

RENNIE GROVE PEACE

APRIL 2022 – MARCH 2023

IMPACT

Impact Report 2022–23
Year end 31 March 2023

Volunteer of 7 years, Graham, runs weekly physio sessions for outpatients at Peace Hospice. Classes also available at Grove House.



Rennie Grove Peace

Vision for the future

I'm delighted to welcome you to our first Rennie Grove Peace Hospice Care Impact Report, reflecting back on our important merger announcement year, April 2022 to March 2023, and sharing our vision for the future.

When we started this period, we were two separate entities. From announcing our intention to merge Rennie Grove and Peace Hospice Care in June 2022, to receiving approval in October 2022 and new charity status in January 2023, we have all been driven by our clear merger vision: to serve a broader catchment area, reach more patients by widening access to our services, and strengthen our voice in both the local community and with our hospice care sector partners.

I am exceptionally proud that restructuring teams, aligning systems and processes and

creating combined departmental goals have all been achieved alongside our primary goal of providing excellent local hospice care for our patients, their families and those who care for them.

Already, in many areas, we can see the initial impact of our merger taking effect, which I hope you will enjoy reading about in this report.

This progress has been down to the passion, energy and determination of the whole team, helped by our 1,600 volunteers and supported by incredible individual and community fundraisers and corporate partners. Thank you all.

Stewart Marks
Chief Executive
Rennie Grove Peace
Hospice Care





A SIGNIFICANT YEAR OF PROGRESS

This report shows a real achievement. That we have merged, combined our teams and developed strategic plans towards fulfilling our future vision, while still delivering our day-to-day services, is a real testament to the Executive Board, our Rennie Grove Peace team members, our Trustees, our substantial volunteering force and all our local supporters.

As a combined result of our two charities merging, Rennie Grove Peace Hospice Care can now provide services to a population of just over 1 million who live in the arc from Marlow to Potters Bar.

Prior to merging, the two subsidiary charities provided services annually to about 5,000 people and data suggested there were a further 2,500 who would be eligible. Together, as Rennie Grove Peace, we aspire to meet the needs of all 7,500. Already in 2022–23, this report shows that

we are well on our way to achieving this aspiration, which is incredible in our first newly merged year.

We cannot achieve this without the loyalty of our community partners, corporate and individual supporters and the dedication and hard work of our colleagues and volunteers, to whom we are so grateful.

In the coming year we aim to conclude the integration of our systems and processes and develop our strategy to offer a wider range of services across all sections of our community, and secure more resources needed to ensure every local person receives the care they need, when they need it.

Dr Jeremy Shindler
Chair of Trustees
Rennie Grove Peace
Hospice Care



1 million local people

OUR VISION

We will support people of all ages who are affected by a progressive life-limiting illness, and those who care for them, to live as well as possible by providing choice and ease of access to a wide range of palliative care and bereavement services across West Hertfordshire and Buckinghamshire.

OUR CATCHMENT AREA

Data shows that there is a local need to serve upwards of 7,500* patients per year. As Rennie Grove Peace Hospice Care, our aim is to increase our current patient numbers from approximately 5,000 per year to cover more of this need.

1,043,843

Total population of GP patients in our catchment area

103

GP practices served

895

Total square mileage covered



*It is expected that 1% of a GP population die each year, with 75% of that 1% known to have a progressive life-limiting illness that they will die from. We now serve a GP population of just over 1 million, therefore 7,500 people living in the West Herts and Bucks area could benefit from direct palliative or end-of-life care intervention – or from the support of our generalist advice or services – in the last year of their life. This number extends beyond 8,000 when considering patients who access support in the earlier stages of a diagnosis and are not in the last year of life.



Our services for patients, families and carers

For more information on each service, visit our website



As a combined organisation we are able to offer a broad range of services to meet the physical, emotional, spiritual and social needs of each patient and family. Our services are delivered by multidisciplinary teams and grouped into five categories, all underpinned by our new Coordination Centre. This graphic gives an overview of the services we offer and how they all fit together. Turn to page 7 for more on the brand new Coordination Centre and how it will work.





