



2025 Impact Report



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Welcome from our CEO

A very warm welcome to our Impact Report. The 2024/25 financial year began with a large planned deficit but ended again more positively, this is once again, thanks to our amazing supporters.

The financial position for hospices is extremely precarious, with three out of five hospices cutting services over the last two years. The impact of National Insurance was a further blow and hospice costs have risen by £1.5million over the last five years. Springhill has thankfully not cut services yet, but the future is worrying. We have therefore spent a lot of time working with our colleagues across Greater Manchester to lobby for fairer funding at local and regional levels, and are grateful to our colleagues at the ICB, who are also facing extremely difficult decisions, for their ongoing support. I became the regional representative for the North West on the Advisory Council of Hospice UK, and we are jointly working on proposals to the government for a funding model that allows us to help more people.

We are grateful to the government for the £100 million of capital funding they have pledged to hospices over two years, and our allocation of £111,000 in 2024/25 meant that we could upgrade some of our equipment.

Despite our financial challenges, every single team has worked tirelessly to improve their performance, whether it's generating income or providing services.

I am constantly impressed by their drive and ingenuity.

The Hospice is here for everyone, and we have continued our work to ensure our community knows this and remove any barriers to people accessing our services. We were particularly proud to receive a Diversity Award for our Islamic Art Project, which brought together people from our South Asian Community to look at attitudes to death and dying through art, and we all learnt a lot.

Whatever the future holds, I continue to be so proud to lead this incredible organisation. I know what it means to the people of Heywood, Middleton and Rochdale and we will do everything in our power to ensure we continue to be here for this wonderful community.

We are fortunate to have such a dedicated Board of Trustees, an army of volunteers and supporters, as well as our incredible staff, and it's a privilege to work with them.

Thank you once again and enjoy reading.

Sam Wells

Chief Executive



Why we exist

At Springhill Hospice, our mission is to ensure that the people of Heywood, Middleton and Rochdale receive the end-of-life care they deserve. From the early days of Margaret Geoghegan's vision that Rochdale should have a hospice, through years of dedicated fundraising, to our current 16-bedded Inpatient Unit and Community services, our focus has always been people.

Receiving a diagnosis of a life-limiting illness can be an incredibly difficult and emotional time. We want to make sure that individuals and their loved ones are supported throughout their entire journey. We're here to help them make every moment count -whether it's through providing therapy sessions, symptom-management advice, or

counselling support. We understand how hard it can be, and we aim to help prepare people as best we can.

We believe that every person with a life-limiting condition deserves to be supported to live well and die well, according to their wishes. That commitment remains at the heart of everything we do, and we will continue to fight for compassionate, dignified hospice care for as long as we exist.



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Hello from the Chair of the Board of Trustees

As the Chair of the Board of Trustees, may I welcome you to our Impact Report, which aims to tell you what we have done in the last year to develop our services and also provide some facts and figures that we hope will be both informative and of interest.

Since our last report we have welcomed four new members to the Board, bringing our total to twelve Trustees; all of whom as volunteers give their time and expertise so generously to deliver the Board's vital governance, scrutiny and assurance responsibilities, support the Executive Team, attend events throughout the year, and also perform an ambassadorial role for the Hospice in their local communities as much as possible.

During the past year, we have increasingly supported a more diverse community of patients and their loved ones, which has driven us to ensure that our services reflect and respect this diversity, and are as inclusive as possible. We have, therefore, established collaborative relationships with leaders in our local communities, and the impact of this has enriched our knowledge and quality of our service offer; thus enabling ongoing change for the better for everyone we serve.

Many successful events continue to be held to support our fundraising programme, and we have continued to enhance our retail offer by opening two new shops this year and there are more planned in the pipeline, to enable us to continue to fund the vital services upon which that we know our patients and their loved ones rely. Suitable premises are sometimes difficult to

find, so if you know of any that might be of use to us then please do get in touch.

The vital work across Greater Manchester and the UK continues in developing a collective and strong lobby to the Government for a stable and sustainable funding model for Hospices which is urgently needed and now is long overdue. The impact of this is beginning to influence government thinking about palliative and end-of-life services, which are not optional extras that can or should be dependent upon public donations to survive, so I would ask you to please continue to add your voices to our campaign wherever you are able to do so.

The financial pressures that almost all Hospices face across the UK is already resulting in services being reduced that can no longer be funded. Springhill is also under significant pressure to keep all our services going and so the Board may have to make some difficult choices in the future if central funding is not made available. Your ongoing support is, therefore, vital to ensure that we can continue to provide the full range of services that we know you need and deserve.

I am very proud to be Chair of our Hospice and of our wonderful staff and volunteers, who day-in and day-out continue to maintain their primary focus on the needs of the patients and loved ones we serve - no matter which job they do. Without them, we would not be able to continue to provide the range of services that we know you need.



We are always keen to welcome new volunteers and there is a wide range of Volunteering roles on offer, so whatever your age, skills and experience, please have a look at our website or get touch with us to have a chat about how you can join us to help make a difference - we would love to hear from you.

No matter what the future holds for us, our patients and their loved ones will continue to remain our priority, and their personal stories in this Impact Report are a poignant reminder of the importance and value of the expert care which is provided by the teams at the Hospice and across the community with unwavering expertise, kindness, determination, and dedication.

Despite the challenges we face, we remain optimistic for the future, so I would ask you to please continue to support us as much as you can to enable us to secure the future of Springhill for years to come.

On behalf of the Board of Trustees, thank you so much for your support, and I hope you enjoy reading our Annual Impact Report.

Lesley Mort

Lesley A Mort (Mrs)
Chair of the Board of Trustees

Where we offer Care

The palliative care that Springhill Hospice provides is completely free to access for anyone living with a life-limiting illness within a Heywood, Middleton and Rochdale postcode and referrals can be made through any Health-Care Professional.

