Council we were able to provide patients with paper crowns, Coronation-themed word searches and themed cupcakes which brought a sense of festivity to the hospital environment so those who wanted to take part in the national celebration could, even within the confines of the medical setting.



Highlights for staff development and wellbeing

Frailty suit illustrates challenges faced by physically limited patients

Thanks to the Mayor of Watford's Small Grants Fund, we were able to purchase an Age Simulation Suit which replicates the challenges of daily living for older and frailer individuals. The suit is particularly valuable for staff working in the caring for carers service, palliative care team, frailty hospital at home team and care of the elderly specialist practitioners as well as teams working with conditions like dementia, frailty and Parkinson's disease.

The suit includes restrictors to make elbow and knee joints difficult to move; weights on wrists and ankles to simulate weakened muscle power; gloves and finger restrictors to reduce sense of touch and ability to grasp objects; a back brace which gives experience of stooped posture specific to ageing, and goggles and ear plugs to demonstrate impaired hearing and vision. The suit helps in the hospital's continuing staff development, increasing the team's understanding so they are better equipped



when working with patients experiencing these challenges. The suit was used extensively during Frailty Awareness Week in February as well as being used in training throughout the year.

Refurbished medical training room

We recently refurbished the medical training room at Watford General Hospital which will enhance both learning and practical skills for our healthcare professionals. The upgraded facilities

provide access to new equipment and promote an improved learning experience. The room is now used on a regular basis.

Right: Newly refurbished medical training room.



All Stars Week - a celebration of diversity

As part of our ongoing programme to support staff we funded the 'All Stars Week' for staff across Hemel Hempstead, St Albans City, and Watford hospitals, along with services in Abbots Langley, Croxley Green, and Welwyn. The teams enjoyed a diverse programme of cultural entertainment and food.

Activities included Indian street food near the microbiology building in St Albans, an ice cream van, and a steel drum band. In Hemel Hempstead's Upper Verulam car park, staff experienced a British BBQ, an ice cream van, and a steel drum band. Additionally, there were afternoon teas in

Welwyn, Croxley Green and Jacketts Field. Watford FC featured a Curry Hut and Wrap It Up street food, a steel drum band, and an ice cream van near the main entrance.

The event was well received and celebrated the diversity of the trust's workforce and provided a fun opportunity to socialise. The week was made possible with grateful thanks to our main sponsors Smith+Nephew, whose staff volunteered, distributing 75th birthday-branded cookies from Wenzel's and delivering hot food and cream teas to night shift staff at Watford General Hospital.

Celebrating excellence at the Stars of Herts Annual Awards 2023

The Stars of Herts Awards play an important role in recognising and motivating the dedicated teams across all our hospitals.

The awards were made possible by our incredible corporate sponsors who play a crucial role in supporting our goal to support and develop staff.

The awards celebrate the ingenuity, innovation, and outstanding performance of our teams and individuals providing excellent care and support across all services a West Hertfordshire Teaching Hospitals NHS Trust.

In acknowledgment of our teaching hospital status, special awards were presented to Westfield Academy, West Herts College, and the University of Hertfordshire for their collaborative efforts in 2022/23. These partnerships contribute significantly to our mission of delivering the best care for local communities.



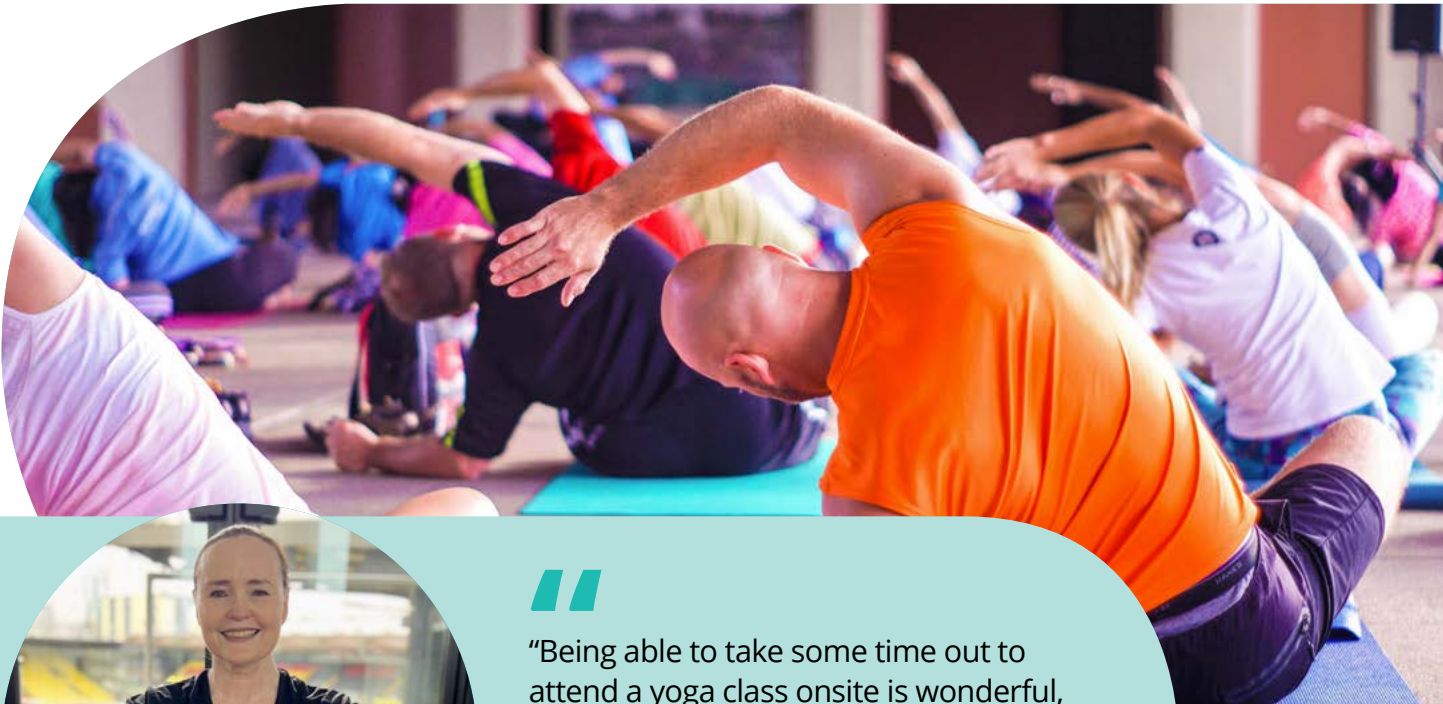
New on-site fitness and wellbeing activities

The introduction of regular on-site fitness activities including keep fit, Pilates, body conditioning and yoga has significantly enhanced the wellbeing of hospital staff at Watford General Hospital. We are grateful for funding for these classes from a Tesco Community Grant.

Working in a demanding healthcare environment can impact on wellbeing and these sessions offer a vital outlet for stress relief and promote physical health. The accessibility of such activities on-site encourages regular participation and encourages a sense of community among staff. Physical exercise has proven benefits for mental health, reducing burnout and improving overall job satisfaction.

In addition, we have been able to offer onsite mini-massages on the wards for both day and night shifts. This means hospital staff can participate in self-care, by accessing treatments in the workplace around their work hours and incorporate these rejuvenating sessions into their schedules. Both initiatives enhance relaxation, reduces stress, and promote overall wellbeing.

By prioritising the holistic wellness of our healthcare professionals, we hope to contribute to a healthier workforce and enhance productivity and resilience, creating a positive and supportive work culture. We are looking to raise sufficient funds to introduce wellbeing programmes across all sites by 2025.



“

Being able to take some time out to attend a yoga class onsite is wonderful, it really uplifts my mood and overall wellbeing”.