COLIN'S STORY

When Colin was diagnosed with incurable pancreatic cancer in autumn 21, staying at home – surrounded by the people, places and peace he loved – was paramount. His wife, Elspeth, explains how Rennie Grove helped make that possible.

“Colin wanted to be at home and to die at home – that was very important to him. Despite the prognosis, he was determined to try everything. He lived for another year and four months after his diagnosis, passing away peacefully at home as he’d hoped.

“I remember when the Hospice at Home nurses first visited us, they made arrangements for ‘anticipatory medicine’. This, they explained, was so they could treat any symptoms quickly, when the time came, which would help Colin stay at home in safety and comfort.

“The Rennie Grove nurses are so well qualified – able to administer strong painkillers. They are very, very professional, but also genuinely kind. You could tell this was more than a job to them – you could tell they really cared.

“The nurses managed to keep Colin very comfortable. He was never, to my knowledge, in any pain. He had a syringe driver towards the end, and he slept peacefully for the last few days.

“I remember hearing his breathing change. At that very moment, the phone rang, and it was a Rennie Grove nurse. She asked after Colin, and I explained his breathing had just changed. She said her colleagues were already on their way – they must have known the end was very close. They’d visited the day before and had been visiting more and more regularly over the last few days – sometimes two or three times a day.

“Colin quietly passed away – it was a very peaceful ending. Not long afterwards, I met the nurses in the driveway. They gave me a hug, came in and took over. Washing and dressing Colin, making the necessary phone calls.

“I’ll be forever grateful. That hug meant the world to me at that moment.”

“I’m very glad Colin was able to stay at home, where he felt most at peace, right to the end.”

NEW SERVICE AND CLINICAL ROLES THE COORDINATION CENTRE

A key focus for our newly combined patient services team this year has been that delivery of our clinical activity should remain steady, while growing referral numbers across the catchment area.

We're pleased to report nearly 7,000 patient referrals, a significant increase from 5,000 last year as two separate charities. In addition to this, we have delivered just under 2,800 bereavement and counselling sessions as well as many other services listed on the next page.

The team has supported 85% of patients to die in their preferred place of death, of which 82% were at home, which compares with around 40% nationally.

We have spent considerable time during this year developing our new service, the Coordination Centre, which will launch in late 2023 as a single point of referral for all our services. In addition to this, our popular overnight service will soon be available for all within our catchment who need us.

Recruitment has been a huge focus, as this remains a challenge for us, in line with most healthcare organisations nationally. New roles including paramedics and a nurse consultant have been added to provide a wider mix of skills, as well as internal development and promotions, designed to strengthen the leadership and delivery of our clinical services.

The Clinical Leadership Team have also been developing links with other providers to explore collaborative working opportunities with NHS, social care and voluntary sector organisations.



Jackie Tritton
Chief Clinical Officer

Contact the Coordination Centre on 01923 60 60 30
or coordinationcentre@renniegrovepeace.org
8am to 6pm, 7 days a week. Urgent calls only after 6pm

Our 2022–23 impact in numbers



85%

of patients supported to die in their preferred place of death, of which 82% were at home

6,928

Patient referrals

4,686

Improving Access to Psychological Therapies (IAPT) one-to-one counselling sessions

64,584

Rapid Personalised Care Services (RPCS) visits

2,793

Bereavement and Counselling sessions

85

New referrals to the Compassionate Neighbours project



50

Compassionate Support Hub and Compassionate Café sessions held by volunteers in the local community