**Our services include,
but are not limited to:**

- End-of-life care on our Inpatient Unit
- Hospice at Home
- Bereavement counselling
- Complementary therapies
- Spiritual and Psychological care
- Creative therapies
- Dementia care
- Pain and symptom management
- Wellbeing sessions
- Nature therapies
- Community outreach



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What else are we looking for?

- Beyond your academic qualifications, we'll be looking for evidence that you are genuinely interested and enthusiastic about developing a career in engineering. Make sure that your CV shows your interest in engineering; for example, if you have completed an engineering project at school or attend an engineering club, make sure you mention it on your CV, giving specific examples too.
- All our roles contain a component of working in a team and we are looking for people who can work well as part of a team and perhaps ultimately want to lead teams. Your CV should also give examples of teamworking if you have them. This could be gained in a number of ways: at school, with your family, in a sports team, at work, in voluntary organisations (such as the Guides, Scouts or Cadets), or as part of a religion, fund raising events or other work in the community.

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Our 5 year strategy 2022-2027

Recruit and retain the best staff by being the best employer we can be

WE HAVE:

- Formed a staff Wellbeing Group to continually improve the wellbeing of our staff
- Trained a group of staff to be our Mental Health First Aiders
- Launched a Menopause Policy
- Worked closely with other Greater Manchester Hospices (as part of the GM Hospice Group) and the Greater Manchester ICB to share resources and good practice in staff recruitment, development and retention
- Undertaken a biannual staff and volunteer survey to show continuous improvement and benchmark us against other Hospices
- Promoted good clinical practice and offering ongoing training and support
- Developed clinical competencies for staff development on the Inpatient Unit
- Formed a Volunteering Development Group to support volunteer recruitment and to ensure volunteers feel valued and supported to carry out their roles
- Members of the Management Team undertook Line Manager Training to enable us to deliver better support for our staff
- Held a series of consultation events with staff to keep them informed of our financial position and challenges
- Launched the Robert Clegg Awards for Outstanding Contribution for staff and volunteers
- Complementary Therapies offered pro bono to staff at the Hospice during December 2023

Develop our financial sustainability so we have more control over our future

WE HAVE:

- Worked closely with the GM Hospice Group to influence the GM ICS for improved core funding of medical and clinical services
- Worked with Hospice UK to influence government for improved core funding of Hospices
- Developed an investment strategy and are appointing an experienced Fund Manager to develop an investment portfolio
- Held a series of consultation events with staff to garner ideas for income generation which included launching a new regular giving scheme and the Makin Memories Tree
- Continued to work in partnership with Manchester MBA students to look at business models for financial sustainability
- Service level agreement with Northern Care Alliance NHS Foundation Trust to provide a range of essential clinical equipment/servicing reduces our expenditure to direct funds to other services/needs
- Sold 3 of our shops in areas of reduced footfall. Made the difficult decision to close our Coffee Shop (Coffee at the Craven) due to increasing costs and concerns over profitability
- Agreed a lease on a new retail unit in Heywood to support our retail strategy
- Recruited a new Education and Development Lead to develop our education offer to begin generating income

Continually consult and innovate so our services respond quickly to the changing needs of our Community

WE HAVE:

- Launched an internal Quality Development & Innovation pilot
- Continually responded to changes in practice and legislation
- Launched a 2-year Dementia Project and appointed a Dementia Specialist Nurse to improve our practice with patients with a Dementia diagnosis and train our staff to improve their skills in caring for people with dementia
- Launched a Dementia Support Group and Drop-in Sessions
- Formed an Inpatient Unit Bereavement Group to improve care of loved ones after a patient's death
- Taken part in providing (funded) 'Discharge to Assess' beds to facilitate hospital discharges of patients with life-limiting diagnoses in order to help ease pressures on the secondary care sites
- Launched a series of staff and volunteer questionnaires (décor, catering and spiritual support so far) in order to act on feedback. Outcomes have included the development of a new approach to our menus for patients, visitors and staff, and renaming the chapel as the Prayer and Reflection room
- Opened a new Dementia Garden
- Our Community Engagement Officer started work to develop relationships with community groups across the borough
- Launched a programme of refurbishment to ensure our Hospice is inviting and comforting to all our patients and their loved ones

Become more environmentally friendly and play our part in reducing our carbon emissions

WE HAVE:

- Created an Environment Group which meets twice a year to look at opportunities / ideas for reducing our carbon emissions
- Started work with Rochdale Council on a potential solar generated energy project with the aim that it would power the Hospice site and generate additional power as a source of income for the Hospice
- Launched an employee Cycle to Work Scheme and installed new bike racks at the Hospice
- Explored grant opportunities for electric vehicles
- Improved our recycling operations at all Springhill premises
- Encouraged staff to reduce energy usage by switching off items from standby / switching off lights and radiators when not in the office etc
- Grown more of our own produce
- Offered telephone consultations where appropriate
- Promoted the environmental benefits of our charity shops

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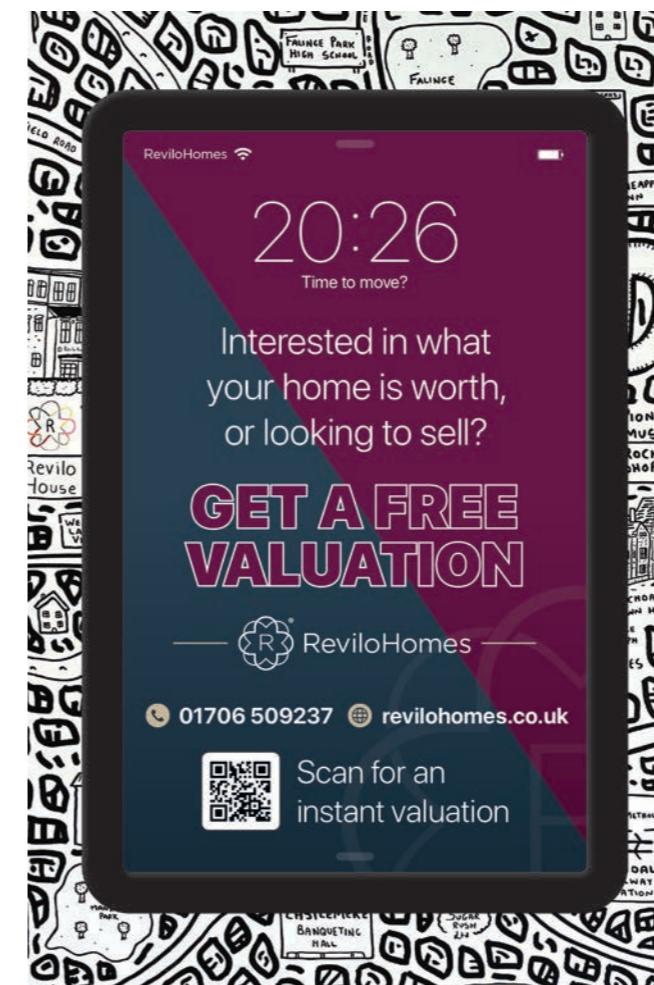
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Inpatient Unit