Valerie Bailey,
Healthcare Assistant on the Stroke Ward

How we did it

Your donations make incredible things happen at West Herts Hospitals

Our generous supporters continued to inspire us with their fundraising and donations in 2023/2024, ensuring we could continue to make the difference we do.

The following are just a selection of our fantastic supporters:

Andrea Hone, Patient and Carer Experience Nurse descended the 100ft wall of Atria Watford in an event organised by One YMCA and West Hertfordshire Teaching Hospitals Charity. Both charities benefitted from the significant £27,000 sum raised.

Our Communications Officer **Natalie Halliwell-Jennings**, along with her friends Kerry and Kylie kick started the year by successfully completing a 27K Ultra Challenge London Winter Walk in London in January, raising nearly **£2,500** for our charity.

Dad, **Paul Vincent** undertook the London Marathon to support the neonatal unit. Motivated by his son Noah's premature birth, which required care at Watford General Hospital's Special Care Baby Unit. Paul raised over **£1,800**.

Lottery Launched

Launched in May 2023, our lottery has raised nearly £120,000 to date. It offers a chance to win £25,000 while supporting Hemel Hempstead, St Albans City, and Watford General hospitals. For just £1 a week, participants contribute to local NHS care, making a meaningful impact for patients and staff. So far over £3,500 in prizes have been won but we are still eagerly awaiting someone to claim the jackpot!

The **Fullerians Rugby Club** raised over £18,000 and hosted a heartwarming children's Christmas party for patients and families at the club.

The Pragati (Lohana) Mahila Mandal, women's group demonstrated their generosity through a significant donation facilitated by group member **Kala Mashru** enabling the purchase of a portable echo machine to the Cardiology department.

Gifts in Kind 2,000

Festive gifts and care packs distributed to 40 wards over Christmas.

1,000

Easter Eggs collected by the community and delivered by the Dacorum Motorcycle Riders for young patients staying in hospital over the Easter holidays.

200

Hand-knitted heart cushions given to patients at the breast clinic every year to aid comfort post-surgery.

Photos Right:

Left Top: Fullerians Rugby Club

Left Middle: Absail Team

Left Bottom: Paul Vincent

Right Top: Natalie, Kerry and Kylie

Right Middle: Andrea Hone



Baby Myles' Story

When Courtney became pregnant with her third child, she was not expecting the rollercoaster journey that was about to happen. Following complications at 23 weeks, she was admitted to Addenbrooke's Hospital and from there her journey began.

"We discovered my waters had partially broken but thankfully the baby was still safe, however there were lots of potential risks. At 29 weeks pregnant I wasn't feeling right. I went to Watford General Hospital and tests showed it could be sepsis so I was rushed to the delivery suite. Myles was born by emergency C section and within 38 minutes we were in NICU, the Neonatal Intensive Care Unit. It was the 23rd November and my baby boy weighed 3lb.

"Myles needed a lot of support, he was jaundiced and very bruised. He was monitored for his breathing and heart rate and fed by special wires which replicated his umbilical cord. Much of our days were spent watching the machines, dreading their beeps waiting for the next drama.

"Over the following weeks, a series of very frightening events followed as he fought infections, stopped breathing on more than one occasion and needed several blood transfusions.

"When I was asked to spearhead the Christmas campaign for West Herts Hospitals Charity for 2023 I was delighted. Throughout the six weeks we received care at the Watford hospital, there were many things funded by the charity which had a huge impact on us. Expressing milk was difficult but thanks to the special chairs which had been funded by them it made a really big difference.

"Christmas Day really stood out for us - we had taken our two older children to see their brother and to our surprise there was a stocking with gifts at the end of Myles' bed and he was wearing a gorgeous Christmas hat. His brothers were also delighted as they had gifts waiting for them too! Despite everything, we were all in high spirits and it felt as normal an experience as you could imagine on Christmas Day. Those kind gestures provided by the charity helped relieve the guilt of not having our baby at home with us and helped us celebrate as a family.

I still have kept the comforter and card we were given as it meant so much."



During all this time, the staff were incredible. We were made to feel so welcome on the ward. I felt like the doctors and consultants treated Myles as if they were his parents, and the nurses were really kind.

Courtney

Myles' mother





Linda's story, her walk for bowel cancer

Linda shares why she undertook a 33-mile walk across Hertfordshire, visiting each hospital of her cancer journey only 8 months post-surgery, raising £8000.

Until I lost a friend to stage 4 bowel cancer in December 2022, I knew little about the disease. It is the fourth most common cancer in the UK, with 43,000 people diagnosed every year of which 94% are over the age of 50.

As I sat at my friend's funeral, little did I know that I too had bowel cancer. A malignant tumour caused acute iron deficiency anaemia, which was discovered in June 2023. It was a huge shock, but with a calmness quite alien to me, I totally accepted the situation and put my positive head into action. I planned for the worst-case scenario by fully writing my funeral so that family, friends and vicar knew exactly what I wanted should the need arise.

I was placed under the care of the Colorectal Cancer Multidisciplinary Team at Watford General Hospital. The next couple of weeks passed in a maelstrom of appointments, scans and assessments as well as meeting my Consultant Surgeon, Mr Cheetham.

My surgery was scheduled for July. I was blessed to be in the safe hands of this wonderful team of human beings - they

were professional, kind and compassionate with a sense of humour that I thrived on. I made a swift recovery post-surgery and came home just 3 days later.

To my enduring relief all the lymph nodes, blood vessels and marginal tissue around the tumour that were harvested during surgery were healthy and cancer free. Despite its presence for at least a year, my tumour was still at a relatively early stage. I did not need any further treatment and was deemed cured. I am under surveillance for 5 years as there is always a small possibility of metastasis, which further scans and colonoscopies should detect.

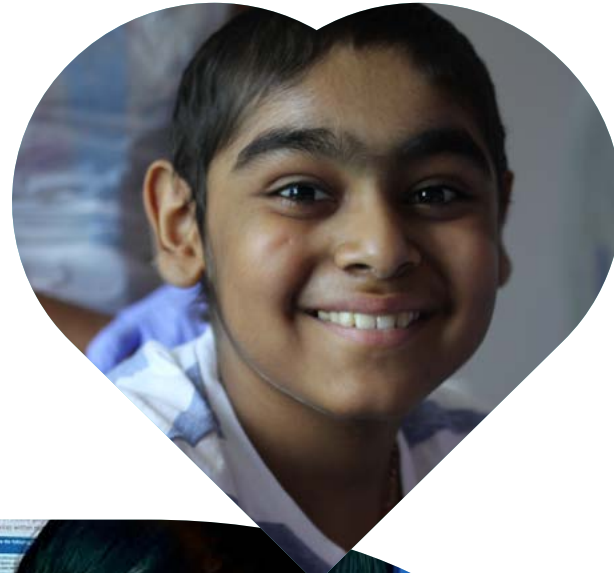
I know just how fortunate I am. My friend was in my thoughts throughout my entire experience. I am determined to make every second of my life count. One way I can do this is by helping my fantastic Colorectal Cancer Multidisciplinary Team. My fundraising donations will go to benefit others like me. I am eternally grateful for my life and greatly appreciated all the support I received.



Legacies

Legacy giving transforms lives

By leaving a gift in your will to West Herts Hospitals Charity you will be making a difference to the thousands of people using our services, as well as supporting our incredible team of health professionals. Legacy gifts make a huge impact and ensure support for future generations, making a profound and lasting difference.



Elsie's story

When Deborah moved into her first home and met her neighbour Elsie Slade, they struck up an incredible friendship which spanned over two decades. When Elsie passed away, Deborah was responsible for her estate and explains why Elsie felt it was important to leave a gift in her Will to West Herts Hospitals Charity.