2,401

Supporting Hands or Compassionate Neighbours visits



63,814

Community visits and calls

841

Children's service face-to-face community visits

2,416

Children's service community phone calls



148

Inpatient Unit (IPU) admissions

943

Outpatient Services referrals

£7.59m

Total income from fundraising

£83,279

Raised by our annual Question of Sport dinner for corporate supporters



11%

Funding received by Rennie Grove from statutory sources

(excluding our commissioned RPCS service)

19%

Funding received by Peace Hospice Care from statutory sources

(excluding our commissioned RPCS service)



355

Staff members, of whom 157 are clinical



1,140

Volunteering enquiries

90

Unique volunteering roles

564

New volunteers onboarded



93

Conference delegates, 33% more than last year

944

Attendees of 158 internal face-to-face training sessions

£18.18m

Total income for the year

£10.40m

Total clinical budget for 2022-2023



£4.80m

Total income from our shops

7%

Increase in retail income year on year



255

Complimentary Therapy referrals

250 Community meetings, 2,401 one-to-one visits

Our Community Engagement team exists to build relationships with the communities we serve, this year completing over 250 meetings with community groups or organisations. This helps us raise awareness of the services we offer, as well as identify further needs of our communities, to help develop new services.

In 2022–23, our Compassionate Cafés scheme has been further developed, launching three new cafés, thanks to local community partners. We identified the need for a space in the community for anybody affected by loss to get together and meet others in a similar situation. We were able to offer a total of 50 group sessions, run by volunteers in cafés or community hubs. Our focus now is to recruit more volunteers to help us grow across all the areas we serve.

Both patients and their families are also able to benefit from one-to-one companionship and practical support from volunteers via our two Compassionate Communities support services: Supporting Hands, who have delivered 695 visits, and Compassionate Neighbours, who have delivered 1,706 visits. We're delighted that, when recently surveyed, 100% reported a positive experience of our Compassionate Neighbours project, having seen an increase in their social connection.

Alison May
Community Engagement Manager

If you, or someone you know,
can help please email
compassion@renniegrovepeace.org

FEEDBACK

COMPASSIONATE CAFÉ FEEDBACK:

“Thank you all for your care, kindness and understanding, I don’t know how I would have got through the early days of my husband’s passing without you, so thank you for being there for me.”

COMPASSIONATE NEIGHBOURS MEMBER FEEDBACK:

“It’s been so lovely to meet someone else and have a laugh! He doesn’t judge or look down on me ‘cos of my condition. Love Peter’s dog! Hoping to go out together as the weather gets better – might go to the pub or aquadrome.”

COMPASSIONATE NEIGHBOURS VOLUNTEER FEEDBACK:

“Love meeting new people and hearing and learning about them and their lives. Developing connections with all kinds of different people and witnessing how they increasingly feel relaxed and comfortable in your company.”



Carla's story

Carla, from St Albans, made use of the Rennie Grove Peace bereavement counselling service following the death of her mother in 2022. She says:

“After my mum died, I was struggling with my grief and referred myself to Rennie Grove for bereavement counselling. In all honesty, counselling was not really ‘my thing’. I was very sceptical about whether it would make a difference, but I reached a point where I was struggling so much that I knew I needed to try something.

“I’m so glad I did, because I can honestly say that I don’t think I’d be here today if it wasn’t for the counselling I received.

“My counsellor just helped me to see things in a different light and gave me the time and space I needed to process things.

“My counsellor also helped me to see myself in a different light. At the point I came to counselling I would say I wasn’t the best version of myself. She helped me to see what I could do and how to become that better version of me. That was incredibly powerful and made a huge difference to me.”

“At an incredibly difficult time in my life, the bereavement counselling service really was a lifesaver for me.”

Find out about our full range of services at renniegrovepeace.org/our-care-and-support

Fundraising exceeds £6.2m target



In 2022–23, the Fundraising team focused on bringing our two teams together as one to drive income generation, with a target of £6.2m.

As Rennie Grove Peace, we have seen exceptional legacy income in the year, which, along with exceeding target across fundraising, meant we closed the year ahead of target, generating a total income of £7.59m.