*Figures from 24/25 financial year

336
Inpatient Unit
Admissions

(an increase on last year)

OF THESE 336:

136 were for symptom control

183 were for end-of-life care

17 were admitted under a Discharge to Assess bed*

46 were weekend or bank holiday admissions

*These facilitate hospital discharges of patients with life-limiting diagnoses in order to help ease pressures on the secondary care sites.

172
Advice line calls

were received by our
fully trained staff

OF THESE 172:

14 were from patients

116 were from relatives

42 were from Health Care Professionals



We integrated the existing but underused electronic patient records (EPR) across all services to give staff easier access to up-to-date information and support more responsive, informed care. Templates were standardised and consolidated into fewer areas within the system, reducing unnecessary documentation and allowing staff to spend more quality time with patients and their loved ones. This approach has also improved the accuracy of data collection and led to a significant increase in staff recording of Advance Care Planning conversations, where patients' wishes for end-of-life care are discussed.



We have also been generously gifted a new cuddle bed from Ball Tampering Allowed Trust, which allows for those patients and their loved ones who want to, to share a bed and enjoy a cuddle.

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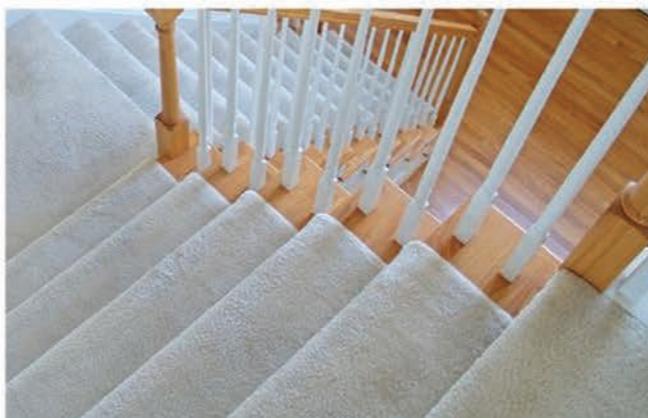
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Cora's One Big Thank You!



We are unbelievably proud after one of our most cherished team members, volunteer and former Nursing Assistant Cora Magerison-Williams, was honoured on The One Show's 'One Big Thank You' on 30th October.

Viewers were thrilled to see Cora's familiar and much-loved face appear on the BBC programme, where she was surprised with the prestigious accolade by beloved television presenter Gloria Hunniford.

This recognition marks an extraordinary 36 years of dedication, compassion, and unwavering commitment that Cora has given to the Hospice. Her award is not only a testament to her hard work and deeply empathetic nature, but also a credit to the incredible team of staff and volunteers who have supported and worked alongside her throughout the years. We wholeheartedly recognise Cora's remarkable endeavours and are immensely proud that she stands as such a prominent ambassador for hospice care, representing everything Springhill stands for.

Cora's journey with the Hospice is woven into its history. From unforgettable fundraising adventures to hands-on patient care, her impact has touched countless families and inspired everyone fortunate enough to work with her. Springhill Hospice has expressed its heartfelt gratitude to The One Show for shining a spotlight on Cora's exceptional contribution - and, by extension, the dedication of the entire Hospice community.

Well done, Cora, and thank you for everything!

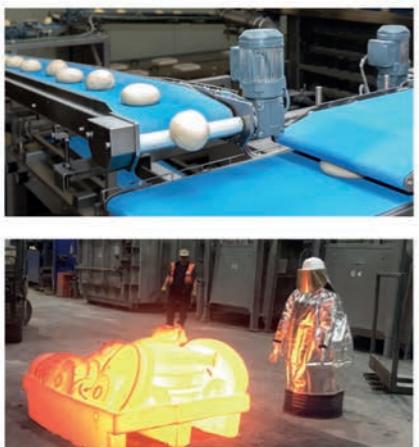
“Cora deserves a One Big Thank You because of who she is as a person - once you've met her, you'll never forget her. Her real passion started because her mum didn't have Hospice care, so Cora knew she had to be a part of making Springhill happen.”

- Sophie Anderson, Fundraising Manager at Springhill Hospice



“Cora has been involved since day one. She volunteered for the first ten years, then joined the ward team. She's cycled across continents for us - if there's anything she can do, she'll do it.”

- Samantha Wells, Chief Executive of Springhill Hospice



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Wellbeing and Supportive Care

*Figures from 24/25 financial year

Day Therapies changed to Wellbeing and Supportive Care in October 2024, and during this time we altered the structure of our support programmes and groups.

Utilising service user feedback, we shortened the sessions to mornings and included carers in our Dementia Wellbeing Programme, to include education and support specifically for carers. In January 2025, following a clinical service review of patients whose needs were stable but not specialist, we considered how we could meet their needs more effectively and maintain a connection to specialist Hospice services. This commenced with the Supportive Care Service. Our team provide telephone support and advice to patients who have been known to our specialist palliative care nurses or have been discharged from Wellbeing sessions, but no longer require specialist input.