"Elsie was a remarkable lady, really kind and caring with an incredible sense of humour. Unfortunately, she didn't have children of her own, but over the years she became part of our family, to the point that when taking her to medical appointments we didn't bother correcting people when they assumed we were mother and daughter. Elsie had been with us through our journey of getting our first house, having children, and getting married.

She loved children and wanted to do something to help the babies in the Special Care Baby Unit, so the opportunity to help towards enhancing the Neonatal unit was such a fitting and wonderful tribute to her. It would give her great pleasure to know she was able to help make such a significant difference through her gift and makes us proud to know there is a plaque there with her name on."



Malcolm's story

Thanks to the generosity of a gift in Malcolm Marsh's Will, we were able to reach our fundraising goal for the FIT Analyser scanner.

Anne Smith, Malcolm Marsh's cousin, shares his story.

"Born in St Albans in 1938, Malcolm dedicated forty-three years to the city before moving to Worthing in 1983. His true passion was gardening, which was nurtured from when he was eight years old. With meticulous care, he won 169 prizes for his produce, always sharing his bounty with friends and neighbours.

Despite the distance, our bond remained strong. Malcolm considered St. Albans his home. He entrusted me to decide on which charities he should leave bequests to and West Herts Hospitals Charity was a natural choice as he really loved supporting the community.

His legacy supporting local hospitals brings great pride, benefiting countless lives in the future and reflecting his generosity. It means so much to honour Malcolm's memory."

Thank You

Our work is only possible with your support

Kindness like yours helps us to enhance patient care, so they can receive the very best care, benefit from the latest research and have treatment using the most advanced equipment as well as being able to support and develop our dedicated staff.

From purchasing a super scanner, enabling older patients to take part in the coronation celebrations, giving children undergoing treatment much needed

respite in the new sensory room, to planting bulbs in the new wellbeing garden - every donation big or small makes a huge impact on the lives of patients walking through the doors of West Hertfordshire Teaching Hospitals.

We would especially like to thank the following supporters, as well as those who have chosen to remain anonymous.

With thanks to our corporate partners, community fundraisers, charitable trusts and statutory bodies

- 4Louis
- All Aboard
- Anytime Fitness
- Ascot School PTA
- Atos
- Bellway North London
- Boom Battle Bar
- B&Q Foundation
- Briggs & Forrester
- Camelot Careers
- Collie Print Ltd
- Dacorum Borough Council
- Fullerians Rugby Club
- GSCI Consulting Ltd
- Hempson NLP
- Hertsmere Borough Council
- Hertfordshire County Council
- Hygiene Contracts
- Ladbrokes Coral Trust
- Lush
- Morrisons
- NHS Professionals
- Peabody
- Phidex
- Pragati Lohana Mahila Mandal Ladies Club
- Smith & Nephew
- Tesco Community Grant
- The Grand Charity
- The VVV Charitable Trust
- Wenzels
- Watford Community Fund
- Watford FC
- Watford Mayor's Small Grants Fund
- Watford Morrisons
- Watford Rotary Club
- Wickes

Thank you for the following for their gifts in kind

- Dacorum Motorcycle Riders
- The Mead Quilters

Funds raised in memory of

- Elsie Slade
- Malcolm Marsh



Our Volunteers

We are lucky to be supported by a team of incredible volunteers

Our volunteers give many hours of their time each year and are key ambassadors for the Charity. Along with our wonderful corporate partners who give their expertise, time, energy, and enthusiasm supporting events and ad-hoc activities.

Thanks to their selfless support, we continue to make life easier for patients and create a better working environment for the hardworking staff at West Hertfordshire Teaching Hospitals.

Our volunteers carry out a variety of roles, including:

- Helping with administration in the office
- Running fundraising stalls at shops like Watford Morrisons
- Supporting Charity team fundraising events
- Working on stalls at events such as local fairs and fetes
- Holding bucket collections in local shopping centres
- Managing collection boxes in local communities
- Wrapping and distributing festive gifts across our hospital wards
- Distributing treats for staff and patients

The contribution of our volunteers is not recognised in the financial statements. This is in accordance with the Charities Statements of Recommended Practice (SORP), due to the absence of any reliable measurement basis.



New Charity Champions Programme

As we continue to grow awareness of our work; we launched our new Ambassador Programme in February. We are thrilled that over 20 members of staff enthusiastically signed up to become Ambassadors at to undertake this important role.

Our ambassadors actively raise awareness, share our mission, and inspire involvement in fundraising and corporate sponsorships through their own networks, social media platforms as well as attending events.



Looking Ahead

Improving the patient experience and supporting staff development and wellbeing

In line with our strategic plan, we are proactively working towards creating comfortable and reassuring surroundings for patients, staff and visitors' wellbeing as well as providing additional technology to improve patient experience and develop and motivate staff across the trust. Some of our exciting plans include:

New Arts Programme at West Herts Hospitals

We are introducing an exciting and comprehensive Arts Programme to run across all three West Herts Hospitals. This ambitious project will require an initial budget of £100,000 for two years, including funding for a new post for an Arts and Creative Manager.

The World Health Organisation reports that arts in healthcare potentially impacts both mental and physical health. Incorporating arts projects into our hospital settings will enhance the overall patient experience as well as supporting staff.

How we plan to do it

Programme 1

Creative arts to include music, dance, theatre, writing, drama and photography designed to address patient, staff, and visitor needs to promote recovery and high-quality experiences. We will invite artists in residence, hold performances and run participatory activities.



Programme 2

Improve the hospital environment through exhibitions, collections and displays which will benefit staff and support the healing process for patients and visitors as well as incorporate the rich local history of art and culture.

The benefits include:

Supporting emotional wellbeing

Art can uplift and comfort patients, providing a positive and emotionally supportive environment.

Distraction and relaxation

Arts projects serve as a distraction, helping patients focus on positive and enjoyable activities and contribute to a relaxing and meditative experience, creating a sense of calm and wellbeing.

Pain management

Arts activities effectively reduce perception of pain and discomfort among patients through the immersive nature of art projects which can divert attention from physical pain, enhancing overall pain management.

Social interaction

Arts projects create opportunities for social interaction and community building among patients, families, and healthcare staff.

Expression and communication

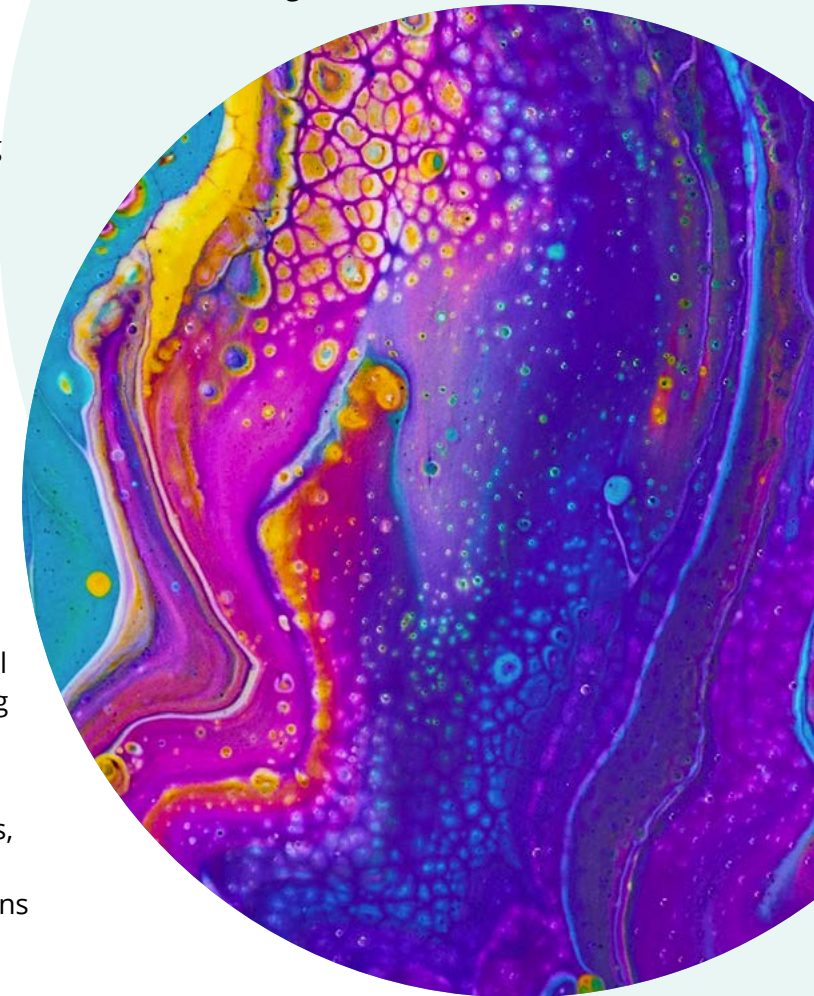
For patients facing communication barriers, such as language differences or cognitive impairments, art becomes a powerful means of self-expression.

