

Irish Hospice Foundation

Annual Report

2020



Irish
Hospice
Foundation

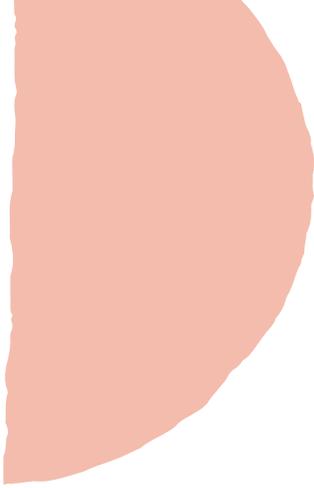


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Strategy & Priorities

Our Statement of Strategy 2020 - 2025 commits to shining a light on specific areas of need in end-of-life and bereavement support. It also commits us to actively investing, innovating and developing responsive services and programmes through:

- Our **vision** is an Ireland where people experiencing dying, death and bereavement are provided with the care and support they need.
- Our **mission** is to work towards the best end-of-life and bereavement care for all.
- Our **beliefs** are:
 - people wish for and have the right to be cared for, and to die with dignity and respect, in the care setting of their choice,
 - that support through bereavement nurtures healing and resilience, among individuals, households, communities and workplaces,
 - every death matters and we only have one chance to get it right.
- Our **values** are integrity, courage, compassion, respect and dignity.

The priorities under our Strategy are:

- **Advocacy & Influence** | We will advocate for improvement in palliative and end-of-life care as well as investment in children's palliative care. We will support 'planning ahead' and ensure equity of access to end-of-life and bereavement services.
- **Shaping End-of-Life Care** | We will consolidate our work through our Healthcare Hub and continue to deliver our programmes in the community. We will extend our Hospice Friendly Hospitals programme and foster and incubate innovation in end-of-life care and palliative care in all settings.
- **Bereavement & Loss** | We will advocate for better bereavement supports nationally and consolidate our work through our Bereavement & Loss Hub. With our partners, we will support innovation and development in all areas of bereavement care, education and training.
- **Education & Transfer of Learning** | We will focus our education and training on care at end of life in hospital and community settings and bereavement care as well as provide resources for workplaces and self-care amongst health and social care staff.
- **Conversation & Communication** | Through public engagement, we will create a safe space for conversations on dying, death and bereavement and seek to reduce fear, isolation and poor information. We will strengthen our capacity in community engagement and use the strength of advocacy and research to support arts, cultural and creative responses.
- **Our People & Our Organisation** | We will deliver our work through our skilled and compassionate staff who do so with pride, integrity, strength and governance. We commit to being responsive and agile while strengthening a culture of support and development.
- **Funding & Governance** | Over the last number of years, on average, 92% of our funding comes directly from the public, trust is critical. We commit to excel in governance and quality management systems, maintain our triple lock status, strengthen our fundraising programme and remain innovative.

Message from the Chair

Every death matters – and we only have one chance to get it right. Many of the experiences of dying, death and bereavement during 2020 fell very far short of the expressed wishes of the Irish people in relation to what they want for themselves or their loved ones at end of life.



Irish Hospice Foundation (IHF) did what it could to address the challenges created by the pandemic. Specific initiatives included the COVID-19 Care & Inform Hub with continually updated information and resources, the launch of the IHF Bereavement Support Line in partnership with the HSE, strong advocacy around being able to be with loved ones at end of life, numbers allowed at funerals and input into the expert group on nursing homes. In parallel with our specific pandemic response, the IHF team continued with our existing programmes including Nurses for Night Care, Hospice Friendly Hospitals and bereavement education.

These initiatives and programmes have been developed through partnerships and collaborative relationships with those working alongside us in the fields of hospice, palliative, end-of-life and bereavement care. Partnership is key to how we work.

At the heart of IHF's success lies the passion, energy, commitment and professionalism of the team led by CEO Sharon Foley. 2020 brought the additional challenges of remote working and the team rose to these challenges with speed, creativity and determination. On behalf of the Board, I want to thank all our team for their outstanding contribution.

In 2020, three-quarters of our funding came from the general public. Their continued support during a year when so many people faced financial challenges and many of our fundraising activities were curtailed is deeply appreciated. Without this generosity, we would not be able to continue our work.

In addition to the funding from the general public we are greatly appreciative of State funding which comes through – Creative Ireland, Pobal, HSE, Túsla and the many corporate funders, Trusts & Foundations who support us including The Community Foundation of Ireland. Your vision and partnership with IHF are vital to our work. We also thank Irish Cancer Society who provide the bank of nurses for our Nurses for Night Care service.

I would like to acknowledge the contribution of my fellow Board Directors who generously give their time and expertise. We were delighted to welcome Colm O'Sé and Martin Freyne to the Board in September. It's a pleasure and privilege to work with so many gifted and committed people.

Crises bring with them opportunities. There is much we can, and must learn from the experiences during the pandemic- lessons, which are still being learnt as I write this introduction. Let us learn these lessons and seize this opportunity to improve significantly the experience of dying, death and bereavement in post-COVID Ireland.

We are all part of this. Dying is everyone's business

Jean Callanan
Chair of the Board of Directors
Irish Hospice Foundation



Message from the CEO

2020.... What a year. Like every other organisation, IHF found itself facing the unknown in March 2020, while also recognising that our services would be needed more than ever before.

We are proud to report that IHF, in keeping with our mission and vision, responded vigorously to the challenges presented by COVID-19. Throughout the pandemic we found new ways to provide compassionate care and support to those facing end of life and their families, carers and healthcare workers.

Our creative response began immediately. By April 2020, we had launched our online COVID-19 Care & Inform Hub, aimed at informing and supporting both the public and healthcare staff facing dying, death or bereavement during the pandemic. By year end, we had developed 21 new publications, reviewing and updating them constantly in line with changing Government advice. Our funeral and grieving resources remain in constant demand. We hope they bring comfort and support to families grieving throughout Ireland.

All too aware that the circumstances of all deaths during the pandemic would impact deeply on people grieving, we worked with the HSE to fulfil our ambition of developing a national Bereavement Support Line. Since June 2020, skilled volunteers and staff have provided a listening and signposting service, responding to over 1000 calls from all over Ireland. We intend to build this service over the coming years. A huge thank you to the volunteers, staff and HSE for making this happen.

Demand for our Nurses for Night Care service, which supports people with illnesses other than cancer to remain and to die at home, grew by almost 14% in 2020, providing a total of 2,434 nights of nursing care to over 800 people. We are grateful to the HSE and the public for supporting us to meet this need.

Staff in healthcare settings needed extra care and support in 2020. We developed a range of resources for staff and launched our *Toolkit for Compassionate End-of-Life Care* at the end of the year. We also held a range of virtual training webinars and networks for healthcare

staff – all well attended and evaluated. We also held four webinars for the public on bereavement.

Most people still find it very hard to think and speak about dying, death and bereavement. Believing the arts and creativity, in all their manifestations, can help people to consider these issues in a healthy and creative way, we also developed an arts policy which will help us to employ arts and creative strategies in our engagement with the general public. Deep thanks to Creative Ireland for funding this work.

Our new strategic plan was almost complete prior to COVID-19. The pandemic made us reflect, and we refined the plan in light of what our staff and partners were observing. Launched in summer 2020, it strengthens our commitment to reaching people facing end of life in every circumstance, with a particular focus on those facing end of life in community settings (home and residential care settings) and those facing bereavement.

In the worst of times, the COVID-19 crisis brought out the best in people. IHF's staff rallied together to deliver and excel. I know how difficult it was for all of you. Thank you so much for your commitment, dedication and input. I am proud of you all.

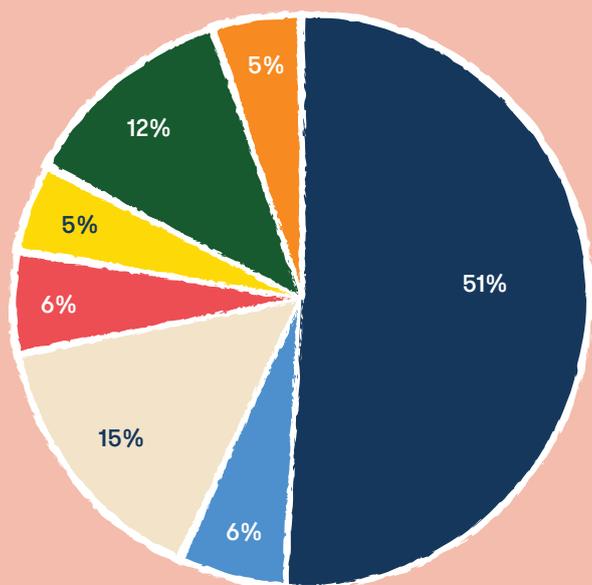
We are fortunate to have a Board of extremely skilled and committed Directors. Their guidance, advice and generosity of time in 2020 was inspirational. A huge thank you to each Director and especially to Jean Callanan, our Chair.

Finally, none of this vital work could have been achieved without the fantastic support of our funders and donors and the partnerships we've built up over the past 35 years. Sincere thanks and gratitude to everyone who supported us.

Keep safe,

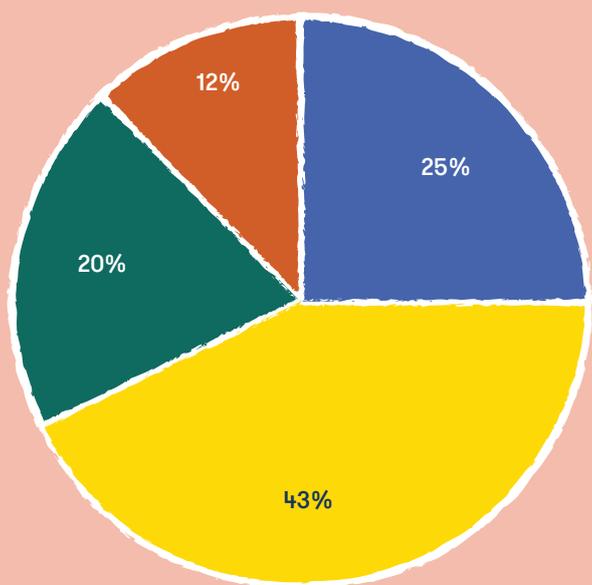
Sharon Foley, CEO
Irish Hospice Foundation

2020 in Summary



Where our funds come from

- Donations
- Legacies
- HSE Grants
- Other Public Funding
- Other Grants
- Other Fundraising Income
- Training, Education & Other Income



How we spent our funds

- Fundraising
- Healthcare Programmes
- Education, Training and Bereavement
- Public Engagement

2020 Achievements

Nurses for Night Care

- 2434 nights were delivered to patients with non-cancer diagnosis
- Nursing costs to the service in 2020 increased with total nursing costs of €820,732
- Secured €400,000 funding from HSE for service with rest of the funding raised thanks to the generosity of our supporters



Advocacy & Influence

- Strong advocacy programme developed in response to COVID-19 highlighting needs of patients dying in all care settings specifically the need for visits to patients at end of life and funeral guidance, reaching An Taoiseach, NEPHT, HSE partners, Dept of Health and our partner organisations
- 5 policy reviews and briefings prepared (relating to COVID-19, mortuaries and assisted dying)
- Pre-budget submission published
- Submission to Expert Panel on Nursing Homes and IHF reflections paper developed on future needs



Strategy & Governance

- Review and launch of IHF Strategic Plan in June 2020 - widely disseminated to all stakeholders
- New branding developed and implemented
- Entire staff migrated online and worked from home
- New responsive governance structures established to manage the COVID-10 emergency and upcoming projects
- Memorandum of Understanding (MoU) with the Irish College of General Practitioners (ICGP) signed in March 2020



Research

- Funded and commenced the National Bereaved Relatives Survey project with HIQA and National Care Experience Programme
- Collaborated on the Health Research Board (HRB)-funded secondary data analysis project with Trinity College Dublin
- Commenced a national Economics of Bereavement project with the Department of Social Protection
- With UCD School of Sociology and funded by HRB, we collaborated on the guidelines for communicating cases and deaths related to COVID-19 including an international review research project
- Disseminated and consulted on discussion paper 'Talking about Respite' (prepared in 2019) with Laura Lynn – Ireland's Children's Hospice



Public Engagement

- Thinking and Planning Ahead talks with Family Carers Ireland, Care Alliance, Men's Sheds, IFLA, PSPA and Care Alliance
- Successful Palliative Care Week
- Member of steering groups for AHD's with HSE, Age Friendly Ireland, International Last Aid
- Partnered with Family Carers Ireland for Last Aid Ireland pilot
- Presented to Mental Health Commission, Decision Support Service and Minister Anne Rabbitte
- Secured inception grant from Creative Ireland to deliver a programme of Arts & Creative Engagement across Ireland
- Developed an IHF policy approach to creative engagement on dying, death and bereavement
- Employed Arts & Creative Engagement Officer
- Think Ahead 2.0 scoping, planning and execution completed for launch in 2021