Admissions to Wellbeing and Supportive Care



Telephone contacts to Patients and Carers (Wellbeing and Supportive care calls)



Community outreach sessions and Wellbeing Hubs



Complementary Therapy sessions in Wellbeing: 52 Patients / 26 Carers

Plans for the next year:

Move Well Group: 12 weekly gentle exercise programme

Men's Shed: Support group for male patients to come together and engage in activities

Get up & Grow: Social and Therapeutic Horticulture for patients



Psychological & Supportive Care

*Figures from 24/25 financial year



New Counselling Referrals



New Bereavement Service Referrals



Counselling Sessions with patients and relatives

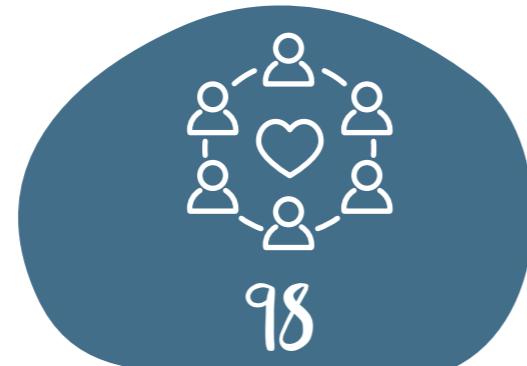


1:1 Bereavement Counselling and Support Sessions



Spiritual & Pastoral Support Sessions with patients and relatives*

*This is a Hospice wide figure



Attendances at Bereavement Group Sessions

The Psychological Care Team provides Counselling, a Bereavement Service and Spiritual and Pastoral care to patients, loved ones and bereaved adults living in the Rochdale borough and we continue to receive wonderful feedback for the support offered. Just a few of the comments from people who have accessed our support this year:

“I found your service excellent”

“I feel very fortunate to have been given such valuable support”

“My situation is still very stressful but I feel more able to cope with it”

“My grief counsellor, was superb and so supportive”

This year we recruited two new Spiritual and Pastoral Care volunteers to support Inpatient Unit patients and loved ones, as well as supporting patients in the Wellbeing Service. This ensures there will be Spiritual and Pastoral Care support available to our patients and visitors on all weekdays.



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Last year, together: (April 24 - March 25)



Retail made its highest profit in the last financial year when comparing the last 5 years. Hence contributing more money to Hospice care



We served a total of **86,172** customers across our **6 shops** (That's a 23% increase on the year before)



You raised **£673,898** in sales through our shops



157 tonnes saved from going to landfill (equivalent to 26 African bull elephants)



21,479 hours donated to the Hospice by our retail volunteers (approx.)



1088 new donors signed up to Gift Aid



Gift Aid Donors raised a further **£25,333**



24,236 bags of donations received (approx.)

We have refurbished our Littleborough shop to refresh the layout, improve the shopping experience and upgrade our fire safety measures, for a better customer experience.

We have changed our Middleton shop into a clearance shop to give products a last chance at a sale and prevent even more items from going to landfill.



This year has been about steady growth, investing in the shops we have, and embedding our new shops, Heywood and Milnrow, into our operation. The next calendar year has a lot in store with exciting things to come in Retail.

Fundraising

*Figures from 24/25 financial year

Sept 2024: 531 Three Reservoir Ramblers



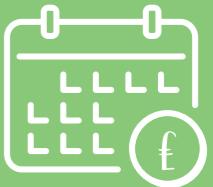
Oct 2024: Starlight Ball – first ever raising £71,250



Dec 2024: Light up a Life – 473 stars on the Hospice Christmas Trees dedicated to loved ones



Reindeer Run – 32 schools, 9,000 children, £60,000 raised



£ 39,287

Raised from 346 combined monthly and annual regular givers



£ 17,763

Raised by 112 Business Buddies



£ 186,220

Raised by the fundraising efforts of 163 businesses



£ 227,362

Raised by 481 individuals in the community taking on a challenge or fundraiser



£ 95,026

Raised in Gift Aid from 2,894 individuals



£ 322,676

Raised from 8451 lottery tickets *Up until March 2025



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Community Specialist Palliative Care Team

*Figures from 24/25 financial year



Number of referrals to the Specialist Palliative Care Team (SPCT) over the last 12 months



Telephone contact to patients from SPCT in the last year



Number of visits made by Specialist Palliative Care Nurses supporting patients in the community, these include specialist palliative care nurses, dementia nurse, doctor, assistant practitioners support.



Hospice at Home referrals with 1704 visits carried out, to allow patients to achieve their preferred place of death in their own home.



It has been an exciting year for the Community Specialist Palliative Care Team, where we have seen continuous development of the team, supporting a further four specialist nurses on to the non-medical prescribing course; completion of this will allow holistic and improved care for patients in the community.

We have successfully recruited to the role of Community Care Coordinator which will support the growth of the night sitting teams, and introduce robust induction programmes for new starters.

We have also successfully recruited an Occupational Therapist, which is a new and exciting addition to the team, and we look forward to witnessing how this role will develop and support our existing services.

Allied Health Professionals Day - 14th October

We recently celebrated **Allied Health Professionals (AHP) Day**, recognising the amazing contributions of our AHPs. This year's theme focused on three key shifts: hospital to community, treatment to prevention, and analogue to digital.

AHPs play a vital role across health and social care, supporting patients through assessment, treatment, diagnosis, and discharge in a wide range of settings - from healthcare and housing to education and voluntary services.

We were proud to shine a spotlight on Sarah Rabbidge, Community Physiotherapist at Springhill Hospice. Alongside her colleague Sharon, Physiotherapy Assistant Practitioner, Sarah provides compassionate support to patients with palliative diagnoses. Their work helps patients manage symptoms, stay active, and maintain independence - whether at home or in the Hospice - enhancing quality of life despite life-limiting conditions.

Sarah also leads the **Move Well Group**, a regular exercise class aimed at improving strength, balance, flexibility, and stamina for those living with progressive conditions.