Healing environment

Artwork displayed in hospitals contributes to a visually pleasing and aesthetically calming environment.

Cultural and diversity awareness

Arts projects reflect the cultural diversity of patients and communities, fostering inclusivity and promoting cultural understanding within healthcare settings.



Wellbeing garden – creating green spaces for patients and staff

Plans for a Wellbeing Garden within the heart of the Women and Children's Services (WACS) building at Watford General are on target for this year. Thanks to a generous personal donation from Emma Willis, who filmed at the hospital, and the invaluable contributions of time and materials from Wickes, Watford, the garden will soon be a reality. This tranquil space will offer a haven for both patients and the wider community, fostering a sense of peace and well-being for all.

How we plan to do it

The current space is a dull and uninviting courtyard, containing a fire escape staircase, air conditioning units and a worn-out bench and picnic table. Our plan is to transform the 20m x 9m space into a vibrant Wellbeing Garden. The goal is to bring light and colour to the entire building by introducing numerous planters filled with flowers and greenery to create a positive and uplifting atmosphere.

It is designed so that patients and staff have their own areas. Covered seating areas will be available, solar-powered lighting will be used and fencing will hide unattractive elements such as the air conditioning units. The walls will be painted to enhance lighting, and entry will be by keypad access to keep it secure.

The tranquil new space will be planted with a variety of plants and foliage to encourage wildlife such as birds and butterflies. It will give patients access to fresh air, daylight and the ability to remain mobile. For staff, this area will offer a reprieve and a place to reflect and regroup, away from the constant demands of the wards and hospital setting.

The transformation seeks to make the space usable throughout the year and promote wellbeing for patients and staff alike.

The benefits include

Reducing stress

A Wellbeing Garden offers a peaceful escape from daily stress, lowering cortisol levels and promoting relaxation through interaction with nature.

Physical health

Exercise improves cardiovascular health, and sunlight exposure aids in vitamin D production for overall wellbeing.

Mental health

Time in a garden reduces anxiety and depression symptoms, while the sensory experience enhances mood through colours, scents, and textures.

Social interaction

Gardens serve as communal spaces, encouraging social interaction and community bonding.

Environmental impact

Gardens support biodiversity and attract local wildlife.

Photo Right: Volunteers from the Wickes Community Programme paint the brickwork that will surround the Wellbeing Garden.



Bringing comfort to frail elderly patients in trauma wards

The TLC Appeal aims to bring comfort to up to 1,000 frail, older patients admitted annually following a fall, many with head injuries and requiring orthopaedic intervention. Unfortunately, many arrive without essentials, often alone, disorientated and frightened. Nearly a quarter of those admitted are living with dementia. This collaborative effort encourages a community that cares for its older members, creating a positive impact on the overall hospital experience for the frail and elderly.



How we plan to do it

The appeal seeks donations for items like pyjamas, dementia-friendly clocks, activity packs, hearing enhancers, footstools, portable radios, and welfare bags.

Collections of toiletries will be encouraged through community involvement and corporate engagement.

The benefits include

Enhanced wellbeing

Providing comfort to frail elderly patients in trauma wards will enhance their overall wellbeing, offering a sense of familiarity and support during their hospital stay.

Reduced disorientation and isolation

The TLC Appeal addresses the challenge of elderly patients arriving without essentials by supplying items like hearing enhancers, footstools, portable radios, and welfare bags.

Community engagement and dignity

Encouraging community involvement and corporate engagement in collecting toiletries not only helps fulfil practical needs but also promotes a sense of dignity for the elderly patients.



Transforming bereavement spaces at West Herts Hospitals

Up to four families a day face the heartbreaking task of saying goodbye to a loved one in our family bereavement room at Hemel Hempstead Hospital. These families often navigate complex and distressing situations, such as accidents or postmortems. We are urgently seeking funds to enhance this space, providing a sanctuary of comfort and support during their time of need.

How we plan to do it

The current spaces, with their worn surfaces and gloomy atmosphere, lack the comfort essential for grieving families. Our appeal seeks to update these spaces by removing outdated features, refreshing the paint, and introducing new furnishings, lighting, and calming elements to create a more supportive environment.

This initiative will create a peaceful and calming space for families navigating this difficult time.

The benefits include

Promoting support and care

The initiative will create a serene environment for families during this crucial and often extremely difficult and distressing time.

A tranquil private space

A private space designed to facilitate farewells, allowing individuals to express their emotions while saying goodbye freely and privately.



Staff wellbeing hub at St Albans

St Albans Hospital currently lacks a dedicated staff room, leaving employees without a designated space for breaks. A staff room is crucial for creating a sense of community amongst staff providing them a much-needed retreat to recharge and connect during breaks, ultimately contributing to a more supportive and collaborative work environment.

How we plan to do it

We are creating a new space which will become a dedicated wellness hub which will be multifunctional, offering a rest area for food breaks, as well as space for fitness and mindfulness classes. The hub's modern design will incorporate elements needed for staff to recharge before continuing their shifts.

The benefits include

Mental health rest and rejuvenation

A staff room provides a designated space to unwind during breaks, promoting physical and mental rejuvenation to enhance their overall wellbeing.

Team building and collaboration

A shared space fosters camaraderie among staff, facilitating informal interactions that contribute to team bonding and collaboration, ultimately improving the overall work atmosphere.

Stress reduction and resilience

Having a dedicated area allows staff to momentarily step away from the demands of their roles, reducing stress levels and promoting resilience, which is crucial for maintaining high-quality patient care.



Macmillan breast care nurse specialist Sarah Page, at St Albans City Hospital who benefitted from additional training in medical micropigmentation.

Ways you can help

Support West Herts Hospitals Charity and be part of something incredible



There are many ways you can support patient care in our hospitals. First and foremost, please consider donating, it is the easiest, quickest way of showing your support! Below are some of the many ways to support West Herts Hospitals Charity.

Make a donation

- Donate online at raisewestherts.org.uk/donate.
- Send a cheque payable to: West Hertfordshire Hospitals NHS Trust Charitable Funds and post to: West Herts Hospitals Charity, Watford General Hospital, Vicarage Road, Watford, Hertfordshire WD18 0HB or use our Freepost address: Freepost WEST HERTS HOSPITALS CHARITY
- Visit our 'tap to donate' box at Watford General's main reception for card donations.
- Call us on: 01923 436182.

Become a West Herts Hospitals Charity Champion

Champions support us regularly to provide ongoing funding flexibility.

Philanthropy

Explore our philanthropic programme for significant one-time donations.

Weekly Lottery

Join our exciting lottery to support patients and staff, with the chance to win amazing prizes. Learn more at raisewestherts.org.uk/west-herts-hospitals-lottery.