We saw record numbers of people taking part in our flagship events – the Chilterns 3 Peaks, the relaunch of the Herts 10K, Question of Sport Dinner and the London Bridges Walk.

Membership of our Presidents' Circle and Vice Presidents' scheme grew, attracting new donors to give at a higher level to support the development of our work.

Plus we delivered our first Rennie Grove Peace appeal at Christmas.

Key achievements included the Big Give Challenge, which reached its increased target of £80,000 within four days and the London Bridges Walk in March, which attracted 279 supporters and raised £28,000, considerably in excess of its target.

This year, data has continued to be at the heart of our activity, ensuring we can provide every supporter with the best possible experience and increase the lifetime value of those who so generously give to help us deliver our services.

Tracey Hancock
Director of Fundraising



THE IMPACT OF YOUR DONATIONS

£142,000

Raised from the Presidents' Circle & Vice Presidents' scheme to support our night service

48%

of our regular givers have been giving for 10+ years

£23,568

Raised from the first joint Christmas Appeal

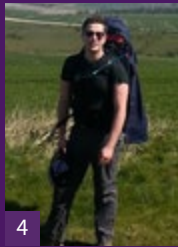
1,076

Active community supporters

£361,154

Raised from our community supporters and activities in the last year





STAR SUPPORTERS

London Marathon runners – a team of 20 runners took on this year's London Marathon (1) and raised an incredible £65,000.

Louise Wright (2) organised a marathon for her Move Walk Run running group, which raised over £8,000.

Rookie and Dingo (3) once again organised the Mike Hodge Golf Day, raising an incredible £9,000.

Ian Wainright (4) spent three months walking from Land's End to John O'Groats in memory of his grandad and raised over £5,500.

Emma Welland (5) completed a tandem skydive in memory of her dad, Dave, and raised almost £4,000.

Sue Cutler (6) dedicated almost 15 years to volunteering with Peace Hospice Care before she sadly died earlier this year. She has posthumously been awarded a certificate from the League of Mercy Foundation in recognition of her invaluable contribution.

Sue Hobley (7) recently celebrated 30 years of service as a volunteer. As well as being volunteer Head Gardener she runs our annual wreath-making workshop and organises an open garden at Grove House each summer. Thank you Sue!

RETAIL DELIVERS 7% INCREASE

We started this merger year in Retail and Trading with two separate networks of high street shops and the strategic goal of combining the best of both from our two legacy charities.

By the end of March 2023, we had delivered one Rennie Grove Peace team, with a network of 32 shops, and a total income generated of £4.8m. We're delighted to report that this shows an increase of 7% on last year's income.

The team have worked hard to improve margins as well as operational processes, moving onto one electronic point of sale system, a critical move for managing stocks and sales, as well as our Gift Aid donations.

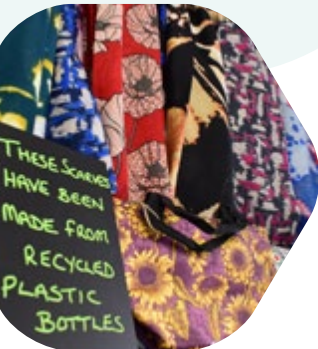
We held our first all staff Retail Conference, launched year two of our Retail Academy for shop managers and maximised

opportunities for donations to generate higher income for our charity, such as our eBay and Vinted e-commerce shops.



Our successful Rennie Grove Revisited Programme has been expanded, identifying shops ready for refurbishment, reviewing local community needs and reworking our offering to reinforce our environmental mantra, "ReCare, ReWear, ReHome". The programme includes ReLoved Boutiques, Community Hub shops and ReValued Outlet shops, developed specifically for each location.

Deborah Gould
Director of Retail and Trading



FIND YOUR NEAREST RENNIE GROVE PEACE SHOP

Our network of 32 shops now covers many locations across Bucks and Herts, as well as our eBay and Vinted e-commerce shops. Visit our Shop With Us page on our website for more details.