Bereavement

- 4 webinars for the public on bereavement with attendances of up to 300 people
- 'Living with Loss' online event with 250 attendees
- Launch of national Bereavement Support Line in partnership with HSE in June 2020 - almost 700 calls received from all over Ireland. 15 volunteers trained
- Publication of the National Framework for Adult Bereavement Care (launched 2021)
- Supported 2 local bereavement networks – with over 37 members, 1 local public bereavement event and 1 training event
- 7 IHF/ICBN webinars for professionals



Healthcare

- 6 Hospice Friendly Hospital virtual Hospital Network meetings hosted
- Delivered 2 regional CEOL Networks (Dublin & Midlands in person early in 2020), 4 online CEOL Connects and 5 Virtual CEOL Network meetings supporting over 524 participants in 2020
- End-of-life practical resources disseminated and posted to 637 care settings across Ireland including hospitals and nursing homes
- 195 nursing home staff attended our virtual CEOL Network on 17th September 2020 on theme of bereavement during Palliative Care Week
- Over 1,000 GPs attended Palliative Care Week webinar hosted by ICGP in September 2020
- 8 Design & Dignity projects were completed
- Advocated for a national capital programme for hospital mortuary improvements (National Mortuaries Programme referenced in the Programme for Government 2020)
- Design & Dignity Guidelines were reviewed, revised and updated and printed in 2020 and launched in April 2021



Care & Inform Hub

- Online COVID-19 Care & Inform Hub launched in April
- Development of 21 Care & Inform publications for healthcare settings and patients and families, reviewing and updating them constantly in line with changing Government advice
- New Toolkit for Compassionate End-of-Life Care to support health and social care professionals providing care at end of life developed and launched



Communications

- 80 pieces of major national media coverage
- Care & Inform Hub built and curated on IHF website
- 17% increase in overall page views on IHF website from 2019 to 2020
- Development work on our new website was undertaken in Q4 (launched January 2021)
- Summer Raffle 2020 moved online increasing usability for sellers and market for buyers
- Ad campaigns for Never Forgotten and NF Night Run ran on Facebook increasing awareness and funds raised
- User-friendly web version of IHF donor newsletter and archive established
- 4,000 new followers across social media channels including 79% increase in Instagram



Fundraising

- 10 Legacy Gifts from those remembering us in their will
- 4,500 individual donations in response to our mailings
- Trust and Foundation income increased by 87%
- 140 Community Fundraisers joining us virtually and in person
- Over 8,400 regular donors supporting our largest income stream
- 10,000 raffle sellers enlisted for our summer draw



Education & Training

- 20 Professional Certificate in Children and Loss (PCCL) students completed their RCSI course in early March
- Full switch to online classes for all education programmes
- 4 students graduated at RCSI with an MSc Loss & Bereavement and ten commenced their year 2 studies and 20 commenced Year 1 studies
- 125 attended series of Workshop on Loss and Bereavement in January and February
- Our suicide bereavement support training commissioned by the National Office for Suicide Prevention and Compassion
- Final Journeys hospital training programme Communication at End of Life (CEOL) workshops, adapted to online delivery

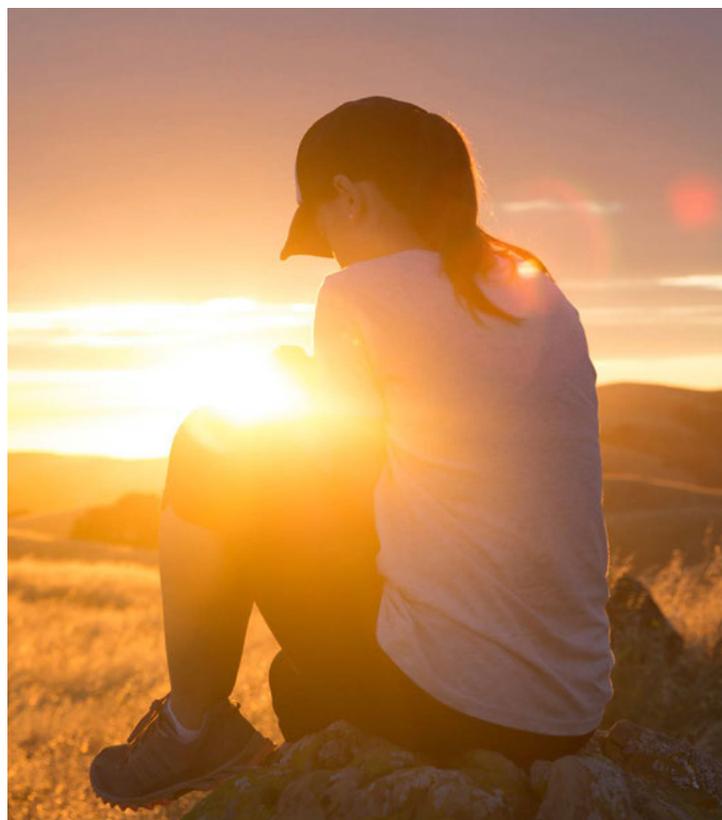


Achievements & Performance

Approximately 31,000 people die in Ireland each year. The number of deaths in Ireland is set to increase to 38,000 by 2031. Approximately 40% of deaths currently occur in acute hospitals and 46% in the community (home, community hospital or nursing home).

The increase in deaths as a result of demographic changes will have serious implications for health policy and service planning. Therefore, there is increased demand for our services each year. In 2020, we continued to innovate in hospice, palliative and end-of-life care while working for more consistent services, to deliver education and training for staff working with those facing death and the bereaved, to support improvements and address inadequacies in bereavement care and to promote more public conversation on dying, death and bereavement.

We launched our new Statement of Strategy 2020–2025 in summer 2020. There was extensive stakeholder engagement as part of the strategy development and strategy rollout. Our CEO met over 40 different stakeholders to brief them on our new strategy and our priorities for the years ahead. These engagements proved to be very important as well as being a means to deepen partnerships.



Alongside the launch of our strategy, we launched our new branding which proved invaluable in promoting IHF throughout Ireland.

Healthcare Programmes

Our healthcare programmes are designed to improve end-of-life care in all care settings and we support health and social care staff to do this via our range of programmes, resources, training and initiatives. We aim to work collaboratively with our key partners and to build and foster dynamic and constructive relationships. The sectors and settings we work closely with were exceptionally impacted by COVID-19 during 2020 and our focus on end-of-life care became more imperative and timely despite considerable challenges. We needed to work in diverse ways, respond rapidly and continue to support, inform and outreach but through different routes and with an online and virtual focus in 2020.

Our application to the Scheme to Support National Organisations 2019 to 2022, funded by the Department of Rural and Community Development and administered by Pobal, provides multi-annual funding towards the core costs of our healthcare programmes.

We supported the recruitment of a Project Lead for the End-of-Life Survey within the HIQA National Care Experience Programme. The national survey began development in 2020 and is anticipated to roll out in early 2023. The findings will inform our work into the future.

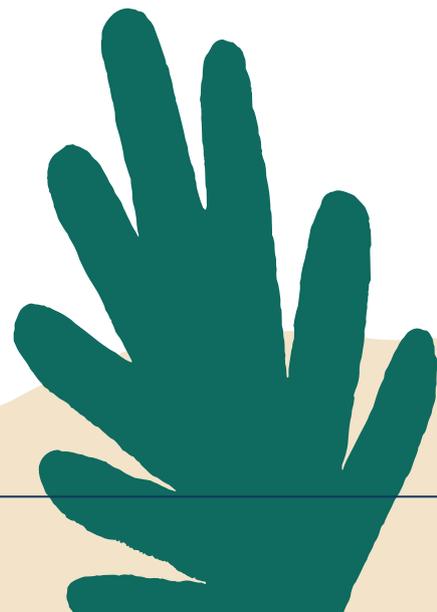
New Care & Inform Hub development was a key part of our rapid response to inform and support the Irish public and health and social care workers about matters relating to end-of-life and bereavement care during the COVID-19 pandemic. Our Healthcare Team developed 15 new Care & Inform resources in 2020. Through co-ordination with other national agencies; HSE, Age Friendly Ireland, Citizen's Information, libraries, Nursing Homes Ireland, ICGP Forum Journal, Nursing in General Practice journal, etc.



dissemination of almost 10,000 Care & Inform fliers in two designs, both in A4 poster format occurred.

Hospitals

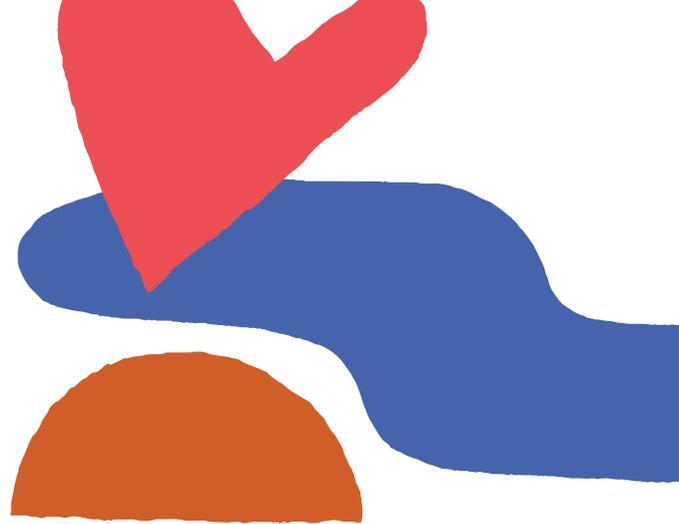
With 43% of all deaths occurring in hospitals, our Hospice Friendly Hospitals (HFH) programme was set up to ensure that end-of-life, palliative and bereavement care are central to the everyday business of hospitals. This programme runs in partnership with the HSE and is overseen by a Joint Oversight Group which met three times in February, May and October 2020. This Group works to further embed the HFH programme into acute hospitals and to advocate for increased numbers of End-of-Life Care Coordinators within these hospitals. Our Head of Healthcare Programmes and the Chairperson of the Oversight Group met with Hospital Group CEO's and key HSE staff to update them on the HFH programme during 2020.



We continued to provide advice, information and resources to staff working in hospitals through our HFH support hub. Given the impact of COVID-19 on the acute hospital sector during 2020, we increased the frequency of our End-of-Life Care Coordinator Network meetings and switched to phone or online for infection control purposes rather than in person. We held 22 End-of-Life Care Coordinator Network meetings during 2020. We were disappointed when some Coordinators were re-deployed to other hospital roles as part of the COVID-19 response but were delighted that a number of these important posts were advertised and recruited for during the year, leading to one new Coordinator starting in January 2020 and four new Coordinators commencing early in 2021. The HFH Quality Improvement Awards are designed to support the implementation of projects to improve the experience of end-of-life care for patients and families and we awarded three grants in 2020 as part of this scheme.

Our HFH Networks, which act as a forum to share good practice, learn, present updates and provide peer support to hospital staff, continued in 2020 despite shifting from in-person to online meetings. We retained our Nursing and Midwifery Board of Ireland (NMBI) accreditation and organised and hosted six HFH Acute Hospital Networks (1 in-person in February 2020), one HFH Maternity and Perinatal Loss Network and commenced our first HFH Paediatric Network in 2020. In total, we reached over 300 attendees through our HFH Networks.

Our HFH Final Journeys train-the-trainer programme, which seeks to improve the delivery of end-of-life care amongst all hospital staff, needed to be paused in March 2020 due to COVID-19. We worked to re-configure the training programme to safely deliver a blended version using online routes, which will be rolled out in 2021. We continued to support Final Journeys facilitators deliver workshops in their hospitals where they could safely do so during 2020.



Working with our HSE Acute Hospital colleagues and our IHF CEOL team, between June and November 2020, we disseminated end-of-life care practical resources (Family Handover Bag and Keepsake Pouch) along with information about our Care & Inform Resources to:

- 46 Acute Hospitals (including maternity and paediatric).
- 66 Residential Care Facilities participating in the CEOL Programme (private, public and voluntary).
- 410 Private Nursing Homes.
- 115 Public Units/ Community Nursing Units.