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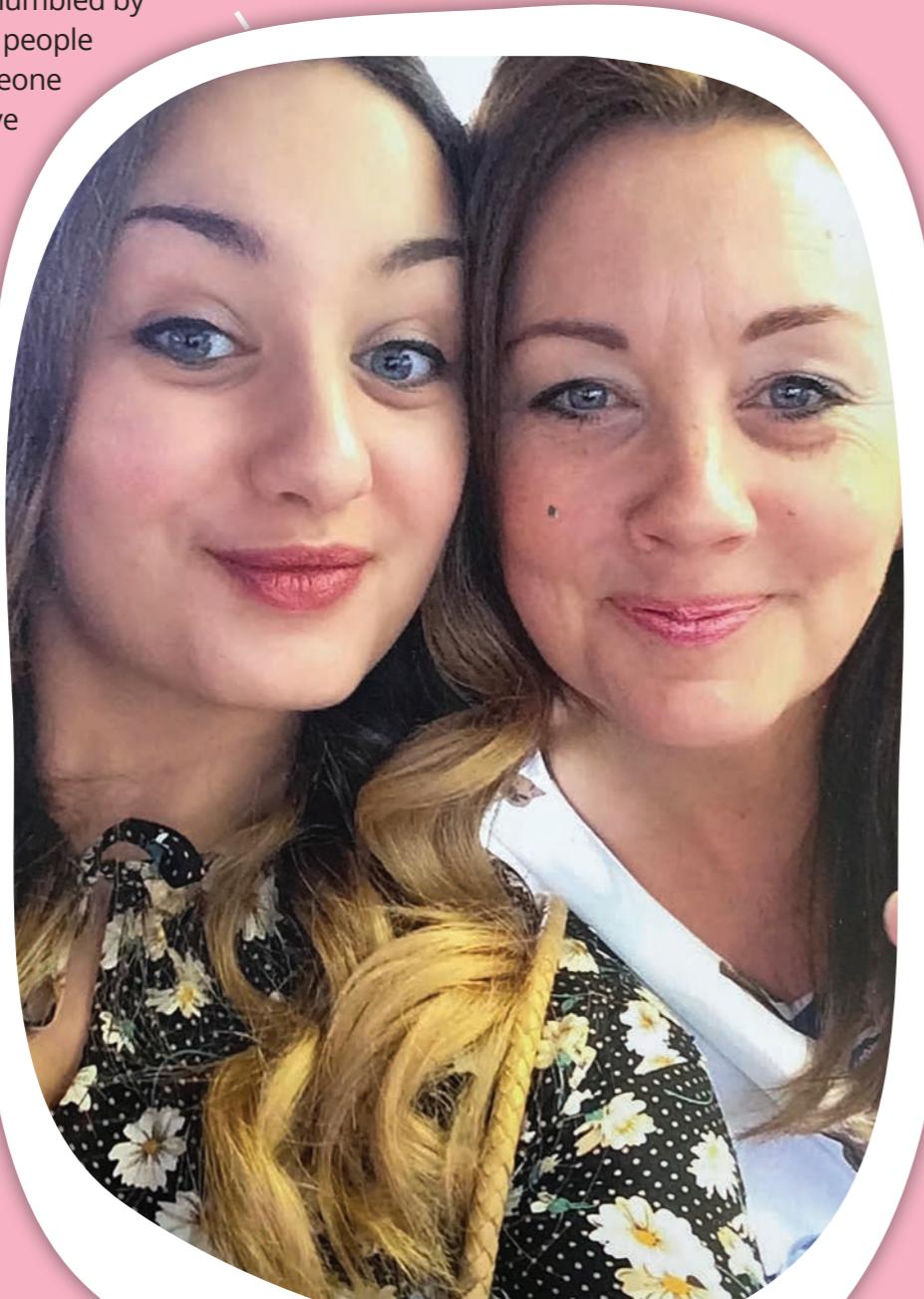
Notice, Wonder, Create - Megan's Story

At Springhill Hospice, we are often humbled by the extraordinary people we meet - people who, even in the grief of losing someone they love, choose to honour that love by sharing their story. Megan is one of those remarkable individuals.

Following the loss of her Mum, Jane, Megan not only raised over £1,000 for Springhill Hospice, but also allowed us to share Jane's story and the meaningful support the Hospice provided during her final months. Megan is proud to keep her Mum's legacy alive.

Throughout Jane's life, she created magic for Megan and her sister - magic that also touched generations of pupils through her work as an art teacher at Broadfield Primary School in Rochdale. Two years ago, Jane was cared for by Springhill Hospice, and on Megan's 27th birthday, Jane died peacefully in our care.

Earlier this year, we sat with Megan in the enchanting Alice in Wonderland-themed gardens at Broadfield, a space shaped by Jane's creativity. Among the colours, textures, and imaginative details her Mum inspired, Megan shared her memories, her experience of the Hospice, and why Regular Giving is vital for Springhill's future.



A Creative Life: Jane as a Teacher and Mum

"My Mum was an amazing Mum. She went above and beyond to make magic in little ways throughout our lives," Megan told us.

Jane dedicated her life to art and education, encouraging children to explore individuality, culture, reading, writing, all through creativity. As a Mum to Megan and her sister Harriet, who has complex additional needs, Jane poured her energy into creating joy at home. Whether building dens, painting, or transforming cardboard boxes into works of imagination, she made everyday life magical.

At Broadfield Primary School, where she taught art for almost nine years, Jane became affectionately known by many pupils as "Mrs Painting" - a nickname she embraced despite her real name being Mrs Payton.

The school's garden holds special significance. "She used the story of Alice in Wonderland in a lot of her teaching, to inspire creativity, imagination and play through words, colours, textures, and the story," Megan explained. "The garden is a piece of her that's here, but it's also something that the children can enjoy and spend time in as well."

Favourite Memories: Music, Theatre, and Moments That Last

Music and theatre were central to Jane's life, and that passion filled the family home.