Fundraising

Participate in one of our organised events or create your own fundraiser with our support. Find current events at raisewestherts.org.uk/events and access fundraising tips at raisewestherts.org.uk/fundraise.

In Memory

Commemorate someone special in your life, please visit the MuchLoved website to create your tribute, selecting West Herts Hospitals Charity as your chosen charity: www.muchloved.com

Leave a Gift in your Will

Consider leaving a gift in your will to make a lasting impact on patient care. Learn more at raisewestherts.org.uk/giftsinwills.

Corporate support

There are lots of types of corporate partnerships, from Charity of the Year relationships through to one-off sponsorships for events and team building activities. Contact us to discuss how we can work together.



Support our appeals

Support our ongoing appeals for strategic hospital developments by visiting raisewestherts.org.uk/appeals.

Stay connected

Follow us on Facebook, X, Instagram, and LinkedIn @RaiseWestHerts. Share your news and stay informed about our initiatives.

Visit our website

Explore more examples of how generous donations can positively impact patient care in local NHS hospitals by visiting our website at raisewestherts.org.uk.

Get in touch

Our dedicated fundraising team would love to discuss ways you can support us, please call Emily on 07815459037 or email westherts.raise@nhs.net or pop into our office.

Structure, governance and management

Legal structure

West Herts Hospitals Charity was established by a declaration of trust dated 12 December 1995 and its aim is to provide monies wholly or mainly for the services of the hospital trust. West Herts Hospitals Charity replaces the brand name Raise and is the working name for West Herts Teaching Hospitals NHS Trust Charity, charity 1052210. There are a number of subsidiary funds relating to the umbrella charity.

Corporate trustee representatives and their responsibilities

The charity has a single corporate trustee, West Hertfordshire Teaching Hospitals NHS Trust. The NHS Trust Board, representing the corporate trustee, delegates responsibility to a Charity Committee. This committee meets at least four times a year and the Chair of the Committee reports to the NHS Trust Board, as corporate trustee, following each meeting. The Charity Committee acts for the corporate trustee, and its purpose is to:

- Ensure there are robust processes in place to manage resources and to ensure these processes are implemented.
- Monitor the disposition of resources to ensure funds held on trust are used in a way which reflects donors' wishes and that funds are maximised.
- Promote greater awareness of our charity to encourage donations, particularly through demonstrating their impact on patient care.
- Proactively fundraise for the charity to support charitable activities and purposes across our three great hospitals.

Photo Left:

Phil Townsend, Chairman
Matthew Coats, Chief Executive

Members of the Corporate Trustee's Board

As at 31 March 2024 these were:

Executives

Matthew Coats

Chief Executive

Mary Bhatti

Acting Chief Operating Officer

Tracey Carter

Chief Nurse – until 19 May 2023

Michelle Hope

Acting Chief Nurse and Director of Infection Prevention and Control - 20 May 2023 to 21 July 2023

Kelly McGovern

Chief Nurse and Director of Infection Prevention and Control – 24 July 2023

Don Richards

Chief Financial Officer – until 29 February 2024

Rodney Pindai

Acting Chief Financial Officer – from 4 March 2024

Andrew McMenemy

Chief People Officer

Toby Hyde

Chief Strategy and Collaboration Officer

Dr Mike Van Der Watt

Chief Medical Officer

Non-Executive

Phil Townsend

Chairman

Harvey Grffiths

Ann Griffin

Edwin Josephs

Senior Independent Director

Heather Moulder - from 6 January 2024

Jonathan Rennison

Vice Chair

Virginia Edwards

Non-Executive Director – until 6 January 2024

Reference and administrative regulation

Registered charity number

1052210

Registered charity name

West Hertfordshire Teaching Hospitals
NHS Trust Charity

Operating names

Raise
Raise West Herts
West Herts Hospitals Charity

Bank

Lloyds TSB
67 High Street
Watford
Herts
WD17 2DU

Registered charity address

Watford General Hospital
60 Vicarage Road
Watford
Hertfordshire
WD18 0HB

Independent Examiner

Hillier Hopkins LLP
Chartered Accountants & Statutory Auditor
Radius House
51 Clarendon Road
Watford
Hertfordshire WD17 1HP

Investment Managers

Rathbones Greenback Investments
8 Finsbury Circus
London
EC2M 7AZ

Senior charity staff

Samantha Sherratt CEO - until 22 June 23
Alison Rosen CEO - joined July 2023

Website and email

www.raisewestherts.org.uk
westherts.raise@nhs.net

Social media

Facebook, X, Instagram and
LinkedIn @RaiseWestHerts

Privacy and fundraising

We work hard to meet our responsibilities under the General Data Protection Regulations (GDPR). Our privacy notice is available on our website and explains what supporters and others can expect from us and how we collect and manage information about them. Any adverse matters relating to GDPR compliance are reported to the Charity Committee and to our regulators as required. There were no such matters to report this year.

We are registered with the Fundraising Regulator to demonstrate our commitment to transparency. Our fundraising promise is published on our website and explains what supporters can expect from us, and what to do if they have any concerns.



Photo Left: The Charity Team

L-R: Emily Theobald, Natalie Halliwell-Jennings,
Alison Rosen, Celia Findell and Ningzhi Zhang

Financial Review

Overview

Our total net assets as at 31 March 2024 were £465k; this represents a decrease in reserves of £222k (decrease of 32%) from 31 March 2023. Income has decreased from £613k to £580k (a decrease of 5%).

This was mainly due to a decrease in donations, grants and sponsorship. However the lottery has brought in income of £120k in its first year and significant legacy income was gratefully received of £114k (2022/23 £11k).

Total expenditure has also decreased, from £1,131k to £816k (a decrease of 28%). However, excluding the exceptional purchase of the interventional radiology scanner in 2022/23 of £625k grant spending remained at a similar level.

Investments

The valuation of the charity's portfolio was £653k at 31 March 2024 (previous year £645k). This is an 1.2% increase in value and reflects the recovery effect of world stock markets. The Corporate Trustee continued to monitor the portfolio based on Rathbones' advice as international events affect stock markets around the world. In March 2024 Rathbones recommended that the investment strategy remain unchanged and planned to make strategic purchases of preferred equities in a more considered way.

Debtors

As at 31 March 2024 total debtors were £85k (previous year 25k). This mainly comprised monies due from a legacy and restricted grants.

Cash

As at 31 March 2024 the total cash balance was £547k (previous year £803k).

Creditors

The amount owed by West Herts Hospitals Charity at 31 March 2024 was £820k which includes monies for completed projects and accruals for other projects; including the interventional radiology scanner.

Reserves policy

The reserves currently stand at £465k (previous year £687k). At 31 March 2024 the valuation of the investment portfolio was £653k, with the balance of assets (negative £188k) being net current liabilities due to the amount due for the interventional radiology scanner. Note 10 of the accounts refers to the purposes of the material funds. Of the total fund balance at 31 March 2024 of £465k, there are 19 restricted funds with a value of £225k, with the rest of the funds (£240k) held in designated and unrestricted funds. The Corporate Trustee is committed to applying the income of the charity within a 'reasonable time' of receiving it. This policy applies to restricted and unrestricted (designated and undesignated) funds. The focus on timely expenditure of funds, together with the investment objective places a requirement on fund holders and fund managers to work with the charity to develop spending plans and forecasts for expenditure. The reserves policy has been considered and it has been agreed that reserves will be retained sufficient to fund six months of expenditure including a cash holding of 90 days expenditure at a minimum.

Investment policy

Our investment objectives are to maximise growth over the long term whilst protecting the real value of the funds and maintaining a reasonable level of income. The appointed investment managers have, at the discretion of the Corporate Trustee, unrestricted powers in accordance with the Charities Act 2011, with the exception that there will be no investment in companies that have a significant investment in tobacco, alcohol or arms/armaments.