FIVE MINUTES WITH SARAH GAYWOOD

Sarah is the eCommerce Manager in our Retail & Trading team. She leads a team of five staff members and 28 volunteers, looking after our online selling platforms. She has been with the organisation for almost nine years, initially joining as a shop manager before moving into the eCommerce team three years ago. Talking about her current role, she says:

“I’m responsible for overseeing online sales from our warehouse in Berkhamsted. I’m in constant communication with the staff in our High Street shops, coaching them on current trends and managing the items they send to be sold online. I’m always monitoring our live listings and make sure I respond to any buyers’ queries. I love the team and am really passionate about where we’re going.

“I’m so proud of the growth of our online operation. Before I came into the role, it was relatively small, with the team packing around 40 items a week. Now, they’re packing and sending over 200 items per week and 7% of our Retail & Trading income comes from e-commerce. The expansion of our online selling operation has definitely been fuelled by the change in shopping

habits with more people opting to shop online, and the growing understanding of the fantastic range of fashion, collectibles and so much more that can be found on online second-hand platforms.

“We wouldn’t be able to do any of this without our fantastic volunteers. We have listers who research and take photos of the items for sale, specialists who lend their expertise in music, musical instruments and antiques to value items, and packers who finish the process and ensure items get to their new homes in great condition. The volunteers really are the heart of our team.

“The items that come through to be sold on eBay are brilliant and it’s such a buzz to see us sell an item for a great price, making more money for the charity to go towards patient care. We recently sold a pack of 100-year-old Tarot cards to an Australian collector for almost £2,000!

“You can shop with us on Vinted and Facebook Marketplace, but eBay is the heart of our e-commerce outfit and is a treasure trove of brilliant finds. We add new items every week, so do visit our store – you may be surprised by what you find!”



“I have always worked in the retail world and was delighted to make the move to charity retail because I was really keen to give back.”

1,600 volunteers and counting...



2022–23 has been an incredible year for volunteering. When we combined our two charities, we created a volunteering force of over 1,600 volunteers.

This amazing team has come together in our merger year to deliver 90 unique roles across our organisation. From managing patient meals and refreshments in the Inpatient Unit, to maintaining our beautiful gardens, to helping in marketing, finance and HR departments, to PAT testing our

electrical donations and serving customers in our shops. We really couldn't deliver our services without them.

We're delighted to report that we also have a regular flow of new interest in volunteering: averaging 95 volunteering enquiries and 47 new volunteers onboarded into their roles each month.

Rozina Ahmad
Director of People and Culture

HIGHLIGHTS THAT HAVE MADE A REAL DIFFERENCE INCLUDE:

Investment in a new mandatory training programme available to all volunteers, ensuring everyone is fully equipped to perform their roles safely

Regular Zoom updates with Stewart Marks, Chief Executive, and Deborah Gould, Director of Retail & Trading

Development of volunteer engagement and communications to ensure everyone feels embedded into the new combined organisation

Expansion of our Compassionate Cafés, Supporting Hands and Compassionate Neighbours programmes across our new catchment area

New e-learning platform developed for 2024 roll-out



Help us make a difference in the local community. Find all our volunteering opportunities by scanning this QR code today.

Hospice volunteering: it's not what you think



PENNY
Open Art Studio volunteer

As a charity we currently have around 1,600 registered volunteers. Volunteers outnumber staff by more than 4:1 which means we simply couldn't do what we do without them.

When you think of volunteering with a hospice you might think of our shop volunteers, our Inpatient Unit assistants or our community support volunteers. But did you know we also have volunteers dedicated to gardening, PAT testing electrical equipment and everything in between?

Here some of our volunteers share what they do and why they love it.

"I get so much out of volunteering with the therapeutic art group. I feel like I'm using my time constructively and I hope I'm helping to make a difference to patients. I would like to continue volunteering for as long as I can because I get so much out of it – it really is a two-way thing."