Our Design & Dignity Programme is run in conjunction with our partners in HSE Estates and aims to transform the way hospital spaces are designed for patients, their families and staff in relation to end of life. During 2020, while some project and building delays were unavoidable, eight Design & Dignity projects were completed. These included projects from the 4th funding grant rounds and work continues on a further six projects. Much focus by IHF was placed on progressing a national capital programme for hospital mortuary improvements and we were delighted to see a National Mortuaries Programme referenced in the Programme for Government 2020 and a commitment through the Design & Dignity Programme, to renovate and renew eleven mortuaries across the country. During 2020 the existing Design & Dignity Guidelines were reviewed, revised and updated and launched in April 2021.

We would like to acknowledge the support of the HSE for their financial contribution of €227,470 towards the HFH programme in 2020.

Homecare

For most people, the majority of healthcare is provided by community-based health and social care workers. Our Primary Palliative Care Programme seeks to support the delivery of palliative care as a core part of healthcare in this setting. We were delighted to sign a Memorandum of Understanding (MoU) with the Irish College of General Practitioners (ICGP) which will guide and inform our future mutual collaborations. As part of this collaboration, we co-funded the commencement of a revised ICGP Certificate course in Palliative Care in early 2020. The course began its second enrolment in November 2020. IHF staff present on the course and link with the Course Tutor on a regular basis. An article about the Certificate course in Palliative Care was published in the ICGP's Forum journal in October 2020. A joint IHF and ICGP Webinar, '*Primary Palliative Care – Through the COVID lens*', with speakers from Palliative Care Medicine, Elderly Care Medicine (Nursing Home) and GP sectors, was delivered as part of Palliative Care Week 2020 with over 1000 GPs joining the online session.

We supported Carers Week in June 2020 with our partners Care Alliance Ireland and delivered webinars during Marie Keating Foundation's Carers Webinar Series during Palliative Care Week. As part of the Family Carers Ireland series of online workshops for carers, we presented two virtual workshops on Life Planning, Thinking Ahead, palliative care and related IHF resources. We are on the Board of Care Alliance Ireland. Two resources were developed for our new Care & Inform Hub offering practical information to support those caring for someone nearing end of life at home.

Our Nurses for Night Care service provides clinical expertise, compassion, comfort, and continuity of care to patients with illnesses other than cancer in the last days of life at home. Almost 23% of Irish people die at home each year and we enabled over 800 people to do this in 2020 by providing a total of 2,434 nights of nursing care. Demand for this vital service increased by almost 14% in 2020 and we are committed to advocating for ongoing multi-annual funding from the HSE to sustain the delivery of this important national service.

We would like to thank our partners, the Irish Cancer Society, who deliver this service on our behalf.



Nursing Homes and Other Residential Care Settings

Every year over 23% of deaths occur in nursing homes and other residential care settings. Our Compassionate End of Life (CEOL) Programme is a quality-improvement programme that provides staff in these settings with the skills to continuously review, reflect on and improve the care they provide at the end of life for residents and their families. Given the immense focus on the nursing home setting during 2020 especially as a result of the COVID-19, our work with and in this sector became even more relevant. CEOL is now supporting up to 66 nursing homes nationally across Ireland. Prior to the onset of the pandemic in March, our CEOL team supported 11 nursing homes with onsite visits and delivered 13 in-person workshops in care centres which supported 142 staff members.

During 2020 we needed to pause our onsite CEOL workshop delivery due to COVID-19 and used this time to review and update our workshop content and adapt it for virtual delivery. In December, we rolled out a virtual delivery of CEOL training, with a new participant workbook to accompany it. Wexford Chambers Skillnet commissioned CEOL training to be delivered in the South East region as well as leading healthcare providers Skillnet commissioning online webinars during the pandemic. We delivered three webinars and presented at the Engaging Dementia Conference during 2020, supporting 227 participants.

Our 3 regional CEOL networks which provide staff with on-going support and education on end-of-life care needed to be adapted to the online setting. We delivered 2 regional Networks (Dublin & Midlands in person early in 2020), 4 online CEOL Connects and 5 Virtual CEOL Network meetings supporting 524 participants in 2020. We retained our NMBI accreditation and grew our network participation and mailing contact list by adopting a Network First model. A virtual CEOL Network took place as part of Palliative Care week on 17th September 2020 with our IHF

bereavement team presentations aimed to support nursing home staff on issues of grief and loss during the COVID-19 pandemic. We had over 195 staff attending this webinar. We worked in partnership with Nursing Homes Ireland and HSE Older Persons' Services in promoting the webinar and it was open to all staff working in nursing homes in Ireland as well as our CEOL sites. In June, we made a submission and presentation to the Expert Panel on Nursing Homes on end-of-life care in this setting and we were appointed to the Reference Group to progress the recommendations contained in the Panel's final report.

Children

2020 continued to see our involvement in the development of children's palliative care. Throughout the year, we gauged the impact of COVID-19 on the delivery of children's palliative care services. We began work with the strategic advisory group children's positive care (CPC-SAG) to look at the priorities for children's palliative care over the coming years. Our CEO co-chairs



this national group. A work plan was developed for the group; however, COVID-19 impacted developments. Despite this, we secured the funding of a second consultant in children's palliative medicine Temple St (funded by IHF until February 2020) and also held discussions on the development of a prevalence study on children's palliative care. We also rolled out our discussion paper 'Talking about Respite' (prepared in 2019) with Laura Lynn – Ireland's Children's Hospice. This report explores the issues facing families with children with life-limiting conditions who seek respite. Throughout 2020, we also continued to support the Irish Children Bereavement Network (ICBN).

Grants

Rosabel's Rooms was established by parents Suzanne McClean and Gary Monroe, in conjunction with IHF, in memory of their beloved daughter Rosabel, who died suddenly and unexpectedly in 2017, aged sixteen months. Through this programme, we have supported the refurbishment of a new bereavement room in University Hospital Galway and included the programme in our revised Design & Dignity guidelines for bereavement rooms. The Rosabel's Room-to-Heal grants give direct financial support to families coming to terms with the loss of a child and in 2020, we supported all 43 applicants that sought help from us. Rosabel's Room-to-Talk makes therapeutic supports available for those

impacted by child loss. In 2020, we supported 22 families through our association with Firstlight and having collated our own panel of therapists, supported a further 22 clients around the country, 14 of whom were experiencing complex grief.

Many families experience financial hardship as a result of life-limiting illness and we seek to alleviate some of this burden through our Hardship Fund small grants which can be accessed by hospice, palliative and social care workers on behalf of their adult patients. 10 families across Ireland received financial support to a maximum of €500 towards funeral and nursing costs in 2020.

Education, Training & Bereavement

We seek to improve hospice, palliative, end-of-life and bereavement care through the provision and promotion of education and training as well as innovating, supporting improvements, facilitating collaboration and fostering relationships in bereavement care.

End-of-life and bereavement care education and training

The beginning of 2020 commenced as in previous years with face-to-face classes for our Royal College of Surgeons in Ireland (RCSI) postgraduate courses, workshops on loss and bereavement and outreach training into workplaces. A cohort of 24 Professional Certificate in Children and Loss (PCCL) students completed their course in early March. By mid-March however, all face-to-face training was suspended due to the COVID-19 restrictions. An intense period of effort followed which saw us switch to online classes. We employed a part-time education specialist to advise and support these developments. By the end of the year, four students graduated at RCSI with an MSc Loss & Bereavement, and ten commenced their year 2 studies. In September, we registered 20 new students on PCCL and in December, 20 new students on our RCSI/IHF MSc Loss & Bereavement – all online.

We adapted our suicide bereavement support training commissioned by the National Office for Suicide Prevention to run successfully in an online version. We also worked with our colleagues in Healthcare to adapt the Final Journeys hospital training programme for online delivery in 2021 and to adapt the Culture and Communication on End of Life (CEOL) workshops for residential homes. Our Grief at Work training also continued online throughout 2020.

Our Education & Training subcommittee met four times in 2020 to complete a strategic overview. Finally, we worked on a new five-year strategy for IHF which includes a strategic goal on Education and Transfer of Learning, *“We will focus our education and training on care at end of life in hospital and community settings, and bereavement care, as well as provide resources for workplaces and self-care amongst health and social care service staff.”*

Bereavement

We continue to work to a model of bereavement care that gives emphasis to public information, education and community engagement as much

as to the development of professional service. COVID-19 brought the challenges of bereavement to the fore. Early in the year, our bereavement team developed core materials, *Grieving in Exceptional Times*, as part of our Care & Inform Hub. These have been circulated in physical and digital form to healthcare settings, funeral directors and community groups and have been translated into German, Danish and Spanish by interested European colleagues.

By June 2020, we had set up Ireland’s first national Bereavement Support Line in partnership with the HSE. The line is operated by a team of volunteers recruited, trained and managed through IHF to provide a listening and signposting service Monday to Friday, 10am to 1pm. People who have been bereaved during COVID-19 restrictions (whether a COVID-19 death or not) and those whose existing losses are more difficult during this time are invited to phone. By the end of December 2020, we had dealt with almost 700 calls.

A part of our work is engaging with and supporting the wide range of organisations involved in



bereavement care. We held seven webinars between April and August to update and share about best practice in bereavement care during COVID-19; attendance ranged from 68 to 264 people. These webinars were run jointly with the Irish Childhood Bereavement Network (ICBN) which we host and is part funded by TúsIa and included a special session for teachers in August ahead of the return to school.

Four webinars for the public were held between June and November and were very well attended with up to 300 people in attendance. We were pleased to welcome Stephen Teap as guest speaker for the webinar focusing on children's grief and run as part of Bereaved Children's Awareness Week, our annual ICBN event.

We received funding from the Department of Employment and Social Protection to commission a research study on the economic impact of bereavement. The study will complete in Autumn 2021.

Finally, we have included a specific strategic goal around bereavement in our Statement of Strategy 2020-2025: *"We will advocate for better bereavement supports nationally and consolidate our work through our Bereavement and Loss Hub. With our partners we will support innovation and development in all areas of bereavement care, education and training."*

Public Engagement & Research

Our public engagement programmes seek to increase awareness on issues relating to dying, death and bereavement while our research function seeks to inform our policy and advocacy, drive engagement with Government and enhance our credibility.

Public Engagement

Throughout 2020, we continued to engage with the public through our network of partners. With all in-person events cancelled, we switched our engagement to online through Facebook and webinars. We delivered and supported many events for ourselves and our supporting partners increasing our reach to new audiences and those who adapted to the new online world.

A working plan was established to develop the next version of Think Ahead (2.0). An interim group was established, chaired by Board member Ita Mangan, to oversee the final changes. IHF design and content changes have been agreed but updated information required on HSE developments of the Advanced Healthcare Directive required to ensure compliance.

Advocacy

2020 was a very active year for advocacy and policy. COVID-19 raised issues of dying, death and bereavement through Ireland. In response, we prepared policy statements on dying alone in care settings (when all visiting was stopped), the importance of visiting relatives in care settings, issues facing residents in nursing homes and the need for staff self-care. We prepared several evidence-based policy documents including *Living with COVID-19; Reflections for the Irish Government*, our Pre-Budget submission and our submission to the Expert Panel on Nursing Homes as well as completing an international review on Assisted Dying.

Research

In 2020, we sought to appoint a research manager however the search was not fruitful. Instead, we employed a part time researcher who assisted us in establishing a number of research projects including secondary analysis of data from the Health Research Board (HRB), the establishment of the Economics of Bereavement research and development of research on assisted dying.

Our Thérèse Brady Library continued to provide the only specialist bereavement and end-of-life care library service in the country.

Branding and Awareness

Development work on a new website was undertaken between October and December. The project involved a redesign of the existing website. We identified the audiences who were visiting the site and how best to structure it to make it easily navigable for those audiences. We continue to

modify and evolve the new site as we use analytics to measure user journeys.

We launched the Bereavement Support Line in June with a 20 second radio ad voiced over by Enda Kenny. The launch included media assets, social campaign and public relations. Throughout the second half of the year, specifically September and December, we ran additional radio and social campaigns resulting in an increase in the number of calls to the line, averaging 5-6 per day. The value of the coverage from June-December was the equivalent of over €200,000 spend.

At the start of COVID-19, a series of informative and supporting documents were created for people impacted by the pandemic. Our Care & Inform hub was developed and built for our website and included leaflets and videos which ranged from advice for healthcare workers, to home carers, families of people in residential care settings and those who were bereaved. They continue to be a huge source of interest to all our audiences and are regularly circulated via our networks and social channels.

Arts & Creative Engagement

Thanks to funding from Creative Ireland, we developed our Arts & Creative Engagement Strategy and employed, on a contract basis, an Arts & Engagement Officer in November 2020. Our belief is that engagement with the arts, culture and creative expression can make it easier for the general public to have deeper conversations about dying, death, grief and loss. The programmes and projects include Seed Grants, two poetry projects and Compassionate Culture workshops to engage with the wider arts audience.