Rathbones Investment Managers Ltd have been the charity's investment manager for the whole of the financial year ending 31 March 2024. They report quarterly to the Charity Committee regarding performance of the investment portfolio and outlook for the coming year.

The report explains all investment movements i.e. purchases, sales and market movements, and all financial transactions are supported by contract notes. Rathbones charge a quarterly management fee which is 0.75% of the portfolio valuation and is deducted direct from the portfolio cash holding.

Risk management

The Charity Committee, on behalf of the Corporate Trustee, ensures that the charity meets its obligations for risk management as set out in the terms of reference. It has established a framework for risk identification and has examined the strategic and operational risks that the charity faces. The Charity Committee regularly reviews these risks and takes action to mitigate and monitor them. The investment strategy is constantly reviewed by the Charity Committee in line with the level of risk appetite agreed by the Corporate Trustee. A major review of the charity's risk register and the risks it faces was undertaken.

Incoming resources

Total incoming resources for the year ending 31 March 2024 was £580k (previous year £613k) which included voluntary income of £528k and investment income of £52k. Voluntary income includes donations from other charitable organisations including trusts and grant-giving bodies, churches and schools, private companies, trust employees, community events and other individual donations from patients, relatives and their friends. Investment income includes income from the investment portfolio managed by Rathbones Investment Management Ltd.

Resources expended

Total resources expended were £816k for the year ending 31 March 2024 (previous year £1,131k). This was split between charitable activities (£508k) and activities for generating funds (£308k). Charitable activities include expenditure incurred by the charity in undertaking activities that further its charitable aims of improving patient and staff experience and wellbeing as seen in note 3.

Patient welfare and staff welfare remained consistent when compared to the previous year after taking account of the exceptional interventional radiology scanner cost which was recognised in 2022/23.

Fundraising costs increased due to investment in the lottery scheme which was expected and will see a return on that investment in 2024/25. Staff costs increased in the year due to changes in posts to support the charity.

Investment management fees were £6k (previous year £7k) being the fees charge by our investment managers, Rathbones Investment Managers Ltd, based on the value of the portfolio.

Independent examiner's report

Independent examiner's report to the Corporate Trustee of West Herts Hospitals Charity ('the Charity') for the year ended 31 March 2024

Opinion

I report to the Corporate Trustee on my examination of the accounts of the Charity for the year ended 31 March 2024.

Responsibilities and basis of report

As the Corporate Trustee of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the 2011 Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the 2011 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

This report is made solely to the Charity's Corporate Trustee, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the Charity's Corporate Trustee those matters I am required to state to them in an independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Charity's Corporate Trustee as a body, for my work or for this report.

Signed:



Alexander Bottom ACA
For and on behalf of
Hillier Hopkins LLP
Chartered Accountants
Radius House
51 Clarendon Road
Watford
Hertfordshire
WD17 1HP

25th July 2024

Financial statements

For the year 01 April 2023 to 31 March 2024

Statement of the Corporate Trustee's responsibilities

The Corporate Trustee is responsible for:

- keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the funds held on trust and to enable it to ensure that the accounts comply with requirements of the Charities Act 2016.
- establishing and monitoring a system of internal control; and
- establishing arrangements for the prevention and detection of fraud and corruption.

The Corporate Trustee is required under the Charities Act 2016 to prepare accounts for each financial year.

In preparing those accounts, the Corporate Trustee is required to:

- apply on a consistent basis accounting policies laid down by the Charities Act 2016.
- make judgments and estimates which are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts.

The Corporate Trustee confirms that, as far as it is aware, there is no relevant audit information of which the Charity's auditors are unaware and that it has taken all reasonable steps to ensure that this is the case.

The Corporate Trustee confirms that it has met the responsibilities set out above and complied with the requirements for preparing the accounts. These financial statements have been compiled from and are in accordance with the financial records maintained by the Corporate Trustee.

For and on behalf of the West Hertfordshire Teaching Hospitals NHS Trust



Signed:



Phil Townsend
Chair
25th July 2024

Statement of Comprehensive Income

Income and expenditure for the year 01 April 2023 to 31 March 2024

		2023-24	2023-24	2023-24	2022-23	2022-23	2022-23
	Note	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		Funds	Funds	Funds	Funds	Funds	Funds
		£000	£000	£000	£000	£000	£000
Income and endowments from:-							
Donations and Legacies	2.1	288	240	528	49	527	576
Investment Income	2.2	52	0	52	37	0	37
Total Income and endowments		340	240	580	86	527	613
Expenditure on:-							
Raising Funds	3	(303)	(5)	(308)	(78)	(5)	(83)
Charitable Activities	3	(299)	(209)	(508)	(180)	(868)	(1,048)
Total Expenditure		(602)	(214)	(816)	(258)	(873)	(1,131)
Gains/(losses) on Investment assets	4	14	0	14	(61)	1	(60)
Net Income/ (Expenditure)		(248)	26	(222)	(233)	(345)	(578)
Gross transfer between funds		228	(228)	0	(47)	47	0
Net movement in funds	9a	(20)	(202)	(222)	(280)	(298)	(578)
Reconciliation of Funds:-							
Fund balances brought forward	10	260	427	687	540	725	1,265
Fund balances carried forward	10	240	225	465	260	427	687

Statement of Financial Position

Statement of financial position at 31 March 2024

		2024	2024	2024	2023	2023	2023
	Notes	Unrestricted	Restricted	Total at 31	Unrestricted	Restricted	Total at
		Funds	Funds	March	Funds	Funds	31 March
		£000	£000	£000	£000	£000	£000
Fixed Assets							
Investments	5	337	316	653	244	401	645
Total Fixed Assets		337	316	653	244	401	645
Current Assets							
Debtors	6	85	0	85	25	0	25
Cash at bank	7	528	19	547	56	747	803
Total Current Assets		613	19	632	81	747	828
Creditors: Amounts falling due within one year	8	(710)	(110)	(820)	(65)	(721)	(786)
Net Current Assets/ (Liabilities)		(97)	(91)	(188)	16	26	42
Total Net Assets		240	225	465	260	427	687
Funds of the Charity							
Funds:							
Restricted	10.1	0	225	225	0	427	427
Unrestricted	10.2	240	0	240	260	0	260
Total Funds		240	225	465	260	427	687

The financial statements were approved and authorised for issue by the Corporate Trustee and signed on their behalf by:

Signed



Phil Townsend
Chair of Corporate Trustee
25th July 2024

Statement of Cash Flow

Cash flow for the year 01 April 2023 to 31 March 2024

		Total Funds		Total Funds	
	Note	23/24	23/24	22/23	22/23
		£	£	£	£
		£000	£000	£000	£000
Cash flow from operating activities					
Operating deficit before income from bank and investments	9a		(288)		(555)
(Increase)/Decrease in Debtors	6		(60)		88
Increase in Creditors	8		34		394
Net Cash Generated from operating activities		(314)		(73)	
Cashflow from investing activities					
(Purchase) and sale of investments	9b	6		4	
Investment income received	2.2	52		37	
Net Cash Generated from investing activities		58		41	
Change in cash and cash equivalents in the reporting period		(256)		(32)	
Cash and cash equivalents at the beginning of the reporting period		803		835	
Cash and cash equivalents at the end of the reporting period	7	547		803	

Notes to the Accounts

1. Accounting Concepts and Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Charities SORP (FRS102) - 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 (FRS102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

West Herts Hospitals Charity meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost of transaction value unless otherwise stated in the relevant accounting policy.

1.2 Going concern

Corporate Trustee is not aware of any going concern issues which may cast significant doubt about West Hertfordshire Teaching Hospitals NHS Trust's ability to continue operating. The Corporate Trustee has received assurances from the NHS Board that the services currently provided by the trust will continue to be provided for the foreseeable future.