"We are a big musical theatre family, and we were in a few shows together," Megan shared. Their first performance together was *The Addams Family*, in which Jane played Morticia "an excellent Morticia," Megan added. It was during that show that Megan met her now-husband, while her Mum played his mother-in-law on stage; "a full circle moment."

Jane also performed in a country rock band and filled celebrations with music, singing, and piano-playing. "Some of my fondest memories were singing in the car and we'd be harmonising together" Megan recalled. "That was really special."



Notice, Wonder, Create - Megan's Story

Jane's Journey to Springhill Hospice

Jane had been unwell for some time, but a GP-arranged x-ray raised new concerns. That was in January 2023. She died only eight months later, in September 2023 - a rapid and difficult decline. "She remained strong throughout the whole process. She was an incredibly strong lady," Megan said.

Experiencing Springhill Hospice Care

When Jane arrived at Springhill Hospice, she was very poorly. Though the journey was difficult, choosing the Hospice had been Jane's idea.



"It was a relief when we arrived that she was going to be cared for by professionals," Megan reflected. "We were able to then be daughter, sister, mother - and no longer carer on top of those roles."

She described the Hospice as clean, welcoming, homely, and professional without feeling clinical. "You can tell that there's so much heart and personality there. Everything is person-centred and tailored to your loved one, your family situation and your individual experience."

On the morning of Megan's 27th birthday, at around six o'clock, she arrived at the Hospice and joined her Aunt at Jane's bedside. Dr Cathy was with them.

"I said to Doctor Cathy if it's today, then I'll make today a celebration for both of us. And about 20 minutes later she passed. I think she liked that idea - she was like, yep, we'll do that then."

Though bittersweet, the Hospice gave Megan and her family the calm, dignified experience Jane hoped for. "It was pain free, which was a really key thing that Mum spoke about," she said. "That was managed incredibly well by the team at Springhill Hospice."

The Power of Regular Giving: Supporting the Future of Springhill Hospice

Megan's gratitude for the Hospice is heartfelt and deeply rooted.

"I have so much gratitude for the team at Springhill - the doctors, the nurses, the volunteers that play such a vital role in creating experiences for families like mine," she shared. "Feeling her passing was exactly how she wanted it."

She believes strongly in the importance of Regular Giving.

"Regular Giving is an absolutely amazing way to support such an incredible and unique Hospice that provides exceptional care. It's a lifeline for people who need the care, their families, and also the Hospice itself. They can grow, develop, expand and continue to do the amazing work that they do every single day for the people of this borough. If anyone was thinking about becoming a Regular Giver, I'd strongly encourage them to do it."

We are honoured that Megan chose to share her Mum's journey with us. As she reminded us, becoming a monthly donor is one of the best



ways to support Springhill Hospice's future. Even a small gift, like £5 per month, gives us the power to plan ahead and help more families like Megan's.

If you ever choose to Notice, Wonder, Create... you'll be helping keep stories like Jane's alive.

Scan the QR code to become a regular giver today!



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Our incredible Business Buddies are a shining example of what community spirit truly looks like. Through their dedicated monthly donations, they provide the Hospice with a reliable source of support that allows us to plan ahead, grow with confidence, and continue delivering vital care to those who need us most.

But their impact stretches far beyond financial generosity. Our Business Buddies bring remarkable enthusiasm, hard work, and heart to everything they do. Whether they're rolling up their sleeves to help nurture and maintain our beautiful Hospice Gardens, or lending their time and talents to support key events throughout the year, they play an essential role in enriching the experience of our patients and their loved ones.

From small acts of kindness to larger collaborative projects, each Business Buddy helps strengthen the compassionate and caring foundation

our Hospice is built upon. Their ongoing commitment not only raises much-needed funds, but also fosters a meaningful connection between local businesses and our community.

We are deeply grateful for every Business Buddy who stands alongside us. Their support helps our Hospice flourish, and ensures we can continue providing comfort, dignity, and care when it matters most.



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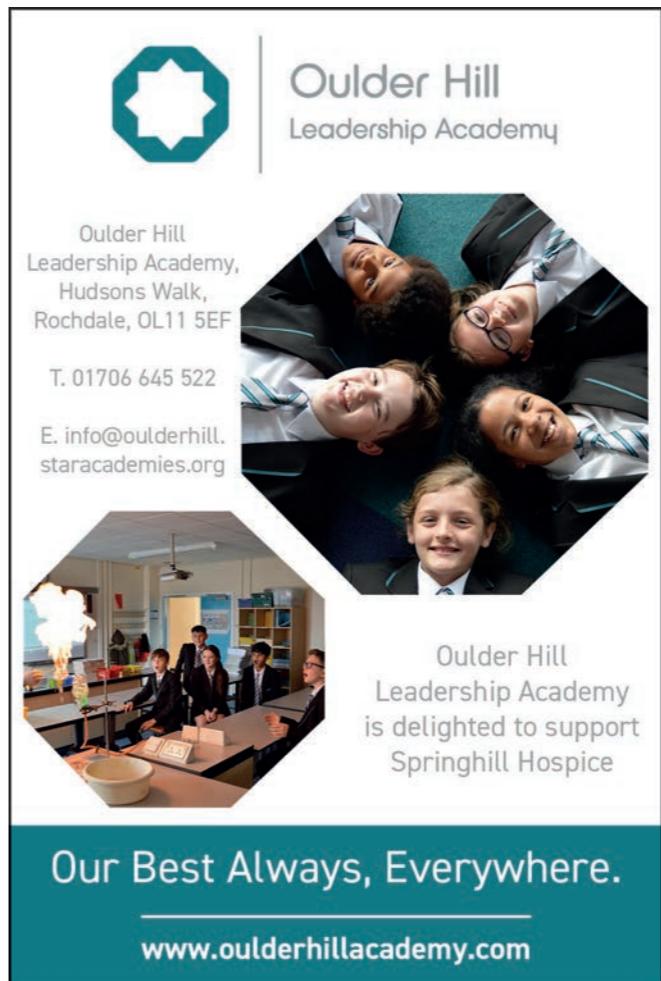


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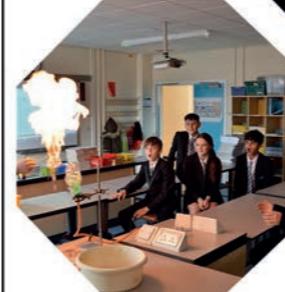


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Trusts & Grants

Supporting Our Mission: Impact Through Trusts and Grants

As Springhill Hospice's Trusts and Grants Fundraiser, Dawn has played a vital role in securing funding for a range of meaningful projects this year. Through her dedication, and expertise, Dawn has helped turn ideas into reality, ensuring that essential services continue to grow and make a lasting difference in the lives of patients, loved ones, and our community.