MARTIN
Volunteer gardener

"I'm part of just one of the teams of gardeners. My group has about six garden volunteers. We look after the gardens around Grove House so we take care of planting, pruning and weeding as needed."

CAROLYN
eBay volunteer, books specialist

"We get a lot of donations of books into the shops and if a shop team thinks they've got something that could collect a little more money on eBay, they send it into the warehouse for listing. I do a basic valuation and check to see if there's anything like a signature or first edition

cover that will increase its value. I then write a description and list the books on eBay to make sure we sell them at the best possible price for the charity."



COLIN
PAT tester

"My role involves testing electrical items that are donated to the shops to make sure they're safe for sale. The items we test range from hair dryers to televisions. Before I started I didn't have the necessary qualifications but this was not a problem as Rennie Grove Peace arranged for me to do the relevant training course and obtain a PAT tester's certificate."

The impact of learning and development

This year we have seen a number of new projects developed to increase our learning and development impact, both across the hospice care sector and internally to support our teams and volunteers.

For our 2022 Conference, we secured a range of clinical and palliative care experts to speak from across the world, with 93 delegates attending virtually on the day. This was an increase of 33% on tickets sold the previous year.



We developed our Management Development Programme for staff with line management responsibility and were delighted with the feedback that 100% of delegates reported increased knowledge and confidence. This will now run annually as a result.

Blue Stream Academy, our new learning management system, has been selected and implemented this year, enabling reporting and recording of e-learning mandatory training and compliance reporting all in one place.

We have implemented a huge range of training sessions, with the team delivering 158 internal face-to-face training sessions, with 944 attendees, as well as collaborating with two other hospices to deliver palliative care courses.

Training in nursing homes and care homes was delivered to 106 members of staff, as well as responsive training courses to meet emerging clinical needs and non-clinical training, including sessions such as self-care and resilience and communication skills.

Rozina Ahmad

Director of People and Culture

If you are a healthcare professional looking for conference or training details, or information on how to refer a patient, please visit renniegrovepeace.org/for-healthcare-professionals

Join our team! All our current jobs are listed on renniegrovepeace.org/careers



Allan's story

Allan was referred to Living Well sessions at Grove House in January 2023, after being diagnosed with cancer. Speaking after one of the weekly sessions, he said:

“One of the things I love most about the Living Well sessions is meeting other people who are in a similar situation. We can all be so open and talk to each other about what’s going on and how we feel about it. If there’s something that you wouldn’t feel you could talk to your family or friends about – for fear of upsetting them or them not knowing what to say – you can definitely talk to the group at Grove House about it. This peer support has been a huge help to me and I look forward to the sessions each week. We all have a real laugh and a good time together – it isn’t sad or depressing.

“I can’t stress enough what a wonderful service this is. I get so much out of attending the sessions and the staff and volunteers are all absolutely fantastic. As well as helping with things like my mobility, going to the sessions has really lifted my mood.”

“One of the things I love most about the Living Well sessions is meeting other people who are in a similar situation.”

We hope you enjoyed reading our first Rennie Grove Peace Impact Report.

If you have been inspired to support our work, here are the details of just some of the ways you can get involved:

VOLUNTEER WITH US

Search volunteer vacancies on our website or call the volunteer team on 01727 731020.



DONATE TO US

Whether it's through regular giving, taking part in a challenge event or supporting an event in your community, every penny you donate helps us to deliver our services for patients and families. Visit renniegrovepeace.org/get-involved to find out more.

SHOP WITH US

With 32 shops across Hertfordshire and Buckinghamshire you're sure to find one on a High Street near you.



KEEP IN TOUCH

We'd love to stay in touch via email to keep you updated on news and events from Rennie Grove Peace. Visit our website today to sign up for our emails.

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Rennie Grove Peace