Fundraising

In 2020, 74% of our income was raised from our fundraising and we are dependent on these donations to enable us to continue our work. The generosity of the public, together with the funds we receive from State sources, means we can continue

to make a difference for people throughout the country. In this most challenging of years, we remain grateful to every single person that gives their support.

Individual Giving

We are fortunate to have thousands of people who choose to donate to us on a regular basis and in 2020, this income accounted for 31% of our total income.



This regular sustainable income gives us the ability to plan for the future and we are grateful to everyone that stood by us through a challenging year to provide this vital income. We recruit new supporters through a door-to-door team who, due to COVID-19 restrictions, had to suspend their work for nearly nine months of the year. We have, as a result, seen a drop in the number of new donors signing up so we will look to boost our numbers in 2021 when it's safe to do so. In December, over 700 donors agreed to upgrade their monthly amount and we are extremely grateful to them for this additional support. Many of our donors are also taxpayers and we continue to benefit from the Revenue Commissioner's Charitable Donation Scheme, which can increase individual donations by up to 45%.

Legacy giving has always been an important part of our income and we were grateful to be remembered in a number of wills this year. We thank the families and solicitors that have worked with us throughout this year. To mark our appreciation for all our legacies, we commissioned Offaly artist, Emma Barone, to paint a beautiful sunflower watercolour in dedication to all those that have remembered our work in their will.

Our annual raffle saw over 85,000 tickets sold and our thanks go to our sponsors, the Intercontinental Hotel Dublin and Clayton Hotels Cork and Galway, as well as everyone that bought and sold tickets for us. The appeal had to be suspended for over three months due to COVID-19 and the draw delayed until August. Thankfully, supporters stood by us buying and selling tickets as usual and for the first time, online through our website.

Our "Sunflower News" and direct appeals are an important way of keeping in contact with our donors and we would like to thank everyone who contributed to these during the year, especially those that shared their own personal stories and Never Forgotten memories with us. For the first time, we launched an Emergency Appeal to support our ongoing responses to COVID-19 and increased



demand for our services. We are very grateful to everyone that so generously responded and warmly welcome new donors who joined us for the first time having received one of our letters or updates.

Events

Our biggest event of 2020 should have been our annual Cycle Challenge which was fully booked for the trip to take on 600km in Northern Italy. However, it, along with our Camino walk in Spain and all our events planned by our wonderful Special Events Committee had to be cancelled. As well as feeling the loss of income from these important events, we have deeply missed the friendship and comradery of these events.

Without events to attend we are extremely grateful to our sponsors, ambassadors and supporters for standing with us through each of the lockdowns. Our long-standing corporate friends, Kingspan, moved their generosity from the planned Cycle Challenge to a new virtual 20.20.20 event which raised over €100k. Additionally, over 140 community fundraisers found safe, socially-distanced ways to support our work and we are extremely grateful to them and to all their families, friends and colleagues who supported them in these challenging times. In the place of our Never Forgotten annual lunch, we organised the inaugural Never Forgotten Night Run.

Corporate Giving, Trusts and Foundations

Our corporate partners and their staff, customers and clients continued to support us. BaxterStorey, DLA Piper and Collins McNicholas all joined us in 2020 and we are extremely grateful for their support, staff fundraising and professional help, especially as they too were working remotely. Fanagans once again sponsored our 'Living with Loss' event in Dublin which moved online for the first time. In response to the pandemic, we issued our first Emergency Mailing to our corporate supporters and have been touched by the generous and warm responses. We thank everyone that supported us and we look forward to working with you again in 2021.

We are delighted with the huge and generous support received from grant-giving and philanthropic sources received throughout the year. Our income was up 111% on the previous year and we extend our thanks to those organisations and private individuals who so generously responded to our calls for help. Our Nurses for Night Care, Bereavement Support Line and Healthcare programmes were all supported this year, as was our immediate need to move from face-to-face training and education to online and virtual platforms. Thank you for enabling all this work to continue, especially as our services were needed more than ever.

Retail

We continue to sell a range of goods both online and through supporting retailers countrywide. Our Christmas card sales saw an increase, despite shops having to close through the important October and November trading months. We are very grateful to Watermark, our partners, who produce and distribute our cards and supply our growing range of bespoke Sympathy and Thank You cards.

Rosabel's Rooms Fundraising

The annual events raising funds specifically for Rosabel's Rooms – the anniversary dinner in Howth and Rosabel's Ball in Galway had to be cancelled this year, as did many of the usual collections and community events. Our thanks go to everyone that rallied around and supported when they could. Your fundraising was particularly important this year. The planned "Galway Cycle", organised by a voluntary committee in Maynooth University, which was to be for Rosabel's Rooms this year had to be postponed until Spring 2021. We are extremely grateful to the team for rolling their support over and we look forward to working with them on their new 400-40-4 event instead. We are also very grateful to Sharon Shannon who released the "Songs for Leo" CD for Rosabel's Rooms and to all who are working on "Songs for Rosabel" for 2021, which we are looking forward to.

Structure, Governance & Management

Legal Status

The Company was incorporated on 5th June 1986 under the Companies Acts and was established under a Memorandum of Association which established its objects and powers and is governed under its Articles of Association. It is a Company Limited by Guarantee and does not have a share capital. The objects of the Company are charitable in nature and it has established charitable status (CHY No. 6830) and is registered with the Charities Regulatory Authority (Registration No. 20013554).



Changes in Directors

Colm O'Sé and Martin Freyne were appointed to the Board during 2020. There were no changes between 31st December 2020 and the date of signing the financial statements.

Organisation & Governance

The Company is compliant with all provisions of the Charities Governance Code issued by the Charities Regulator and was previously compliant with the now retired Charities Governance Code for Community, Voluntary and Charitable Organisations in Ireland. The Company is also compliant with the *Guidelines for Charitable Organisations on Fundraising from the Public*, issued by the Charities Regulatory Authority. Compliance with the Code and Guidelines in conjunction with the Charities SORP, means the Company is operating to Charities Institute Ireland's Triple Lock Standards - transparent reporting, good fundraising and governance. We are committed to the best standards of governance and we were delighted to be

shortlisted, for the third year in a row, for the Carmichael Centre Good Governance Awards for Non-Profit Organisations.

The company is governed by a Board of voluntary non-executive Directors. The Board makes all significant policy decisions including decisions on any borrowings, expenditure in excess of €50,000 and the allocation of funds and has specific responsibility to:

- protect the interests of stakeholders as a whole,
- review, approve and monitor the implementation of the Company's strategic and annual business plans,
- ensure that adequate resources are put in place to enable the Company to continue its work and to ensure these resources are utilised most effectively in the organisation's management,
- review financial performance against targets and to approve financial records for each financial year that give a true and fair view of the affairs of the Company,
- monitor the Company's performance in reducing risk,
- monitor legal, ethical and environmental compliance,
- ensure that policies and procedures are kept under review in order to ensure they reflect the Company's objectives and to ensure the Executive of the Company consistently adheres to and implements these policies and procedures, and
- select and recruit Directors and senior members of the Executive as appropriate, including the Chief Executive Officer (CEO).

The CEO reports to the Board of Directors and is employed to manage the Company's affairs. The Company employed an average of thirty-three additional staff in 2020, including seventeen part-time, in the areas of healthcare programmes, education, training and bereavement,

public engagement, fundraising and support and governance. The CEO is accountable for the Company's overall performance and has specific delegated responsibility to:

- implement the Board's policies and strategies,
- develop and present the strategic and annual business plans to the Board for approval,
- report regularly to the Board on progress against the strategic and annual plans,
- manage resources efficiently and effectively so as to achieve the Company's objectives,
- develop and implement a risk management plan,
- ensure appropriate internal audit processes and procedures are in place,
- manage the Company's day-to-day operations,
- lead, manage, develop and motivate the Executive team,
- implement all policies and procedures, and
- take a leadership role in establishing and developing the Company's culture and values.

The Board of Directors met seven times during the year. The tenure of Directors at 31st December 2020 and their attendance at eligible meetings during 2020 is set out below:

	<i>Tenure as at 31st December 2020</i>	<i>Attendance at Board Meetings</i>
Ms Jean Callanan	2.2 Years	7 of 7
Mr Tony Condon	6.7 Years	7 of 7
Ms Ita Mangan	3.9 Years	7 of 7
Mr Geoff Moore	4.7 Years	7 of 7
Dr Maeve O'Reilly	1.9 Years	6 of 7
Prof Susan O'Reilly	2.5 Years	6 of 7
Dr Brendan O'Shea	3.1 Years	3 of 7
Ms Gina Quin	2.4 Years	6 of 7
Ms Anne-Marie Taylor	3.9 Years	7 of 7
Mr Martin Freyne	.25 Year	2 of 2
Mr Colm O'Sé	.25 Year	2 of 2

There are four sub-committees of the Board which are all chaired by Board members and are comprised of Board members, the CEO, relevant senior executives and, on occasion, external members. These sub-committees are appointed by the Board to take delegated responsibility for specific areas. The four sub-committees are the Finance, Remuneration & Fundraising Committee (chaired by Mr Geoff Moore), the Audit, Risk and Governance Committee (chaired by Mr Tony Condon), the Education and Training Advisory Committee (chaired by Ms Gina Quin) and the Research and Policy Advisory Committee (chaired by Prof. Susan O'Reilly).

The attendance of Directors at eligible sub-committee meetings during 2020 is set out below:



	<i>Finance, Remuneration & Fundraising</i>	<i>Audit, Risk & Governance</i>	<i>Education & Training</i>	<i>Research & Policy</i>
Ms Jean Callanan	3 of 3	-	-	-
Mr Tony Condon	2 of 3*	2 of 2	-	-
Mr Martin Freyne	1 of 1			
Ms Ita Mangan	-	-	-	-
Mr Geoff Moore	3 of 3	-	-	-
Prof Susan O'Reilly	-	-	-	2 of 2
Dr Maeve O'Reilly	-	-	-	1 of 1
Mr Colm O'Sé	-			
Dr Brendan O'Shea	-	-	3 of 3	2 of 2
Ms Gina Quin	-	-	3 of 3	-
Ms Anne-Marie Taylor	-	2 of 2	-	2 of 2

(*Not notified of one meeting due to an administration error)

Board nominations are delegated to an ad-hoc sub-committee, normally comprised of three Board members. When considering new Directors, the Board has regard to regional and gender mix as well as the requirement for any specialist skills necessary and seeks to include representatives from the hospice movement and the palliative care sector. A Director's term of office is three years and Directors may serve two terms. The Board may, in exceptional circumstances, appoint a Director for a third consecutive term of office. All new Directors undergo an orientation programme with the Company Secretary to brief them on the content of the Constitution, the committee and decision-making processes, the strategy, annual business plan and the recent financial performance of the Company.

Individual Directors are offered access to independent professional advice where they think it necessary to fulfil their responsibilities.

Directors are required to sign up to the Company's code of conduct on appointment. As part of this code, Directors are required to notify the Chairperson, at the outset of each Board meeting, of any conflicts of interest that may arise at that meeting. Unless decided otherwise, the Director must absent themselves from the meeting while the relevant matter is being discussed. Directors are also required to notify the Chairperson, at the outset of each Board meeting, of any conflict of loyalty that may arise at that meeting. If the Board decides that the issue is sufficiently serious, then it will be addressed in the same manner as a conflict of interest.

Risk Management

The Directors consider the management of risk in the organisation as a key corporate governance priority. The Board has delegated responsibility to the Audit, Risk and Governance Committee to ensure that processes, accountability and resources are in place to manage the Company's exposure to risk and to investigate any financial or administrative matter which may put the Company

at risk. A risk register is maintained which sets out the risks to which the Company is exposed, in particular those related to the operations and finances of the organisation and the systems that are in place to manage exposure to these risks. This risk register is formally reviewed by the Audit, Risk and Governance Committee on an annual basis and risk is a standing agenda item at every meeting.

Throughout 2020, COVID-19 posed significant risk to the Company. As a means to managing the risk, the Board established an emergency planning team (EPT) comprising of the chairs of all the subcommittees and the Board which met every second Tuesday morning for 30 minutes. In this way, immediate risks were discussed and managed throughout the height of the pandemic. This group met six times and was stood down in the Autumn as risks were being well managed by the Executive and IHF returned to normally scheduled Board and committee meetings.

Principal Risks & Uncertainties

Financial risk is heightened by the Company's reliance on fundraising income. State funding comprised just 18% of total income in 2020 leaving the Company exposed to fluctuations in other sources of income. The Company must maintain income and cash balances at a level to match planned expenditure and seeks to maintain and develop existing and new income sources to manage the financial risk and to grow sustainable fundraising income streams. During 2019, the Company successfully invested in expanding its regular giving donor base and while COVID-19 restrictions prevented this happening in 2020, this investment will continue in future years.