Here are just a few of the Trusts and Grants projects brought to fruition this year:



Partnership Brought Vital Support to Springhill Hospice Community

Springhill Hospice's Wellbeing & Supportive Care team successfully secured funding from Action Together's Prevention Fund to launch a year-long partnership with Citizens Advice. Through this collaboration, a dedicated Citizens Advice advisor attended the Hospice one day each week, offering invaluable guidance to patients, loved ones, staff, and volunteers.

The advisor's presence made a remarkable impact, particularly during Springhill's Dementia and Carer Wellbeing Programme, providing support at times when many people faced significant uncertainty and stress.

Feedback from those who accessed the service was overwhelmingly positive:

“So relieved to speak to someone face to face to help my family.”

“This made the minefield of benefits understandable.”

By offering practical advice and emotional reassurance, the project helped to reduce anxiety and empower individuals to navigate complex situations with confidence.

Springhill Hospice extended heartfelt thanks to Action Together for making this initiative possible. The collaboration with Citizens Advice opened new doors for people in need - including those who had never realised help was available to them.



£87,374.11

Total raised through Trusts and Grants, with thanks to:

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Dealing with the affairs of a loved one after they have died can be a difficult issue and very often the last thing that you will feel like doing after such a loss.

Identifying the assets and liabilities and distributing the estate to beneficiaries can be complicated.

As a Personal Representative you will be responsible for ensuring that the estate of your loved one is administered correctly, you may have to ensure that inheritance tax is paid and deal with any claims against the estate.

AST Hampsons dedicated Probate Team will support you from the outset and look after the practical issues from dealing with utility providers and the marketing of a property to the application for Probate or Letters of Administration and the eventual distribution to beneficiaries.

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Corporate Services

Recruitment & Volunteers



New starters
between April 2024
and September 2025



New volunteers
recruited between April
2024 and March 2025



Volunteers in total
as of March 2025

New roles added to the portfolio such as:

Handy man, Painter Decorator, Complementary Therapist,
Men's Shed Volunteers, Retail Admin, Education Admin

Our 2025 Volunteer Party and Service Awards were a great success, with 101 attendees enjoying the celebration to honor all their incredible hard work. We also reviewed and improved the Retail volunteer recruitment and induction process, to strengthen relationships between Shop Managers and volunteers. In addition, we held our bi-annual Volunteer Forum Meetings, giving volunteers the chance to share ideas and help shape their experience.

Workforce developments

We held a staff consultation, led by the Executive Management Team and supported by our new ICE Rep Group, to make sure our benefits are competitive, fair, and supportive of staff wellbeing. As a result, we introduced a simpler pay scale with clear progression, a competency-based framework linking pay to performance, and an enhanced leave policy offering up to five extra days for long service. We also improved family support with better maternity, paternity, and fertility leave, updated our sickness policy, and streamlined our pension scheme with flexible contribution options. In addition, we reviewed our HR and rota systems to boost efficiency and make things easier for staff, with a new HR system being developed for launch at the end of 2025.

Catering

The Catering Team provided around 19,165 meals over the year.



Staff meals



Patient meals



Visitor meals



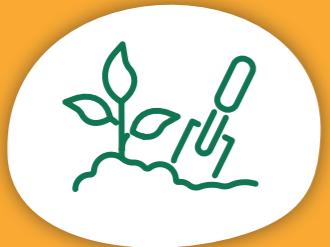
They catered major events such as the Robert Clegg Awards and the Volunteer Thank You Party, as well as numerous smaller buffets and regular Day Care sessions. The team also provided lunches for the Woman & Man of Rochdale Judging Committees and supported Fundraising by making Christmas cakes and sticky toffee puddings for the Christmas Fair.

They took part in the 3 Reservoir Ramble, raising nearly £1,000, and worked with the Head Gardener to plan fruit and vegetable planting for future menus. Additionally, they produced and sold items such as cakes, pies, and desserts to generate extra income.

Corporate Services

Gardening

Our garden team fundraised over £2500: Garden Celebration event raised over £900, 'Tommy's Till' Stall raised over £1,600 by selling plants, garden wares, and surplus crops.



Corporate volunteers and Business Buddies hosted 10 individual visits, with a total of **70 corporate volunteers** giving up their time in the gardens.

(Equan, Cullen Wealth, Three Pit Allotments, 7-COM, Virgin Money, SunBelt Rentals, Special Branch).



36m/ton Compost produced on site for our borders, so we don't have to buy it in -

All done by one amazing volunteer, John Parry!



14 regular volunteers a week, with an average of 70 hours volunteered every week.



On the Allotment we had new crops of courgettes, squashes, and asparagus.



Our three orchards produced around 280 plums, 65 pears and 150 apples per tree this year; all were either used by our catering team or sold to our staff and visitors.

Crop totals were plums ~55kg, pears ~48kg, apples ~600kg! Bumper crops this year!

Gardening Highlights:



Transformation of Herb Garden with new planting for our catering team to use in their meals.



Last Oriental Border completed the suite of three that wrap around the patient rooms.



Creation of the Winter-flowering Garden and the enhancement of the Hazel Wood as its backdrop, which have a swathe of naturalised snowdrops through them both.



Makin Tree Reflection Garden created for families to dedicate a leaf to their loved one.