1.3 Financial instruments

The Charity has opted to account for financial instruments in line with IAS 39. See notes 8(a) and 8(b) for further details.

Financial assets

Financial assets are recognised when the Charity becomes party to the financial instrument contract or in this case when the income is probable. Financial assets are de-recognised when the contractual rights have expired or the asset has been transferred. Financial assets are initially recognised at fair value.

Financial liabilities

Financial liabilities are recognised on the statement of financial position when the Charity becomes party to the contractual provisions of the financial instrument. Financial liabilities are de-recognised when the liability has been paid or expired.

1.4a Income and endowments

All incoming resources are included in full in the Statement of Comprehensive income as soon as the following three factors can be met:

- i) entitlement - arises when a particular resource is receivable or the Charity's right becomes legally enforceable.
- ii) Probability - when receipt of any income becomes probable.
- iii) Measurement - when the monetary value of the incoming resources can be measured with sufficient reliability.

1.4b Boundary of recognition of income

Incoming resources reflected in these accounts reflect those resources which have satisfied the conditions applied to the boundary of recognition of income. This boundary has been established as the cashiers office of the trust.

1.5 Expenditure

The funds held on trust accounts are prepared in accordance with the accruals concept. All expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party. In the year 2023/24 all the expenditure approved by the Corporate Trustee has been accrued.

1.5a Raising funds

The cost of generating funds is the cost associated with generating income for the funds held on trust. This will include the costs associated with the investment manager's fee, the Charity's CEO salary and other fundraising costs.

1.5b Charitable activities

The cost of charitable activities comprise all costs incurred in the pursuit of the charitable objectives and include governance costs which are accounted for on an accruals basis as are recharges from West Hertfordshire Teaching Hospitals NHS Trust covering audit fees and accounting services. They are apportioned over all of the funds based on the average fund balance.

1.5c Allocating costs by activity

All administration costs being the other staff costs and audit fees will be apportioned to raising funds and charitable activities based on time spent on each activity.

1.6 Structure of funds

Where there is a legal restriction on the purpose to which a fund may be put, the fund is classified in the accounts as a restricted fund. Funds where the capital is held to generate income for charitable purposes and cannot itself be spent are accounted for as endowment funds.

Other funds which are not legally restricted and for which the Corporate Trustee has chosen to earmark for set purposes are classified as designated funds. The restricted funds are shown in note 10.1 with the major unrestricted funds in note 10.2. In the year the majority of designated funds were rationalised into the general fund.

1.7 Fixed asset investments

Fixed asset Investments are shown at market value. Quoted stocks and shares are included in the statement of financial position at mid-market price, ex-dividend. Other fixed asset investments are included at the Corporate Trustee's best estimate of market price.

1.8 Debtors

Debtors are amounts owed to the Charity. They are measured on their recoverable amount.

1.9 Cash

Cash at bank and in hand is held to meet the day-to-day running costs of the charity as they fall due.

1.10 Creditors

Creditors are amounts owed by the charity. They are measured at the amount that the charity expects to have to pay to settle the debt, and recognised as soon as there is a legal or constructive obligation to make payment to a third party.

1.11 Realised gains and losses

All gains and losses are taken to the Statement of Comprehensive Income as they arise. Realised gains and losses on investments are calculated as the difference between sales proceeds and opening market value (or date of purchase if later). Unrealised gains & losses are calculated as the difference between market value at the year end and opening market value (or date of purchase if later).

1.12 Pooling scheme

An official pooling scheme is operated for investments relating to the funds of the West Hertfordshire Hospitals NHS Trust Common Investment Fund. This scheme was registered with the Charity Commission on 2nd March 2001.

1.13 Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it is incurred.

1.14 Related party transactions

None of the Corporate Trustee, board members of the West Hertfordshire Hospitals NHS board or parties related to them has undertaken any transactions with, or received any benefits from the charity in payment or kind. The member received no honoraria or emoluments in the year.

Creditors and accruals, see note 8b, include amounts owing to the West Hertfordshire Hospitals NHS Trust. Within this is a figure that relates to capital equipment items, categorised as such because the cost is in excess of £5,000. The figures are noted below;

Name of Related Party	Relationship to charity	Nature of transaction	2023/24	2022/23
			£000	£000
West Hertfordshire Hospitals NHS Trust	Corporate Trustee	Contribution to the NHS	30	11

2. Income and Endowments

2.1 Donations and Legacies						
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Funds 2024	Funds 2024	Funds 2024	Funds 2023	Funds 2023	Funds 2023
	£000	£000	£000	£000	£000	£000
A Donations, Grants and Sponsorship (i)	44	187	231	36	512	548
B Legacies (ii)	61	53	114	5	6	11
C Other including events (received via Just Giving/ Virgin fund pages)	48	0	48	8	9	17
D Lottery income	120	0	120	0	0	0
E Gifts in kind	15	0	15	0	0	0
Total	288	240	528	49	527	576

(i) 2022/23: Includes large donations received for the Interventional Radiology appeal (£321k)

2.2 Investment Income						
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Funds 2024	Funds 2024	Funds 2024	Funds 2023	Funds 2023	Funds 2023
	£000	£000	£000	£000	£000	£000
Rathbones - Dividends and interest	22	0	22	21	0	21
Bank Interest	30	0	30	16	0	16
Total	52	0	52	37	0	37

3. Expenditure

3 Expenditure						
	Charitable activities 2024	Raising Funds 2024	Total Funds 2024	Charitable activities 2023	Raising Funds 2023	Total Funds 2023
	£000	£000	£000	£000	£000	£000
* Medical Equipment	8	0	8	625	0	625
* Patient welfare - See Note 3.1 (i)	85	0	85	179	0	179
* Staff Welfare	85	0	85	12	0	12
Staff training	0	0	0	1	0	1
Course expense and equipment	1	0	1	0	0	0
Computer equipment, branding & fundraising software	60	0	60	20	0	20
Running Costs	6		6	1	0	1
Administration - See Note 3.1 (ii)	54	0	54	55	0	55
Examination/audit - See Note 3.3	8	0	8	4	0	4
Staff costs - See Note 3.1 (iii)	195	78	273	144	31	175
Investment fees	6	0	6	7	0	7
Lottery expenses	0	230	230	0	52	52
Total	508	308	816	1,048	83	1,131

3.1 Grant Giving*

Expenditure in respect of Medical Equipment, Patient Welfare and Staff Welfare is made in the form of grant funding to West Hertfordshire Hospitals NHS Trust.

3.2 Staff costs

There are no directly employed staff costs this year or in any previous years. However staff are employed by West Hertfordshire Hospitals NHS Trust and recharged to the Charity as detailed below:

- (i) Includes salary recharges for a part-time End of Life Care Volunteering Project Manager, a Youth Volunteer Team Manager and a WACS Volunteer Coordinator. It also includes gifts in kind valued at £15k in 2023/24.
- (ii) The fees for the Charitable Funds Accountant are disclosed as part of the administration costs and apportioned across all funds.
- (iii) Includes the Charity Director, Finance Officer, Fundraising Officer and Communications officer (one day/week). The Charity Director costs are charged across all funds.

3.3 Trustees remuneration, benefits and expenses

None of the Corporate Trustee of the West Herts Hospitals Charity were paid any remuneration or expenses in return for their services.

3.4 External examiner’s remuneration

The external examiner’s remuneration related solely to examination/audit with no additional work being undertaken. The actual cost for the current year is £8k (2022/23 £4k). This year includes an additional charge of 4K under recovery for 2022/23.