Operational risk is managed using strong systems of internal controls, procedures and budget management covering all elements of financial, fundraising and operational activities. The controls are put in place to ensure the integrity of all financial information and to mitigate the risk of fraud or error. Controls are continually reviewed and improved as part of normal operational activities and risk management

Reputational risk may arise either through internal factors or the actions of a third party. The Company makes every effort to minimise this risk through a commitment to transparency, governance and accountability.

Transactions with Directors

The Directors were not paid and did not receive any other benefits from employment with the Company in the year. Details of directors' expenses are disclosed in note 11 to the financial statements.

Pay Policy for Senior Staff

The remuneration of the senior staff is reviewed annually and is benchmarked against pay levels in other similar organisations as well as against similar grades in the civil service and HSE.

Directors' Expression of Thanks

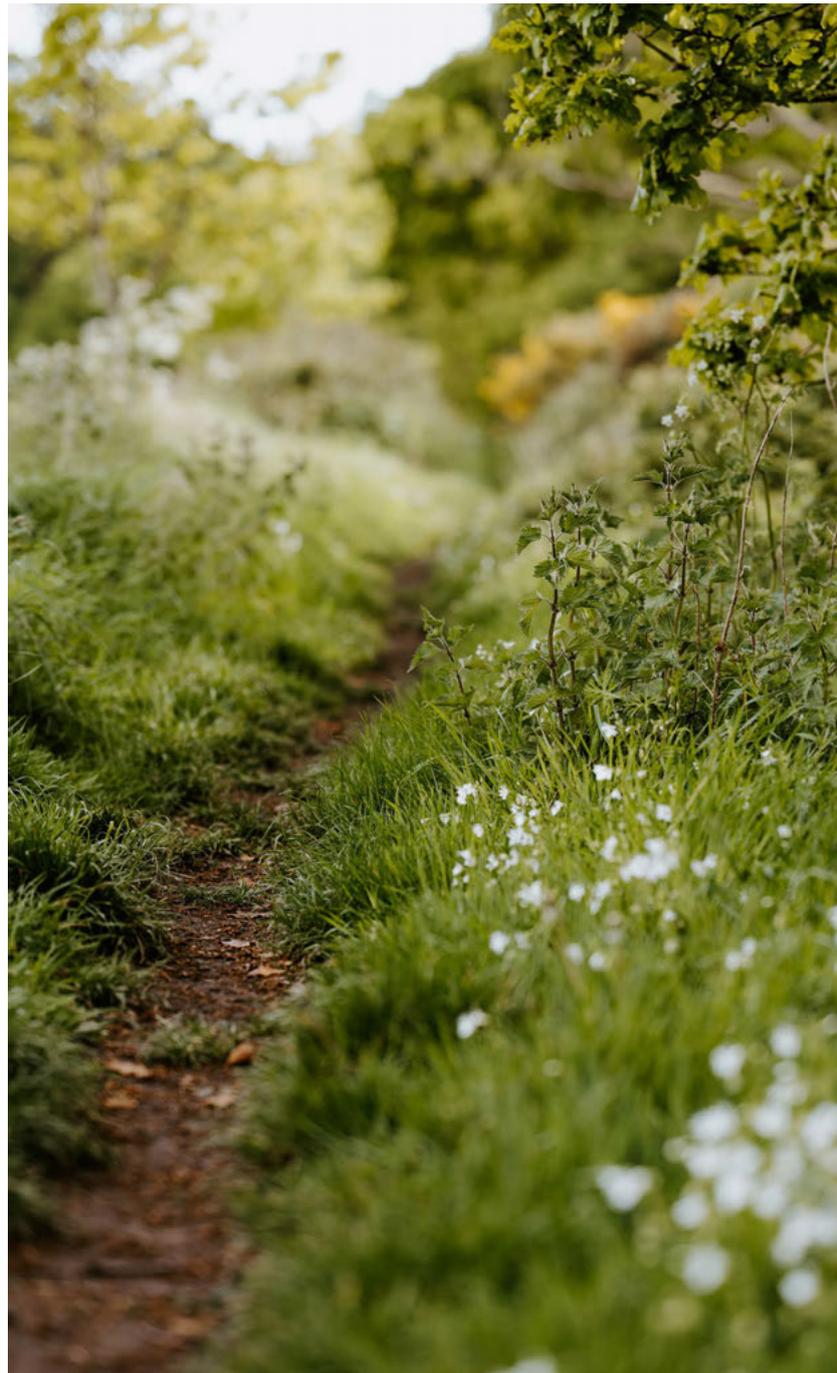
The Directors would like to record their sincere thanks to the Executive and staff and all who worked so hard to further the aims and objectives of IHF during the year, especially given the demands imposed by COVID-19 and particularly all those who voluntarily devoted their time to the work of our committees and sub-committees. The Directors would also like to thank those who generously supported all of the activities during the year and the many contributors without whom the work of IHF would not be possible.

Events Since the Year End

There have been no significant events affecting the company since the period end.

Taxation Status

IHF has been granted charitable status under Sections 207 and 208 of the Taxes Consolidation Act 1997, and is exempt from Corporation Tax, Income Tax, and Capital Gains Tax.





Business Review, Plans for Future Periods & Statutory Information

Business Review & Financial Results

Overall, IHF recorded net income for the year of €328,401.

Total income reduced by 3% on the prior year. Donations and legacies fell by 5% with a significant drop in legacy income mostly offset by an increase in general public donations. Grant income increased by 70% due to additional grants received from the HSE to support Nurses for Night Care coupled with a number of new public funding grants and various other grant-giving and philanthropic sources. Other fundraising income fell by 41% due to the cancellation of a number of events in 2020 while education, training and other income fell by 31% primarily due to a COVID-19 related impact on our ability to deliver training.

During the year, IHF applied for funding under the Pobal Stability Grant based on the forecast at the time that 2020 revenue would decrease by more than 25% relative to 2019 due to COVID-19 related restrictions. Due to the continued generosity of our donors and supporters, actual revenue did not decline

as significantly as forecast and accordingly the grant received of €200,000 has been reflected as a liability at year end and was refunded to Pobal in April 2021 along with an additional amount of €90,500 received in January 2021.

Total expenditure decreased by 7.7% on 2019. Healthcare Programme costs decreased by 12% driven by a reduction in expenditure on paediatric palliative care as offset by an increase in demand for our Nurses for Night Care service. Expenditure on Education, Training and Bereavement increased by 15% primarily due to the costs of the Bereavement Support Line while Public Engagement costs decreased by 3% due to staffing gaps as offset by the cost of external expertise to cover same.

Results for the Year

The results for the year and the balance sheet are set out on pages 28 and 29.

Reserves, Reserves Policy and Financial Position

At the year end, the Company had net current assets of €5,549,221 (2019: €5,230,820). The net

funds of the Company increased by €328,401 (2019: €106,216). Of the net funds at 31st December 2020 of €5,581,338, €560,969 is attributable to restricted funds (2019: €5,252,937 total net funds, €422,776 restricted funds).

IHF's unrestricted reserves at the end of the year were €5,020,369 of which €858,497 were designated by the Board for specific projects and that are, as a result, not available for general usage. The balance of €4,161,872 represents funds which are available for the general purposes of IHF.

The Company has an agreed policy to hold a minimum of the equivalent of six month's expenditure plus an additional €500,000 to manage cash-flow requirements within any given year in general unrestricted reserves. Based on 2020, the minimum level required in general unrestricted reserves is €2,510,036. The Finance and Remuneration Committee has considered the reserves level and has agreed that it is adequate for current purposes and in line with the reserves policy of the Company.

Investment Policy

The Company takes a prudent approach to any investments with cash reserves invested in fixed-term deposits of less than 12 month's maturity. Capital volatility is not permitted and, as such, reserves are not invested in securities, commodities or other instruments carrying capital risk and are held in euros to avoid currency risk. Reserves are, at all times, invested in at least two reputable financial institutions, subject to a maximum exposure of 75% of the total reserves balance per institution.

Plans for Future Periods

Our statement of strategy 2020 to 2025 indicates the work that will be undertaken to ensure we achieve

our mission. We will continue the development of our healthcare, bereavement and educational training programmes while striving to deepen our engagement with the public, expand our research programme and strengthen our organisational culture.

In support of these goals in 2021, the Company will seek to:

- further develop our Healthcare and our Bereavement Hubs so that we can work to the highest quality and ensure we are achieving our goals in our healthcare and bereavement settings,
- develop a strong Dying Well at Home programme in line with our strategic direction,
- develop a strong Primary Palliative Care programme in partnership with our partners ICGP, HSE and other partners,
- support the development of a new national Nursing Homes programme which will see the recommendations from the Expert Panel on Nursing Homes being implemented,
- further develop bereavement support services including our new national Bereavement Support Line,
- ensure a strong fundraising base to allow the sustainability of the organisation to continue,
- support our partner organisation HIQA in the development of a national end-of-life care survey to be rolled out all over Ireland in 2022, and
- launch our new Think Ahead programme and support the rollout of the Assisted Decision-Making (Capacity) Act.

Accounting Records

To ensure that proper books and accounting records are kept in accordance with Sections 281 to 285 of the Companies Act 2014, the Directors have employed appropriately qualified accounting personnel and have maintained appropriate computerised accounting systems. The books and records are kept at Morrison Chambers, Nassau Street, Dublin 2.



Statement on Relevant Audit Information

In accordance with Section 330 of the Companies Act 2014:

- so far as each person who was a Director at the date of approving this report is aware, there is no relevant audit information, being information needed by the auditor in connection with preparing its report, of which the auditor is unaware, and
- each Director has taken all steps that he or she ought to have taken as a Director in order to make himself or herself aware of the relevant audit information and to establish that the auditor is aware of that information.

Directors' Responsibilities Statement

The Directors are responsible for preparing the Directors' Report and the financial statements in accordance with Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the Directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and accounting standards issued by the Financial Reporting Council, including FRS 102 The Financial Reporting Standard applicable in the UK and Ireland (Generally Accepted Accounting Practice in Ireland)

and the Statement of Recommended Practice "Accounting and Reporting by Charities" effective 1st January 2019. Under company law, the Directors must not approve the financial statements unless they are satisfied they give a true and fair view of the assets, liabilities and financial position of the Company as at the financial year end date and of the net income or expenditure of the Company for the financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and then apply them consistently,
- make judgements and estimates that are reasonable and prudent,
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards, and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

The Directors are responsible for ensuring the Company keeps or causes to be kept adequate accounting records which correctly explain and record transactions of the Company, enable at any time the assets, liabilities, financial position and net income or expenditure of the Company to be determined with reasonable accuracy, enable them to ensure that the financial statements and directors' report comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the Company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

The auditors, Mazars, Chartered Accountants and Statutory Audit Firm, will continue in office in accordance with Section 383(2) of the Companies Act 2014.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF IRISH HOSPICE FOUNDATION

Report on the audit of the financial statements

Opinion

We have audited the financial statements of Irish Hospice Foundation for the year ended 31 December 2020, which comprise the Statement of Financial Activities, the Balance Sheet, Statement of Cash Flows and notes to the financial statements, including the summary of significant accounting policies set out in note 3. The financial reporting framework that has been applied in their preparation is Irish Law and FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland issued in the United Kingdom by the Financial Reporting Council (FRS 102)*.

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2020 and of its results for the year then,
- have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland, and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report.