Facilities & Estates

We renewed our fire risk assessments at the Hospice, Heywood, and Milnrow shops, as well as the Hub. Following this, we fitted 29 automatic door guards and installed or replaced 30 door closer arms to improve safety. In line with the government's recycling initiative, we've expanded our collections to include glass and food waste. We also switched contractors for our Nurse Call system maintenance, saving around **£2,300** a year. New boilers were installed in the wellbeing area to improve heating efficiency, helping us reduce energy use. Finally, we were delighted to welcome Kieron as a volunteer; his building expertise has already made a big difference, including supporting the Men's Shed launch.

IT and Procurement

We've upgraded our phone system from analogue to a modern cloud-based setup, linking all sites into one integrated network and expanding our extensions from 52 to 85; saving money and improving communication. A big thank-you to Zen Internet for donating the hardware and providing free internet across our shops, and to Myson Pages for helping us with the upgrade. Most of our computers have been updated to Windows 11, with older ones to be replaced soon, and we're also moving to the latest Office 2024 and Office 365 software. Finally, we've introduced a new electronic sign-in system, EntrySign, for staff, volunteers, and visitors to make checking in easier and more secure.

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Education

*Figures from 24/25 financial year

Our Springhill Hospice Education Team delivers high-quality palliative and end of life education to Hospice staff and health and social care staff across the borough, with most of our training offered free of charge. We also equip carers with essential care skills to help them provide support that is not only effective, but delivered with compassion and empathy.

As an approved provider of Tier 2 Oliver McGowan Training, we are committed to promoting inclusive, person-centred care for people with learning disabilities and autism. Over the past year, we have widened the number of subjects we offer.



over 50
people completed
the palliative care
education passport



507 hrs
training delivered
across 124 sessions



1,304
attendees across
the sessions



2,232
Visitors to our
Education
Department

Finance

**Total Income:
£6,419,886**

(£6.4 million in round numbers)

OF OUR INCOME:

£3 million came from the NHS or local authority.

£1.7 million was from donations, legacies and grants. Our income from legacies was only half what it was the previous year, which is why our overall income was less.

£1.5 million was from our other fundraising and trading / income generation activities.



**Total Expenditure:
£6,541,328**

(£6.5 million in round numbers)

OF OUR EXPENDITURE:

£5.2 million was spent on our inpatient, community and education services.

INCOME	2022-23 (£)	2023-24 (£)	2024-25 (£)
Investment	49,650	127,495	149,112
Donations & Fundraising Activities	861,721	1,445,071	1,756,334
Legacies	656,863	1,509,206	725,670
Charitable Activities (Services)	2,698,925	2,676,113	3,048,583
Trading	1,118,666	871,309	740,817
TOTAL	5,385,825	6,903,705	6,419,886

EXPENDITURE	2022-23 (£)	2023-24 (£)	2024-25 (£)
Charitable Activities (Services)	4,707,592	4,876,421	5,200,567
Fundraising	343,050	593,851	678,743
Trading Activities	848,416	778,381	662,018
TOTAL	5,899,058	6,248,653	6,541,328



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The difference you make



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Could pay for one complementary therapy treatment



Could pay for one visit from a specialist community team nurse



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Could pay for one dementia wellbeing group session



Our Fundraising Team have to raise **£11,000** every day to fund the Hospice.



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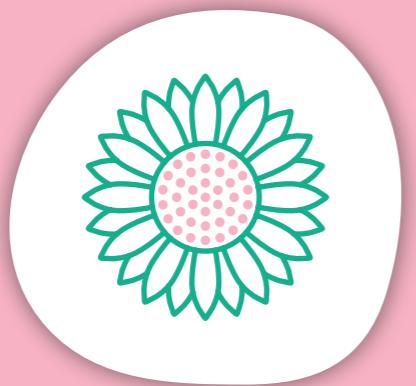


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Dates for your diary 2026



Take on a challenge
for Springhill
January



· Sunflower Appeal Launch
· Make A Will Month
February



· Woman of Rochdale
Luncheon
· London Marathon
April



Dying Matters Week
May



Shops Changeover
for spring
March



Volunteers week,
celebrating our
incredible volunteers
June



Thank-a-Thon
Month
July

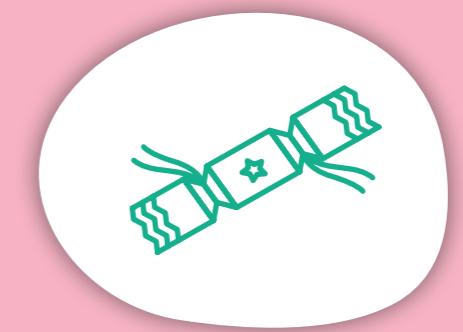


· Starlight Ball
· Make a Will Month
October



Summer Garden
Celebration

August



· Christmas Fair
· Man of Rochdale
Luncheon
November



· Three Reservoir
Ramble · Golf Day
September



· Light up a Life
Celebrations · Christmas
Cracker Ladies Lunch
December

Get in Touch

For further information about these
or any other Springhill events, please
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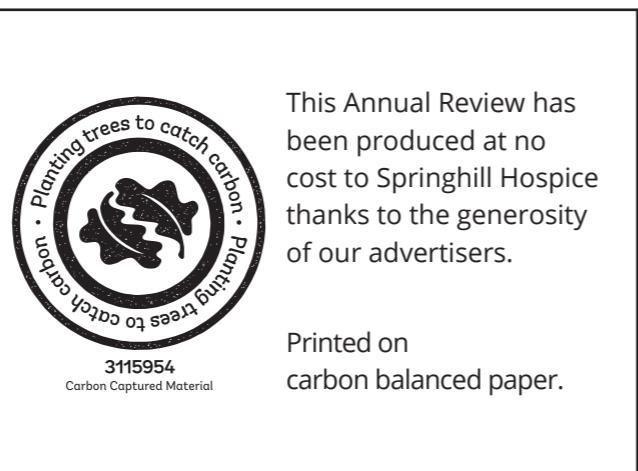
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