4. Gains/(Losses) on Investment Assets

4 Gains/(Losses) on investment assets						
	Unrestricted Funds 2024	Restricted Funds 2024	Total Funds 2024	Unrestricted Funds 2023	Restricted Funds 2023	Total Funds 2023
	£000	£000	£000	£000	£000	£000
Realised (losses)/gains	0	0	0	(27)	0	(27)
Unrealised gains/(losses)	14	0	14	(34)	1	(33)
Total	14	0	14	(61)	1	(60)

5a. Analysis of Fixed Asset Investments

5a Analysis of fixed asset Investments			
	Held in the UK	Total 2024	Total 2023
	£000	£000	£000
Market value at 31 March			
Investments listed on Stock Exchange	638	638	615
Cash held as part of the portfolio	15	15	30
Total	653	653	645

5b. Investment Fixed Assets Portfolio

5b Analysis of Investment portfolio		
	Total 2024	Total 2023
	£000	£000
Market value at 31 March	645	711
Less: Disposals at carrying value	(48)	(132)
Add: Acquisitions at cost	57	127
Net (loss) gain on revaluation	14	(60)
Movement in Cash balance	(15)	(1)
Market value at 31 March	653	645
Historic cost at 31 March	616	646

6. Debtors

6 Debtors		
	Total 2024	Total 2023
	£000	£000
Amounts falling due within one year:		
Debtors	35	19
Prepayments and accrued income	50	6
Total debtors	85	25

7. Cash at Bank

7 Cash at bank		
	Total 2024	Total 2023
	£000	£000
Lloyds Current Account	51	21
NatWest Bank Account	496	782
Total	547	803

8. Creditors

8 Creditors		
	Total 2024	Total 2023
	£000	£000
Amounts falling due within one year:		
Creditors	20	39
Accruals and deferred income	800	747
Total Creditors	820	786

Creditors in both 2023/24 and 2022/23 include amounts due to West Hertfordshire Hospitals NHS Trust.

8a. Financial Assets

8a Financial Assets				
	At fair value through receipts and payments 2024	Receivables	Total	Total
	£000	2024	2024	2023
	£000	£000	£000	£000
Investments	653	0	653	645
Debtors	0	85	85	25
Cash at bank and in hand	0	547	547	803
Total Financial assets	653	632	1,285	1,473

8b. Financial Liabilities

8b Financial Liabilities			
	Payables 2024	Total 2024	Total 2023
	£000	£000	£000
Creditors	20	20	39
Accruals	800	800	747
Total Financial liabilities	820	820	786

9a. Reconciliation of net movement in funds and operating deficit before income from bank and investments

9a Reconciliation of net expenditure with deficit on cashflow		
	2023	2022
	£000	£000
Operating income /(deficit) on Statement of Operating Income	(222)	(578)
Deduct:		
Dividends and interest on investment portfolio	(22)	(21)
Bank interest	(30)	(16)
Net (gain)/loss on revaluation	(14)	60
Per cashflow on operating activities	(288)	(555)

9b. Analysis of cash movements within the cashflow

9b Cashflow:Analysis of cash movements within the cashflow		
	2024	2023
	£000	£000
Investing activities		
Sale proceeds from investments	48	132
Purchases of fixed assets investments	(57)	(127)
Movement in Cash balance	15	(1)
	6	4

10.1 Analysis of Funds

10.a Restricted Funds						
	Balance 31 March 2023 £000	Incoming Resources 2024 £000	Resources Expended 2024 £000	* Transfers 2024 £000	Gains and Losses 2024 £000	Balance 31 March 2024 £000
Material funds						
A Breast Cancer Appeal	20	1	(5)	0	0	16
B Horace Robinson Renal Unit	25	0	(3)	0	0	22
Ca League of friends (HHGH) (Note i)	4	0	0	(4)	0	0
Cb League of friends (Watford)	69	0	0	(69)	0	0
D W.G.Moore Legacy (RenalDialysis)	5	0	0	0	0	5
E Youth Volunteering Development (Note ii)	4	0	(1)	0	0	3
F Paediatric Cystic Fibrosis	3	0	0	0	0	3
G Investment Gains / (Losses) (Note iii)	(3)	0	0	3	0	0
H Medical and Surgical Equipment	77	0	(12)	(65)	0	0
I COVID19	82	0	(2)	(80)	0	0
J UK Neqas Unit Training & Educa	5	0	(1)	0	0	4
Ka WACS Volunteer Coordinator	0	7	(9)	2	0	0
Kb End of Life Care Volunteering	0	18	(18)	0	0	0
L All Stars	4	14	(18)	0	0	0
M WGH Elderly Patients	15	0	(2)	0	0	13
N Star of Herts	4	29	(26)	0	0	7
O Interventional Radiology	14	26	(8)	(26)	0	6
P Mortuary	3	0	(1)	0	0	2
Q Starfish	17	1	(1)	0	0	17
Ra Maternity Bereavement service	4	1	(1)	0	0	4
Rb Maternity Bereavement development	0	40	(6)	0	0	34
S Neonatal	0	44	(31)	0	0	13
T Women's children and neonatal	0	6	(1)	0	0	5
U Medical Education Centre Refurbishment	0	14	(2)	0	0	12
V Specified Ward Fund	0	14	(2)	0	0	12
W Staff wellbeing and training	0	11	(2)	0	0	9
X NHC CT - Legacy Campaign	0	8	0	0	0	8
Y Small restricted funds (any restricted funds under £500)	75	6	(62)	11	0	30
Total	427	240	(214)	(228)	0	225

10.1 Analysis of Funds

Details of material funds - restricted funds

Name of fund	Brief description of the nature and purpose of each fund
A Breast Cancer Appeal	Raising funds for Cancer care
B Horace Robinson Renal Unit	Dialysis unit patient care and staff training
C League of friends)	Funding for the local hospital
D W.G.Moore Legacy	Renal Dialysis machines
E Youth Volunteering Development	Youth Volunteering Development
F Paediatric Cystic Fibrosis	Patient welfare
G Investment Losses	Investment movements
H Medical and Surgical Equipment	Equipment funding
I COVID19	COVID-19 response
J UK Neqas Unit Training & Education	Staff training
K WACS Volunteer Coordinator	Volunteering
L All Stars	Volunteering
M WGH Elderly Patients	Elderly patient care
N Stars of Herts	Staff support and welfare
O Interventional Radiology	Scanner appeal
P Mortuary	Mortuary
Q Starfish	Children’s ward
Ra Maternity Bereavement service	Maternity support
Rb Maternity Bereavement development	Maternity support
S Neonatal	Woman and Children
T Women’s, children and neonatal	Woman and Children
U Medical Education Centre Refurbishment	Medial Education
V Specified Ward Fund	Ward Fund
W Staff wellbeing and training	Staff support and welfare
X NHS CT - Legacy Campaign	Legacy Campaign
Y Small restricted funds	Any restricted funds under £500

10.2 Unrestricted Funds

10.2 Unrestricted Funds						
	Balance 31 March 2023 £000	Incoming Resources 2024 £000	Resources Expended 2024 £000	* Transfers 2024 £000	Gains and Losses 204 £000	Balance 31 March 2024 £000
Material funds						
West Herts General	237	340	(597)	163	0	143
Medical and Surgical Equipment	0	0	0	65	0	65
Neurology	27	0	(5)	0	0	22
Investment Gains/(Losses)	(4)	0	0	0	14	10
Total (131)	260	340	(602)	228	14	240

Details of material funds - unrestricted funds

During the year several restricted funds were taken into general funds in accordance with Charity legislation. £163k was transferred from restricted funds to general funds. This includes £69,000 remaining balance from the League of Friends which closed during Covid and £80,000 in the Covid fund which was raised for the general support of the hospital. £26,000 was also transferred from the Interventional Radiology appeal to cover amounts spent supporting the appeal from general funds.



West Herts Hospitals Charity

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