We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

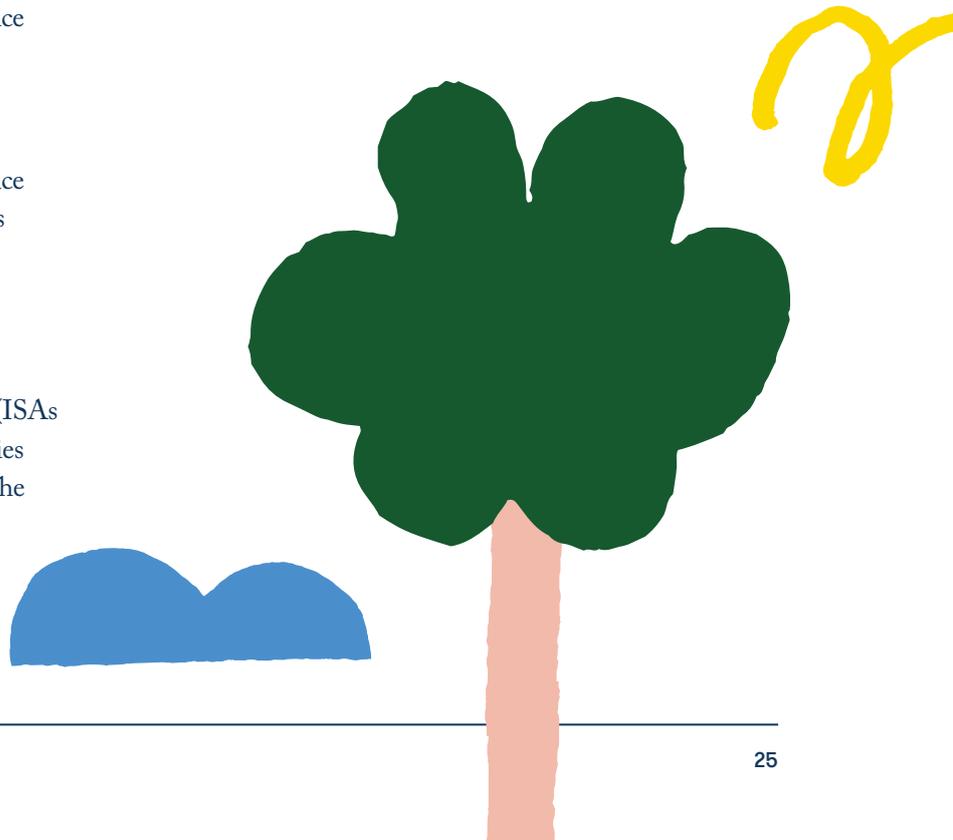
We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Company's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.



Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

In our opinion, based on the work undertaken in the course of the audit, we report that:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements;
- the directors' report has been prepared in accordance with applicable legal requirements;
- the accounting records of the Company were sufficient to permit the financial statements to be readily and properly audited; and
- the financial statements are in agreement with the accounting records.

We have obtained all the information and explanations which, to the best of our knowledge and belief, are necessary for the purposes of our audit.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

The Companies Act 2014 requires us to report to you if, in our opinion, the requirements of any of Sections 305 to 312 of the Act, which relate to disclosures of directors' remuneration and transactions are not complied with by the Company. We have nothing to report in this regard.

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement set out on page 24, the directors are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework that give a true and fair view, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Irish Auditing and Accounting Supervisory Authority's website at: http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf. This description forms part of our auditor's report.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the Company's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Aedín Morkan Date: 18th June 2021

for and on behalf of Mazars

Chartered Accountants & Statutory Audit Firm

Harcourt Centre

Block 3

Harcourt Road

Dublin 2



Financial Statements

Statement of Financial Activities (including income and expenditure account) for the financial year ended 31st December 2020

	Notes	2020 € Unrestricted Funds	2020 € Restricted Funds	2020 € Total Funds	2019 € Total Funds
Income	4				
<i>Income from Donations and Legacies:</i>					
Donations		2,056,379	168,937	2,225,316	2,069,538
Legacies		240,520	-	240,520	532,552
		<u>2,296,899</u>	<u>168,937</u>	<u>2,465,836</u>	<u>2,602,090</u>
<i>Income from Charitable Activities:</i>					
Grants		67,780	1,080,562	1,148,342	674,021
<i>Income from Other Trading Activities:</i>					
Other Fundraising Income		147,546	361,421	508,967	860,271
Education, Training and Other Income		225,089	-	225,089	325,436
		<u>372,635</u>	<u>361,421</u>	<u>734,056</u>	<u>1,185,707</u>
Investment Income		238	-	238	852
Total Income		<u>2,737,552</u>	<u>1,610,920</u>	<u>4,348,472</u>	<u>4,462,670</u>
Expenditure					
<i>Costs of Raising Funds:</i>					
Fundraising Costs	5	(846,087)	(146,745)	(992,832)	(1,181,293)
<i>Expenditure on Charitable Activities:</i>					
Healthcare Programmes	6	(532,714)	(1,190,315)	(1,723,029)	(1,961,160)
Education, Training and Bereavement	7	(721,002)	(87,072)	(808,074)	(701,279)
Public Engagement	8	(447,541)	(48,595)	(496,136)	(512,722)
		<u>(1,701,257)</u>	<u>(1,325,982)</u>	<u>(3,027,239)</u>	<u>(3,175,161)</u>
Total Expenditure		<u>(2,547,344)</u>	<u>(1,472,727)</u>	<u>(4,020,071)</u>	<u>(4,356,454)</u>
Net Income and net movement in funds for the year		190,208	138,193	328,401	106,216
Fund balances at beginning of year	14	4,830,161	422,776	5,252,937	5,146,721
Fund balances at end of year		<u>5,020,369</u>	<u>560,969</u>	<u>5,581,338</u>	<u>5,252,937</u>

There are no recognised gains or losses other than the income and expenditure as stated above for the two financial years.

All income and expenditure derive from continuing activities.

The notes on pages 31 to 48 form part of these financial statements.

Balance Sheet as at 31st December 2020

	Notes	€	2020 €	€	2019 €
Fixed Assets					
Tangible Assets	17		32,117		22,117
Current Assets					
Debtors	18	271,229		178,971	
Investments	19	1,164,771		1,164,655	
Cash at bank and in hand		4,795,176		4,245,499	
			<u>6,231,176</u>	<u>5,589,125</u>	
Creditors: Amounts falling due within one year	20	(642,983)		(334,305)	
Deferred Income	21	(38,972)		(24,000)	
Net Current Assets			<u>5,549,221</u>		<u>5,230,820</u>
Total Assets less Current Liabilities			<u>5,581,338</u>		<u>5,252,937</u>
Reserves and Funds					
Restricted funds	14	560,969		422,776	
Unrestricted funds	14	5,020,369		4,830,161	
			<u>5,581,338</u>		<u>5,252,937</u>

The notes on pages 31 to 48 form part of these financial statements.

The financial statements were approved by the Board on 15th June 2021 and signed on its behalf by

Jean Callanan

Geoff Moore

Statement of Cash Flows for the financial year ended 31st December 2020

	Notes	2020 €	2019 €
Cashflows from Operating Activities	22	<u>598,809</u>	<u>310,559</u>
Cashflows from Investing Activities			
Deposit Interest		238	852
Net Movement in Investments		(116)	(1,160)
Payments to Acquire Tangible Fixed Assets	17	(21,984)	(15,489)
		<u>(21,862)</u>	<u>(15,797)</u>
Change in Cash at bank and in hand in the Financial Year		<u>576,947</u>	<u>294,762</u>

Reconciliation of Net Cash Flow to Movement in Net Funds For the financial year ended 31st December 2020

	Notes	2020 €	2019 €
Change in Cash at bank and in hand in the Year		<u>576,947</u>	<u>294,762</u>
Movement in Net Funds in the Year	23	576,947	294,762
Cash at bank and in hand at the Beginning of the Financial Year	23	<u>4,215,229</u>	<u>3,920,467</u>
Cash at bank and in hand at the End of the Financial Year	23	<u><u>4,792,176</u></u>	<u><u>4,215,229</u></u>

Notes to the Financial Statements for the financial year ended 31st December 2020

1. General Information

These financial statements comprising the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and the related notes constitute the individual financial statements of The Irish Hospice Foundation for the financial year ended 31st December 2020.

The Irish Hospice Foundation is a public benefit entity, a company limited by guarantee and not having a share capital, incorporated in the Republic of Ireland. The registered office is Morrison Chambers, 32 Nassau Street, Dublin 2, which is also the principal place of business of the Company. The nature of the Company's operations and its principal activities are set out in the directors' report.

The liability of the members of the Company to contribute towards its assets is limited to an amount not to exceed the sum of €1 for each member.

2. Statement of Compliance

The financial statements have been prepared in accordance with FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (FRS 102).

3. Accounting Policies

The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the Company's financial statements.

3.1 Basis of Preparation

The financial statements have been prepared on the going concern basis and in accordance with the historical cost convention modified to include certain items at fair value. The financial reporting framework that has been applied in their preparation is the Companies Act 2014 and FRS 102, The Financial Reporting Standard applicable in the UK and Republic of Ireland issued by the Financial Reporting Council and promulgated by the Institute of Chartered Accountants in Ireland. The financial statements have also been prepared in accordance with Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' as published by the Charity Commission for England and Wales, the Charity Commission for Northern Ireland and the office of the Scottish Charity Regulator which is recognised by the UK Financial Reporting Council (FRC) as the appropriate body to issue SORPs for the charity sector in the UK. Financial reporting in line with SORP is considered best practice for charities in Ireland.

The financial statements are prepared in Euro which is the functional currency of the Company.

3.2 Income

Income is recognised when the Company has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Income is deferred where the charity is limited by specific performance related conditions that are evident in the funding agreement, where there is a specification of a time period that limits the charity's ability to recognise the income until it has performed an activity and when there are specific terms or conditions within an agreement that have not been met and are not within the control of the charity at year end

(a) Grants

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the Company has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income from the Temporary Wage Subsidy Scheme (TWSS) has been accounted for in accordance with the accounting for government grants in line with Charities SORP.

(b) Legacies

For legacies, entitlement is taken as the earlier of the date on which either the Company is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Company that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Company or the Company is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

(c) Donations

Public donations and similar income arising from fundraising events are accounted for when received. As with many similar charitable organisations, independent groups from time to time organise fundraising activities in the name of the Company. However, as amounts collected in this way are outside of the control of the organisation, they are not included in the financial statements until they have been received. Donations made on online platforms to an account in the Company's name, where the income is subsequently transferred directly from the online platform to the Company, are deemed to be received when the donation is registered on the online platform.

(d) Interest Receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Company. This is normally upon notification of the interest paid or payable by the bank.

3.3 Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the Company. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Company's work or for specific projects being undertaken by the Company.

3.4 Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise the costs of fundraising and their associated support costs.
- Expenditure on charitable activities includes the costs of healthcare programmes, education, training and bereavement, public engagement and their associated support costs.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

The Company makes annual claims under the Charities VAT Compensation Scheme, operated by the Revenue Commissioners. Claims are submitted in the year following the year of expenditure and amounts receivable are dependent on the overall subscription to the Scheme which cannot be determined by the charity. Income from the Scheme is therefore accounted for when received.

3.5 Allocation of support costs

Support costs are incurred on those functions that assist the work of the Company but do not directly undertake charitable activities. Support costs are analysed between cost of raising funds and expenditure on charitable activities. Where costs cannot be directly attributed, they are allocated in proportion to the benefits received. Salaries and associated costs which can be attributed to specific projects are charged accordingly.

3.6 Tangible Fixed Assets & Depreciation

Tangible fixed assets are stated at cost, less accumulated depreciation. Depreciation is calculated to write off the cost of fixed assets over their useful lives at the following annual rates:

Furniture and equipment	20% Straight Line
Computer Equipment	33.33% Straight Line
Leasehold Improvements	6.67% Straight Line

The carrying values of tangible fixed assets are reviewed annually for impairment in periods if events or changes in circumstances indicate the carrying amount may not be recoverable.

3.7 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

3.8 Cash at bank and in hand

Cash at bank and in hand include cash with a short maturity of twelve months or less from the date of acquisition or opening of the deposit or similar account.

3.9 Creditors and Provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

3.10 Employee Benefits

The Company provides a range of benefits to employees, including paid holiday arrangements and defined contribution pension plans.

(a) Short term benefits

Short term benefits, including holiday pay and other similar non-monetary benefits, are recognised as an expense in the period in which the service is received. A provision is made for the estimated liability for annual leave as a result of services rendered by employees up to the end of the financial year.

(b) Pension

Retirement benefits are met by payments to a defined contribution pension fund. Contributions payable to the pension scheme are charged to the statement of financial activities as they fall due. The assets are held separately from those of the Company in an independently administered fund. Differences between the amount charged in the statement of financial activity and payments made to the pension fund are treated as assets or liabilities.

3.11 Critical Accounting Judgements and Estimates

The preparation of these financial statements requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses.

Judgements and estimates are continually evaluated and are based on historical experiences and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

The Company makes estimates and assumptions concerning the future. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

(a) Going Concern

The Covid-19 pandemic continues to have a significant impact on the Company. Certain fundraising events have been curtailed or cancelled, and future income levels are difficult to predict. The impact of Covid-19 on society as a whole means that demand for the Company's services continues to increase. The Directors continue to monitor the situation, review all discretionary expenditure, and the level of investment required for strategic projects. Due to the level of cash held at the balance sheet date, and the ongoing receipt of donations, the Directors believe that the company has adequate resources to continue in operational existence for the foreseeable future. Accordingly, the financial statements have been prepared on the going concern basis.

(b) Establishing useful economic lives for depreciation purposes of property, plant and equipment

Long lived assets, consisting primarily of leasehold improvements, comprise a significant portion of total assets. The annual depreciation charge depends primarily on the estimated useful economic life of this type of asset and estimates of

residual value. The directors regularly review these asset useful economic lives and change them as necessary to reflect current thinking on remaining lives in light of prospective economic utilisation and physical condition of the assets concerned. Changes in asset useful lives can have a significant impact on depreciation and amortisation charges for the period. Detail of the useful economic lives is included in the accounting policies.

(c) Income Tax on Donations

The Company makes annual claims under the scheme of tax relief, operated by the Revenue Commissioners, for donations of money or designated securities made to eligible charities. Claims are submitted in the year following the year of donation and amounts receivable are dependent on the tax status of the donor which cannot be determined by the charity. Amounts receivable must therefore be estimated. This estimate is based on actual amounts received in relation to previous years. The estimated amount receivable in relation to 2020 is €107,500 (2019: €104,000).



4. Income

	2020	2020	2020	2019	2019	2019
	€	€	€	€	€	€
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Donations						
General Donations	183,758	12,092	195,850	87,120	4,590	91,710
Campaigns	1,872,621	156,845	2,029,466	1,697,459	280,369	1,977,828
	<u>2,056,379</u>	<u>168,937</u>	<u>2,225,316</u>	<u>1,784,579</u>	<u>284,959</u>	<u>2,069,538</u>
Legacies (1)	<u>240,520</u>	<u>-</u>	<u>240,520</u>	<u>532,552</u>	<u>-</u>	<u>532,552</u>
Grants (2)						
HSE (3)	-	644,970	644,970	-	441,290	441,290
TUSLA (4)	-	43,000	43,000	-	35,000	35,000
Pobal (5)	-	88,355	88,355	-	87,794	87,794
Other (6)	67,780	304,237	372,017	50,437	59,500	109,937
	<u>67,780</u>	<u>1,080,562</u>	<u>1,148,342</u>	<u>50,437</u>	<u>623,584</u>	<u>674,021</u>
Other Fundraising Income						
Fundraising Events	109,611	361,421	471,032	407,019	404,515	811,534
Retail Income	37,935	-	37,935	48,737	-	48,737
	<u>147,546</u>	<u>361,421</u>	<u>508,967</u>	<u>455,756</u>	<u>404,515</u>	<u>860,271</u>
Education, Training and Other Income	<u>225,089</u>	<u>-</u>	<u>225,089</u>	<u>325,436</u>	<u>-</u>	<u>325,436</u>
Deposit Interest	<u>238</u>	<u>-</u>	<u>238</u>	<u>852</u>	<u>-</u>	<u>852</u>
Total Income	<u><u>2,737,552</u></u>	<u><u>1,610,920</u></u>	<u><u>4,348,472</u></u>	<u><u>3,149,612</u></u>	<u><u>1,313,058</u></u>	<u><u>4,462,670</u></u>

All income received is primarily from the Republic of Ireland. There is an immaterial amount (.1%) of income received through online fundraising platforms from outside the ROI where it is not possible to specify the geographical origin of the income.

- (1) As at 31st December 2020, the Company had received notification of one residual and two specific bequests. The value of the bequests is uncertain and probate has not been granted in any of the cases. As a result, no income has been recognised in these financial statements in relation to these bequests.

- (2) There were no unfulfilled conditions and / or other contingencies attaching to any grant income.
- (3) HSE Grants include a contribution of €227,470 towards the cost of the Hospice Friendly Hospitals programme and €400,000 towards the cost of Nurses for Nightcare. A further €17,500 was to deliver a train the trainers course Dealing with Loss in Maternity Settings.
- (4) €43,000 was received from TUSLA to co-fund the Irish Childhood Bereavement Network.
- (5) The Company was successful in its 2016 application to the Scheme to Support National Organisations in the Community and Voluntary Sector 2016-2019, funded by the Department of Rural and Community Development and administered by Pobal. This scheme came to an end in June 2019 and the Company was also successful in its application to the new 2019-2022 Scheme. This grant continues to fund 80% of the cost of the post of Head of Healthcare Programmes.
- (6) Other includes €67,780 received in respect of the Government Temporary Wage Subsidy Scheme (TWSS), €31,394 received from the Department of Employment and Social Protection to carry out research into the Economics of Bereavement and €40,500 from the Department of Culture, Heritage and the Gaeltacht through the Creative Ireland Programme. The Company was also awarded a total of €37,500 from “RTE Does Comic Relief” through the Community Foundation of Ireland to adapt a course “When Staff Grieve” to an online/blended format to support frontline staff.

5. Fundraising Costs

	Notes	2020	2020	2020	2019	2019	2019
		€	€	€	€	€	€
		Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Donations and Legacies		222,358	16,951	239,309	272,706	36,102	308,808
Costs of Fundraising Events		17,022	129,794	146,816	110,989	164,159	275,148
Retail Costs		2,054	-	2,054	3,296	-	3,296
Direct Fundraising Salaries		375,779	-	375,779	377,257	-	377,257
Support/Governance Costs	9	228,874	-	228,874	216,784	-	216,784
		<u>846,087</u>	<u>146,745</u>	<u>992,832</u>	<u>981,032</u>	<u>200,261</u>	<u>1,181,293</u>

6. Expenditure on Healthcare Programmes

	Notes	2020	2020	2020	2019	2019	2019
		€	€	€	€	€	€
		Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Nurses for Nightcare		7,864	812,561	820,425	181,075	561,718	742,793
Paediatric Palliative Care		-	16,742	16,742	-	185,288	185,288
Paediatric Palliative Care – ICBN (1)			1,331	1,331		8,778	8,778

Rosabel's Rooms	16	-	85,802	85,802	-	96,302	96,302
Design & Dignity		-	21,093	21,093	1,975	42,441	44,416
Hospice Friendly Hospitals		-	8,928	8,928	1,762	30,965	32,727
Hospital Grants Programme		-	-	-	-	8,937	8,937
CEOL Programme		15,436	-	15,436	34,868	3,179	38,047
Other Projects		8,289	290	8,579	30,980	4,066	35,046
Development Grants		-	-	-	25,000	-	25,000
Hardship Fund	16	4,766	-	4,766	9,431	-	9,431
Direct Programmes Salaries		230,262	192,946	423,208	225,611	220,741	446,352
Direct Salaries – ICBN (1)		-	28,548	28,548	-	30,391	30,391
Support/Governance Costs	9	266,097	22,074	288,171	234,886	22,766	257,652
		<u>532,714</u>	<u>1,190,315</u>	<u>1,723,029</u>	<u>745,588</u>	<u>1,215,572</u>	<u>1,961,160</u>

(1) Direct costs incurred in relation to the Irish Childhood Bereavement Network (ICBN), a programme co-funded by TUSLA.

7. Expenditure on Education, Training and Bereavement

Notes	2020	2020	2020	2019	2019	2019
	€	€	€	€	€	€
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Direct Cost of Courses	70,198	22,803	93,001	115,323	-	115,323
Bereavement	81,331	28,100	109,431	11,155	9,918	21,073
AIHPC *	16 15,000	-	15,000	15,000	-	15,000
Education Grants	-	-	-	583	-	583
Education & Training Salaries	340,106	36,169	376,275	343,558	-	343,558
Support/Governance Costs	9 214,367	-	214,367	205,742	-	205,742
	<u>721,002</u>	<u>87,072</u>	<u>808,074</u>	<u>691,361</u>	<u>9,918</u>	<u>701,279</u>

* All Ireland Institute of Hospice and Palliative Care

8. Expenditure on Public Engagement

Notes	2020	2020	2020	2019	2019	2019	
	€	€	€	€	€	€	
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds	
Communications, Policy & Research	119,038	38,654	157,692	34,707	-	34,707	
Forum on End of Life	-	-	-	13,550	3,500	17,050	
Think Ahead/Other Public Projects	11,043	3,000	14,043	13,685	1,389	15,074	
Thérèse Brady Library	17,632	-	17,632	14,903	-	14,903	
Public Engagement Salaries	64,267	6,941	71,208	178,983	-	178,983	
Support/Governance Costs	9	235,561	-	235,561	252,005	-	252,005
		<u>447,541</u>	<u>48,595</u>	<u>496,136</u>	<u>507,833</u>	<u>4,889</u>	<u>512,722</u>

9. Analysis of Support and Governance Costs

The Company initially identifies the costs of its support functions. It then identifies those costs which relate to the governance function. The table below outlines the basis for apportionment and the analysis of support and governance costs.

	€	€	€	€	€	€	
	General Support	Governance	2020 Total	General Support	Governance	2019 Total	Basis of Apportionment
Wages and Salaries	315,625	76,492	392,117	346,608	91,113	437,721	Time
Audit	-	7,995	7,995	-	7,995	7,995	Governance
Rent and Service Charge	249,170	13,114	262,284	249,443	13,129	262,572	Headcount
Other Office Costs	289,349	15,229	304,578	212,700	11,195	223,895	Headcount
	<u>854,144</u>	<u>112,830</u>	<u>966,974</u>	<u>808,751</u>	<u>123,432</u>	<u>932,183</u>	

Support and governance costs are then apportioned across areas of expenditure, in a prudent manner, on the basis of time spent on that area (Wages and Salaries) and headcount (all other costs) as follows:

		2020	2019
	Notes	€	€
Fundraising Costs	5	228,874	216,784
Expenditure on Healthcare Programmes	6	288,172	257,652
Expenditure on Education, Training and Bereavement	7	214,367	205,742
Expenditure on Public Engagement	8	235,561	252,005
		<u>966,974</u>	<u>932,183</u>

10. Net Income for the Year

		2020	2019
	Notes	€	€
Net income for the year is stated after charging			
Depreciation	17	11,984	6,789
Rent of Premises		220,502	220,502
Auditor's Remuneration for external audit services		<u>7,995</u>	<u>7,995</u>

11. Analysis of Staff Costs, Director Remuneration and Expenses, and the Cost of Key Management Personnel

		2020	2019
	Notes	€	€
Wages and Salaries		1,420,163	1,590,342
Employers PRSI		137,949	161,597
Other Retirement Benefit Costs	26	91,311	80,142
		<u>1,649,423</u>	<u>1,832,081</u>

The Directors were not paid and did not receive any other benefits from employment with the Company in the year (2019: €nil). There was no reimbursement to Directors for any vouched expenses (2019: €nil).

Key management personnel of the Company comprise the Directors, the Chief Executive Officer, the Head of Education and Bereavement, the Head of Finance and Corporate Support Services, the Director of Fundraising, the Head of Healthcare Programmes and the Head of Communications. The CEO earns an annual salary of €118,651 and receives a 10% contribution to a defined contribution pension scheme. The total employee benefits of the key management personnel of the charity were €474,581 (2019: €537,516).

No staff costs were capitalised during the year (2019: €nil).

12. Employees

The average number of employees during the year was 33 (2019: 35) analysed as follows:

	2020 Number	2019 Number
Number of Employees		
Healthcare Programmes	10	8
Education, Training and Bereavement	7	8
Public Engagement	5	7
Fundraising	8	9
Support and Governance	3	3
	33	35

The employees' average length of service with the Company was 4.7 years (2019: 5.4 years).

The number of higher paid employees whose emoluments for the year (including taxable benefits in kind but excluding employer pension costs) fell within the following bands was:

	2020	2019
€110,000 to €120,000	1	-
€100,000 to €110,000	-	1
€80,000 to €90,000	1	2
€70,000 to €80,000	2	2
	4	5

13. Prior year Statement of Financial Activities

	Notes	2019 € Unrestricted Funds	2019 € Restricted Funds	2019 € Total Funds	2018 € Total Funds
Income	4				
<i>Income from Donations and Legacies:</i>					
Donations		1,784,579	284,959	2,069,538	2,119,645
Legacies		532,552	-	532,552	482,586
		2,317,131	284,959	2,602,090	2,602,231

<i>Income from Charitable Activities:</i>					
Grants		50,437	623,584	674,021	603,569
<i>Income from Other Trading Activities:</i>					
Other Fundraising Income		455,756	404,515	860,271	934,320
Education, Training and Other Income		325,436	-	325,436	360,968
		781,192	404,515	1,185,707	1,295,288
Investment Income		852	-	852	2,129
Total Income		3,149,612	1,313,058	4,462,670	4,503,217
Expenditure					
<i>Costs of Raising Funds:</i>					
Fundraising Costs	5	(981,032)	(200,261)	(1,181,293)	(1,184,685)
<i>Expenditure on Charitable Activities:</i>					
Healthcare Programmes	6	(745,588)	(1,215,572)	(1,961,160)	(1,365,519)
Education, Training and Bereavement	7	(691,361)	(9,918)	(701,279)	(772,974)
Public Engagement	8	(507,833)	(4,889)	(512,722)	(413,689)
		(1,944,782)	(1,230,379)	(3,175,161)	(2,552,182)
Total Expenditure		(2,925,814)	(1,430,640)	(4,356,454)	(3,736,867)
Net Income and net movement in funds for the year		223,798	(117,582)	106,216	766,350
Fund balances at beginning of year	14	4,606,363	540,358	5,146,721	4,380,371
Fund balances at end of year		4,830,161	422,776	5,252,937	5,146,721

There are no recognised gains or losses other than the income and expenditure as stated above for the two financial years.

14. Analysis of Charitable Funds

	Balance 31/12/19	Income	Cost of Generating Funds	Charitable Activities Cost	Transfers	Balance 31/12/20
	€	€	€	€	€	€
Restricted (1)						
Paediatrics	132,346	43,025	-	(58,312)	-	117,059
Night Nursing	-	992,849	(129,612)	(812,561)	-	50,676
HFH *	-	207,625	-	(207,625)	-	-
Rosabel's Rooms	283,881	63,001	(9,738)	(85,802)	-	251,342
Healthcare	6,549	88,355	-	(79,602)	-	15,302
Other	-	17,500	-	(5,385)	-	12,115
Research	-	31,394	-	(31,394)	-	-
When Staff Grieve	-	37,500	-	-	-	37,500
Arts Project	-	40,500	-	(14,201)	-	26,299
Bereavement	-	86,171	(7,395)	(28,100)	-	50,676
Think Ahead	-	3,000	-	(3,000)	-	-
	<u>422,776</u>	<u>1,610,920</u>	<u>(146,745)</u>	<u>(1,325,982)</u>	<u>-</u>	<u>560,969</u>
Unrestricted						
General Funds (2)	2,862,108	2,737,552	(846,087)	(1,591,086)	999,385	4,161,872
Designated Funds (3)	1,968,053	-	-	(110,171)	(999,385)	858,497
	<u>4,830,161</u>	<u>2,737,552</u>	<u>(846,087)</u>	<u>(1,701,257)</u>	<u>-</u>	<u>5,020,369</u>
	<u>5,252,937</u>	<u>4,348,472</u>	<u>(992,832)</u>	<u>(3,027,239)</u>	<u>-</u>	<u>5,581,338</u>

* Hospice Friendly Hospitals Programme

The funds carried forward at 31st December 2020 are:

Restricted funds

- (1) Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Company's work or for specific projects being undertaken by the Company. The main restricted funds held by the Company are in relation to Paediatric Palliative Care and Rosabel's Rooms. Paediatrics Palliative Care restricted funds were spent during 2020 on funding for Ireland's second paediatric palliative care consultant and it is expected that the majority of the balance will be spent on this and similar projects during 2021 and 2022. The Rosabel's Room to Heal fund saw a 58% decline in expected income due to Covid 19 restrictions. Previous years of successful fundraising means we have sufficient income for 2021 and we expect fundraising to pick up in the year, particularly from the second half.

Unrestricted funds

- (2) General funds are available to spend on activities that further any of the purposes of the Company. Where balances arise at the end of the year, these are generally utilised in the upcoming financial year.
- (3) Designated funds are unrestricted funds of the charity which the Directors have decided at their discretion to set aside to use for a specific purpose. During 2020, in considering the economic risks associated with the global pandemic, the Directors decided to release some elements of the designated funds back to unrestricted reserves. At 31st December 2020, the remaining funds had been set aside to finance investment in new strategic projects including the continued development of the Healthcare and Bereavement and Loss Hubs.

The equivalent disclosure for the prior year is as follows:

	Balance 31/12/18	Income	Cost of Generating Funds	Charitable Activities Cost	Balance 31/12/19
	€	€	€	€	€
Restricted (1)					
Paediatrics	332,673	35,100	-	(235,427)	132,346
Night Nursing	22,050	718,804	(179,136)	(561,718)	-
HFH	-	225,880	-	(225,880)	-
Rosabel's Rooms	184,246	217,062	(21,125)	(96,302)	283,881
Healthcare	-	87,794	-	(81,245)	6,549
Other Projects	-	3,000	-	(3,000)	-
CEOL	-	12,000	-	(12,000)	-
Forum	-	3,500	-	(3,500)	-
Bereavement	-	9,918	-	(9,918)	-
Think Ahead	1,389	-	-	(1,389)	-
	540,358	1,313,058	(200,261)	(1,230,379)	422,776
Unrestricted					
General Funds	2,586,363	3,119,031	(981,032)	(1,862,254)	2,862,108
Designated Funds	2,020,000	30,581	-	(82,528)	1,968,053
	4,606,363	3,149,612	(981,032)	(1,944,782)	4,830,161
	5,146,721	4,462,670	(1,181,293)	(3,175,161)	5,252,937

15. Analysis of Net Assets between Funds

	2020	2020	2020	2019	2019	2019
	Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
	Funds	Funds	€	Funds	Funds	€
	€	€		€	€	
Tangible Fixed Assets	32,117	-	32,117	22,117	-	22,117
Debtors	271,229	-	271,229	178,971	-	178,971
Cash at bank and in hand	5,395,978	560,969	5,956,947	4,987,378	422,776	5,410,154
Creditors	(639,983)	-	(639,983)	(334,305)	-	(334,305)
Deferred Income	(38,972)	-	(38,972)	(24,000)	-	(24,000)
	<u>5,020,369</u>	<u>560,969</u>	<u>5,581,338</u>	<u>4,830,161</u>	<u>422,776</u>	<u>5,252,937</u>

16. Grants

In line with its objectives, the Company provides funds and grants for the development of hospice, palliative, end-of-life and bereavement care.

	Grants to	Grants to	Total Grants
	Individuals	Institutions	€
	€	€	
Rosabel's Rooms	80,003	5,799	85,802
Hardship Fund	4,766	-	4,766
HIQA*	-	30,000	30,000
AIIHPC**	-	15,000	15,000
	<u>84,769</u>	<u>50,799</u>	<u>135,568</u>

The Company dealt with the following organisations in relation to grants:

Name of Organisation	Description	Total Grant
		€
HIQA*	Funding for development of end of life survey	30,000
AIIHPC**	Core funding	15,000
FirstLight	Funding for counselling and therapy services	5,000
University Hospital Galway	Costs of bereavement room	799
		<u>50,799</u>

* Health Information and Quality Authority

** All Ireland Institute of Hospice and Palliative Care

17. Tangible Assets

	Leasehold Improvements €	Furniture & Equipment €	Computer Equipment €	Total €
Cost				
At 31st December 2019	397,430	138,692	92,630	628,752
Additions	-	1,578	20,406	21,984
Disposals	-	-	(31,824)	(31,824)
At 31st December 2020	397,430	140,270	81,212	618,912
Accumulated Depreciation				
At 31st December 2019	397,430	132,770	76,435	606,635
Charge for the Year	-	1,967	10,017	11,984
Depreciation on Disposals	-	-	(31,824)	(31,824)
At 31st December 2020	397,430	134,737	54,628	586,795
Net Book Value				
At 31st December 2019	-	5,922	16,195	22,117
At 31st December 2020	-	5,533	26,584	32,117

18. Debtors

	2020 €	2019 €
Income Tax Refunds	111,182	104,000
VAT Recoverable	8,050	-
Prepayments	94,072	45,486
Trade Debtors & Accrued Income	57,925	29,485
	271,229	178,971

All debtors are due within one year. All trade debtors are due within the company's normal terms, which is thirty days. Trade debtors are shown net of impairment in respect of doubtful debts.

19. Investments

	2020 €	2019 €
Deposits	1,164,771	1,164,655

All funds are invested in interest bearing deposits with financial institutions with a notice period greater than 3 months, subject to a maximum maturity of 365 days.

20. Creditors: Amounts falling due within one year

	2020	2019
	€	€
Bank Overdraft	3,000	30,270
Trade Creditors and Accruals	389,230	251,899
Grants repayable	200,000	-
PAYE	25,333	27,438
PRSI	18,068	18,767
Value Added Tax	7,352	5,931
	<u>642,983</u>	<u>334,305</u>

The repayment terms of trade creditors vary between on demand and ninety days. No interest is payable on trade creditors.

Tax and social insurance are subject to the terms of the relevant legislation. Interest accrues on late payment at the rate of 0.0274% per day. No interest was due at the financial year end date.

The terms of the accruals are based on the underlying contracts.

Grants repayable represent amounts received under Pobal's COVID-19: Stability Scheme for Community and Voluntary, Charity and Social Enterprise Organisations during 2020 that were repaid in 2021.

Other amounts included within creditors not covered by specific note disclosures are unsecured, interest free and repayable on demand.

21. Deferred Income

	2020	2019
	€	€
At beginning of year	24,000	25,766
Released from prior year	(9,505)	(25,766)
Deferred in current year	24,477	24,000
At end of year	<u>38,972</u>	<u>24,000</u>

Deferred income comprised payments received for training in future periods of €38,972 (2019: €23,500) and grants where specified services contained in the grant agreement had not yet been delivered of €NIL (2019: €500).

22. Reconciliation of Net Income to Net Cash Inflow from Operating Activities

	2020 €	2019 €
Net Income for the Reporting Period (as per the Statement of Financial Activities)	328,401	106,216
Adjustments for:		
Depreciation Charges	11,984	6,789
Deposit Interest	(238)	(852)
Increase/(Decrease) in Deferred Income	14,972	(1,766)
(Increase)/Decrease in Debtors	(92,258)	146,471
Increase in Creditors	335,948	53,701
Net Cash Inflow/(Outflow) from Operating Activities	<u>598,809</u>	<u>310,559</u>

23. Analysis of Cash at bank and in hand

	31/12/19 €	Cashflow 2020 €	31/12/20 €
Cash at bank and in hand	4,245,499	549,677	4,795,176
Bank overdraft	(30,270)	27,270	(3,000)
Total Cash at bank and in hand	<u>4,215,229</u>	<u>576,947</u>	<u>4,792,176</u>

The equivalent disclosure for the prior year is as follows:

	31/12/18 €	Cashflow 2019 €	31/12/19 €
Cash at bank and in hand	3,920,467	325,032	4,245,499
Bank overdraft	-	(30,270)	(30,270)
Total Cash at bank and in hand	<u>3,920,467</u>	<u>294,762</u>	<u>4,215,229</u>

24. Related Party Transactions

There were no related party transactions during the year ended 31st December 2020.

25. Commitments

Total future minimum payments under non-cancellable operating leases in relation to leases for office space are as follows:

	2020 €	2019 €
Within one year	220,502	220,502
Between two and five years	36,750	257,252
After five years	-	-
	<u>257,252</u>	<u>477,754</u>

26. Retirement Benefits

The Company operates a defined contribution scheme for all qualifying employees who wish to participate. The assets of the scheme are vested in independent trustees for the sole benefit of the employees. At 31st December 2020 the scheme had 17 active members (2019: 15)

The total charge for 2020 was €91,311 (2019: €80,142) which represents contributions payable to this scheme by the Company. Pension costs which are attributable to a particular activity are allocated directly to that activity. Where pension costs are incurred to further more than one activity they are apportioned between the relevant activities based on the amount of staff time which each activity absorbs. At 31st December 2020 an accrual of €nil (2019 €nil), in respect of contributions to this scheme is included in creditors.

27. Subsequent Events

There have been no significant events affecting the company since the period end.

28. Approval of Financial Statements

The financial statements were approved by the Board of Directors on 15th June 2021.

Jean Callanan

Geoff Moore

Corporate Information₁

Company Information

Directors

- Ms Jean Callanan (Chair)
- Mr Tony Condon
- Ms Ita Mangan
- Mr Geoff Moore
- Dr Maeve O'Reilly
- Prof Susan O'Reilly
- Dr Brendan O'Shea
- Ms Gina Quin
- Ms Anne-Marie Taylor
- Colm O'Sé (Appointed on 15th September 2020)
- Martin Freyne (Appointed on 15th September 2020)

Chief Executive

- Ms Sharon Foley

Company Secretary

- Mr Andy Caffrey
(Resigned on 1st September 2020)
- Ms Sharon Foley
(Appointed on 1st September 2020)

Company Number 114617

Charity Number CHY 6830

Charity Registration Number 20013554

Registered Office

Morrison Chambers
Nassau Street
Dublin 2

Auditors

Mazars
Chartered Accountants and Statutory Audit Firm
Harcourt Centre
Block 3
Harcourt Road
Dublin 2

Bankers

Allied Irish Banks plc
Bank of Ireland
Ulster Bank

Solicitors

Eugene F. Collins
Temple Chambers
3 Burlington Road
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Irish Hospice Foundation

To die and grieve well wherever the place

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Registered Charity Number 20013554
CHY 6830

